



ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY

CITIZEN'S CHARTER





Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
La Paz, Iloilo City
• Trunkline: (033)320-7190 • Telefax: (033)329-4274
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VISION

ISAT U as a leading science and technology university in Southeast Asia by 2030.

MISSION

The University is committed to provide quality and relevant advanced education, higher technological, professional instruction and training in arts, sciences, education, architecture, engineering, agriculture, forestry, and other fields of study, thereby producing locally oriented, globally competitive and eco-friendly human resources. It shall promote research and development programs to advance science and technology and undertake sustainable extension and production activities.

CORE VALUES

Integrity, Commitment, Accountability, Responsiveness, and Excellence

INSTITUTIONAL GOALS

1. To provide a nurturing environment where academic freedom is guaranteed and respected for the optimum development of human potential.
2. To produce highly competent and eco-friendly graduates, who will become leaders and experts in their fields of specialization.
3. To conduct research towards the advancement of science and technology.
4. To provide extension and production activities for the improvement of the quality of life in the community.
5. To provide effective and efficient delivery of services through responsive management of human, physical, financial and information resources.

PERFORMANCE PLEDGE

We the Officials and employees of the Iloilo Science and Technology University, commit to:
Serve you promptly, efficiently, and with utmost courtesy with proper identification from Mondays to Fridays, 8:00 a.m. to 5:00 p.m. with no noon break;
Imbibe the proper work values and ethics and deliver service with integrity and consistency at all times;
Promote integrity, commitment, accountability, responsiveness, and excellence at all times; and
Respond to complaints about our services the soonest through our complaint and assistance desk and take corrective measures.

All these we pledge,
Because YOU deserve the best service.

FEEDBACK AND REDRESS MECHANISMS

Please let us know how we have served you by:

- Accomplishing our Feedback Form available at the Complaint and Assistance desk and drop in the Drop Box;
- Sending your feedback via e-mail at feedback@ISATU.edu.ph or call us at Tel. No. (033) 320-71-90 local 105
- Talking to our Officer of the Day at the Public Assistance and Complaint Desk.

Your verbal/written feedback will be very beneficial for the improvement of our services.

Thank you!

OFFICE OF THE UNIVERSITY REGISTRAR AND ADMISSION

- A. Confirmation of Enrolment
- B. Adding and Dropping of Subjects Enrolled
- C. Completion of Incomplete (INC) Marks
- D. Submission of Faculty Grade Sheets
- E. Request for Student Academic Records
 - Transcript of Records
 - Certifications
 - Proficiency Certificates
 - CAV (requirement for REd Ribbon at DFA)
 - Cert. of Transfer Credential (Honorable Dismissal)
 - Re-issuance of Registration Form
 - Report Card
 - Diploma
 - Form 137-A
- F. Evaluation of Students Academic Record
- G. Student Admission

CASHIER'S OFFICE

- Issue statement of accounts and student account balances
- Issue certification
- Issue examination permit
- Process scholarship grants and benefits of students
- Receive payment of tuition and other fees
- Receive payment for income and other income generating projects
- Prepare and release checks of clients and suppliers

LIBRARY

- Lend/Release Books
- Accept Returned Books
- Validate Library Card of students
- Conduct Library Orientation to students

OFFICE OF THE STUDENT AFFAIRS AND SERVICES

- Admission and Testing
- Guidance and Counselling
- Application for Scholarship Grants
- Certification of Student Scholarship
- Accreditation of Student Organization/s and Club/s
- Retention of Student Organization/s and Club/s
- Issuance and processing of SAFE Loans

MEDICAL AND DENTAL CLINIC

- Issue referral slip to students
- Medical and dental consultations
- Oral prophylaxis, tooth extraction and filling
- Dispense medicine
- Physical examination

OFFICES OF THE DEANS

- Interview applicants for admission
- Process enrolment of students
- Sign Clearance of student
- Verifies and checks student records
- Receive changing, adding, and dropping of subjects

MANAGEMENT INFORMATION SYSTEM OFFICE

- Taking pictures of applicants for admission
- Print Identification Card (I.D.) number in the application form
- Release admission form to student applicants for admission
- Printing of new Identification Card (I.D.)
- Printing of Identification Card (I.D) replacement

Answers to Some Questions Regarding the Citizen's Charter

1. What is a Citizen's Charter? (Operational Definition)

- "Citizen's Charter" refers to an official document, a service standard, or pledge, that communicates, in simple terms, information on the services provided by the government to its citizens. It describes the step-by-step procedure for availing a particular service, and the guaranteed performance level that they may expect for that service.

2. What is its Rationale?

- The "Citizen's Charter" is being set up under Republic Act No. 9485 in order to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption. Under the said Republic Act certain penalties are provided for those who violate the "Citizen's Charter".

3. What is the scope of the Charter?

- The Citizen's Charter shall include the following information:
 - a) Vision and mission of the government office or agency;
 - b) Identification of the frontline services offered, and the clientele;
 - c) The step-by-step procedure to obtain a particular service;
 - d) The office or employee responsible for each step;
 - e) The maximum time to conclude the process;
 - f) Document/s to be presented by the client, with a clear indication of the relevancy of said document/s;
 - g) The amount of fees, if necessary;
 - h) The procedure for filing complaints in relation to requests and applications, including the names and contact details of the officials / channels to approach for redress;
 - i) Allowable period for extension due to unusual circumstances;
 - j) Feedback mechanisms, contact numbers to call and /or persons to approach for recommendations, inquiries, suggestions, as well as complaints.

4. Who may use the Charter?

- Student/s, parents or guardian/s of students, and the general public transacting business with the College may use the Charter.

5. Who are affected by the Charter?

- All frontline service providers and the College Administration including the College President as Chief Executive Officer is affected by the Charter.
- In case of violation of the Charter the Head of the unit concerned will be answerable.

6. Who participated in the consultation for the proposed Charter formulation?

- The following Officers and Employees participated in the formulation of the Citizen's Charter:
 - a) Vice President for Administration and Finance;
 - b) Vice President for Academic Affairs;
 - c) Deans, Directors and Campus Administrators;
 - d) Heads of various units in the College and its External Campuses; and
 - e) Personnel who are identified as performing the frontline services;



MC No. 12 s. 2008

MEMORANDUM CIRCULAR

TO : ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTER; AND STATE UNIVERSITIES AND COLLEGES.

SUBJECT : Republic Act No. 9485 and its Implementing Rules and Regulations

Republic Act No. 9485, otherwise known as "An Act to Improve Efficiency in the "Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties" Thereof or the Anti-Red Tape Act of 2007, was signed into law by President Gloria Macapagal-Arroyo on June 2, 2007.

Pursuant to Section 16 of the Anti-Red Tape Act of 2007, the Civil Service Commission has promulgated the Implementing Rules and Regulations (IRR) of the said Act through CSC Resolution No. 081471 dated July 24, 2008. The IRR was published in the Philippine Star on August 21, 2008 and took effect on September 5, 2008. Attached is the IRR (Annex A).

Under the said law, each office or agency is tasked to perform the following within one (1) year from effectivity of the IRR, in cooperation with the CSC, the Development Academy of the Philippines, and agency clientele:

1. Identify its frontline services;
2. Undertake reengineering of transactions. This includes limiting the number of signatories to a maximum of five (5) signatures, and providing for the period within which applications or requests are acted upon which shall not be longer than five (5) working days for simple transactions and ten (10) working days for complex transactions; and
3. Set up service standards to be known as the Citizen's Charter, including forming a task force to prepare said Charter, to be presented on a billboard or other prominent announcement at the office handling the processes and services explained therein

Crucial to the crafting of the agency Citizen's Charter is the identification of the agency's frontline services. As defined under the law, "frontline service" refers to "the process or transaction between clients and government offices or agencies involving applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension of the enumerated applications and/or requests which are acted upon in the ordinary course of business of the office or agency concerned "

Frontline services include those services (1) with regular face-to-face interaction with the public; (2) which are highly demanded or highly needed; (3) which receive the most number of complaints; or (4) which have immediate impact to the public/community.

Pursuant to Section 2 (b) of Rule II, "Citizen's Charter" refers to an official document, a service standard, or a pledge, that communicates, in simple terms, information on the services provided by the government to its citizens. It describes the step-by-step procedure for availing a particular service, and the guaranteed performance level that clients may expect for that service

Annex B shows an excerpt from the Citizen's Charter of a local government unit pertaining to Granting of New, and Renewal of Existing, Business Permits.

An electronic copy of the IRR is available at www.csc.gov.ph.

Please monitor the CSC web site for updates on the Anti-Red Tape Act.

September 16, 2008


RICARDO L. SALUDO
Chairman

DBB:sasu:megh:jss
CSLO-LLD/ART-IRR MC



**Re: IMPLEMENTING RULES AND REGULATIONS
Republic Act No. 9485 (Anti-Red Tape Act of 2007)**

X-----X

RESOLUTION NO. 081471

WHEREAS, Article II, Section 27 of the Constitution provides that the State shall maintain honesty and integrity in the public service and shall take positive and effective measures against graft and corruption;

WHEREAS, there is an urgent need to establish an effective system that will eliminate bureaucratic red tape, avert graft and corrupt practices and improve the efficiency of delivery of government frontline services;

WHEREAS, in response to the urgent need to eliminate red tape and improve frontline service delivery, the Thirteenth Congress enacted on June 2, 2007 Republic Act No. 9485, otherwise known as the "Anti-Red Tape Act of 2007;"

WHEREAS, RA No. 9485 aims to promote transparency in government with regard to the manner of transacting with the public by requiring each agency to simplify frontline service procedures, formulate service standards to observe in every transaction and make known these standards to the client;

WHEREAS, Section 16 of the same law mandates the Civil Service Commission, in coordination with the Development Academy of the Philippines (DAP), the Office of the Ombudsman (OMB) and the Presidential Anti-Graft Commission (PAGC), to promulgate the necessary rules and regulations to implement said Act;

WHEREAS, the CSC together with the DAP, OMB and PAGC, conducted a series of consultative meetings with various stakeholders to gather comments and recommendations as well as to discuss possible issues in the implementation of the "Anti-Red Tape Act of 2007;"

NOW THEREFORE, the Commission RESOLVES to adopt the implementing rules and regulations of RA No. 9485, as follows:

Certified True Copy

TINA KATHARINE L. SISON
Chief Personnel Specialist
Commission Secretariat and Liaison Office
Civil Service Commission

RULE I. COVERAGE

SECTION 1. These Rules shall apply to all government offices and agencies including local government units and government-owned or controlled corporations with or without original charter that provide frontline services as defined in the Act. Those performing judicial, quasi-judicial and legislative functions are excluded from the coverage of the Act, however, their respective frontline services are deemed included.

RULE II. INTERPRETATION

SECTION 1. These Rules shall be interpreted in the light of the Declaration of Policy found in Section 2 of the Act:

"It is hereby declared the policy of the State to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in government. Towards this end, the State shall maintain honesty and responsibility among its public officials and employees, and shall take appropriate measures to promote transparency in each office or agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified procedures that will reduce red tape and expedite transactions in government."

SECTION 2. Definition of Terms. For purposes of these Rules, the following terms shall mean:

- (a) **"Action"** refers to the written approval or disapproval made by a government office or agency on the application or request submitted by a client for processing.
- (b) **"Citizen's Charter"** refers to an official document, a service standard, or a pledge, the communicates, in simple terms, information on the services provided by the government to its citizens. It describes the step-by-step procedure for availing a particular service, and the guaranteed performance level that they may expect for that service.
- (c) "Citizen" with reference to the Citizen's Charter refers to the clients whose interests and values are addressed by the Citizen's Charter and, therefore, includes not only the citizens of the Republic of the Philippines, but also all the stakeholders, including but not limited to, users, beneficiaries, other government offices and agencies, and the transacting public.
- (d) "Complex Transactions" refers to requests or applications submitted by clients of a government office which necessitate the use of discretion in the resolution of complicated issues by an officer or employee of said government office, such transaction to be determined by the office concerned.
- (e) "Fixer" refers to any individual whether or not officially involved in the operation of a government office or agency who has access to people working therein and whether or not in collusion with them, facilitates speedy completion of transactions for pecuniary gain or any other advantage or consideration.
- (f) "Fixing" refers to the act that involves undue facilitation of transactions for pecuniary gain or any other advantage or consideration.
- (g) "Frontline Service" refers to the process or transaction between clients and government offices or agencies involving applications for any privilege, right, permit, reward, license concession, or for any modification, renewal or extension of the enumerated applications and/or requests which are acted upon in the ordinary course of business of the office or agency concerned.
- (h) "Irrelevant requirements" refers to any document or performance of an act not directly material to the resolution of the issues raised in the request or needed in the application submitted by the client.
- (i) "Officer or Employee" refers to a person employed in a government office or agency required to perform specific duties and responsibilities related to the application or request submitted by a client for processing.

RULE III. RE-ENGINEERING OF SYSTEMS AND PROCEDURES

SECTION 1. Within one (1) year from effectivity of the Rules, each office or agency shall:

- a) Determine which processes or transactions constitute frontline service;
- b). Undertake reengineering of transaction systems and procedures, including time and motion studies, if necessary; and after compliance thereof,
- c). Set up their respective service standards to be known as the Citizen's Charter.

SECTION 2. The reengineering process shall include a review for the purposes of streamline of the following:

- a) Steps in providing the service,
- b) Forms used;
- c) Requirements;
- d) Processing time; and
- e) Fees and charges.

There shall also be a review of the location of the offices providing frontline services and directional signs to facilitate transactions.

SECTION 3. In the evaluation of official forms, government offices and agencies rendering frontline services shall limit the number of signatories to a maximum of five (5) signatures of officers or employees directly supervising the evaluation, approval or disapproval of the request, application, or transaction.

The head of government office or agency shall prescribe, through an appropriate office order, the rules on the proper authority to sign in the absence of the regular signatory, as follows:

- (1) If there is only one official next in rank, he/she shall automatically be the signatory,
- (2) If there are two or more officials next in rank, the appropriate office order shall prescribe the order of priority among the officials next in rank within the same organizational unit; or
- (3) If there is no official next in rank present and available, the head of the department office or agency shall designate an officer-in-charge from among those next lower in rank in the same organizational unit.

RULE IV. CITIZEN'S CHARTER

SECTION 1. The Citizen's Charter shall include the following information:

- (a) Vision and mission of the government office or agency;
- (b) Identification of the frontline services offered, and the clientele;
- (c) The step-by-step procedure to obtain a particular service;
- (d) The officer or employee responsible for each step;
- (e) The maximum time to conclude the process;
- (f) Document/s to be presented by the client, with a clear indication of the relevancy of said document/s;
- (g) The amount of fees, if necessary;
- (h) The procedure for filing complaints in relation to requests and applications including the names and contact details of the officials/channels to approach for redress;
- (i) Allowable period for extension due to unusual circumstances; i.e. unforeseen events beyond the control of concerned government office or agency; and
- (j) Feedback mechanisms, contact numbers to call and/or persons to approach for recommendations, inquiries, suggestions, as well as complaints.

SECTION 2. The Citizen's Charter shall be in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous place, and in the form of published materials written either in English, Filipino, or in the local dialect.

SECTION 3. The head of office or agency shall constitute a task force to prepare a Citizen's Charter pursuant to the provisions of the Act and these Rules, taking into consideration the stakeholders, users and beneficiaries of the frontline services, and shall conduct consultative formulation and refinement of the provisions of the Charter.

The participation of non-government organizations and other concerned groups shall be encouraged. The head of office or agency shall formally issue and release the Charter and shall monitor and periodically review its implementation.

Offices and agencies with existing service standards shall evaluate these standards to ensure compliance with the provisions of this Rule.

SECTION 4. The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.

SECTION 5. The assistance of the Civil Service Commission and the Development Academy of the Philippines may be requested for purposes of complying with Rules III and IV.

SECTION 6. The activities in Rules III and IV shall be monitored by the Civil Service Commission through its Regional Offices and Field Offices for re-evaluation and benchmarking.

RULE V. ACCOUNTABILITY OF HEADS OF OFFICES AND AGENCIES

SECTION 1. The head of the office or agency shall be primarily responsible for the implementation of these Rules and shall be held accountable to the public in rendering fast efficient, convenient and reliable service. All transactions and processes are deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned. In case of failure to comply with these Rules appropriate charges may be filed against the head of office or agency under existing law and rules, before the appropriate forum.

RULE VI. ACCESSING FRONTLINE SERVICES

SECTION 1. All offices and agencies are enjoined to undertake on a continuing basis programs to promote customer satisfaction and improve service delivery, and other similar activities for officers and employees in frontline services.

SECTION 2. Acceptance and Denial of the Applications and Requests.

- (1) All officers or employees shall accept written applications, requests, and/or documents being submitted by clients of the office or agency.
- (2) The responsible officer or employee shall acknowledge receipt of such application and/or request by writing or printing clearly thereon his/her name, the unit where he/she is connected with, and the time and date of receipt.
- (3) The receiving officer or employee shall perform a preliminary assessment of the request so as to promote a more expeditious action on requests, and shall determine through a cursory evaluation the sufficiency of submitted requirements for a request or application, taking into consideration the determined response time for the transaction.
- (4) All applications and/or requests in frontline services shall be acted upon within the period prescribed under the Citizen's Charter, which in no case shall be longer than five (5) working days in the case of simple transactions and ten (10) working days in the case of complex transactions from the time the request or application was received.

- (5) Depending on the nature of the frontline services requested or the mandate of the office of agency under unusual circumstances, the maximum time prescribed above may be extended. For the extension due to the nature of frontline services, the period for the delivery of frontline services shall be indicated in the Citizen's Charter, which shall not be more than five (5) working days for simple transactions, and not more than ten (10) working days for complex transactions. The office or agency concerned shall notify the requesting party in writing of the reason for the extension and the final date of release of the frontline service/s required.

In case the applicant disagrees, he/she may resort to the grievance or complaint mechanisms prescribed in the Citizen's Charter.

- (6) No application or request shall be returned to the client without appropriate action. In case an application or request is disapproved the officer or employee who rendered the decision shall send a formal notice to the client within five (5) working days from the receipt of the request and/or application, stating therein the reason for the disapproval including a list of specific requirement/s which the client failed to submit.

Any denial of request for access to government service shall be fully explained in writing, stating the name of the person making the denial and the grounds upon which such denial is based. Any denial of request is deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned.

- (7) This Section shall also apply to government offices or agencies which allow computer-based access to frontline services.

SECTION 6. Automatic Extension of Licenses, Permits, and Authorities. - If a government office or agency fails to act on an application and/or request for renewal of a license, permit or authority subject for renewal within the prescribed period, said permit, license or authority shall automatically be extended until a decision or resolution is rendered on the application for renewal. In this instance, the applicant shall be informed prior to the expiration of the original period that more time is required to evaluate the application or request.

No automatic extension or renewal shall apply to an expired permit, license, or authority. No automatic extension or renewal shall also apply when the permit, license or authority covers activities which pose danger to public health, public safety, public morals or to public policy including, but not limited to, natural resource extraction activities.

SECTION 3. Working Schedule. - Heads of offices and agencies which render frontline services shall adopt appropriate working schedules to ensure that all clients who are within their premises prior to the end of official working hours are attended to and served even during lunch break and after regular working hours. Offices and agencies may consider providing frontline services as early as seven (7) in the morning until as late as seven (7) in the evening to adequately attend to clients. The frontline services must at all times be complemented with adequate staff by adopting mechanisms such as rotation system among office personnel, sliding flexi-time, reliever system especially in peak times of the transaction, or providing skeletal personnel during lunch and snack time.

To ensure the uninterrupted delivery of frontline services, the heads of offices and agencies shall adopt the appropriate mechanisms within six (6) months from the effectivity of these rules.

SECTION 4. Identification Card - All officers or employees transacting with the public shall be provided with an official identification card which should be worn during office hours. The information on the identification card should be easy to read, such that the officials and employees concerned can be identified by the clients. For certain agencies where an identification card is not provided, the officers and employees must wear nameplates or other means of identification.

SECTION 5. Public Assistance Desk. - Each office or agency shall establish a public assistance/complaints desk in all their offices, where an officer or employee knowledgeable on frontline services shall at all times be available for consultation and advice. The desk shall be attended to even during breaktime.

The office or agency shall institute hotline numbers, short message service, information communication technology, or other mechanisms by which the clients may adequately express their complaints, comments or suggestions. It may also institute one-stop shops or walk-in service counters. Special lanes may be established for pregnant women, senior citizens, and persons with disabilities.

SECTION 6. Automatic Extension of Licenses, Permits, and Authorities. - If a government office or agency fails to act on an application and/or request for renewal of a license, permit or authority subject for renewal within the prescribed period, said permit, license or authority shall automatically be extended until a decision or resolution is rendered on the application for renewal. In this instance, the applicant shall be informed prior to the expiration of the original period that more time is required to evaluate the application or request.

No automatic extension or renewal shall apply to an expired permit, license, or authority. No automatic extension or renewal shall also apply when the permit, license or authority covers activities which pose danger to public health, public safety, public morals or to public policy including, but not limited to, natural resource extraction activities.

RULE VII. REPORT CARD SURVEY

SECTION 1. The Civil Service Commission, in coordination with the Development Academy of the Philippines, shall conduct a survey to obtain feedback on existence and effectiveness of, as well as compliance with the Citizen's Charter, and how the office or agency is performing insofar as frontline services are concerned. The survey shall also be used to obtain information and/or estimates of hidden costs incurred by clients to access frontline services which may include, but is not limited to, bribes and payment to fixers. The Civil Service Commission may tap other government agencies, educational institutions such as Association of Schools of Public Administration, non-government organizations, or other concerned individuals or groups and may utilize existing government programs, and support systems.

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The evaluation tool may be linked with the program of the Civil Service Commission to (1) provide critical evaluation of the office or agency, and its personnel; (2) check client satisfaction, operational efficiency and areas vulnerable to corruption; (3) highlight best practices; (4) provide incentives for excellent service delivery; and (5) give recommendations for improvement in problem areas and inefficiencies in frontline services.

The Civil Service Commission shall publicize the results in an annual report card survey and furnish the government agency concerned the result of the survey assessment, evaluation and/or observations. Such assessment, evaluation and/or observations shall also be incorporated in the agency's annual report and shall be considered in the improvement, revision, modification, enhancement, or amendment of the Citizen's Charter and/or frontline services.

The Report Card Survey may include the following: (1) the service provider - personal disposition of the employee providing the service sought of; (2) the quality of service - how the service was provided to the client; and (3) the physical working condition - how the physical setup/layout of the office affects the performance, efficiency, and accessibility of the service provided.

RULE VIII. DISCIPLINARY ACTION

SECTION 1. After compliance with the substantive and procedural due process, the following shall constitute violations of the Act and its Rules together with their corresponding penalties.

- (a) Light Offense - (1) Refusal to accept application and/or request within the prescribed period or any document being submitted by a client;
- (2) Failure to act on an application and/or request or failure to refer back to the client a request which cannot be acted upon due to lack of requirement/s within the prescribed period;
- (3) Failure to attend to clients who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break;
- (4) Failure to render frontline services within the prescribed period on an application and/or request without due cause;
- (5) Failure to give the client a written notice on the disapproval of an application or request; and
- (6) Imposition of additional irrelevant requirements other than those listed in the first notice under Rule VI, Section 1 (6).

The term "prescribed period" shall refer to the period specified under the Citizen's Charter, or in the absence thereof, the period provided for under Rule VI, Section 1 (4) hereof.

Penalties for light offenses shall be as follows:

First Offense - Thirty (30) days suspension without pay and mandatory attendance in Values Orientation Program; The Civil Service Commission and the Office of the Ombudsman shall promulgate a Values Orientation Program which shall include anti-red tape and anti-fixing workshops suitable for this purpose.

Second Offense - Three months suspension without pay; and

Third Offense - Dismissal and perpetual disqualification from public service.

- (b) Grave Offense - Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage.

Penalty - Dismissal and perpetual disqualification from public service.

SECTION 2. The finding of administrative liability under the Act and its Rules shall not be a bar to the filing of criminal, civil or other related charges under existing laws arising from the same act or omission as herein enumerated.

SECTION 3. Criminal Liability for Fixers. - Fixers shall suffer the penalty of imprisonment not exceeding six years or a fine of not less than Twenty thousand pesos (P20 000.00) but not more than one hundred thousand pesos (P100,000.00) or both fine and imprisonment at the discretion of the court.

SECTION 4. Administrative Jurisdiction and Procedure. - The Civil Service Commission (CSC) and the Office of the Ombudsman shall have administrative jurisdiction over non-presidential appointees, while the Office of the Ombudsman and the Presidential Anti-Graft Commission (PAGC) shall have administrative jurisdiction over presidential appointees in their respective procedures as determined by appropriate laws, rules and issuances shall be observed regarding any violation of the provisions of these Rules.

RULE IX. IMMUNITY

SECTION 1. Any public official or employee or any person having been charged with another under the Act and who voluntarily gives information pertaining to an investigation or who willingly testifies therefor, shall be exempt from prosecution in the case/s where his/her information and testimony are given.

SECTION 2. The discharge of co-respondent/accused to be a witness may be granted and directed by the investigating body or court upon the application or petition of any of the respondent/accused-informant and before the termination of the investigation: Provided, That:

- (a) There is absolute necessity for the testimony of the respondent/accused informant whose discharge is requested;
- (b) There is no other direct evidence available for the proper prosecution of the offense committed, except the testimony said respondent/accused-informant;
- (c) The testimony of said respondent/accused-informant can be substantially corroborated in its material points;
- (d) The respondent/accused-informant has not been previously convicted of a crime involving moral turpitude; and
- (e) Said respondent/accused-informant does not appear to be the most guilty.

Evidence adduced in support of the discharge shall automatically form part of the records of the investigation. Should the investigating body or court deny the motion or request for discharge as a witness, his/her sworn statement shall be inadmissible as evidence.

SECTION 3. If the respondent-informant granted immunity fails or refuses to testify or to continue to testify, or testifies falsely or evasively, or violates any condition accompanying such immunity without just cause, as determined by the office or agency concerned, his/her immunity shall be cancelled and he/she shall be prosecuted criminally and/or administratively.

RULE X. FINAL PROVISIONS

SECTION 1. The activities embodied in these Rules shall be charged to the office or agency's regular budget.

SECTION 2. An oversight committee composed of the Civil Service Commission, as head, and the Office of the Ombudsman, the Presidential Anti-Graft Commission, and the Development Academy of the Philippines, as members, shall ensure the immediate, swift and effective implementation of the Act and its Rules.

SECTION 3. These Rules may be amended or modified as necessary.

SECTION 4. If any provision of these Rules shall be declared invalid or unconstitutional, such declaration shall not affect the validity of the remaining provisions.

SECTION 5. These Rules shall take effect fifteen (15) days following its publication newspaper of general circulation.

Quezon City, JULY 24, 2008

(VACANT)
Chairman


CESAR D. BUENAFLOR
Acting, Chairman


MARY ANN Z. FERNANDEZ-MENDOZA
Commissioner

Attested by:


DOLORES B. BONIFACIO
Director VI
Commission Secretariat and Liaison Office

Certified True Copy


TINA KATHARINE L. SISON
Chief Personnel Specialist
Commission Secretariat and Liaison Office
Civil Service Commission

Granting of New and Renewal of Existing Business Permits

City Administrator's Office, 2nd Floor, City Hall

Tel. No. (35) 225-4563, 422-2511; (35)225-4818 (Permit Section)

Head of Office , Mr./Ms. _____, City Administrator

All businesses are required to secure a Business License and Mayor's Permit prior to operating a new business or to continue operating an existing business. To facilitate the renewal of business permits, a one-stop shop located beside the Peuriculture Center is operated from January 2 to mid- February.

If requirements are complete, this transaction can normally be completed in one (1) working day.

WHO MUST AVAIL OF THE SERVICE:

Citizens doing business or plan to do business within the city.

REQUIREMENTS:

1. Tax Clearance from City Treasurer's Office . Please refer to service no. 3.15.8 Securing Business Permit/Tax Clearance for New or Renewal of Business Permit
2. Environmental Permit from City Environment and Natural Resources Office (C E N R O). Please refer to Service No. 3.5.1 Granting of Environmental Permits
3. Barangay Clearance (site of business)
4. Department of Trade and Industry Clearance
5. SSS Clearance
6. BIR Clearance
7. PhilHealth Clearance
8. Certificate of Annual Safety Inspection from City Engineer's Office. Please refer to Service No. 3.2.5- Certificate of Annual Safety Inspection (CASI) (Public Market vendors are exempted)
9. Food Handler's Certificate for businesses engaged in food service and/processing. Please refer to Service No. 3.7.3 Issuance of Food Handler's Certificate and/or Sanitary Permit
10. Clearance from Economic Enterprise Office (Public Market) for market vendors Please refer to Service No. 3.10.3 Issuance of Market Clearance for the Renewal or Business Permits and Licenses.
11. Zoning Clearance from City Planning and Development Office. Please refer to Service No. 3.2.1 Preliminary Zoning Clearance
12. Certificate of Fire Safety Inspection from Bureau of Fire Protection.
13. Duly Accomplished and Notarized Mayor's Permit application Form

**SCHEDULE OF AVAILABILITY OF SERVICE:
FEES:**

(Monday-Friday) 8:00AM- 12:00NN – 1:00 PM- 5:00 PM
Business Permit Fees based on Chapter VI- XVT of the City
Omnibus Tax Code of 1997.

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Administrator's Office Activity	Duration of Activity	Person-in-Charge
1	Proceed to the City Administrator's Office. Secure application forms and other requirements and make classificatory inquiries.	Provide the client with a short briefing on the service and its requirements	10 minutes	Employee A Employee B Employee C Employee D
2	Submit the accomplished application form and other documents to the Permit Section, City Administrator's Office.	Receive and review application and documents	3 minutes	Employee A Employee B Employee C Employee D
3	Receive the third copy of the permit together with the other documents	Type information on the permit form. Advise client to wait. Release third copy of permit application and other documents to applicant. Inform applicant to pay fee. (assessment from CTO)	5 minutes	Employee E Employee F Employee G
4	Proceed to City Treasurer's Office to pay fees	Issue official receipt	5 minutes	Revenue Collector, City Treasurer's Office
5	Proceed to Bureau of Fire Protection to pay fees	Issue official receipt	5 minutes	BFP person-in-charge
6	Proceed to City Administrator's Office (Permit Section) and show receipts	Receive documents and receipts; segregate file copy; record data; release client's copy to the applicant.	5 minutes	Employee C Employee H
7	Proceed to City Administrator's Office and present documents for signature. Receive approved Permit.	Approve Permit	3 minutes	Mr./Ms. City Administrator

The background features a large, light gray watermark of the University of Science and Technology (UST) logo. The logo is circular with a gear-like outer border. Inside the circle, there is a central emblem depicting a torch, an atom, and a building. The text "UNIVERSITY OF SCIENCE AND TECHNOLOGY" is written along the top inner edge, and "1905" is at the bottom. The text "OFFICE OF THE UNIVERSITY REGISTRAR AND ADMISSION" is overlaid in bold black font.

OFFICE OF THE UNIVERSITY REGISTRAR AND ADMISSION



Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
La Paz, Iloilo City
OFFICE OF THE UNIVERSITY REGISTRAR AND ADMISSION



A. SERVICES: **Confirmation of Enrolment**
Schedule: 8:00 am to 5:00 pm (during enrolment period)
Clients/Customers: Old and New Students (High School Graduate, Transferees, ALS/PEPT Passers, Cross-enrolees, Graduate Students)

Requirements:

Incoming New Students

- a. High School Card (Form 138-A) for New First Year students
- b. Transcript of Records (for Transferees)
- c. Certificate of Transfer Credential (for Transferees)
- d. Certification of Good Moral Character
- e. Certification of Rating (for ALS/PEPT Passers)
- f. police clearance (for vocational students only)

Old Students

- a. Clearance

Processing Time: 15 - 20 minutes

Procedures:

STEP	CUSTOMER	SERVICE PROVIDER	Duration of Activity	FEE	Person Responsible	FORMS
1	Presents for confirmation of enrollment the Registration Form and other requirements	Reviews the completeness of Registration Form and other enrolment requirements	3 minutes for old students, 5 minutes for new students	None	Registrar's Staff	Pre-Registration Form, Registration Form, Official Receipts
		Encodes student ID number on the enrolment template provided in the Registration System and reviews printed RF vs Registration System electronic data	5 minutes	None	Registrar's Staff	
		Confirms enrolment of student and stamps "ENROLLED" on the 4 copies of RF.	3 minutes	None	Registrar's Staff	
		Collates RF and retain Registrar's Copy of the RF together with other requirements. Returns the remaining 3 copies and OR to student.	3 minutes	None	Registrar's Staff	
2	Furnishes the Dean's office the confirmed Student Registration Form	Inform student to furnish Dean's office the official Student Registration Form.	1 minute	None	Registrar's Staff	Registration Form, Official Receipt
END OF TRANSACTION						

B. SERVICES: **Adding and Dropping of Subjects Enrolled**
Schedule: - (Monday-Friday) 8:00 am to 5:00 pm (during enrolment period)
Clients/Customers: - All officially enrolled students
Requirements: - Adding and Dropping Form
Processing Time: - 10 -15 minutes
Procedures:

STEP	CUSTOMER	SERVICE PROVIDER	Duration of Activity	FEE	Person Responsible	FORMS
1	Submits adding and dropping form	Reviews form presented by student	3 minutes	None	Registrar/Assigned Staff	Adding and Dropping Form
		Inputs student ID number on the Registration System Enrolment template and edits electronic data as reflected in the Adding and Dropping Form.	5 minutes	None	Registrar/Assigned Staff	
		Confirms the adding and dropping of subjects made and signs the Registrar's portion of the form in 4 copies. Retains Registrar's Copy and returns to student the duplicate copies. Inform student to proceed to Cashier's office.	1 minute	None	Registrar/Assigned Staff	
2	Submits to the Cashier's Office the adding and dropping form of subjects enrolled	Signs the form and retains the Cashier's Copy. Returns to student the Dean's Copy and Student's Copy.	1 minute	None	Cashier/Assigned Staff	Adding and Dropping Form of Subject Enrolled

3	Submits to the Dean's office a copy of Adding and Dropping form for file	Receives and files Dean's copy of Adding and Dropping form	1 minute	None	Dean's Office Clerk	Adding and Dropping Form of Subject Enrolled
END OF TRANSACTION						

C. SERVICES:

Schedule:

Clients/Customers:

Requirements:

Processing Time:

Procedures:

Completion of Incomplete (INC) Marks

- (Monday to Friday) 8:00 am to 5:00 pm

- All Students

- Accomplished form for Completion of Incomplete INC Marks

- 15 - 20 minutes

STEP	CUSTOMER	SERVICE PROVIDER	Duration of Activity	FEE	Person Responsible	FORMS
1	Requests for Completion of INC Mark Form	Issues Completion Form to student.	3 minutes	None	Registrar's Staff	Completion form for incomplete mark
2	Accomplishes the required data and submits form to the Dean concerned	Enters completion grade in the form and affix signature for validity.	3 minutes	None	Faculty Concerned	
3		Forward the accomplished Form to the Dean's office for signature	3 minute	None	Faculty Concerned	
		Signs the form for validity and forwards the same to the Registrar's Office.	3 minutes	None	Dean/Assigned Staff	
4		Receives the accomplished form and examine the validity of signatures.	3 minutes	None	University Registrar	
5		Signs and records the form in the logbook and endorses the same to staff concerned.	2 minutes	None	University Registrar	
6		Encodes the reflected completion in the Registration System.	2 minutes	None	Registrar's Staff	
END OF TRANSACTION						

D. SERVICES:

Schedule:

Clients/Customers:

Requirements:

Processing Time:

Procedures:

Submission of Faculty Grade Sheets

- (Monday to Saturday) 8:00 am to 5:00 pm

- Faculty Members (Permanent/Part time/Substitute)

- Accomplished Official Grade Sheets

- 10-15 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	FEE	Person Responsible	FORMS
1	Requests print out of official grade sheet at the Dean's Office and reflects students' grades	Print outs the requested official grade sheets of the faculty concerned	within 10 days after the final examination	None	College Dean/Assigned Staff	Faculty Load
2	Submits accomplished official grade sheets	Reviews, receives and records official grade sheets of the faculty concerned	5 minutes	None	Registrar's Staff	Grade Sheets, Grade Sheet Report
3		Retains the original copy of grade sheets and returns to faculty the duplicate copies for file.	2 minutes	None	Registrar's Staff	
4	Submits a copy of the received and reviewed gradesheets to the Dean's Office	Encodes faculty grade sheets in the University Registration System	2 minutes (per Grade Sheet)	None	Registrar's Staff	
5		Verifies the encoded grades in the Registration System versus the submitted hard copy of the faculty grade sheets	3 minutes (per Grade Sheet)	None	University Registrar	
END OF TRANSACTION						

E. SERVICES: Request for Student Academic Records(TOR, Form 137-A, Diploma, Certificates, Certifications)**Schedule:**

-8:00 am to 5:00 pm (Monday to Friday)

Clients/Customers:

-Active and Inactive Students, Alumni, other authorized parties, general public

Requirements:

For Evaluation and Scholarship

1. Semestral Clearance

2. Validated School ID or Registration Form

For Employment, Board Examination, Dismissal

1. Exit Clearance

7. Certification of Good Moral Character

2. School ID

8. Photocopy of NSO Authenticated Live Birth/Marriage Certificate

3. 2x2 ID picture

9. Authorization Letter (for authorized person)

4. Form 137-A

10. SPA or Notarized Authorization Letter (for authorized person requesting for CAV)

5. OTR with remarks "Copy for: ISAT U" (for transferees)

11. Photocopy of any valid ID

6. Certificate of Transfer Credential

12. Affidavit of Loss/Damage (for 2nd issuance of Diploma, Certificate and CTC)

Processing Time: (ALL SCHEDULES FOR RELEASE OF REQUESTS DEPEND ON THE VOLUME OF REQUESTS MADE AND THE AVAILABILITY OF AUTHORIZED SIGNATORIES)

Transcript of Records/Form 137-A - 5 working days

CAV-15-20 minutes

Certifications - 15-20 minutes

Report Card - 15-20 minutes

Re-issuance of diploma and certificates - 5 working days

New electronic generated RF - 15-20 minutes

Certificate of Transfer Credential - 15-20 minutes

Procedures:

STEP	APPLICATION/ CLIENT	SERVICE PROVIDER	Duration of Activity	FEE	Person Responsible	FORMS
1	Fills up counter request form and submits the same at the request section	Provides Counter Request Form.	1 minute	None	Front office Staff	Counter Request Form
2	Secures priority number	Calls out clients priority number.	1 minute	None	Front office Staff	Counter Request Form
3	Submit Counter Request Form	Receives Counter Request Form and retrieve hard file of client.	5 minutes	None	Front office Staff	Counter Request Form
4		Checks requirements for the corresponding request of academic records. Requests other requirements as necessitates.	3 minutes	None	Front office Staff	Counter Request Form
5	Pay required fees	Accepts payment and issues official receipt.	5 minutes	TOR-30.00/page, Certification-30.00/cert, Diploma-80.00, Re-issuance of diploma/certificate-100.00, Form 137-A-30.00/page, Authentication-30.00/set, Report Card-10.00/sem, New RF-30.00/sem, CAV-30.00, CTC-25.00+TOR fee	Cashier	Counter Request Form
6	Presents official receipt of fees	Accepts official receipt and schedules request	3 minutes	None	Front office Staff	Official Receipt, Counter Request Form
7	Secures claim stub for request and claims requests on scheduled date of release.	Forwards request for academic records to encoders for preparation/processing.	5 working days	None	Office Encoder/Registrar	Official Receipt
8	Returns on scheduled date of release and presents claim stub.	Releases requested records.	5 minutes	None	Front office Staff	Counter Request Form, Official Receipt
END OF TRANSACTION						

F. SERVICES:**Schedule:****Clients/Customers:****Requirements:****Processing Time:****Procedures:****Evaluation of Students Academic Records**

- 8:00 am to 5:00 pm (Monday to Friday)

- Graduating Students, Transferees, Shifters, Active Students

- Transcript of Records

- 20-30 minutes

For Graduating Students

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	FEE	Person Responsible	FORMS
1	Submits accomplished form	Provides Application forms	1 minute	None	College Dean/Assigned Staff	Application for Graduation Form
2	Fills-up the form and processes application for signature	Appraises student records and recommends for graduation	5 minutes	None	Department Head/ College Dean	Application for Graduation Form
3	Submits accomplished Application for Graduation Form	Receives the Form and evaluates student academic standing	5 minutes	None	Registrar/Assigned Staff	Application for Graduation Form, Transcript of Records
4		Inform student of requirements/deficiencies	1 minute	None	Staff	
5	Complies lacking requirements for graduation.	Recommends graduating student to ACCO and BOR.	1 minute	None	University Registrar	
END OF TRANSACTION						

For Transferees

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	FEE	Person Responsible	FORMS
1	Presents Students Appraisal for Credited Subjects Form	Request for payment of Appraisal Fee	3 minutes	None	Front Office Staff	Students Appraisal for Credited Subjects Form, Transcript of Records, Curricular Structure
2	Pays the Appraisal Fee	Receives payment for Appraisal fee	5 minutes	None	Cashiers Office	Counter Request Form, Official Receipt
3	Presents Students Appraisal for Credited subjects Form together with the Official Receipt, Transcript of Records, and the Curricular Structure (provided by the Department Heads)	Reviews student academic records and the accomplished Students Appraisal for Credited Subjects Form	10 minutes	None	Registrar I	Students Appraisal for Credited Subjects Form, Transcript of Records, Curricular Structure, Official Receipt
	Receives the approved Form and signs to conform with the result of the credited subjects	Approves the credited subjects and advises students on what to do with the credited subjects during enrolment.	5 minutes	None	University Registrar	Students Appraisal for Credited Subjects Form, Transcript of Records, Curricular Structure
4	Furnishes the Department Head of approved form	Requests student to furnish an approved copy	1 minute	None	University Registrar	Students Appraisal for Credited Subjects Form, Transcript of Records, Curricular Structure
END OF TRANSACTION						

For Shifters

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	FEE	Person Responsible	FORMS
1	Submits the approved Application to Shift Course/Degree together with the Transcript of Records and Curricular Structure of the course the student wishes to shift	Reviews student academic records and the accomplished Students Appraisal for Credited Subjects Form	10 minutes	None	Registrar I	Students Appraisal for Credited Subjects Form, Transcript of Records, Curricular Structure

2	Receives the approved Form and signs to conform with subject credited	Approves the credited subjects and advises students on what to do with the credited subjects during enrolment.	5 minutes	None	University Registrar	Students Appraisal for Credited Subjects Form, Transcript of Records, Curricular Structure
3	Furnishes the Department Head of the approved form	Requests student to furnish the Department Head an approved copy	1 minute	None	University Registrar	Students Appraisal for Credited Subjects Form, Transcript of Records, Curricular Structure
END OF TRANSACTION						

Note: Active students are appraised every enrolment period by their department heads.
Final evaluation is done during students application for graduation.

G. SERVICES: Application for Admission

Schedule: - (Monday to Friday) 8:00 am to 5:00 pm

Clients/Customers: - Senior High School Graduating Students, Transfer students from External Campuses and other schools

Requirements:

1. Form 138-A
2. Transcript of Records for evaluation (For Transferees)
3. Certificate of Transfer Credentials (for Transferees)
4. Photocopy of NSO Authenticated Live Birth

Processing Time:

Procedures:

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	Duration of Activity	FEE	Person Responsible	FORMS
1	Submits Admission/ Credentials	Evaluate Admission Credentials	10 minutes	None	University Registrar/ Admission Officer	
		Refers to OSAS for payment of fees				
		Issues slip for payment of fees	1 minute	None	OSAS Assigned Staff	Application for Admission
2	Pay Required Fees for Admission	Received Payment	3 minutes	Examination Fee-200.00 Photo Fee-50.00	Cashier's Office Staff	Application for Admission
	Presents OR	Issues Application for Admission Form	2 minutes	None	OSAS Assigned Staff	Application for Admission
3	Presents OR and Application Admission Form	Takes picture of applicant and issues admission number.	5 minutes	None	MIS/EDP Staff	Application for Admission
4	Presents Completed Application for Admission form	Reviews the completeness of the form and other requirements.	5 minutes	None	Admission Officer/Assigned Staff	Application for Admission
		Issues Test Permit to the Applicant.	1 minute	None	Admission Officer/OSAS Assigned Staff	Application for Admission
5	Returns on scheduled date of examination.	Enters applicants name on the official list of examinees for entrance examination.	1 minute	None	Admission Officer/OSAS Assigned Staff	Application for Admission
END OF TRANSACTION						

Note: BSMarE and ESLPME applicants shall undergo Medical/Physical Exam before they can proceed for Interview. Non passers will be referred to their Guidance Counselor for options assigned.


LEAH P. MONTINOLA, Ed.D
 University Registrar



OFFICE OF THE STUDENT AFFAIRS AND SERVICES



Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
La Paz, Iloilo City
OFFICE OF STUDENT AFFAIRS AND SERVICES
SCHOLARSHIP/FINANCIAL ASSISTANCE PROGRAM



Schedule of Availability of Service:

Monday - Saturday, 8:00 a.m. - 5 :00 p.m. no noon break

Who May Avail of the Service

All scholars and grantees who are officially enrolled in the University.

What are the Requirements

For Merit Scholars:

1. Letter from the sponsoring Agency/ Foundation/Organization
2. Entrance Exam Results from the Office of the Students Affairs and Services/Sponsoring Agency
3. Birth Certificate
4. High School Card Report with General Weighted Average of 85% or better.
5. Certification of Good Moral Character from the Principal or Guidance Counselor
6. BIR Certificate of Exemption from ITR/ Income Tax Return
7. Registration Form.
8. Accomplished Personal Data Form
9. Class Schedule
10. Memorandum of Agreement on the Scholarship Educational Benefits

For those Availing of the Grant:

1. Letter from the sponsoring Agency/ Foundation/Organization/ Notice of Award
2. Registration Form
3. Print out of grades form the Office of the University Registrar / High School Card
4. BIR Certificate of Exemption from ITR/ Income Tax Return
5. Class schedule
6. Birth Certificate
7. Accomplished Personal Data Form
8. Memorandum of Agreement on the Scholarship Educational Benefits
9. Certificate of Enrollment and grades certified correct by the Office of the University Registrar.
10. Certificate of Enrollment and Billings Form certified correct by the Cashier's Office

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	FEE	Person Responsible	FORMS
1	Inquires probable slots on scholarships/financial assistance	Orients available scholarship/ financial assistance and provide list of requirements.	3 minutes		Scholarship Coordinator	
2	Submits all required documents to the Scholarship Coordinator	Verifies the authenticity and completeness of documents	3 minutes/ applicant		Scholarship Coordinator	Scholarship Agreement Form & Registration Form
3	Reports on the scheduled day of examination	Administers qualifying examination.	40 minutes		Scholarship Coordinator	
4	Proceeds to the Scholarship Coordinator for interview	Encodes examination results and post names of those who are qualified for interview.	5 minutes		Scholarship Coordinator	
5	Checks on the result of the interview	Informs the applicant of the possibility of being accepted.	5 minutes		Scholarship Coordinator	
END OF TRANSACTION						

GUIDELINES FOR NEW APPLICANT IN THE DORMITORY - PTA, ALUMNI, COSETENG,/ATHLETETES

Schedule of Availability of Service:

Who May Avail of the Service:

What are the Requirements:

New Students:

1. Registration Form
2. Application Form for dormitory
3. Down Payment

- Mondays-Fridays 8:00 a.m. - 5:00 p.m. no noon break c/o Dorm Administrator/Dorm matron
- 1. All students of ISAT who are officially enrolled.

4. 2x2 ID Picture
5. Memorandum of Agreement of the Basic House Rules in the Dormitory

Continuing Students:

1. Registration Form
2. Memorandum of Agreement of the Basic House Rules in the Dormitory
3. Down Payment

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	FEE	Person Responsible	FORMS
1	Inquires available slots.	Inform student applicant regarding the University dormitory requirements.	2 minutes		Director, Student Affairs and Services	
2	Process dormitory application form.	Channels the application to the Dorm Administrator.	10 minutes		Director, Student Affairs and Services	
END OF TRANSACTION						

STUDENT DISCIPLINARY COMPLAINT FLOWCHART

Schedule of Availability of Services:

Who may Avail of the Service:

What are the requirements:

How to Avail of the Service:

- Mondays - Fridays, 8:00 a.m - 5:00 p.m. (no noon break)
- All students of ISAT U who are officially enrolled.
- School ID

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	FEE	Person Responsible	FORMS
1	Files a complaint.	Provides the "Complaint Form"	10 minutes		Director, Student Affairs and Services	
2	Accomplishes the Complaint Form.	Checks the complaints raised by the student. Recommends the case to the proper body.	10 minutes		Director, Student Affairs and Services	
3	Complaint is heard and processed	1) Convenes the Board: 2) Hear and try the Case: 3) Resolve the Case 4) Appeal	30 minutes		Board of the Students Disciplinary Committee and Director, Student Affairs and Services	
4	Complies with the disciplinary measure and Commitment Form to be accomplished.	Checks the appropriate sanction for strict compliance	30 minutes		Dean/ Board of the Students Disciplinary Committee, Director Student Affairs and Services and Guidance Counselor	
END OF TRANSACTION						

SIGNING OF EXIT CLEARANCE

Schedule of Availability of Service:

Who may Avail of the Service:

What are the Requirements:

How To Avail of the Service:

- Mondays - Fridays, 8:00 a.m. - 5:00 p.m (no noon break)
- Students/ Alumni
- School ID, Clearance and other requirements that the Director of Students Affairs and Services may necessitate.

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	FEE	Person Responsible	FORMS
1	Presents clearance completely signed by the Cashier, Department Head and other offices concerned together with the other requirements.	Checks completeness of signatures and other requirements	2 minutes		Director, Students Affairs and Services	
2	Reports for Interview as scheduled by OSAS	Conducts interview and sign the exit clearance	1 minute		Director, Student Affairs and Services	
END OF TRANSACTION						

REQUEST FOR THE USE OF UNIVERSITY FACILITIES

Schedule of Availability of Service
Who May Avail of the Service
What are the Requirements

Mondays - Fridays, 8:00 a.m. - 5:00 p.m. (no noon break)
 All students of ISAT U who are officially enrolled.
 Approved letter of Request and copy of the print out of the Program for the Particular Activity

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	FEE	Person Responsible	FORMS
1	Request for the use of the University Facilities	Provides Form for the use of University Facilities and checks the availability of the venue requested.	5 minutes/ students		OSAS Personnel	Request for Use of University facilities
2	Accomplishes the said Form, attach approve letter and program of activities	Records and plots the date and time of the activity	5 minutes/ students		OSAS Personnel	
3	Secures the signature of all concerned personnel	Approves the reservation of the University Facilities	5 minutes/ students		In-Charge, Accomodation, In-charge, Communication Center and Director, Student Affairs and Services	
4	Provides a copy to the different offices concerned	Records the approved request for the use of the University Facilities	3 minutes		OSAS Personnel/Offices	
END OF TRANSACTION						

ISSUANCE AND VALIDATION OF SCHOOL ID

Schedule of Availability of Services
Who may Avail of the Service

-Monday - Saturday, 8:00 a.m. - 5:00 p.m. no noon break
 1.All graduate school, college, laboratory school and EVC students who are officially enrolled.
 2. Students with lost ID and request for replacement.
 3. Old students for the semestral validation of school ID

What are the Requirements

New Students

1. Receipt from the Cashier's Office.
2. Registration Form

Continuing Students

1. Registration Form
- 2.Incase of ID loss Affidavit of Loss should be secured and presented

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	FEE	Person Responsible	FORMS
1	Presents Registration Form	Check the Registration Form, Validates and releases the school ID.	3 minutes/ student		Guidance Counselor	RF
2	For Student ID replacement; presents Notarized Affidavit of Loss	Affidavit of Loss Verify and RF instructs student for payment at cashier.	3 minutes/ student		Guidance Counselor Cashier	Affidavit of Loss
For ID Replacement						
3	Present Affidavit of Loss at the MIS/EDP with Registration Form and Receipt	MIS/EDP Replaces the School ID	5 minutes		MIS-EDP Personnel	
4	Secures the ID validation, presents Reg. Form at the Guidance Center	Guidance Center processes the ID validation.	3 minutes		Guidance Counselor	
5	Request for ID protector and lace at OSAS	Logs and releases the ID lace & protectors	3 minutes		OSAS Personnel	
END OF TRANSACTION						

**REGISTRATION OF APPLICANTS FOR ENTRANCE EXAMINATIONS OF GRADUATE STUDIES,
COLLEGE AND LABORATORY SCHOOL STUDENTS**

Schedule of Availability of Service:

Mondays - Saturdays, 8:00 a.m. - 5:00 p.m. (January - April no noon break)

Who May Avail of the Service:

Incoming Freshmen/ tranferees of graduate studies, college, and labopratory school

What are the Requirements:

Graduate School:

1. Transcript of Records
2. Honorable Dismissal

College:

1. High School card/ Print out of grades from the registrar/ transcript of records
2. Certificate of good moral character
3. NSO Birth Certificate
4. Php 200 - Registration fee
5. Php 50.00- Registration photo picture c/o MIS Dept.

High School:

1. Original Report card with preffered general average of 85% or higher
2. Birth certicate certified by NSO
3. Certificate of Good Moral Character signed by the school head
4. Php 200 - registration fee
5. Php 50.00 - Registration photo picture c/o MIS Dept.

How to Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	FEE	Person Responsible	FORMS
1	Requests for Registration Form	Registers the applicant and provides the entrance test schedule.	4 minutes/ applicant		OSAS Personnel/ Registration Committee	Application Form for Admission
2	Requests for Examination Permit	Orients, gives instructions, provide examination permit and other information related to the release of examination.	5 minutes/ applicant		OSAS Personnel/ Registration Committee	
3	Inquires examination results	Posts examination results and informs the applicant on enrolment procedures	5 minutes/ applicant		OSAS Personnel/ Registration Committee	
END OF TRANSACTION						

SERVICE: GUIDANCE SERVICES: ORIENTATION; CUMULATIVE RECORDS; INVENTORY/ TESTING; COUNSELING; CONSULTATION; REQUEST ABSENCE FORMS/ LETTER OF EXCUSE

Schedule:

8:00 a.m. - 5:00 p.m. no noon break

Client

CAS Students, CIT students, CEA students, COE stuents, parents, Faculty and Employees

Requirements:

Freshmen and tranferess:

- 1 pc.2 x 2 recent picture (Studio shot)
- Registration Form

For 2nd year to 5th year students:

- Print out of grades from the Registrar
- Accomplished Student Cumulative Record
- Counseling report, Anecdotal record, referral form from the subject teachers, employees, peers and friends, call slip for students
- Narrative Report of the Nature of concerns
- Registration Form/ Receipt (For down payment)
- Medical Certificate (Excuse Slip)

Processing Time

A. Orientation Services

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	FEE	Person Responsible	FORMS
1	Attends and participates in the Orientation program	Orients on the different guidance services and other services available at the University	1 hour and 30 minutes	None	Guidance Counselors (CAS,CIT,COED,CEA) Library/ Medical/ Dental Personnel	
2	Accomplish evaluation Form	Summarize the results of the evaluation form		None	Guidance Counselors (CAS,CIT,COED,CEA)	Evaluation Form

B. UPDATING OF STUDENT CUMULATIVE RECORD SERVICE

3	Presents RF and picture (1st year and transferees). Submits photocopy of class schedule and Report Card (2nd, to 5th year)	Gathers the forms and conducts interview.	3 minutes	None	Guidance Counselors (CAS,CIT,COED,CEA)	
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C.TESTING/INVENTORIES SERVICES

1	Reports on the scheduled date for testing	Administers the needs assessment and personality assessment	30 minutes		Guidance Counselors (CAS,CIT,COED,CEA)	Needs Assessment Survey
2	Reports to the Guidance Office	Interprets test results to the applicant	15 minutes		Guidance Counselors (CAS,CIT,COED,CEA)	

D. COUNSELING SERVICES (Group/Individual)

1	Reports to the Guidance Counselor for counseling session.	Accommodates the coun-seee and accomplishes the Counseling Form	3 minutes		Guidance Counselors (CAS,CIT,COED,CEA)	Counseling Form
2	Articulate his/her issues concerns with the counselor.	Listens attentively to the concerns of the Counselee	approximately 20 minutes/ student		Guidance Counselors (CAS,CIT,COED,CEA)	Counseling Form
3	Interacts and process one-self during disclosure	Clarifies and summarize the issues, problems of the counselee	20 mins/student depending on the intensity of the case		Guidance Counselors (CAS,CIT,COED,CEA)	Counseling Form
4	Discerns and decides on the proper course of action to be taken regarding the issues raised	Affirms, encourages or suggests alternatives pr options toward the solution of his/her problems	10 minutes/ student		Guidance Counselors (CAS,CIT,COED,CEA)	Counseling Form
5	Request for follow-up schedule for another counseling session as the need arises.	Provides follow-up/ counseling schedule as needed.	5 minutes/student		Guidance Counselors (CAS,CIT,COED,CEA)	Counseling Form

E. CONSULTATION SERVICE (Group/Individual) (Career,Academic, Personal, Family)

1	Reports to the guidance counselor	Accommodates the counselee	3 minutes/student		Guidance Counselors (CAS,CIT,COED,CEA)	Counseling Form
2	Verbalizes the issue is concerns to the GC	Listens attentively to the concerns of the clientele	15 minutes/student		Guidance Counselors (CAS,CIT,COED,CEA)	Counseling Form
3	Discusses with GC specific issues/concerns	Clarifies and analyzes the issues being consulted	15 minutes/student		Guidance Counselors (CAS,CIT,COED,CEA)	Counseling Form
4	Decides on the course of action to take	Interventions to the issue and setting schedule for follow-up	5 minutes/student		Guidance Counselors (CAS,CIT,COED,CEA)	Counseling Form

F. REQUEST/ISSUANCE OF ABSENCE FORMS

1	Presents excuse letter and or medical certificate signed by parents and attending physician.	Examines the authenticity of the papers submitted.	3 minutes/student		Guidance Counselors (CAS,CIT,COED,CEA)	Counseling Form
2	Submits the Absence form with signature of teachers concerned.	Signs the Absence Data Form. Guides and informs the student of the consequences of his/her absence	5 minutes/student		Guidance Counselors (CAS,CIT,COED,CEA)	Counseling Form
3	Reports to the Guidance Office	Conducts counseling to the student.	20-30 mins depending on the case		Guidance Counselors (CAS,CIT,COED,CEA)	Counseling Form
4	Take note of follow-up counseling as needed	Processes & provides intervention regarding issued faced by the counselee			Guidance Counselors (CAS,CIT,COED,CEA)	Counseling Form

END OF TRANSACTION

Prepared by:

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 Director, Student Affairs and Services

Conformed:

MANUEL A. SANCHEZ, JR.Ph.D
 Vice President for Academic Affairs

The logo of the Indian School of Advanced Technology (ISAT-U) is a circular emblem with a gear-like outer border. Inside the circle, there is a central torch with a flame, a book, and a gear. The text "INDIAN SCHOOL OF ADVANCED TECHNOLOGY UNIVERSITY" is written around the top inner edge, and "1905" is at the bottom. The text "OFFICES OF THE DEANS" is superimposed in large, bold, black capital letters over the center of the logo.

OFFICES OF THE DEANS



Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
La Paz, Iloilo City
COLLEGE OF EDUCATION



SERVICES:

Schedule:

Clients/Customer:

Requirements:

Processing Time:

Procedures:

Adding, Changing, or Dropping of Subjects

- Announced after the enrolment based on the Academic Calendar for the Year.
- Regular students (quitters, transferees graduate students and cross enrollees).
- Adding, Changing, or Dropping Slip/Form
- One half to one day
- Secure Adding, Changing, or Dropping Slip/ Form from the Office of the Registrar.

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	FEE	Person Responsible	FORMS
1	Check Schedule	Review form presented by student.	2 minutes	none	Registrar/Staff	QP - RO - 004
2	Fill-up Form	Encode student identification number and edit subjects enrolled. Confirm subjects taken and stamp RF "ENROLLED" and retains RF Registrar's copy.	1 minute 3 minutes	none	Registrar/Staff	
3	Submit Adding/Dropping Slip	Sign Registrar's copy and retains Cashier's copy.	1 minute	none	Cashier	Adding/Dropping Slip
4	Submit Adding/Dropping Slip	Receive Dean's copy of adding/dropping form.	30 seconds	none	Dean's Office Clerk	Adding/Dropping Slip
END OF TRANSACTION						

SIGNING OF STUDENT CLEARANCE

Frontline Service:

Schedule of Availability of Service:

Who May Avail the Service:

What are the Requirements:

Duration:

- Signing of Clearance by the Dean
- Monday to Friday, 8:00 AM to 5:00 PM during the schedule for signing of clearance
- Students/ Parents
- Clearance, School ID, and other requirements that the Dean may required
- 3 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents clearance completely signed by the Department Head and other offices concerned together with the other requirements	Checks completeness of signatures and other requirements	2 minutes	College Office Staff	None	Clearance
2	Receives signed clearance	Signs clearance and returns it to the student	1 minute	Dean	None	
END OF TRANSACTION						

COMPLETION FORMS

Frontline Service:

Schedule of Availability of Service:

Who May Avail the Service:

What are the Requirements:

Duration:

- Approval of Completion Form
- Monday to Friday, 8:00 AM to 5:00 PM
- Students
- Completion Form
- 9 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	FEE	Person Responsible	FORMS
1	Presents proof of completion	Checks and verifies entry	3 minutes	None	College Office Staff	Completion Form/s
2	Gets approved completion form	Signs completion form	1 minute	None	Dean	Completion Form/ s
3	Submits copy of Completion form to the Registrar	Retains copy for College office, issues the approved completion form to the student	5 minutes	None	College Office Staff	Completion Form/ s
END OF TRANSACTION						

REQUESTS AND OTHER COMMUNICATION

Frontline Service:

- Approval of Resolutions/Activities/Request/Other Communication and Request for
- Endorsements

Schedule of Availability of Service:

- Monday to Friday, 8:00 AM to 5:00 PM

Who may Avail the Service:

- Students, Community/Parents/Faculty

What are the requirements:

- Resolution/Request/Communication, Budget Proposals if necessary

Duration:

- 15 minutes

How to Avail the Service:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Submits resolutions/activities/ other communications for approval/endorsement/referral of the Dean	Checks documents if properly endorsed including the completeness of supporting documents	3 minutes	College Office Staff	None	Resolutions/ Schedule of Activities/ Requests and other communications
2	Resolutions/Schedule of Activities/Requests and other communications	Submits documents to the Dean for approval/ endorsement/referral	5 minutes	College Office Staff	None	
3	Receives approved documents	Gets file copy of the communication and releases approved documents	2 minutes	College Office Staff	None	

In case of non-approval

4	Takes note of the deficiency or gets list of deficiency and other required documents	<p>Notifies client of the deficiency of the documents for compliance or the reason for non-approval</p> <p>Advices to come back upon compliance</p>	5 minutes	College Office Staff	None	
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END OF TRANSACTION

BORROWING OF PREVIOUS THESIS/BOOKS (Graduate Program Office)

Frontline Service:

- Releasing of Previous Thesis

Schedule of Availability of Service:

- Monday to Friday, 8:00 AM to 5:00 PM

Who May Avail the Service:

- Students

What are the Requirements:

- Library Card

Duration:

- 4 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents ID card and the books to be borrowed	Checks the status of the book and the library card	30 seconds	College Office Staff	None	ID Card
2	Fills up the log book	Checks the entries on the borrowing card	2 minutes	Borrower	None	Log Book
3	Waits for the releasing of the book	Gets the library card, borrowing card and files them. Reminds the borrower of the due date and releases the book	1 minutes	Borrower	None	
4	Gets the borrowed book			Borrower	None	

END OF TRANSACTION

RETURNING OF BORROWED THESIS/BOOKS (Graduate Program Office)

Frontline Service:

- Returning of Thesis

Schedule of Availability of Service:

- Monday to Friday, 8:00 AM to 5:00 PM

Who May Avail the Service:

- Students

What are the Requirements:

- Borrowed books by the students

Duration:

- 5 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents the borrowed book	Receives book and examines the due date and condition of the book	2 minutes	College Office Staff	None	
2	Waits the advice of the office staff	In case of damage, determine for the penalty	1 minutes	College Office Staff	None	ID Card
3	Signs on the logbook	Returns the ID card	2 minutes	College Office Staff	None	
END OF TRANSACTION						

REQUEST FOR SPECIAL CLASS

Frontline Service:

- Request for Special Class

Schedule of Availability of Service:

- Monday to Friday, 8:00 AM to 5:00 PM

Who May Avail the Service:

- Students

Duration:

- 28 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Gets the Request for Special Class Form at the Dean's Office	Identifies the subject that will be requested and the number of students	5 minutes	College Office Staff	None	Request for Special Class Form
2	Returns the form at the Dean's Office	Receives and processes the request form	3 minutes	College Office Staff	None	Request for Special Class Form
3	Waits for the approval of the subject and the designation of the teacher to instruct the subject	Finds suitable instructor for the requested special class and identifies availability of schedule and room utilization	10 minutes	Dean	None	Request for Special Class Form
4	Request for Special Class Form	Posts approved special classes with rates	10 minutes	College Office Staff	Special Class Subject Fee	Request for Special Class Form
END OF TRANSACTION						

PROMISSORY NOTES FOR STUDENT BALANCES

Frontline Service:

- Issurance of Promissory Notes for students balances

Schedule of Availability of Service:

- Monday to Friday, 8:00 AM to 5:00 PM

Who May Avail the Service:

- Students, Parents, Guardians, Benefactors

What are the Requirements:

- Statement of Account, Registration Form, Letter from Parents, ID

Duration:

- 12 minutes

How to Avail the Service

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents Student Account balance/Statement of Account, Registration Form, and letter from parents, if necessary	Validates reason for Request for promissory note Checks entry of Promissory Note	4 minutes	College Office Staff	None	Promissory Note /Registration Form/Statement of Account
2	Waits for the endorsement of the Promissory Note	Checks the validity of the Promissory Note and approves/notes the given amounts on the letter and on the Registration Form	5 minutes		None	
3	Receives Promissory Note and Registration Form	Gets file copy of Promissory Note Returns Registration Form and releases approved Promissory Note	3 minutes	College Office Staff	None	Promissory Note /Registration Form/Statement of Account
END OF TRANSACTION						

PROCESSING OF OVERLOAD PAYMENTS

Frontline Service:

- Processing of payments for overload

Schedule of Availability of Service:

- Monday to Friday, 8:00 AM to 5:00 PM

Who May Avail the Service:

- Faculty

What are the Requirements:

- ETU from MIS, Schedule of classes,DTR

Duration:

- 5 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Faculty presents ETU and schedule of classes	Checks the documents presented	1 minute	College Office Staff	None	ETU
2	Submit documents to HR for issuance of appointment	Checks the veracity of the documents presented	3 minutes	College Office Staff	None	Log book for outgoing communications
3	Once appointment is approved, submit DTR duly signed by the Dean	Forward the document to accounting	3 minutes	College Office Staff	None	Log book for outgoing communications
END OF TRANSACTION						

REQUEST FOR TEACHING APTITUDE

Frontline Service:

- Scheduling of request for Teaching Aptitude Test

Schedule of Availability of Service:

- As scheduled

Who May Avail the Service:

- Applicants for admission

What are the Requirements:

- Duly accomplished admission form referral from the OSAS or campus
- Administrators

Duration:

- 7 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Application presents referral form, with entrance examination result and proof of payment	Checks the documents presented	2 minutes	College Office Staff	None	ETU Schedule of classes
2	Wait for the schedule	Enters students name in the log book	2 minutes	College Office Staff	None	Log book for outgoing communications
3	Listen to the Orientation as to the schedule as well as the expected behavior, before, during and after the exams	Give the student schedule of examination	3 minutes	College Office Staff	None	Log book for outgoing communications
END OF TRANSACTION						

CONDUCT OF ACADEMIC COUNSELING

Frontline Service:

- Conduct of Academic Counseling

Schedule of Availability of Service:

- Monday to Friday, 9:00 AM to 5:00 PM

Who May Avail the Service:

- Students

What are the Requirements:

- Academic Counseling Form, Copy of Grades

Duration:

- 21 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents ID and schedule	Checks the name in the list	3 minutes	College Office Staff	None	ETU Counseling schedule
2	Undergo academic counseling	Checks deficiency in the copy of grades the students academic status	15 minutes	Dean	None	Counseling form
3	Sign log book	File counseling result for reference	3 minutes	College Office Staff	None	Log book
END OF TRANSACTION						

COLLEGE OF EDUCATION - GRADUATE PROGRAM

Frontline Service:	- Enrolment
Schedule of Availability of Service:	- Monday to Friday, 8:00 AM to 5:00 PM
Who May Avail the Service:	- Graduate Students
What are the Requirements:	- Transcript of Records, Honorable Dismissal
Duration:	- 1 hour and 3 minutes
How to Avail the Service	

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents credentials such as Transcript of records from the school last attend and honorable dismissal	Check the documents presented and issue pre-registration forms	3 minutes	College Office Staff	None	Checklist of subjects offered
2	Fill- up pre-registration forms	Appraise subjects to determine the number of units enrolled and sign	10 minutes	College Office Staff	None	Pre-registration form
3	Proceeds to the cashiers office for payment	Issue registration forms	10 minutes	College Office Staff	Amount of tuition and miscellaneous fee	
4	Fill-up registration form (RF) and proceed to the registrar's office for enrollment. Once the RF is stamped enrolled go back to the Graduate School Office	Get the Deans copy and the cashier's copy	20 minutes	College Office Staff	None	Registration form
5	Proceed to the MIS for ID & Library for Library Card		20 minutes	MIS and Library Staff		
END OF TRANSACTION						

APPLICATION FOR COMPREHENSIVE EXAMINATION

Frontline Service:	- Application for Comprehensive Examination
Schedule of Availability of Service:	- As soon as the schedule is posted
Who May Avail the Service:	- Graduate students
What are the Requirements:	- Transcript of Records to show that they have completed the academic requirements
Duration:	- 38 minutes
How to Avail the Service	

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1		Post schedule of Comprehensive examination and requirements	1 minute	College Office Staff	None	Request Form
2	Present credential for appraisal	Check the document presented	10 minutes	College Office Staff	None	Transcript of Records
3	Pay Comprehensive Examination Fee at the Cashier's Office	Get a copy of the official receipt	25 minutes	College Office Staff	2,000 for the Masters Degree 3,000 for the Doctorate	Official receipt
4	Secure the schedule and prepare for the examination	Prepare needed materials necessary for the examination	2 minutes	College Office Staff		
END OF TRANSACTION						

THESIS/DISSERTATION DEFENSE

Frontline Service:

Schedule of Availability of Service:

Who May Avail the Service:

What are the Requirements:

Duration:

How to Avail the Service

- Thesis/Dissertation defense
- Monday to Friday, 9:00 AM to 5:00 PM
- Graduate students
- Manuscript endorsed by the adviser and approved by the Research
- Professor
- 57 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present approve manuscript for scheduling	Verify the approved manuscript	2 minutes	College Office Staff	None	
2		Set the schedule Inform the panel members is they are available on the schedule set	25 minutes	Dean, College Office Staff	None	Log book
3	Pay fees at the Cashier's Office		10 minutes			Official Receipt
4	Submit official receipt and photocopies of manuscript for distribution to the panel		20 minutes			
END OF TRANSACTION						



Republic of the Philippines
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La Paz, Iloilo City
COLLEGE OF ARTS AND SCIENCES



SIGNING OF STUDENT CLEARANCE

Frontline Service:

Schedule of Availability of Service:

Who May Avail the Service:

What are the Requirements:

Duration:

Signing of Clearance by the Dean

- Monday to Friday, 8:00 AM to 5:00 PM during the schedule for signing of clearance
- Students/ Parents
- Clearance, School ID, and other requirements that the Dean may necessitate
- 3 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present clearance completely signed by the Department Head and other offices concerned together with the other requirements	Check completeness of signatures and other requirements	2 minutes	Office Staff	None	Clearance
2	Receive signed clearance	Sign clearance and return it to the student	1 minute	Dean	None	
END OF TRANSACTION						

COMPLETION FORMS

Frontline Service:

Schedule of Availability of Service:

Who May Avail the Service:

What are the Requirements:

Duration:

Approval of Completion Form

- Monday to Friday, 8:00 AM to 5:00 PM
- Students
- Completion Form
- 9 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	FEE	Person Responsible	FORMS
1	Present proof of completion	Check and verify entry	3 minutes	None	Office Staff	Completion Form/s
2	Get approved completion form	Sign completion form	1 minute	None	Dean	Completion Form/s
3	Submit copy of Completion form to the Registrar	Retain copy for College office, issue the approved completion form to the student	5 minutes	None	Office Staff	Completion Form/s
END OF TRANSACTION						

APPROVAL OF REQUESTS AND OTHER COMMUNICATION

Frontline Service:

Approval of Resolutions/ Activities/Request/Other Communication and Request for Endorsements

Schedule of Availability of Service:

- Monday to Friday, 8:00 AM to 5:00 PM

Who may Avail the Service:

- Students, Community/Parents/Faculty

What are the requirements:

- Resolution/ Request/Communication, Budget Proposals if necessary

Duration:

- 10 minutes

How to Avail the Service:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Submits resolutions/activities/ other communications for approval/ endorsement/ referral of the Dean	Check documents if properly endorsed including the completeness of supporting documents	3 minutes	Office Staff	None	Resolutions/ Schedule of Activities/ Requests and other communications
2	Wait for the approved documents	Submit documents to the Dean for approval/ endorsement/referral	5 minutes	Office Staff	None	
3	Receive approved documents	Gets file copy of the communication and release approved documents	2 minutes	Office Staff	None	

In case of non-approval

	Takes note of the deficiency or gets list of deficiency and other required documents	Inform client of the deficiency of the documents for compliance or the reason for non-approval Advise to come back upon compliance	5 minutes	Office Staff	None	
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END OF TRANSACTION

BORROWING OF EQUIPMENT

Frontline Service:

Releasing of Equipment

Schedule of Availability of Service:

- Monday to Friday, 8:00 AM to 5:00 PM

Who May Avail the Service:

- Students

What are the Requirements:

- Library Card

Duration:

- 10 minutes

How to Avail the Service

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present ID card	Receive the ID card Check the status of the ID Card	1 minute	Office Staff	None	None
2	Fill up entries of the log book	Check the entries on the logbook	1 minute	Office Staff	None	None
3	Wait for the releasing of the equipment	Get the equipment. Check the status of the equipment. Remind the borrower of the due date and release the equipment.	3 minutes	Office Staff	None	None
4	Get the equipment	Check the logbook	2 minutes	Office Staff	None	None

END OF TRANSACTION

RETURNING THE BORROWED EQUIPMENT

Frontline Service:

Schedule of Availability of Service:

Who May Avail the Service:

What are the Requirements:

Duration:

How to Avail the Service

Returning of Equipment

- Monday to Friday, 8:00 AM to 5:00 PM
- Students/Faculty
- Borrowed equipment by the students/faculty
- 10 minutes

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present the borrowed equipment	Receive/check the returned equipment look for the log book	5 minutes	Office staff	None	None
2	Wait for the advice of the staff	Log the equipment	2 minutes	Office staff	None	Logbook
3	Sign in the logbook to verify if the borrowed equipment has been returned	Check the entry of the logbook	2 minutes	Office staff	None	Logbook
4	Wait for the ID	Return the ID Card	1 minute	Office staff	None	None
END OF TRANSACTION						

REQUEST FOR SPECIAL CLASS

Frontline Service:

Schedule of Availability of Service:

Who May Avail the Service:

Duration:

How to Avail the Service

Request for Special Class

- Monday to Friday, 8:00 AM to 5:00 PM
- Students
- 35 minutes

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Inquire for the subject to be requested	Identify the subject/course to be requested and the number of students	5 minutes	Office Staff	None	None
2	Make a letter-request for special class	Receive and process the letter request	5 minutes	Office Staff	None	None
3	Wait for the approval of the special class and the designation of the teacher to handle the class	Find suitable instructor to handle the requested special class	20 minutes	Dean	None	None
4	Process with the enrolment of the subject	Post approved special call with rates of fees	5 minutes	Office Staff	Special Class Subject Fee	None
END OF TRANSACTION						

ENROLMENT SERVICES FOR NEW STUDENTS

Frontline Service:

Schedule of Availability of Service:

Who May Avail the Service:

What are the Requirements:

Duration:

How to Avail the Service

Processing of Enrolment

- Monday to Friday, 8:00 AM to 5:00 PM

- Students

- Form 137, Certificate of Good Moral Character, Certificate of Live Birth/NSO, Medical

- Exam Report

- 30 minutes

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present requirement for enrolment	Check and get the copy of the requirements for completeness and issue the Pre-registration Form for completeness and accuracy. Sign PRF to signify that it has been verified and checked.	5 minutes	Enrolment Committee	None	Pre-aRegistration Form
2	Fill-up the pre-registration form for new students	Check the Pre-registration Form for completeness and accuracy. Sign PRF to signify that it has been verified and checked.	2 minutes	Enrolment Committee	None	Pre-Registration Form
3	Payment of Tuition and Miscellaneous Fees <ul style="list-style-type: none"> Secure the priority number and Pre-registration Form from the Counter Pay for the required amount of down payment to the collection clerk where your number was called. 	Give priority number Instruct students to proceed to the Dean's Office	1 minute 5-7 minutes	Security Guard Collecting Clerk	 Required down payment	 Priority Number Slip Official Receipt
4	Present OR and Pre-registration Form for encoding of subjects	Encode subject Print Registration Form	5-7 minutes	Enrolment Committee	None	Registration Form
5	Wait for the advice of the enrolment committee	Sign the Registration Form for the Dean and give back the students copy of Registration Form	2 minutes	Enrolment Committee	None	Registration Form
6	Submit Registration Form to the Registrar's Office for confirmation	Confirm enrolment	5 minutes	Registrar	None	Registration Form
7	Return to the Dean's Office and submit Dean's copy of Registration Form	Receive Dean's Copy of Registration	1 minute	Office Staff	None	Registration Form
END OF TRANSACTION						

ENROLMENT SERVICES FOR OLD/RETURNING STUDENTS

Frontline Service:

Schedule of Availability of Service:

Who May Avail the Service:

What are the Requirements:

Duration:

How to Avail the Service

Processing of Enrolment

- Monday to Friday, 8:00 AM to 5:00 PM

- Students

- Clearance

- 30 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present clearance Payment of tuition and miscellaneous fees	Check and get the copy of clearance and issue the Pre-Registration Form. Advise students on subjects to enroll.	5 minutes	Enrolment Committee	None	Pre-registration Form
2	Fill-up the Pre-registration Form for old students	Check the Pre-registration Form for completeness and accuracy. Sign PRF to signify that it has been verified and checked	2 minutes	Enrolment Committee	None	Pre-registration Form
3	Miscellaneous Fee • Secure the priority number from the guard on duty. • Present priority number and Pre- Registration Form on the counter and pay for the required amount of down payment to the collecting clerk where the number was called.	Give priority number Instruct students to proceed to the Dean's Office	1 minute 5-7 minutes	Security Guard Collecting Clerk	Required down payment	Priority Number Slip Official Receipt
4	Present OR and Pre-registration form for encoding of subjects	Encode subject and print Registration Form	5-7 minutes	Enrolment Committee	None	Registration Form
5	Wait for the advice of the enrolment committee	Sign the Registration Form to the Dean and give back the students copy of Registration Form	2 minutes	Enrolment Committee	None	Registration Form
6	Submit Registration Form to the Registrar's Office for confirmation	Confirm enrolment	5 minutes	Registrar	None	Registration Form
7	Return to the Dean's office and submit Dean's copy of Registration Form	Receive Dean's Copy of Registration Form	1 minute	Office Staff	None	Registration Form
END OF TRANSACTION						

SERVICES FOR ADDING/ CHANGING/ DROPPING/ WITHDRAWAL OF SUBJECTS

Frontline Service:

Schedule of Availability of Service:

Who May Avail the Service:

What are the Requirements:

Duration:

Processing of Adding/ Changing/ Dropping/ Withdrawal of Subjects

- Monday to Friday, 8:00 AM to 5:00 PM

- Students

- Registration Form and Receipt

- 19 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present Registration Form and Receipt	Check the Registration Form and Receipt. Give the Adding/ Changing/ Dropping/ Withdrawal of Subjects Form. Advise to proceed at Department Head/ Section Chair for evaluation.	2 minutes	Office Staff	None	Adding/ Changing/ Dropping/ Withdrawal Form
2	Fill the Form of Adding/ Changing/ Dropping/ Withdrawal of Subjects.	Check the Subjects enrolled. Advise the students for the subjects to be added/ changed/ dropped/ withdrawn. Sign the Form and proceed to the Dean's Office	5-7 minutes	Department Head/ Section Chair	None	Adding/ Changing/ Dropping/ Withdrawal Form
3	Present the Adding/ Changing/ Dropping/ Withdrawal Form	Check the Adding Form and sign it for the Dean.	2 minutes	Office Staff	None	Adding/ Changing/ Dropping/ Withdrawal Form
4	Proceed to the Cashier office for the verification of subjects added/dropped/changed/ withdrawn	Sign the Adding/ Changing/ Dropping/ Withdrawal Form.	2 minutes	Collecting Clerk	None	Adding/ Changing/ Dropping/ Withdrawal Form
5	Submit Adding/ Changing/ Dropping/ Withdrawal Form to the Registrar Office for confirmation.	Confirm subjects added/ changed/ dropped/ withdrawn	5 minutes	Registrar	None	Adding/ Changing/ Dropping/ Withdrawal Form
6	Return to the Dean's office and submit Dean's copy of Adding/ Changing/ Dropping/ Withdrawal Form.	Receive Deans Copy of Adding/ Changing/ Dropping/ Withdrawal Form	1 minute	Office Staff	None	Registration Form
END OF TRANSACTION						



Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
La Paz, Iloilo City



COLLEGE OF INDUSTRIAL TECHNOLOGY

SERVICES:

Schedule

Clients/Customers

Requirements

ENROLLMENT SERVICES

- As schedule depending on the School Calendar Provided by CHED
- Students
- Card, Transcript of Records and Honorable Dismissal (for transferees), Certificate of Good Moral Character
- Medical Exam Report, Certificate of Live Birth
- For old students - Clearance, and Completion form
- Transferees - Honorable dismissal, Appraisal of Grades

Processing Time

Procedures

A.Enrollment

- Stated below

Undergraduate

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present requirements for enrolment	Check requirements for completeness and issue pre-registration form to qualified enrollees. Advice students on subjects to enroll	10 minutes	Enrolment Committee	None	Enrolment Credentials
2	Fill-up pre-registration form				None	
3	Payment of (Tuition) and Misc. Fees a. Secure a priority number from the guard on duty. b. Present priority number on the counter where it will be served, pre-registration form and required amount of down payment to the collecting clerk in the counter where your number was called. c. Proceed to the Dean's Office	Give Priority number Get the priority number, encode the ID number from the registration form in the Cash Management System, receive payment and issue Official Receipt. Instruct student to proceed to the Dean's Office	30 seconds 3-5 minutes 1 minute	None a. Security Guard b. collecting clerk c. Dean/staff	None Required down payment None	Priority number slip Pre-registration Form Official Receipt
4	Present OR and Pre-registration form for encoding of subjects	Encode subject and print RF signatories sign give back student copy of the RF	10 minutes	Enrollment Committee/Dean	None	Official Receipt Registration Form
5	Submit RF to the Registrar for Confirmation	Confirms Enrolment.	2 minutes	Registrar	None	RF
6	Present RF to enrollment staff in the Office of the Registrar	Reviews Completeness of data for enrollment Encodes student identification number Reviews subject enrolled by student for the current year Collates students credentials and confirms enrollment of student Stamps student's RF copy "enrolled" and retains registrar's copy	1 minute 1 minute 1 minute 1 minute 1 minute	Registrar/ Staff	None None None None None	Pre-Registration for Registration Form Official Receipts Student clearance Student credentials NSO birth certificate student background information (new) copy of grades

7	Return to Dean's office and submit Deans copy of RF	Received Deans Copy of RF	1 minute	Registrar/ Staff Registrar/ Staff Office Clerk	None	RF Deans Copy
8	Student gets priority number from the MIS Office	MIS issue a priority number	1 minute	MIS personnel	None	Priority Number stub
9	Student presents RF to show proof of enrollment and OR to show that ID fee has been paid	MIS/EDP verifies authenticity of RF and OR MIS issues student Information form for ID	1 minute and 30 seconds	MIS personnel	None	OR, RF ID Information form
10	Student fill up ID Information form	MIS verifies accuracy of data entered MIS encode data form ID Information form, Verifies accuracy of data encoded and take pictures	8 minutes	MIS personnel	None	ID Information Form
11	Student verifies accuracy of data encoded and acceptability of picture take. Student sign ID in the signature pad	MIS saves data in the database and prints ID MIS stores and collate ID for release to the OSAS	6 minutes and 30 seconds	MIS personnel	None	None
12	Student get ID from OSAS	OSAS validates and issues ID to students	3 minutes	OSAS personnel	None	RF
END OF ENROLMENT						

Prepared by:


MEDY B. CIASICO
Admin Aide VI

Certified Correct:


DOMINICO SERGIE O. VALENCIANA, Ed.D.
Dean, CIT



Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
La Paz, Iloilo City
COLLEGE OF INDUSTRIAL TECHNOLOGY



SERVICES:

Schedule:

Clients/Customers:

Requirements:

Processing Time

Procedures

ENROLLMENT SERVICES

- As schedule depending on the School Calendar Provided by CHED

- Students

- High School Card/Diploma, Transcript of Records, NSO, Police Clearance

- Stated below

A. Enrollment EVENING VOCATIONAL COURSE

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present requirements for enrolment	Check requirements for completeness and issue Pre registration form to qualified enrollees.	10 minutes	CIT Office Clerk	None	Enrollment Credentials
2	Present Pre registration	Clerk will checked credentials and signify that is has been verified and advice for payment to cashier for ID	2 minutes	OSAS office	50.00	Pre registration and supporting documents
3	Present OR and Pre registration to show that ID fee has been paid Student fill up Admission Slip	MIS/EDP verifies authenticity of Admission Slip and take picture for ID No.	3 minutes	OSAS office	None	OR and Pre registration form
4	Student present Admission Slip	OSAS for confirmation of student ID No.	2 minutes	OSAS personnel	None	Admission Slip
5	Student Present Admission Slip Fill-up pre-registration form	CIT Clerks Admission slip for encode/accept to confirm the student Check pre-registration for completeness and accuracy.	5minutes	CIT personnel	None	Pre-registration
6	Payment of Tuition Fees a. Secure a priority number from the guard on duty. b. Present priority number on the counter where it will be served, pre-registration form and required amount of down payment to the collecting clerk in the counter where your number was called. c. Proceed to the Dean's Office	Give Priority number Get the priority number, encode the ID number from the pre-registration form in the Cash Management System, receive payment and issue Official Receipt. Instruct student to proceed to the Dean's Office	30 seconds 3-5 minutes 1 minute	Security Guard Collecting Clerk Dean/Staff	None Required down payment None	Priority numbers slip Pre-registration Form Official Receipt
7	Present OR and supporting documents	CIT clerk to encode subject and print RF Dean signs RF	10 minutes	Enrollment Committee/ Dean	None	None
8	Submit RF to the Registrar for Confirmation	Confirm Enrolment	2 minutes	Registrar	None	RF

9	Present RF to enrollment staff in the Office of the Registrar	Staff reviews Completeness of requirements for enrollment Staff encodes student identification number Staff reviews subject enrolled by student for the current year Staff collates students credentials and confirms enrollment of student Staff stamps student's RF copy "enrolled" and retains registrar's copy	1 minute 1 minute 1 minute 1 minute	Registrar/ Staff	none none none none	Pre-Registration Form Official Receipts Student Credentials NSO birth certificate Student background information (new) copy of grades
10	Return to Dean's office and submit Dean's copy of RF	Received Dean's Copy	1 minute	CIT office clerk	none	RF Dean's Copy
11	Student gets priority number from the MIS Office	MIS issue Priority number	30 sec	MIS personnel	none	Priority Number stub
12	Student Presents RF to show proof of enrollment and OR to show that ID fee has been paid	MIS/EDP verifies authenticity of RF and OR MIS issues student Information form for ID	1 minute	MIS personnel	none	OR, RF ID Information form
13	Student fill up ID Information form	MIS verifies accuracy of data entered MIS encode data form ID Information form, Verifies accuracy of data encoded and take picture	8 minutes	MIS personnel	none	ID Information form
14	Student verified accuracy of data encoded and acceptability of picture take. Student sign ID in the signature pad	MIS saves data in the database and print ID MIS stores and collate ID for release to the OSAS	6 minutes and 30 seconds	MIS personnel	none	None
15	Student get ID from OSAS	OSAS validates and issues ID to students	3 minutes	OSAS personnel	none	None
END OF ENROLMENT						

SERVICES:

Schedule:

Clients/Customers

Requirements

Processing Time

Procedures

A.Enrollment ETC

ENROLLMENT SERVICES

- As schedule depending on the School Calendar Provided by CHED
- Students
- Transcript of Records and Honorable Dismissal
- Stated below

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Student refers to the Course/ Training In Charge	CIT Personnel issue ETC Registration	1 minute	ETC In Charge/CIT Personnel	none	ETC Registration Form
2	Student fill up Registration Form	CIT Personnel check Registration form for completeness and accuracy. Signify that is has been verified and advice for payment to Cashiers Office	3 minutes	ETC In Charge/CIT Personnel	none	ETC Registration Form
3	Student present ETC registration form and required amount for payment	Cashier personnel receive payment and issue Official Receipt.	3-5 minutes	Collecting clerk	Required payment	Registration Form Official Receipt
4	Proceed to the Dean's Office present OR	ETC In Charge/CIT personnel indicate OR number to registration form and retain the Dean's copy. Advice student to proceed to the Training Instructor.	2 minutes	CIT clerks	none	Registration Form
FINISHED						

College of Industrial Technology

Service:

Schedule of Availability of Service:

Who May Avail the Service:

What are the Requirements:

Duration:

ENROLLMENT SERVICES

- As schedule depending on the School Calendar Provided by Ched

- Students

-High School Card/Transcript of Records and Honorable Dismissal

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present requirements for enrolment	Check requirements for completeness and issue pre-registration form to qualified enrollees. Advice students to be enrolled	10 minutes	Enrolment Committee	None	Enrolment Credentials
2	Fill-up pre-registration form	Check pre-registration for completeness and accuracy.	5 minutes	Enrolment Committee	None	Pre-registration form
3	Payment of tuition and Misc. Fees a. Secure a priority number from the guard on duty. b. Present priority number, on the counter where it will be served pre-registration form and required amount of down payment to the collecting clerk in the counter where your number was called. c. Proceed to the Dean's Office	Give Priority number Get the priority number, encode the ID number from the registration form in the Cash management System, receive payment and issue Official Receipt. Instruct student to proceed to the Dean's Office	30 seconds 3-5 minutes 1 minute	Security Guard Collecting Clerk Collecting Clerk	Required down payment	Priority number slip Pre-registration Form Official Receipt
4	Present OR and Pre-registration forms for encoding of subject	Encode subject and print RF signatures sign give back student copy of the RF	10 minutes	None	Enrollment Committee/Dean	Official Receipt Registration Form
5	Submit RF to the Registrar for Confirmation	Confirms Enrolment.	2 minutes	None	Registrar	RF
6	Present RF to enrollment staff in the Office of the Registrar	Staff reviews Completeness of data for enrollment Staff encodes student identification number Staff reviews subject enrolled by student for the current year Staff collates student's credentials and confirms enrollment of student Staff student's RF copy "enrolled" and retains registrar's copy	1 minute 1 minute 1 minute 1 minute 1 minute	None None None None None	Registrar/Staff Registrar/Staff Registrar/Staff Registrar/Staff Registrar/Staff	Pre-Registration form Registration Form Official Receipts Student clearance Student credentials NSO birth Certificate student background information (new) copy of grades
7	Return to Dean's office and submit Deans copy of RF	received Deans Copy of RF	1 minute	None	Office Clerk	RF Deans Copy
8	Student gets priority number from the MIS Office	MIS issue priority number	30 seconds	None	MIS personnel	Priority Number Stub
9	Student present RF to show proof of enrollment and OR to show that ID fee has been paid	MIS issue priority number	30 seconds	none	MIS personnel	OR, RF ID Information form
10	Student fill up ID Information form	MIS verifies accuracy of data entered MIS encode data form Information form, Verifies accuracy of data encoded and take picture	8 minutes	None	MIS personnel	ID Information
11	Student verifies accuracy of data encoded and acceptability of picture take. Student sign ID in the signature pad	MIS saves data in the database and prints ID MIS stores and collate ID for release to the OSAS	6 minutes. and 30 seconds	None	MIS personnel	None
12	Student get ID form OSAS	OSAS validates and issues ID to students	3 minutes	None	OSAS personnel	RF
END OF ENROLLMENT						

COMPLETION

Frontline Service:

Schedule of Availability of Service:

Who May Avail the Service:

What are the Requirements:

Duration:

How to Avail the Service

Approval of Completion Form

- Monday to Friday, 8:00 AM to 5:00 PM

- Students

- Completion Form

- 7 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present proof of completion	Checks and verifies entry	2 minutes	Office Staff	None	Completion form
2	Submits Completion form to the Deans Office	Dean signs the set of completion form	2 minutes	Office Staff	None	Completion form
3	Submits the completion grade to the Registrars Office	Registrar gets the copy of Completion grade	2 minutes	Office Staff	None	Completion form
4	Release student copy of Completion grade	Student will receive their completion grade from the Dean's Office	1 minute	Office Staff	None	Completion form
END OF TRANSACTION						

SIGNING OF STUDENT CLEARANCE

Frontline Service:

Schedule of Availability of Service:

Who May Avail the Service:

What are the Requirements:

Duration:

- Signing of Clearance by the Dean

- Monday to Friday, 8:00 AM to 5:00 PM during the schedule for signing of clearance

- Students/ Parents

- Clearance, School ID, and other requirements that the Dean may necessitate

- 5 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents clearance completely signed by the Department Head and other offices concerned together with the other requirements	Checks completeness of signatures and other requirements	3 minutes	College Office Staff	None	Clearance
2	Receives signed clearance	Signs clearance and returns it to the student	2 minutes	Dean	None	
END OF TRANSACTION						

APPROVAL OF REQUEST AND OTHER COMMUNICATIONS

Frontline Service:

Schedule of Availability of Service:

Who May Avail the Service:

What are the Requirements:

Duration:

- Approval of Request for EDTECH utilization/Streamer Fabrication
- Monday to Friday, 8:00 AM to 5:00 PM during the schedule for signing of clearance
- Students, Faculty/Advisers
- Request for EDTECH form/Request for Jobs form
- 10 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present letter signed by the requesting person and approved by his/her Immediate Supervisor	Checks and verifies documents if properly signed by the authority	3 minutes	Office Staff	None	EDTECH Form/ Job request form
2	The applicant inquires the available schedule of EDTECH Center	Check the booking calendar if the date is available	3 minutes	Office Staff	None	none
3	Waits for the approved documents	Submit documents to the Dean for approval/request form	2 minutes	Office Staff	None	EDTECH Form/ Job request Form
4	Receives approved documents	File copy of the request forms and releases the copy of requesting officer	2 minutes	Office Staff	None	Completion Form

--FINISHED--

REQUEST FOR SPECIAL CLASS

Frontline Service:

Schedule of Availability of Service:

Who May Avail the Service:

Duration:

- Request for Special Class
- Monday to Friday, 8:00 AM to 5:00 PM
- Students
- 30 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Inquires for the subject to be requested	Identifies the subject/course to be requested and the number of students	5 minutes	Office Staff	None	None
2	Make a request letter for special class	Receives and processes the letter request	10 minutes		None	None
3	Waits for the approval of the subject and the designation of the teacher to handle the subject	Finds suitable instructor to handle the requested special class	10 minutes	Dean	None	None
4	Proceeds with the enrolment of the subject	Post approved special class with rate	5 minutes	Office Staff	Special Class Subject Fee	None

END OF TRANSACTION

Prepared by:

Certified Correct:


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Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
La Paz, Iloilo City
COLLEGE OF ENGINEERING AND ARCHITECTURE



SIGNING OF STUDENT CLEARANCE

Frontline Service:

Schedule of Availability of Service:

Who May Avail the Service:

What are the Requirements:

Duration:

How to Avail the Service

- Signing of Clearance by the Dean
- Monday to Friday, 8:00 AM to 5:00 PM during the schedule for signing of clearance
- Students/ Parents
- Clearance, School ID, and other requirements that the Dean may necessitate
- 3 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents clearance completely signed by the Department Head and other offices concerned together with the other requirements	Checks completeness of signatures and other requirements	2 minutes	College Office Staff	None	Clearance
2	Receives signed clearance	Signs clearance and returns it to the student	1 minute	Dean	None	
END OF TRANSACTION						

DEAN'S APPROVAL OF COMPLETION FORMS

Frontline Service:

Schedule of Availability of Service:

Who May Avail the Service:

What are the Requirements:

Duration:

How to Avail the Service

- Approval of Completion Form
- Monday to Friday, 8:00 AM to 5:00 PM
- Students
- Completion Form
- 9 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents proof of completion	Checks and verifies entry	3 minutes	College Office Staff	None	Completion Form/s
2	Gets approved completion form	Signs completion form	1 minutes	Dean	None	Completion Form/s
3	Submits copy of Completion form to the Registrar	Retains copy for College office, issues the approved completion form to the student	5 minutes	College Office Staff	None	Completion Form/s
END OF TRANSACTION						

REQUESTS AND OTHER COMMUNICATION

Frontline Service:

Schedule of Availability of Service:

Who may Avail the Service:

What are the requirements:

Duration:

How to Avail the Service:

- Approval of Resolutions/ Activities/Request/Other Communication and Request for Endorsements
- Monday to Friday, 8:00 AM to 5:00 PM
- Students, Community/Parents/faculty
- Resolution/ Request/Communication, Budget Proposals if necessary
- 15 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Submits resolutions/ activities/ other communications for approval/ endorsement/referral of the Dean	Checks documents if properly endorsed including the completeness of supporting documents	3 minutes	College Office Staff	None	Resolutions/ Schedule of Activities/ Requests and other communications
2	Resolutions/Schedule of Activities/ Requests and other communications	Submits documents to the Dean for approval/endorsement/referral	5 minutes	College Office Staff	None	

3	Receives approved documents	Gets file copy of the communication and releases approved documents	2 minutes	College Office Staff	None	
In case of non-approval						
	Takes note of the deficiency or gets list of deficiency and other required documents	Inform client of the deficiency of the documents for compliance or the reason for non-approval Advices to come back upon compliance	5 minutes	College Office Staff	None	
END OF TRANSACTION						

BORROWING OF THESIS/BOOKS

Frontline Service:

Schedule of Availability of Service:

Who May Avail the Service:

What are the Requirements:

Duration:

How to Avail the Service

- Releasing of Previous Thesis
- Monday to Friday, 8:00 AM to 5:00 PM
- Students
- Library Card
- 10 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents Library card and the books to be borrowed	Checks the status of the book and the library card	2 minutes	University Office Staff	None	Library Card
2	Fills up the borrowing card	Checks the entries on the borrowing card	3 minutes	University Office Staff	None	Borrowing card
3	Waits for the releasing of the book	Gets the library card, borrowing card and files them. Reminds the borrower of the due date and releases the book	3 minutes	University Office Staff	None	Library card and Borrowing card
4	Gets the borrowed book	Check on the due slip.	2 minutes	University Office Staff	None	
END OF TRANSACTION						

RETURNING OF BORROWED THESIS/BOOKS

Frontline Service:

Schedule of Availability of Service:

Who May Avail the Service:

What are the Requirements:

Duration:

How to Avail the Service

- Returning of Thesis
- Monday to Friday, 8:00 AM to 5:00 PM
- Students
- Borrowed books by the students
- 15 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents the borrowed book	Receives book and examines the due date and condition of the book	5 minutes	University Office Staff	None	
2	Waits the advice of the office staff	In case of damage, determine for the penalty	5 minutes	University Office Staff	None	Library Card
3	Pays fine in case of penalty.	Receives payment	3 minutes	University Office Staff		Library Card
4	Signs on the logbook	Returns the ID card	2 minutes	University Office Staff	None	
END OF TRANSACTION						

ASSESSMENT OF STUDENT'S TUITION FEES

Frontline Service:	- Issuance of requests of assessment of student's tuition fees
Schedule of Availability of Service:	- Monday to Friday, 8:00 AM to 5:00 PM
Who May Avail the Service:	- Students, Parents, Guardians
What are the Requirements:	- ID
Duration:	- 2 minutes
How to Avail the Service	

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents ID or any documents which contain the student number	Enters student number in the system	1 minute	College Office Staff	None	ID or other documents
2	Receives the print-out of the breakdown of outstanding balances for the given semester	Gives the print-out of the outstanding balances of the student for the semester	1 minute	College Office Staff	None	Print-out of assessed tuition fee
END OF TRANSACTION						

REQUEST FOR SPECIAL CLASS

Frontline Service:	- Request for Special Class
Schedule of Availability of Service:	- Monday to Friday, 8:00 AM to 5:00 PM
Who May Avail the Service:	- Students
Duration:	- 4 minutes
How to Avail the Service	

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Gets the Special Class Request Form at the Dean's Office	Identifies the subject that will be requested and the number of students	5 mins	Office Staff	None	Special Class Request Form/s
2	Returns the form at the Dean's Office	Receives and processes the request from	15 mins	Office Staff	None	Special Class Request Form/s
3	Waits for the approval of the subject and the designation of the teacher to instruct the subject	Finds suitable instructor for the requested special class and identifies availability of schedule and room utilization	20 mins	Dean	None	Special Class Request Form/s
4	Proceeds with the enrolment of the subject	Post approved special classes with rates	5 mins	Office Staff	Special Class Subject Fee	Special Class Request Form/s
END OF TRANSACTION						



CASHIER'S OFFICE



Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
La Paz, Iloilo City
CASHIER'S OFFICE



Schedule of Availability of Service: 8:00 A.M. – 5:00 P.M. (no noon break)
NEW APPLICANTS FOR THIS SCHOOL YEAR

Payment of Exam Free and Exam Photo Fee:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Secure a priority number from the guard on duty and wait for it to be displayed on the screen, take note of the counter where it will be served	Give a priority number	30 seconds	Security Guard	None	Priority number slip
2	Present priority number, application form from SPSPD and required payment to the collecting clerk	Get the priority number, check the application form, receive payment and issue an official receipt	2-3 minutes	Collecting Clerk /Cashier	P 250.00	Application form Official receipt
3	Proceed to MIS for picture taking	Instruct applicant to proceed to MIS		Collecting Clerk		

Schedule of Availability of Service: 8:00 A.M. – 5:00 P.M. (no noon break)
NEW/OLD/RETURNING STUDENTS FOR THE SCHOOL YEAR

Payment of Tuition and Miscellaneous Fees during Enrollment Period:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Secure a priority number from the guard on duty and wait for it to be displayed on the screen, take note of the counter where it will be served	Give a priority number	30 seconds	Security Guard	None	Priority Number Slip
2	Present priority number, pre-registration form and required amount of down payment	Get the priority number, encode the ID number from the pre-registration form in the Cash Management System, receive payment and issue Official Receipt	3-5 minutes	Collecting Clerk	Required down payment	Pre-registration form Official receipt
3	Proceed to Dean's office	Instruct student to proceed to Dean's Office		Collecting Clerk		





Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
La Paz, Iloilo City
LIBRARY



A. SERVICES:

SIGNING OF CLEARANCE

Schedule:
Clients/Customers
Requirements
Processing Time

- Monday to Saturday, 7:30 A.M. to 5:00 P.M. (no noon break)
- Students
- Library Card and Students' Clearance Processing Time
- 8-20 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Students: Class President/ representative submits library card and clearance in bunch, by section to the library staff at the CAS/COE counter		1-3 minutes	Class President Representative Library staff		Library card Clearance
2		Group and individual clearance: Library staff receives and checks if library card matches individual clearance. Stamps clearance for the signature of the Head Librarian. • If a student has accountabilities, she/he is required to settle it before signing of clearance. • for unclaimed library card, library staff retrieves library card from the file.	1 minute 2-5 minutes 1 –2 minutes	Library staff Students Library Staff Student Library Staff		Library Card clearance Overdue List Registration Form
3		• Students' clearance forwarded to the Head Librarian's office for signature.	1- 10 minutes	Library Staff Head Librarian Student		Students Clearance
4		Library staff returns clearance to class president/representative	1-2 minutes	Library Staff Student		Students Clearance

B. SERVICES: RELEASING OF LIBRARY CARDS

Schedule:

- Monday to Friday 8:00 A.M. to 5:00 P.M., (no noon break)
- Saturday – 7:30 am– 5:00pm (Graduate Students)

Clients/Customers

- Students

Requirements

- Registration Form for the term the student is enrolled.

Processing Time

- 8 – 10 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Student personally presents RF to the library staff at the COE/CAS counter.		1 minute	Student Library staff		Registration Form

2		<ul style="list-style-type: none"> Library staff retrieves library card in the file. For library cards that needs replacement (broken and names not readable) ,a student is referred to the librarian's office to secure a note for the Cashier's Office for payment of library card replacement. 	1-2 minutes	Library staff Library Staff Student		Registration Form Library ID Card
3		Head Librarian issues note/request slip for the Cashier's Office.	1-2 minutes	Head Librarian Student Cashier's Office Staff	85.00	Registration Form Note/request slip
4		Library Staff stamps RF; validation sticker attached	1-2 minutes	Library staff Student	50 cents	Library Card Registration Form
5		Releases library card to student	1 minute	Library staff Student		Library Card

C. SERVICES: LENDING/BORROWING OF LIBRARY MATERIALS

Schedule:

- Monday to Friday - 7:30 A.M. to 6:00P.M. no noon break.
- Saturday – 7:30A.M. – 5:30 P.M. no noon break

Clients/Customers

Requirements

Processing Time

- Students, Faculty, Employees, Administration and External Researchers
- Validated Library Card and Letter and ID for external researchers
- 8 – 10 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	<ul style="list-style-type: none"> Student presents her/his validated library card to the library staff as she/he enters the stack section. Faculty presents his/her ID External researchers present a letter and ID 		1 minute	Student Library staff Faculty External researchers		Library card Faculty ID Letter and ID for external researchers
2		<ul style="list-style-type: none"> Library staff receives and checks students and faculty ID. External researchers referred to the librarian's Office for proper guidance and assistance. 	1-2 minutes	Library staff Students Faculty External Researchers		Library Card Faculty ID Letter & ID of external researchers
3	Library customer presents the books she/he would like to borrow to the library staff at the circulation counter.	Library staff receives the signed book card and attaches library card.	1 minute	Library customer Library staff		Book card Library Card
4		Library staff tallies the book classification in the utilization statistics	1 minute	Library staff		Statistics Form
5		Library staff files book cards at the charging tray For overnight books, library staff stamps date due on the slip and releases the book to the library customers	1-2 minute	Library staff		Library Card Book Card Date due Slip
6		Library staff files the book card in alphabetical order by author	1-2 minutes	Library staff		Book Card Library card

D. SERVICES: RETURNING OF BORROWED LIBRARY MATERIALS**Schedule:**

- Monday to Friday 7:30A.M. –6:00P.M. no noon break
- Saturday – 7:30 A.M. – 5:30 P.M. no noon break
- Students, Faculty, Non-teaching Personnel, external researchers
- Library Materials Borrowed
- 3 – 10 Minutes

Clients/Customers**Requirements****Processing Time**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Library customer presents the borrowed books to the library staff at the counter.		1 minute	Library staff		Book/s borrowed
2		Library staff receives and checks the accession number of the borrowed library materials found on the book card	1-2 minutes	Library staff		Book Card Book
3		Library staff returns the book card upon receipt of the returned book . • For overnight books, library staff checks if the book is overdue or not. if overdue, Initials in the date due slip computes overdue fine. If not overdue, proceed to Step No. 4	1-2 minutes 1-2 minutes	Library staff Library Staff Library customers	Amount for overdue fine is 25 centavos / hour after 8:30	Book Card Date due slip Date due slip Record of Fines
4		Library staff returns the library card of the student.		Library Staff		Library Card
5		Library staff returns library materials to the shelves	1-3 minutes	Library Staff		

E. SERVICES: ISSUANCE OF REQUEST LETTER TO RESEARCH IN OTHER LIBRARIES**Schedule:**

- Monday – Friday 7:30 a.m. to 6:00 p.m. no noon break
- Saturday – 8:00 A.M. – 5:00 P.M. (Graduate Students)
- Students, Faculty Members and Employees
- Library Card for students and ID Card for Faculty Members and Employees.
- 1-5 Minutes

Clients/Customers**Requirements****Processing Time****PROCEDURE:**

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Faculty, student or employee requests a letter to research in other libraries from the Head Librarian.		1 minute	Student Faculty Employee Head Librarian		
2		Head Librarian requests the applicant to present Library card for students, ID card for Faculty members and employees	1 minute	Student Faculty Employee Head Librarian		Library Card Faculty/ Employee ID
3		Head Librarian issues a letter to the applicant indicating the institution where he/she wants to visit	1 minute	Student Faculty Employee Head Librarian		Letter of Request Form

F. SERVICES:	ISSUANCE OF NOTE TO REPLACE DAMAGED OR LOST LIBRARY CARD
Schedule:	- Monday to Saturday -7:30 a.m. to 5:30 p.m. (no noon break)
Clients/Customers	- Students
Requirements	- Registration Form, affidavit of loss , damaged library card
Processing Time	- 5 - 10 Minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Student personally requests from the head librarian for the replacement of her/his library card.		1-2 minutes	Student Head Librarian		
2		<ul style="list-style-type: none"> For lost library card: Head Librarian requests a student to submit registration form, affidavit of loss. For damaged/broken lib. Card: Registration form and damaged library card. Head Librarian checks if the information needed is complete and correct. 	1-3 minutes	Student Head Librarian		Registration Form Damaged Library card Affidavit of Loss
3		Head Librarian issues a note for Library Card replacement to be presented to Cashier's Office for payment, after which the receipt is presented to the MIS for processing of LC replacement	1-2 minutes	Student Head Librarian Cashier's staff MIS Personnel	PhP100.00 for the lost Library Card PhP85.00 for the damaged card	Note for Library Card replacement

G. SERVICES: SIGNING OF CLEARANCE OF FACULTY AND EMPLOYEES

Schedule:	- Monday to Saturday -7:30 a.m. to 5:30 p.m. (no noon break)
Clients/Customers	- Faculty and Employee
Requirements	- Faculty/Employee Clearance; All library materials borrowed should be returned and replace lost or damaged library materials , if there's any.
Processing Time	- 2-17 Minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Faculty member/ employee submits clearance for signature of the Head librarian.		1-2 minutes	Faculty / Employee Head librarian		Clearance
2		<ul style="list-style-type: none"> The head librarian checks if faculty/employee has borrowed library materials or other library accountabilities. If there's none, the clearance is immediately signed. If there are borrowed materials, he/ she requested to return them, and the assistant Librarian who received the returned mats initials in the faculty/ employee clearance for the head librarian's signature. 	3-5 minutes 3-10 minutes	Faculty Member Employee Assistant librarian Head librarian		Clearance List of Faculty/ employee with borrowed materials

H.SERVICES:**USE OF THE LISTENING AND VIEWING ROOM****Schedule:**

- Monday to Friday - 7:30 a.m. to 5:30 p.m. (no noon break)

Clients/Customers

- Faculty , Employee/s and student/s


Requirements

- Reservation Form

Processing Time

- 6-10 Minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Student/Facultymember inquires from the University Librarian/any library personnel, the availability of the LVR for their desired time and date of use.		1-2 minutes	Student Employee Faculty Library personnel		
2		The Library personnel checks the record if the desired time and date is available. If it is available, the customer is given a LVR form for them to fill up with the signature of the professor concerned.	1-3 minutes	Student Employee Faculty Library personnel		Log book LVR Form
3	Customer processes LVR form and returns it the office of the University Librarian.			Student Employee Faculty Library personnel		LVR Form
4		The University Librarian receives the signed LVR form, confirms and enters the schedule in the log book on the scheduled date and time; files the form.	1- 5 minutes	University Librarian		Log book LVR Form



MEDICAL AND DENTAL CLINIC



Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
La Paz, Iloilo City
MEDICAL CLINIC
Treatment, Consultation, and Follow-up



- A. SERVICE:**
Schedule:
Clients/Customers:
Requirements:
Processing time:
Procedure:
- PHYSICAL EXAMINATION**
 - Monday - Friday 8:30 - 10:30am; 1:30PM - 3:30PM
 - 1st Year Students
 - CBC, Urinalysis, Stool Exam, Chest X-Ray, Certificates from family physicians if with existing illnesses
 - 25 minutes
 - Compliance with basic laboratory Exams and Physical Examination

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Proceed to the clinic, ask for a laboratory request and go to a laboratory of choice	• Fill up/ issue a laboratory request and give instructions on specimen collection	3 minutes	Nurse/ Physician		Prescription pad Laboratory request form
2	Submit for Directions	• Open the MRIS and complete the biodata • Relay directions on how to proceed with examination	2 minutes 2 minutes	Nurse/ Physician		
3	Submit for Physical Examination	• Vital signs measurement • Blood Pressure • Pulse Rate • Physical exam proper • Correlation of findings with laboratory results and prescription writing • Referral of special cases • Recording of treatment data	2 minutes 3 minutes 5 minutes 3 minutes 3 minutes 2 minutes	Nurse/ Physician Nurse/ Physician Physician Physician		Prescription Pad Referral Letter

- B. SERVICE:**
Schedule:
Clients/Customers:
Requirements:
Processing time:
Procedure:
- BLOOD SUGAR TESTING**
 - Monday - Friday 7:30am - 8:00am
 - Students, employees, faculty and community members
 - Fasting
 - 16 minutes
 - Blood withdrawal, Sugar determination using a Glucometer

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Provide necessary information	Open and complete MRIS biodata	2 minutes	Nurse/ Physician		
2	Submit for Consultation	History taking, making a diagnosis and formulating treatment plan • Vital signs measurement Blood Pressure Temperature	5 minutes 2 minutes 3 minutes	Nurse/ Physician Nurse/ Physician Nurse/ Physician		
3	Preparation for Blood Sugar testing	Perform and interpret the result of blood sugar testing. • Prescription writing to include senior citizen medicines • Encoding of treatment data	3 minutes 3 minutes 2 minutes	Nurse/ Physician Physician Nurse/Physician		Prescription pad

C. SERVICE:
Schedule: - Monday-Friday 7:30am-5:00pm; Saturday 7:30am-11:30am
Clients/Customers: - Students, Employees, Faculty and Community Members
Requirements: - None
Processing time: - 18-23 minutes
Procedure: - Wound cleaning, Disinfection, Gauze Application

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Provide necessary information	• Open the MRIS and complete the biodata	2 minutes	Nurse/ Physician		
2	Submit for Consultation	• History taking, making a diagnosis and treatment plan. • Vital signs measurement • Blood Pressure • Pulse Rate	2 minutes 2 minutes 3 minutes	Nurse/ Physician Nurse/ Physician Nurse/ Physician		
3	Submit for Diagnosis and Treatment	• Diagnosis and treatment formulation • Perform wound dressing • Simple dressing • Complicated dressing • Medicine dispensing • Encoding of treatment data	5 minutes 10 minutes 2 minutes 2 minutes	Nurse/ Physician Nurse/ Physician Nurse/ Physician Nurse/ Physician		

D. SERVICE:
Schedule: - Monday - Friday 7:30am -11:00AM; 1:00pm - 4:30pm
Clients/Customers: - Students, Employees, Faculty and Community Members
Requirements: - Consent
Processing time: - 49 minutes
Procedure: - Preparation, Injection and Observation

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Provide necessary information	• Open the MRIS and complete the biodata	2 minutes	Nurse/ Physician		
2	Submit for Consultation	• History taking, making a diagnosis and treatment plan • Vital signs measurement • Blood Pressure • Temperature	5 minutes 2 minutes 3 minutes	Nurse/ Physician Nurse/ Physician Nurse/ Physician		
3	Submit for injection	• Preparation and administration of Tetanus Toxoid, HTIG and other prescribed injections. • Observation only • Encoding of treatment data	5 minutes 30 minutes 2 minutes	Nurse/ Physician Nurse/ Physician Nurse/ Physician		

E. SERVICE:
Schedule: - Monday-Friday 8:30am-10:30am
Clients/Customers: - Students, Employees, Faculty and Community Members
Requirements: - None
Processing time: - 46 minutes
Procedure: - Preparation, Local Anaesthesia, Actual Operation

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Provide necessary information	• Open the MRIS and complete the biodata	2 minutes	Nurse/ Physician		
2	Submit for Consultation	• History taking, making a diagnosis and treatment plan. • Vital signs measurement • Blood Pressure • Pulse Rate	2 minutes 2 minutes 3 minutes	Nurse/ Physician Nurse/ Physician Nurse/ Physician		
3	Submit for minor operation	• Perform minor operation (STAT or Scheduled) • Anaesthesia and Operation • Prescription writing to include senior citizen medicines • Medicine dispensing • Encoding of treatment data	30 minutes 3 minutes 3 minutes 2 minutes 2 minutes	Nurse/ Physician Physician Physician Nurse/ Physician Nurse/ Physician		Prescription Pad

F. SERVICE: REQUEST FOR MEDICINE

- Schedule:** - Monday - Friday 7:30am - 11:30AM; 1:00pm - 5:00pm; Saturday 7:30am-11:30am
Clients/Customers: - Students, Employees, Faculty and Community Members
Requirements: - ID for students, employees and faculty members
Processing time: - 30 minutes
Procedure: - Dispensing of Medicines

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Provide necessary information	• Open the MRIS and complete the biodata	2 minutes	Nurse/ Physician		
2	Submit for Consultation	• History taking • Physical Assessment • Diagnosis and Treatment Plan • Vital signs measurement • Blood Pressure • Temperature	5 minutes 5 minutes 5 minutes 2 minutes 3 minutes	Nurse/ Physician Nurse/ Physician Nurse/ Physician		
3	Request for medicines	• Medicine dispensing • Prescription writing to include senior citizen medicines • Encoding of treatment data	3 minutes 3 minutes 2 minutes	Nurse/ Physician Physician Nurse/ Physician		Prescription Pad

G. SERVICE: REQUEST FOR REFERRAL

- Schedule:** - Monday - Friday 7:30am - 11:30am; 1:00pm-5:00pm; Saturday 7:30am-11:30am
Clients/Customers: - Students, Employees, Faculty and Community Members
Requirements: - None
Processing time: - 14 minutes
Procedure: - Issuance of referral

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Gather necessary information	• Open the MRIS and complete the biodata	2 minutes	Nurse/ Physician		
2	Submit for consultation	• History taking, making a diagnosis and treatment plan. • Vital signs measurement • Blood Pressure • Pulse Rate	2 minutes 2 minutes 3 minutes	Nurse/ Physician Nurse/ Physician Nurse/ Physician		
3	Request for referral to other health agencies /specialist.	• Issuance of referral letter • Encoding of health plan	3 minutes 2 minutes	Physician Nurse/ Physician		

H. SERVICE: REQUEST FOR MEDICAL CERTIFICATE

- Schedule:** - Monday - Friday 7:30am - 11:30am; 1:00pm - 5:00pm; Saturday 7:30am - 11:30am
Clients/Customers: - Students, Employees, Faculty and Community Members
Requirements: - Previous/Recent Consultaion Records
Processing time: - 17 minutes
Procedure: - Issuance of certificate

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Gather necessary information	• Open the MRIS and complete the biodata	2 minutes	Nurse/ Physician		
2	Submit for consultation	• History taking, making a diagnosis and treatment plan • Vital signs measurement • Blood Pressure • Temperature	5 minutes 2 minutes 3 minutes	Nurse/ Physician Nurse/ Physician Nurse/ Physician		
3	Request for medical certificate	• Issuance of medical certificate • Encoding of health plan	3 minutes 2 minutes	Physician Nurse/ Physician		Medical Certificate/ form/Letter


I. SERVICE:**INHALATION**


Schedule: - Monday - Friday 7:30am - 11:30am; 1:00pm - 5:00pm; Saturday 7:30am - 11:30am
Clients/Customers: - Students, Employees, Faculty and Community Members
Requirements: - None
Processing time: - 24-29 minutes
Procedure: - Preparation, Administer inhalations

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Provide necessary information	• Open the MRIS and complete the biodata	2 minutes	Nurse/ Physician		
2	Submit for consultation	• History taking, making a diagnosis and treatment plan • Vital signs measurement • Blood Pressure • Temperature	5 minutes 2 minutes 3 minutes	Nurse/ Physician Nurse/ Physician Nurse/ Physician		
3	Submit for Inhalation	• Administer pulmo-aid inhalation or steam inhalation • Medicine dispensing • Prescription writing to include senior citizen medicines • Encoding of treatment data	5-10 mins 2 minutes 3 minutes 2 minutes	Physician Nurse/ Physician Nurse/ Physician Nurse/ Physician		Prescription Pad

Prepared by:

Conformed:


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 University Physician


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 Director, Student Affairs and Services



Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
La Paz, Iloilo City
DENTAL CLINIC



SERVICE:

ORAL EXAMINATION/CONSULTATION

Schedule of Availability of Service
Who May Avail of the Service
What are the Requirements
Duration

- Monday - Friday, 8:00 a.m. - 5:00 p.m. (no noon break)
- Students, Faculty, Staff and Community
- School I.D., Logbook, Patients' Dental Treatment Record
- 10 Minutes

How To Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present School ID	Check proper identification	2 minutes	Dentist and Dental Aide	None	
2	Fill-up patient's information chart	Provide and ask patient to fill up information chart	2 minutes	Dentist and Dental Aide	None	Patients' Information Chart
3	Consultation	a. Perform oral/dental examination b. Diagnose and treatment plan c. Prescribe and dispense medicines to patients	5 minutes 5 minutes 5 minutes	Dentist		
4	Sign at the log book and check dental treatment record	Check the logbook	1 minute	Dentist and Dental Aide	None	
END OF TRANSACTION						

SERVICE:

TOOTH EXTRACTION

Schedule of Availability of Service
Who May Avail of the Service
What are the Requirements
Duration

- Monday - Friday, 8:00 a.m. - 5:00 p.m. (no noon break)
- Students, Faculty, Staff and Community
- School I.D., Logbook, Patients' Dental Treatment Record
- Maximum 1 hour and 15 minutes

How To Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present School ID	Check proper identification	1 minute	Dentist and Dental Aide	None	
2	Fill-up patient's information chart	Provide and ask patient to fill up information chart	2 minutes	Dentist and Dental Aide	None	Patient's Information Chart
3	Consultation	Perform oral/dental examination	5 minutes	Dentist	None	
4	Tooth Extract	a. Diagnose and treatment plan b. Perform tooth extraction c. Prescribing and dispensing medicine d. Post-operative instruction	3 minutes maximum 1 hour/ patient 3 minutes	Dentist		
5	Sign at the log book and check dental treatment record	Check the logbook	1 minute	Dentist and Dental Aide	None	
END OF TRANSACTION						

SERVICE:**DENTAL FILLINGS****Schedule of Availability of Service****Who May Avail of the Service****What are the Requirements****Duration**

- Monday - Friday, 8:00 a.m. - 5:00 p.m. (no noon break)
- Students, Faculty, Staff and Community
- School I.D., Logbook, Patients' Dental Treatment Record
- Maximum 1 hour and 15 minutes per patient

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present School ID	Check proper identification	1 minute	Dentist and Dental Aide	None	
2	Fill-up patient's information chart	Provide and ask patient to fill up information chart	2 minutes	Dentist and Dental Aide	None	Patients' Information Chart
3	Consultation	Perform oral/dental examination	5 minutes	Dentist	None	
4	Dental Fillings	a. Diagnose and treatment plan b. Perform oral / dental fillings c. Post-operative instruction	3 minutes maximum 1 hr/ patient 3 minutes	Dentist	None	
5	Sign at the log book and check dental treatment record		1 minute	Dentist and Dental Aide	None	
END OF TRANSACTION						

SERVICE:**ORAL PROPHYLAXIS****Schedule of Availability of Service****Who May Avail of the Service****What are the Requirements****Duration**

- Monday - Friday, 8:00 a.m. - 5:00 p.m. (no noon break)
- Students, Faculty, Staff and Community
- School I.D., Logbook, Patients' Dental Treatment Record
- Maximum 50 minutes per patient

How To Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present School ID	Check proper identification	2 minutes	Dentist and Dental Aide	None	
2	Fill-up patient's information chart	Provide and ask patient to fill up information chart	2 minutes	Dentist and Dental Aide	None	Patients' Information Chart
3	Consultation	a. Perform oral/dental examination b. Diagnose and treatment plan c. Perform oral prophylaxis d. Prescribe and dispense medicines to patients	5 minutes 5 minutes 30 minutes 5 minutes	Dentist		
	Sign at the log book and check dental treatment record	Check the logbook	1 minute	Dentist and Dental Aide	None	
END OF TRANSACTION						

SERVICE:**PRESCRIBING AND DISPENSING OF MEDICINES****Schedule of Availability of Service****Who May Avail of the Service****What are the Requirements****Duration**

- Monday - Friday, 8:00 a.m. - 5:00 p.m. (no noon break)
- Students, Faculty, Staff and Community
- School I.D., Logbook, Patients' Dental Treatment Record
- Maximum 15 minutes

How To Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present School ID	Check proper identification	1 minute	Dentist and Dental Aide	None	
2	Fill-up patient's information chart	Provide and ask patient to fill up information chart	2 minutes	Dentist and Dental Aide	None	Patient's Information Chart
3	Consultation/ Prescribing and Denpensing of medicines	a. Perform oral/ dental examination b. Diagnose and treatment plan c. Prescribe and dispense medicines to patients	5 minutes 3 minutes 10 minutes	Dentist	None	
4	Fill up the log boo and check dental treatment record	Check the logbook	1 minute	Dentist and Dental Aide	None	

END OF TRANSACTION**SERVICE:****ISSUANCE OF DENTAL CERTICATE****Schedule of Availability of Service****Who May Avail of the Service****What are the Requirements****Duration**

- Monday - Friday, 8:00 a.m. - 5:00 p.m. (no noon break)
- Students, Faculty, Staff and Community
- School I.D., Patients' Dental Card, Logbook
- 10 minutes

How To Avail of the Service

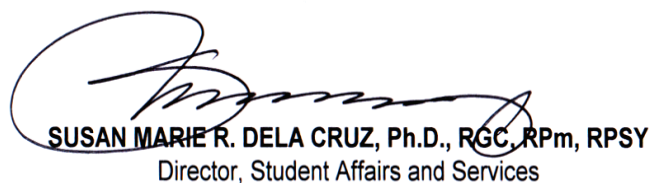
STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present School ID	Check the patient	2 minutes	Dentist and Dental Aide	None	
2	Fill-up patients' information chart	Provide and ask patient to fill-up information chart	2 minutes	Dentist and Dental Aide	None	Dental Form
3	Sign at the log book and stock card	Perform oral/dental check-up and issuance of desired certificates	5 minutes	Dentist	None	
		Keep records	1 minute	Dentist and Dental Aide	None	


END OF TRANSACTION

Prepared by:

Conformed:


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 University Dentist


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 Director, Student Affairs and Services




MANAGEMENT INFORMATION SYSTEM OFFICE



Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
 La Paz, Iloilo City
MANAGEMENT INFORMATION SYSTEM OFFICE



STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
SERVICE: APPLICATION FOR ADMISSION						
1	Student gets priority number from the MIS Office.	MIS Personnel issue priority number.	30 seconds	MIS Personnel	none	Priority Number Stub
2	Student presents application for admission, priority number, Cashier's Slip or Official Receipt, Card or Transcript of Records	MIS Personnel verifies authenticity of submitted documents and encodes information.	10 minutes	MIS Personnel	none	Admission Form, OR or Cashier's Slip, Card or Transcript of Records
3	Students verifies accuracy of data encoded	MIS Personnel takes picture of applicant MIS Personnel prints picture and ID number in the Admission Form.	5 minutes	MIS Personnel	none	Admission Form
SERVICE: PRINTING OF NEW ID						
1	Student gets priority number from the MIS Office	MIS Personnel issues priority number	30 seconds	MIS Personnel	none	Priority number stub OR, RF
2	Student presents RF to show proof of enrollment and OR to show that ID fee has been paid.	MIS Personnel verifies authenticity of RF and OR MIS Personnel issues ID Information Form for ID	1 minute and 30 sec	MIS Personnel		ID Information Form
3	Student fills up ID Information Form	MIS Personnel encodes data from ID Information Form. MIS Personnel takes picture of student.	8 minutes	MIS Personnel	none	ID Information Form
4	Student verifies accuracy of data encoded and acceptability of picture taken. Student signs ID in the signature pad.	MIS Personnel saves data in the database and prints ID MIS Personnel stores and collates ID for release to the OSA	6 minutes and 30 sec	MIS Personnel	none	ID
SERVICE: PRINTING OF REPLACEMENT ID						
1	Student gets priority number from the MIS Office	MIS Personnel issues priority number	30 seconds	MIS Personnel	none	Priority number stub
2	Student presents Old ID. Student presents RF to show proof of enrollment and OR to show that ID fee has been paid.	MIS Personnel gets Old ID. MIS Personnel verifies authenticity of RF and OR	1 minute and 30 sec	MIS Personnel	none	Old ID RF,OR
3	Student verifies accuracy of data from the database. Student may request for change of information.	MIS Personnel opens data from the database and prints ID MIS Personnel stores and collates ID for release to the OSA	3 minutes	MIS Personnel	none	ID
SERVICE: PRINTING OF LOST ID						
1	Student gets priority number from the MIS Office	MIS Personnel issues priority number	30 seconds	MIS Personnel	none	Priority number stub
2	Student presents Affidavit of Loss. Student presents RF to show proof of enrollment and OR to show that ID fee has been paid.	MIS Personnel gets Affidavit of Loss. MIS Personnel verifies authenticity of RF and OR	1 minute and 30 sec	MIS Personnel	none	Affidavit of Loss RF,OR
3	Student verifies accuracy of data from the database. Student may request for change of information.	MIS Personnel opens data from the database and prints ID MIS Personnel stores and collates ID for release to the OSA	3 minutes	MIS Personnel	none	ID

The logo of ISAT-U (Indian School of Advanced Technology - University) is a circular emblem. It features a central torch with a flame, set against a background of a gear. The words "INDIAN SCHOOL OF ADVANCED TECHNOLOGY" are written in a circular path around the torch. Below the torch, the year "1905" is inscribed. The entire emblem is surrounded by a laurel wreath.

EXTERNAL CAMPUSES



MIAGAO CAMPUS

The logo of ISAT-U is a circular emblem with a gear-like outer border. Inside the circle, there is a central shield. The shield is divided into four quadrants: the top-left shows a molecular structure, the top-right shows a distillation column, the bottom-left shows a book, and the bottom-right shows a torch. Above the shield is a large, stylized flame. The text "SCIENCE AND TECHNOLOGY UNIVERSITY" is written in a semi-circle above the shield, and "1905" is written in a semi-circle below it. The entire logo is rendered in a light gray color.

OFFICE OF THE UNIVERSITY REGISTRAR AND ADMSSION



Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
Miagao, Iloilo
REGISTRAR OFFICE



Frontline Service

Schedule of Availability of Service

Who May Avail of the Service

What are the Requirements

Admission/Enrolement

- Monday - Friday, 8:00 a.m. - 5:00 p.m.
- Students
- New Students & Transferee-Report Card (Form 138), Certificate of Good
- Moral character from last school attended, Birth Certificate (Original & Xerox),
- Satisfactory Result of Entrance Examination and Interview.
- Issued by a Government Physician, TOR and Certificate of Transfer Credentials
- Old Students - Student Clearance, Copy of Grades, Appraisal/Degree Plan
- 105 minutes/ 1 hour & 45 minutes
- 10 Minutes

Duration

How To Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Person Involved	FEE	FORMS
1	Presents the required credentials for admission in the Registrar's Office for evaluating the authenticity of school credentials	Accommodates the enrollees and verifies/ certifies the authenticity	Registrar and staff	None	Form 137, NSO Birth Certificate Medical, Certificate TOR/CTC
2	Proceeds to OSAS for schedule of entrance examination and interview	Accommodates student/enrollee and schedule for entrance examination <ul style="list-style-type: none"> • Interview student/enrollee • Take pictures to students/enrollee and issue ID number • Encode student profile 	OSA Staff	200.00	Result of entrance examination and interview
3	Present required credentials to the Program Coordinator/ Enrolling Committee	Accommodates the enrollees, verifies required credentials and issue Pre-Registration	Program Coordinator Enrolling Committee	None	QF- Reg-02/QF-Reg-03 Form 138/TOR Birth Cert. Medical Cert.
4	Fill-up the Pre-Registration Form and presents it to the program Coordinator/Enrolling Committee	Verifies the accomplished Pre-Registration Form and affixes signature on it.	Program Coordinator/ enrolling Committee	None	QF-Reg-02 QF-Reg-03
5	Proceeds to OSA for certification as to scholarship	Verifies the scholarship of enrollee and affix type of scholarship	OSA Staff	None	QF-SPSD-06
6	Proceeds to NSTP Office for NSTP Registration	Registers the enrollee to chosen NSTP Component (CWTS/ROTC/ LTS)	NSTP Coordinator and staff	None	NSTP Registration Form
7	Pay to the Cashier the required fees upon enrollment	Collects payment of the enrollee and prints/issues Official Receipts to enrollee	Cashier and Staff	Required Fees upon enrollment	Official Receipts
8	Presents the Pre-Registration Form and Official Receipt to the program Coordinator/Enrolling Committee for printing of Registration Form	Prints the Registration Form of the enrollee and affix signature on it	Program Coordinator/ Enrolling Committee	None	QF-Reg-01 QF-Reg-02 QF-Reg-03
9	Proceeds to Committee on Discipline and presents Registration form for approval	Inspects haircuts and ear bores and issue copy of school rules and Regulations as Agreement Form	OSA Staff	None	QF-COD-08
10	Proceeds to OSA for ID validation	Accommodates the enrollees and validates school ID	OSA Staff	None	School ID
11	Proceeds to Library for Library Card validation	Accommodates the enrollees and validates Library card	Librarian and staff	None	Library card

12	Proceeds to Medical/Dental Clinic (for new Students & Transferees)	Accommodates the enrollees and issues medical/dental slip	PHN/Dentist	None	Medical Clearance Dental Clearance
13	Proceeds to Head of Instruction for signature of the Registration Form	Affixes signature to the Registration Form and detached Head of Instruction's copy	Head of Instruction and Staff	None	QF-Reg-01 Official Receipt
14	Proceeds to Registrar's Office for confirmation of enrollment	<ul style="list-style-type: none"> Accommodates student/enrollee and confirms enrollment by affixing "OFFICIALLY ENROLLED" to the RF Issues to the student the "STUDENT'S COPY" Detaches Cashier's copy to be submitted to the Cashier's Office Every afternoon Retains the Registrar's copy for file 	Registrar and staff	None	QF-Reg-01
15	Proceeds to program Coordinator/Enrolling Committee for issuance of class cards	Issue class cards to students	Program Coordinator/Enrolling Committee	None	Class Card
END OF TRANSACTION					

Frontline Service

Schedule of Availability of Service

Who May Avail of the Service

What are the Requirements

Duration

Appraisal of Credited Subjects and Grades

- Monday - Friday, 8:00 a.m. - 5:00 p.m.

- Students, Parents, Guardian, Benefactors

- Degree Plan, Class Cards, Official Receipt, TOR, Certificate of Transfer Credentials

- 40 minutes

How To Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Person Involved	FEE	FORMS
1	Fills up legibly Request form and presents to the Registrar's staff the TOR for appraisal	<ul style="list-style-type: none"> Affix amount to be paid in the Request form Instruct the student to proceed to the Cashier's Office 	Registrar's Staff	None	QF-Reg-13
2	Pay amount for Appraisal Form	Receives payment and issues receipt	Cashier's Staff Cashier	P30.00/ page	Official Receipt
3	Presents Official Receipt to the Head of Instruction/Staff	Issues Appraisal Form and record in the logbook	Head of Instruction and Staff	None	QF-Reg-05
4	Submits the Degree Plan and other documents for appraisal together with the Official Receipt in the Registrar's Office	Processes document <ul style="list-style-type: none"> Retrieves Students Permanent file folder Scrutinizes/encodes grades in the Degree Plan Reviews and evaluates completeness of entries Verifies as to the correctness of records and grades 	Registrar Registrar's Office Staff	None	QF-Reg-05
5	Affixes signature in the outgoing record book	<ul style="list-style-type: none"> Signs documents Stamps/Seals/records documents in the outgoing record book 	Registrar's Office Staff	None	
6	Receives the request document	Releases records to the client	Registrar's Office staff		QF-Reg-05
END OF TRANSACTION					

Frontline Service**Issuance of certificate of Report of Ratings/Copy of Grades/Good Moral Character****Schedule of Availability of Service****Who May Avail of the Service****What are the Requirements****Duration**

- Monday - Friday, 8:00 a.m. - 5:00 p.m.

- Students, Parents, Guardian, Benefactors

- Registration Form, Official Receipts

- 1 hour/60 minutes

How To Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Person Involved	FEE	FORMS
1	Fills up legibly Request form and presents to the Registrar's Staff	<ul style="list-style-type: none"> Affix amount to be paid in the request form Instruct the student to proceed to the Cashier's Office 	Registrar's Staff	None	QF-Reg-13
2	Pays amount for Copy of grades/Report of Ratings/ Certificate of Good Moral Character	Receives payment and issues receipt	Cashier's staff Cashiers	P30.00/ subject	Official Receipts
3	Submits Official Receipts in the Registrar's Office and wait for the release of document	<ul style="list-style-type: none"> Processes document Retrieves Student Permanent file folder Scrutinizes/reviews/evaluates complete records and grades Prints Certification of Report of Ratings/Copy of Grades/Good Moral Character in Official paper 	Registrar and Staff	None	QF-Reg-13
		<ul style="list-style-type: none"> Verifies as to correctness of entries Reviews and sign documents 	Registrar's Office Staff	None	
4	Affixes signature in the outgoing record book	Stamps/Seals/records document/s in the outgoing record book	Registrar's Office Staff	None	QF-Reg-14 QF-Reg-23
	Receives the requested document	Releases records to the client			
END OF TRANSACTION					

Frontline Service**Issuance of certified copies of School Documents/C.A.V.****Schedule of Availability of Service****Who May Avail of the Service****What are the Requirements****Duration**

- Monday - Friday, 8:00 a.m. - 5:00 p.m.

- Students, Parents, Guardian, Benefactors

- Request Form, Official Receipt, School Documents

- 50 minutes

How To Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Person Involved	FEE	FORMS
1	Fills up legibly Request form and presents to the Registrar's staff together with the School documents for authentication	<ul style="list-style-type: none"> Affix amount to be paid in the Request form Instruct the student to proceed to the Cashier's office 	Registrar's Staff	None	QF-Reg-13
2	Pays amount for authentication of school documents	Receives payment and issues receipt	Cashier's Staff Cashier	P30.00/ page	Official Receipt QF-Reg-13

3	Submits Official Receipt and wait for the release of document	<ul style="list-style-type: none"> Processes document Cross-checks/Scrutinizes complete school documents for authenticity of records Stamps "Certified True Copy" on the school document Prints document in official paper Verifies as to correctness of entries Reviews and signs documents 	Registrar and Staff	None	QF-Reg-14
4	Affixes signature in the outgoing record book	Stamps/Seals/records document/s in the outgoing record book	Registrar's Office Staff	None	
5	Receives the requested document	Releases records to the client	Registrar's Office Staff	None	QF-Reg-14
END OF TRANSACTION					

Frontline Service

Schedule of Availability of Service

Who May Avail of the Service

What are the Requirements

Duration

Issuance of Transcript of Records/Transfer Eligibility

- Monday - Friday, 8:00 a.m. - 5:00 p.m.

- Students, Parents, Guardian

- Student's Clearance, School ID, OJT Certificate, Official Receipt

- 1 hour & 25 minutes

How To Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Person Involved	FEE	FORMS
1	Fills up Request Form legibly and submits filled up Request form together with the requirements	<ul style="list-style-type: none"> Checks complete requirements Affix amount to be paid in the Request form Instruct the student to proceed to the Cashier's office 	Registrar's Office Staff	None	School ID QF-Reg-13 Student Clearance
2	Proceed to Cashier's Office for payment of Transcript of Records/Transfer Eligibility	Receives payment and issue Official receipt	Cashier and Staff	P30.00/ page	Official Receipt
3	Submits Official Receipt and wait for the release of transcript	<ul style="list-style-type: none"> Retrieves Student Permanent file folder Scrutinizes/reviews/evaluates complete records & grades Verifies as to correctness of records & grades Encode & prints in the Official Form Reviews and sign the document 	Registrar Registrar's Office Staff	None	QF-Reg-13 QF-Reg-16
	<ul style="list-style-type: none"> In cases when there are multiple requests, inform client to return on specific date and time and give him/her claim stub 				QF-Reg-13
4	Affixes signature in the outgoing record book	Stamps/Seals/records document/s in the outgoing record book	Registrar's Office Staff	None	
5	Receives the requested document	Releases records to the client	Registrar's Office Staff	None	QF-Reg-16
END OF TRANSACTION					



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Miagao Campus
OFFICE OF THE STUDENT AFFAIRS



Frontline Service
Schedule of Availability of Service
Who May Avail of the Service
What are the Requirements

Admission for First Year and Transferees during enrolment period

- Monday to Friday, 8:00 a.m. to 5:00 p.m. – April – June (Before Enrolment)
- Student Applicants
- Report Card (Form 138), Certificate of Good Moral Character from last school attended,
- Other Transfer Credentials, Medical referral,
- 1 hour 30 minutes -

Duration

How To Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Approaches the Admission Committee to apply for chosen course and present requirements	Verifies/checks the requirements Gives Admission Form and orients applicant on filling it up	5 minutes	Admission Committee	None	Admission Form
2	Fills up the Form and submits it to Admission Committee	Checks the accomplished Form	3 minutes	Admission Committee	None	Admission Form
3	Pays the Admission Fee	Collects the fee and issues Official Receipt	2 minutes	Cashier	P200.00	Official Receipt
4	Presents receipt to the Committee	Receives Official Receipt and copies receipt number on the Application Form	1 minute	Admission Committee	None	
5	Waits for the issuance of Admission Slip	Fills the admission slip with the schedule of examination and interview	2 minutes	Admission Committee	None	Admission Slip
6	Receives Admission Slip	Orients the Applicants on schedule and dress code	2 minutes	Admission Committee	None	
7	Presents Admission Slip and takes the examination on the scheduled date	Gathers the admission slip and administers the examination	2 hours	Examiner Proctor	None	Admission Slip Testing Materials
8	Reports for Interview	Interviews the applicant	10 minutes	Interviewers	None	Print out of results
9	Inquires about the result of application	Application and advises the applicant regarding the enrolment Post/presents the result of	5 minutes	Admission Committee	None	
10	Get medical referral from Medical Clinic	If student qualifies, inform him/her to secure medical referral from the Medical Clinic for Medical Examination by any Government Physician	3 minutes	Admission Committee & Nurse II	None	Medical referral
END OF TRANSACTION						

Frontline Service**Schedule of Availability of Service****Who May Avail of the Service****What are the Requirements****Duration****Signing of Clearance**

- Monday to Friday, 8:00 a.m. to 5:00 p.m. during the schedule for signing of clearance
- Students
- Clearance & School ID
- 15 minutes

How To Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Secures clearance from the Office of Instruction, fills it up and presents clearance and school ID	Verifies student records Guidance-Personal Data Inventory & attendance to student activities COD – Existing case PESO- Occupational Placement Data <ul style="list-style-type: none"> • In case there is deficiency, inform student to comply requirements on given due date or have student fill up necessary data needed 	12 minutes	OSA Staff	None	Clearance & School ID
2	Receives Clearance and School ID	Signs Clearance and releases clearance and School ID	3 minutes	OSA Staff Head, OSA	None	
END OF TRANSACTION						

Frontline Service**Schedule of Availability of Service****Who May Avail of the Service****What are the Requirements****Duration****Guidance and Counseling**

- Monday to Friday, 8:00 a.m. to 5:00 p.m.
- Students
- Counseling Report, Anecdotal Record for referral from the subject teachers employees, peers, classmates & friends, Call-in Slip
- 1 hour

How To Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Approaches the Guidance Counselor for counseling session	Welcomes and accommodates the counselee	5 minutes	Guidance Counselor	None	Counseling Form
2	Expresses the problem to the Guidance Counselor	Listens to the counselee about his/her personal concerns	20 minutes	Guidance Counselor	None	Counseling Form
3	Listens to the response of the Counselor	Synthesizes, clarifies and analyzes the problem of the counselee	20 minutes	Guidance Counselor	None	Counseling Form
4	Discerns and decides on the proper course of action to be taken regarding the problem	Affirms, encourages, or prevents the suggested alternatives or options toward the solution to his/her problem	10 minutes	Guidance Counselor	None	Counseling Form
5	Asks for the follow-up schedule of another counseling session	Gives the follow-up counseling schedule	5 minutes	Guidance Counselor	None	Counseling Form
END OF TRANSACTION						

Frontline Service**Application for Scholarships and Grants****Schedule of Availability of Service**

- Monday to Friday, 8:00 a.m. to 5:00 p.m.

Who May Avail of the Service

- Students

What are the Requirements

- Class Cards (original and photocopy), Scholarship Application Form

Duration

- 1 hour & 30 minutes

How To Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Inquires about availability of scholarship slots	Inform of the available scholarship slots and the corresponding qualifications	5 minutes	Scholarship Coordinator	None	None
2	Signifies intention to apply for a scholarship grant	Issues application form and explain details	3 minutes	Scholarship Coordinator	None	Application form for scholarship
3	Fills up the scholarship form and submits it to the Coordinator	Verifies the entries of the Scholarship Form, conducts interview with the applicant, and informs him/her of other requirements to be submitted	15 minutes	Scholarship Coordinator	None	Application form for scholarship
4	Submits other requirements	Checks the requirements and gives schedule for examination	5 minutes	Scholarship Coordinator	None	Required Documents
5	Take scholarship examination and waits for the result	Conducts the exam, checks and interprets result	1 hour	Scholarship Coordinator	None	Testing materials
6	Inquires about the examination result	Announces the results	2 minutes	Scholarship Coordinator	None	Print out of exam result
END OF TRANSACTION						

Frontline Service**Certification of Scholarship****Schedule of Availability of Service**

- Monday to Friday, 8:00 a.m. to 5:00 p.m.

Who May Avail the Service

- Students

What are the Requirements

- Registration Form, Photocopy of Grades

Duration

- 8 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Reports to the Scholarship Coordinator for Certification	Refers to the List of Scholars and ask the scholar to present Registration Form and photocopy of grades	5 minutes	Scholarship Coordinator	None	Registration Form Photocopy of Grades
2	Present Registration Form and photocopy of grades	Affixes signatures on the Registration Form and specifies scholarship grant enjoyed by the student	3 minutes	Scholarship Coordinator	None	Registration Form Photocopy of Grades
END OF TRANSACTION						

Frontline Service
Schedule of Availability of Service
Who May Avail the Service
What are the Requirements
Duration

Accreditation of Student Organizations/Clubs

- Monday to Friday, 8:00 a.m. to 5:00 p.m.
- Student Officers, Members and Advisers
- Constitution and By-Laws, List of Officers
- 25 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Signifies intention to form an Organization or a Club	Informs applicant of requisites for accreditation	5 minutes	Coordinator of Student Clubs and Organizations	None	None
2	Submits requirements such as Constitution & By-Laws and List of Officers, Member and Adviser	Checks the requirements as to their validity and acceptability	15 minutes	Coordinator of Student Clubs and Organizations	None	Constitution & By-Laws List of Officers and Members
3	Inquires regarding accreditation of the Organization or Club	Issues the Certification of Accreditation	5 minutes	Coordinator of Student Clubs and Organizations	None	Certificate of Accreditation
END OF TRANSACTION						

Frontline Service
Schedule of Availability of Service
Who May Avail the Service
What are the Requirements

Retention of Student Clubs and Organizations

- Monday to Friday, 8:00 a.m. to 5:00 p.m. –June
- Officers of Student Clubs and Organizations
- Updated Constitution and By-Laws, Accomplishment Report, Photo album of Activities conducted
- 10 minutes

Duration

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents requirements for Retention; Accomplishment Report, Financial Report and Assessment/Evaluation Report	Checks documents submitted by the Club/Organization	5 minutes	Coordinator of Student Clubs and Organizations	None	Updated Constitution & By-Laws
2	Asks for Certification of Retention	Issues Certificate of Retention	5 minutes	Coordinator of Student Clubs and Organizations	None	Certificate of Retention
END OF TRANSACTION						

Frontline Service
Schedule of Availability of Service
Who May avail of the Service
What are the Requirements
Duration

Issuance of class cards

- Monday to Friday, 8:00 a.m. to 5:00 p.m.
- Students
- Registration Form, ID
- 15 minutes

How to Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents the Registration Form and ID to the Faculty	Checks class record if student has completed the requirements	3 minutes	Subject Faculty	None	RF and ID
2	Receives class card	Issues class card	2 minutes	Subject Faculty	None	
END OF TRANSACTION						



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OFFICE OF INSTRUCTION



Frontline Service

Schedule of Availability of Service

Who May avail of the Service

What are the Requirements

Duration

Issuance of class cards

- Monday to Friday, 8:00 a.m. to 5:00 p.m.
- Students
- Registration Form, ID
- 15 minutes

How to Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents the Registration Form and ID to the Faculty	Checks class record if student has completed the requirements	3 minutes	Subject Faculty	None	RF and ID
2	Receives class card	Issues class card	2 minutes	Subject Faculty	None	
END OF TRANSACTION						

Frontline Service

Schedule of Availability of Service

Who May avail the Service

What are the Requirements

Duration

Issuance of Shifting Form

- Monday to Friday, 8:00 a.m. to 5:00 p.m.
- Students
- Registration Form
- 5 minutes

How to Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Pays amount for Shifting Form	Receives payment and issues receipt	3 minutes	Cashier's Staff	P10.00	
2	Presents O.R. to the College Office Staff	Issues Shifting Form	4 minutes	University Office Staff	None	Official Receipt
3	Presents proof of Shifting form	Checks and verify entry	5 minutes	Head of Instruction	None	Shifting Form Registration Form
4	Gets approved shifting form	Signs shifting form	5 minutes	Head of Instruction Campus Administrator	None	
5	Presents copy of shifting form to the Program Coordinator	Receives copy of shifting form	3 minutes	Registrar's Staff	None	Shifting Form
END OF TRANSACTION						

Frontline Service
Schedule of Availability of Service
Who May avail the Service
What are the Requirements
Duration

Approval of Completion Form
- Monday to Friday, 8:00 a.m. to 5:00 p.m.
- Students
- Class Cards
- 17 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Pays amount for Completion Form	Receives payment and issues receipt	3 minutes	Cashier's Staff	P10.00	
2	Presents O.R. to the College Office Staff	Issues Completion Form	3 minutes	University Office Staff	None	Official Receipt
3	Presents proof of Completion form	Checks and verifies entry	5 minutes	Head of Instruction	None	Completion Form Registration Form
4	Gets approved Completion form	Signs completion form Retains copy for College office and informs student to submit copy to the Registrar	3 minutes	Head of Instruction	None	
5	Presents copy of completion form to the Registrar	Receives copy of Completion form	3 minutes	Registrar's Staff	None	Shifting Form
END OF TRANSACTION						

Frontline Service
Schedule of Availability of Service
Who May avail of the Service
What are the Requirements
Duration

Approval of Changing, Adding and Dropping of subjects
- Monday to Friday, 8:00 a.m. to 5:00 p.m.
- Students
- Registration Form
- 5 minutes

How to Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Pays amount for Changing, adding and dropping of form	Receives payment and issues receipt	5 minutes	Cashier's Staff	P10.00	
2	Presents OR to the Registrar Staff	Issues changing, adding and dropping of subjects	5 minutes	Registrar's staff	None	Official Receipt
3	Presents proof of changing, Adding and dropping of subjects	Checks and verifies entry	3 minutes	Head of Instruction	None	Changing, adding and dropping form
4	Gets approved changing, adding and dropping of subjects	Signs changing, adding and dropping form, retains copy for college office and inform to student to submit copy to the Registrar	5 minutes	Head of Instruction	None	
5	Submits copy of changing, adding and dropping form	Receives copy and updates student records	2 minutes	Accounting staff	None	Changing, Adding and dropping form
END OF TRANSACTION						

Frontline Service**Schedule of Availability of Service****Who May avail of the Service****What are the Requirements****Duration****Approval of Resolutions/Activities/Requests/Other Communications and Requests for Endorsements**

- Monday to Friday, 8:00 a.m. to 5:00 p.m.
- Students, community
- Resolutions/Requests/Communications, Budget Proposals if necessary
- 25 minutes

How to Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Submits resolutions/activities/ other communications for approval/endorsement of Mrs. Sandra Examine	Checks documents if properly endorsed including the completeness of supporting documents	3 minutes	University office's Staff	None	Resolutions/ schedule of activities/ requests and other communications
2	Waits for the approved documents	Submits documents to Campus Administrator	15 minutes	University office's Staff	None	
3	Receives approved documents	Gets file copy of the communication and releases approved documents	2 minutes	University office's Staff	None	
In case of non-approval						
4	Takes note of the deficiency or get list of deficiency	Informs client of the deficiency of the documents for compliance or the reason for on-approval Gives advice to come back upon compliance	5 minutes	University office's Staff	None	
END OF TRANSACTION						

Frontline Service**Schedule of availability of Service****Who May avail of the Service****What are the Requirements****Duration****How to Avail of the Service****Signing of Clearance by Teachers**

- Monday to Friday, 8:00 a.m. to 5:00 p.m. during the schedule for signing of clearance
- Students/ Parents
- Clearance & School ID
- 6 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Secures clearance form the Office of Instruction and presents clearance and school ID to the subject teacher concerned	Checks if student has complied with the requirements of the course If student has not complied, with the requirement. He/she is given the deadline for its completion	5 minutes	Subject Teacher concerned	None	Clearance; other requirements
2	Receives signed clearance	Signs clearance and returns it to the student	1 minute	Subject Teacher concerned	None	
END OF TRANSACTION						



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OJT OFFICE



Frontline Service
Schedule of Availability of Service
Who May Avail the Service
What are the Requirements

Request for OJT Grades

- Monday – Friday (8:00 – 5:00)
- Student-trainees
- Certificate of Training, Logbook, OJT Clearance, Company's Clearance,
- Summary of No. of Hours
- 12 mins.

Duration

How to Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Approaches OJT Secretary and ask for Request Form	Given Request from	1 minute	OJT Secretary	None	Request Form
2	Fills up the Request Form	Checks the accomplished form	2 minutes	OJT Secretary	None	Request Form
3	Presents Requirements	Verifies / checks the requirements	3 minutes	OJT Secretary	None	
4	Waits for the issuance of grades	Reflects grades on OJT Certificate	3 minutes	OJT Secretary	None	
5	Receives OJT Grades and sign the issuance log book	Requires trainees to sign on the issuance log book	3 minutes	OJT Secretary	None	
END OF TRANSACTION						

Frontline Service
Schedule of Availability of Service
Who May Avail the Service
What are the Requirements

Request for Endorsement Letter

- Before Undergoing OJT (Monday – Friday; 8:00 – 5:00)
- Student-trainees
- R.F. officially enrolled
- 11 minutes

Duration

How to Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Approaches OJT Secretary and ask for Request Form	Verify & check the requirements Gives request form	2 minutes	OJT Secretary	None	Request Form
2	Fills up the Request and submits it to the OJT Secretary	Receives request form Makes endorsement letter	3 minutes	OJT Secretary	None	
3	Waits for the issuance of endorsement letter duly signed by the OJT Coordinator	OJT Secretary presents endorsement letter to the OJT Coordinator for signing	5 minutes	OJT Secretary	None	
4	Receives endorsement letter	Orients the trainees the procedure in indorsing letter to the company	1 minute	OJT Secretary	None	
END OF TRANSACTION						

Frontline Service
Schedule of Availability of Service
Who May Avail the Service
What are the Requirements

Request of OJT Documents

- Monday – Friday (8:00 – 5:00)
- Student-Trainees
- R.F. Officially Enrolled
- 5 minutes

Duration

How to Avail of the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present R.F. officially enrolled	Verify & check the R.F. officially enrolled and attendance sheet in the Orientation Seminar Gives the OJT documents	2 minutes	OJT Secretary OJT Coordinator	None	MOA, Info Sheet, Parent Endorsement form
2	Receive OJT documents for signature	Gives the OJT documents	3 minutes	OJT Secretary OJT Coordinator	None	
END OF TRANSACTION						



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LIBRARY



Frontline Service
Schedule of Availability of Service
Who May Avail the Service
What are the Requirements
Duration

Releasing of Books
- Monday to Friday, 8:00 a.m. to 5:00 p.m.
- Students
- Library Card
- 10 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents the library card and the book to be borrowed	Checks the status of the book and the library card	3 minutes	Library Personnel	None	Library card Book card Due slip
2	Fills up the book card	Checks the entries on the book card	3 minutes		None	
3	Waits for the book	Gets the library card and the book card Stamps on the due slip and gives the book to the borrower	3 minutes		None	
4	Receives the book	Files the Library Card	1 minute		None	
END OF TRANSACTION						

Frontline Service
Schedule of Availability of Service
Who May Avail the Service
What are the Requirements
Duration

Returning of Books
- Monday to Friday, 8:00 a.m. to 5:00 p.m.
- Students
- Borrowed Books
- 15 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents the borrowed book	Receives book and examine the due slip and condition of book	5 minutes	Library Personnel	None	Due Slip Library Card Book card Logbook
2	Waits for the advice of the service provider	Looks for the record of student	5 minutes		None	
3	Pays fine in case of Penalty	Receives payment	3 minutes		None	
4	Sign the logbook for overdue fines waits for the library card	Returns the library card	2 minutes		None	
END OF TRANSACTION						

Frontline Service
Schedule of Availability of Service
Who May Avail the Service
What are the Requirements
Duration

Issuance of Library Cards
- Monday to Friday, 8:00 a.m. to 5:00 p.m.
- Students
- Registration Form
- 15 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents student copy of Registration form	Verifies the RF Checks the Library Card on file Checks the entries for clarification	10 minutes	Library Personnel	None	RF Log Sheet Library Card
2	Sign the log sheet for released of Library Cards	Issues the Library Card to student	3 minutes		None	
3	Check entries for errors	Stamps and Initials RF	2 minutes		None	
END OF TRANSACTION						

Frontline Service:
Schedule of Availability of Service:
Who May Avail the Service:
What are the Requirements:
Duration:

Validation of Library Cards
 - Monday to Friday, 8:00 a.m. to 5:00 p.m.
 - Students
 - Library Cards/ Registration Form
 - 5 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents RF and Library Card	Verifies the Library card and the Registration Form	2 minutes	Library Personnel	None	RF Library Card
2	Waits for the Library Card	Pastes sticker at the back of the card for validation Returns the Library Card	1 minute		None	
3	Receives the Library Card	Stamps and Initials RF	1 minute		None	
4	Waits for the RF	Returns the RF	1 minute		None	
END OF TRANSACTION						

Frontline Service
Schedule of Availability of Service
Who May Avail the Service
What are the Requirements
Duration

LVR Usage
 - Monday to Friday, 8:00 a.m. to 5:00 p.m.
 - Students/ Faculty
 - Reservation form
 - 15 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Requests for the reservation of the LVR	Verifies the availability of schedule	3 minutes	Library Personnel Office of Instruction Personnel	None	Requests for LVR Utilization
2	Fills up the Requests for LVR Utilization	Checks the entry	2 minutes		None	
3	Seek approval from the Head Office of Instruction	Approves the booking Prepares the LVR	10 minutes		None	
4	Returns on the scheduled time	Monitors the usage of Multimedia Facilities	As scheduled		None	
END OF TRANSACTION						

Frontline Service
Schedule of Availability of Service
Who May Avail the Service
What are the Requirements
Duration:

Research Assistance
 - Monday to Friday, 8:00 a.m. to 5:00 p.m.
 - Students/ Faculty
 - Library Card
 - 10 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Asks for the availability of book/ author/topics needed	Looks for book or possible sources needed Instructs the clientele on the location of material	4 minutes	Library Personnel	None	Library Card
2	Checks on the material presented	Provides other references	2 minutes		None	
3	Presents Library Card	Checks the library card Lends the material needed	2 minutes		None	
4	Returns the borrowed material	Receives and checks the material returned by the student Returns the Library Card	2 minutes		None	
END OF TRANSACTION						



Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
Miagao Campus
MEDICAL SERVICES



Frontline Service

Schedule of Availability of Service

Who May Avail the Service

What are the Requirements

Duration

Releasing of Referral Slip/Request for Medical Clearances to New Students and Transferees

- Monday to Friday, 8:00 a.m. to 5:00 p.m. during enrolment period
- Students
- Proof of Qualification
- 10 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents proof that he/she is qualified to be admitted in the College	Checks name in the list of passers of examination and interview	3 minutes	University Nurse	None	
2	Receives referral/request slip for medical examination	Issues referral/request slip for medical examination For HRT and Food Tech. Students: Issues request for medical laboratory examination Advises student to submit result of medical and laboratory result for student records and further referral if necessary	5 minutes	University Nurse	None	Referral/request slip
END OF TRANSACTION						

Frontline Service

Schedule of Availability of Service

Who May Avail the Service

What are the Requirements

Duration

Medical Consultation and Medicine Dispensing

- 8:30 a.m. to 5:30 p.m. Monday to Friday
- Students
- Referral slip
- 15 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Informs nurse of his/her complaint	Conducts interview on medical history and records data	4 minutes	University Nurse	None	
2	Receives medicine or referral/request slip	Conducts first aid treatment/ Gives available medication and prescription	10 minutes	University Nurse	None	Referral/request slip
3	Signs log book	Requires student to sign logbook	1 minute	University Nurse	None	
END OF TRANSACTION						

Frontline Service
Schedule of Availability of Service
Who May Avail the Services
What are the Requirements
Duration

Consultation and Medicine Dispensing
- Monday to Friday, 8:00 a.m. to 5:00 p.m.
- Students
- School ID
- 20 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Informs dentist of his/her complaint	Checks patient/oral examination	15 minutes	Dr. Jennylyn Geamoga	None	School ID/ Dental Health Record Form
2	Receives medicines	Gives Available medication and prescription	4 minutes	Dr. Jennylyn Geamoga	None	Referral slip/ request slip/ Prescription Form
3	Signs log book/Monthly Dental Treatment record	Require student to sign logbook/Treatment Record	1 minute	Dr. Jennylyn Geamoga	None	Dental Treatment Record Form
END OF TRANSACTION						

Frontline Service
Schedule of Availability of Service
Who May Avail the Services
What are the Requirements
Duration

Oral Prophylaxis (cleaning), Tooth Extraction and Filling
- Monday to Friday, 8:00 a.m. to 5:00 p.m.
- Students
- School ID
- 15 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Informs dentist of his/her complaint	Checks patient/oral examination	15 minutes	Dr. Jennylyn Geamoga	None	School ID/ Dental Health Record Form
2	Signs for the schedule logbook	Schedules student for cleaning/ filling/extraction	4 minutes	Dr. Jennylyn Geamoga	None	
3	Signs log book	Require student to sign logbook	1 minute	Dr. Jennylyn Geamoga	None	
END OF TRANSACTION						



Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
Miagao Campus
ADMINISTRATION OFFICE



Frontline Service
Schedule of Availability of Service
Who May Avail the Service
What are the Requirements
Duration

Approval of Resolutions/activities/requests/other communications
Monday to Friday, 8:00 a.m. to 5:00 p.m.
Students, Community
Communications, Resolutions, Requests, Budget Proposals, etc.
25 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Submits resolutions/ activities/ other communications	Checks documents if properly endorsed including the completeness of supporting documents.	3 minutes	Admin. Office Staff	None	Resolutions/ schedule of activities/requests and other communications
2	Waits for the approved documents	Have documents initialed by Administrative Officer IV if necessary Submits documents to the Campus Administrator for approval	15 minutes	Admin. Office Staff	None	
3	Receives approved documents	Gets file copy of the communication, records on log book and release approved documents	2 minutes	Admin. Office Staff	None	
In case of non-approval						
4	Takes note of the deficiency or get list of deficiency	Inform client of the deficiency of the documents for compliance or the reason for non-approval Advices to come back upon compliance	5 minutes	Admin. Office Staff	None	
END OF TRANSACTION						

Frontline Service
Schedule of Availability of Service
Who May Avail the Service
What are the Requirements
Duration

Request for issuance of certifications and other documents
Monday to Friday, 8:00 a.m. to 5:00 p.m.
Students, Community
Request forms
25 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Submits letter request or inform front desk of nature of request	Checks documents if properly endorsed including the completeness of supporting documents if necessary	2 minutes	Admin. Office Staff	None	Request letter/ communication Request form
2	Fill-ups request form	Provides client with request form to be filled up	5 minutes	Admin. Office Staff		

3	Submits to Administrative Staff and wait while request is being processed	Checks entries of request form and have it approved by the Administrative Officer IV For easy request: informs client to wait while request is being processed For substantial request: indicates time of release or return the next working day	2 minutes 15 minutes	Admin. Office Staff	None	
4	Receives requested documents	Records and releases requested documents	1 minute	Admin. Office Staff	None	
END OF TRANSACTION						

Frontline Service
Schedule of Availability of Service
Who May Avail the Service
What are the Requirements
Duration

Permit to Use Facilities
Monday to Friday, 8:00 a.m. to 5:00 p.m.
Students, Community
Job Order Form, Rental Form, Request to Use, Agreement Contract
30 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Consults with the frontline clerk the availability of facilities intended use	Checks availability of facilities Informs client of the availability and the fees required		Admin. Office Staff	None	Request to Use Facilities Form
2	Accomplishes required form	Issues form		Admin. Office Staff		
3	Submits accomplished form	Checks entry of dates and other data		Admin. Office Staff		
4	Fill up Permit to Use Facilities (3 copies)	Checks entry of Permit and have it signed/ approved by the Administrative Officer IV/Campus Administrator Enters transaction in log book		Admin. Office Staff		
5	Gets copy of Permit	Release approved permit Retains file copy Gives one copy to security guard on duty		Admin. Office Staff		
END OF TRANSACTION						

Frontline Service
Schedule of Availability of Service
Who May Avail the Service
What are the Requirements
Duration

Request for Use of Vehicle
Monday to Friday, 8:00 a.m. to 5:00 p.m.
Students
Request for Use of Vehicle
30 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Consults with the frontline clerk the availability of vehicle	Checks availability of vehicle and driver on date requested Informs client of the availability vehicle		Admin. Office Staff	None	Request for Use of Vehicle Trip Ticket

2	Accomplishes required form	Have request approved by authorized officials. Once approved, prepares Trip Ticket for the vehicle. Have Trip Ticket approved by authorized officials Records transaction in logbook and releases Trip Ticket to Driver		Admin. Office's Staff Administrative Aide II (Driver) Administrative Officer IV Campus Administrator		
END OF TRANSACTION						

IIRGP

Frontline Service
Schedule of Availability of Service
Who May Avail the Service
What are the Requirements
Duration

Reproduction (Photocopy/Risograph) Services
Monday to Friday, 8:00 a.m. to 5:00 p.m.
Students, Community
Job Order Form, Original copy of materials to be reproduced
Average time: 30 minutes/depending on the volume of materials to be reproduced/number of copies

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents materials for reproduction	Evaluates materials and inform client of the amount to be paid		Admin. Office Staff	Services: • Risograph	
2	Accomplishes job order form for reproduction and pay amount to the Cashier	Processes payment and issue O.R.		Admin. Office Staff	• Special Paper Long - P350.00 Short P330.00 • Ordinary/ Mimeo Long - P320.00 Short P300.00 • Labor only – P140.00	Job order forms Materials for reproduction
3	Presents Job Order Form and O.R. To the frontline clerk and wait while reproduction is going on	Have Job Order Form approved and forward to personnel in charge of the reproduction For bulk transaction, informs client to return for the materials		Admin. Office Staff		
4	Receives reproduce materials	Logs completed transaction in logbook and release reproduced materials		Admin. Office Staff	No fees for office forms/office use	
END OF TRANSACTION						

Frontline Service
Schedule of Availability of Service
Who May Avail the Service
What are the Requirements
Duration

IGPS- Rental of Facilities, Venue and Equipment/ Services

- Monday to Friday, 8:00 a.m. to 5:00 p.m.
- Students, Community
- Job Order Form, Rental Form, Request to Use, Agreement Contract
- 45 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Consults with the frontline clerk the availability of facilities intended to rent or avail	Checks availability of facilities Informs client of the availability and the fees required	10 minutes	Admin. Office Staff	Rentals <ul style="list-style-type: none"> • Covered Court P3,000/day • Conference Room P3,000/day • Public Address System P1,500/day • Monoblo Chairs P5.00/chair 	Job Order Form Rental Form Request to Use Agreement Contract
2	Accomplishes rental form	Issues rental form	5 minutes	Admin. Office Staff		
3	Submits accomplished form	Checks entry of dates and other data and indicate amount to be charged	4 minutes	Admin. Office Staff		
4	Presents charge form to the Cashier and pay amount	Processes payment and issue O.R.	5 minutes	Admin. Office Staff		
5	Presents receipt and fill up Agreement Contract	Checks payment and have Agreement Contract filled up Have agreement contract approved by the Administrative Officer IV/Campus Administrator Enters transaction in log book	15 minutes	Admin. Office Staff		
6	Gets copy of Agreement Contract and O.R.	Releases Contract	1 minute	Admin. Office Staff		

END OF TRANSACTION

Frontline Service
Schedule of Availability of Service
Who May Avail the Service
What are the Requirements
Duration

Affidavit of Loss

- Monday to Friday, 8:00 a.m. to 5:00 p.m.
- Students
- Affidavit of Loss Document
- 5 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Fills up Affidavit of Loss document	Checks completeness of data and informs client to pay fee to the Cashier's office		Admin. Office Staff	None	Affidavit of Loss OR
2	Pays fee to cashier and submits O.R. together with the Affidavit of Loss for approval	Receives document and OR and have Affidavit signed by the Administrative Officer IV		Admin. Office's Staff Administrative Officer IV		
3	Receives Signed Affidavit of Loss	Releases Affidavit of Loss and OR to client		Admin. Office Staff		

END OF TRANSACTION



Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
Miagao Campus
ACCOUNTING OFFICE



Frontline Service

Schedule of Availability of Service

Who May Avail the Service
What are the Requirements
Duration

Request for Statement of Account/Updating of Student Account Ledger

- Monday to Friday, 8:00 am to 5:00 pm
- Saturday 8:00 am to 12:00 pm
- Students/Parents/Benefactors
- Registration Form, ID, OR
- 45 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents Registration Form, ID and OR	Checks student's account balance thru MIS or retrieves student's RF (Accounting Office copy) for previous balance, write breakdown of outstanding balances in Student's RF.	10 minutes	Accounting Staff	None	Registration Form
2	Receives Registration Form with Breakdown of Outstanding Balances, ID and OR	Returns RF, ID and OR and inform student to pay outstanding balance or amount due to Cashier	2 minutes	Accounting Staff	None	
3	Pays amount to the Cashier	Receives payment and issues OR		Cashier's Staff	None	Registration Form with Outstanding Balances
4	If amount paid is for previous balance, presents OR of recently paid amount to Accounting Staff for recording	Records payment in Student's RF (Accounting Office Copy) and returns OR	3 minutes	Accounting Staff	None	Official Receipt
END OF TRANSACTION						

Frontline Service

Schedule of Availability of Service

Who May Avail the Service
What are the Requirements
Duration

Issuance of Examination Permit

- Monday to Friday, 8:00 am to 5:00 pm, before the examination period
- Saturday 8:00 am to 12:00 pm
- Students/Parents/Benefactors
- Official Receipt, Registration Form, School ID
- 15 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents Registration Form, ID and OR	Checks student's account balance thru MIS or retrieves student's RF (Accounting Office copy) and check if accounts are updated or fully paid.	3 minutes	Accounting Staff	None	Official Receipt, Registration Form, School ID
2	Pays required amount to the Cashier	Receives payment and issues OR and Examination Permit		Cashier's Staff	None	

3	Presents Official Receipt to Accounting Staff if payment was made before the issuance of examination permit	Issues examination permit	2 minutes	Accounting Staff	None	Official Receipt
END OF TRANSACTION						

Frontline Service

Schedule of Availability of Service

Who May Avail the Service

What are the Requirements

Duration

Processing of Scholarships and Grants

Monday to Friday, 8:00 am to 5:00 pm

Students

Scholarships and Grants Form, Cert. of Income Tax, Scholastic Rating

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Presents application form with complete requirements properly endorsed by proper authorities	Checks completeness of documents In case of numerous transactions, inform student to claim check on scheduled release.		Accountant	None	Scholarships and Grants Form, Cert. of Income Tax, Scholastic Rating
2	Waits while voucher is being processed	Processes voucher and forward it to the Cashier for check preparation				
3		Prepares check and have it signed by the Authorized Signatories		Cashier's Staff	None	
4	Presents ID and RF to Cashier and signs logbook	Enters data in logbook and have the student sign		Cashier's Staff	None	School ID
5	Claim Check	Releases check			None	
END OF TRANSACTION						



Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
Miagao Campus
CASHIER'S OFFICE



Frontline Service

Schedule of Availability of Service

Who May Avail the Service

What are the Requirements

Duration

Receiving Payments for Tuition and Other Fees during Enrolment

- Monday-Friday (8:00 a.m. – 5:00 p.m.)
- Students/Parents/Guardians/Benefactors
- Registration Form Job Order Form/ IGP Form
- 8 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present assessed registration for payment	1. Verify assessment entry of Fees due and inform student of the amount to be paid	2 minutes	Mrs. Arlene Tajolosa Ms. Lizette Muyong Mr. Jessraf Naldoza Mrs. Ma. Asuncion Nanas	None	Assessed R.F.
2	Pay required amount	2. Receive payment and count the money 3. Enter amount in the O.R.	5 minutes	Mrs. Arlene Tajolosa Ms. Lizette Muyong Mr. Jessraf Naldoza Mrs. Ma. Asuncion Nanas	Per Required amount	
3	Receive R.F and O.R	4. Return Registration Form and release O.R	1 minute	Mrs. Arlene Tajolosa Ms. Lizette Muyong Mr. Jessraf Naldoza Mrs. Ma. Asuncion Nanas		Registration Form
END OF TRANSACTION						

Frontline Service

Schedule of Availability of Service

Who May Avail the Service

What are the Requirements

Duration:

Receiving Payments for Other Income/ IGPs

- Monday-Friday (8:00 a.m. – 5:00 p.m.)
- Community Faculty
- Job Order Form/ IGP Form
- 8 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present Job Order Form/ IGP Form indicating amount to be paid	1. Check Job Order Form/ IGP Form as to the amount to be paid	2 minutes	Mrs. Arlene Tajolosa Ms. Lizette Muyong Mr. Jessraf Naldoza Mrs. Ma. Asuncion Nanas	None	Job Order Form IGP Form
2	Pay required amount	2. Receive payment and count the money 3. Enter amount in the O.R.	5 minutes	Mrs. Arlene Tajolosa Ms. Lizette Muyong Mr. Jessraf Naldoza Mrs. Ma. Asuncion Nanas	Per Required amount	
3	Receive Job Order Form/ IGP Form and O.R.	4. Return Job Order Form/ IGP Form and release O.R.	1 minute	Mrs. Arlene Tajolosa Ms. Lizette Muyong Mr. Jessraf Naldoza Mrs. Ma. Asuncion Nanas		Job Order Form IGP Form
END OF TRANSACTION						

Frontline Service
Schedule of Availability of Service
Who May Avail the Service
What are the Requirements
Duration

Receiving Payments for School Forms (Class cards, clearance, etc.)
 - Monday-Friday (8:00 a.m. – 5:00 p.m.)
 - Students/ Parents/ Guardians
 - Request Form/ Statement of Account
 - 8 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present request form/ statement of account	1.Check Entry as to fees to be paid and inform the client the amount to be paid	2 minutes	Mrs. Arlene Tajolosa Ms. Lizette Muyong Mr. Jessraf Naldoza Mrs. Ma. Asuncion Nanas		Request Form Statement of Account
2	Pay required amount	2.Receive payment and count the money 3.Enter amount in the O.R.	5 minutes	Mrs. Arlene Tajolosa Ms. Lizette Muyong Mr. Jessraf Naldoza Mrs. Ma. Asuncion Nanas		
3	Receive request form/ statement of account and O.R.	4. Return request form/ statement of account and release O.R.	1 minute	Mrs. Arlene Tajolosa Ms. Lizette Muyong Mr. Jessraf Naldoza Mrs. Ma. Asuncion Nanas		Request Form Statement of Account
END OF TRANSACTION						

Frontline Service
Schedule of Availability of Service
Who May Avail the Service
What are the Requirements
Duration

Receiving Payments for Check Receipts (Donations, Scholarship Grants)
 - Monday-Friday (8:00 a.m. – 5:00 p.m.)
 - Benefactors/ LGU's/ NGA's
 - Monetary Grant
 - 8 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present check indicating amount to be donated or to be granted	1.Check as to legibility of the check and the amount to be given	2 minutes	Mrs. Arlene Tajolosa Ms. Lizette Muyong Mr. Jessraf Naldoza		
2	Give the check	2.Issue O.R. indicating the donor's name and the amount donated	5 minutes	Mrs. Arlene Tajolosa Ms. Lizette Muyong Mr. Jessraf Naldoza		
3	Receive O.R.	4. Release O.R.	1 minute	Mrs. Arlene Tajolosa Ms. Lizette Muyong Mr. Jessraf Naldoza		
END OF TRANSACTION						

Frontline Service
Schedule of Availability of Service
Who May Avail the Service
What are the Requirements
Duration

Releasing of Checks to Clients/ Supplier

- Monday-Friday (8:00 a.m. – 5:00 p.m.)
- Clients/ Supplier
- Charge invoice and Official Receipt
- 9 minutes

How to Avail the Service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Supplier present charge invoice	1.Check if cheque is ready for payment	3 minutes	Merilyn N. Carnate		Charge Invoice
2	Issue Official Receipt	Receice and review OR then release cheque	4 minutes	Merilyn N. Carnate		Official Receipt
3	Receive cheque; sign Disbursement Voucher and outgoing logbook	Check if Disbursement Voucher and logbook were signed	2 minutes	Merilyn N. Carnate		
END OF TRANSACTION						



Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
Miagao Campus
OFFICE OF THE RESEARCH SERVICES PROCESS



Frontline Service

Schedule of Availability of Service

Who May Avail the Service

What Are the Requirements

Duration

Consultation on Student Research Process

- Monday to Friday, 8:00 am to 5 pm
- Students
- Student ID
- 5 minutes

How to Avail the Service

Step No	Step/Flow	Details	Person Responsible
1	Start		
2	Log in inquiry	Research Services Dep. Staff attend to inquiries on Student Research Process	Research Services Department Staff
3	Referral	Research Services Dep. Staff refers to Head, Research Services Department inquiries	Head, Research Services Department
4	Discuss Topic	Head, Research Services Department attends to the inquiries	Head, Research Services Department
5	Log in action taken		
6	End		

Frontline Service

Schedule of Availability of Service

Who May Avail the Service

What Are the Requirements

Duration

Consultation on Statistical Analysis

- Monday to Friday, 8:00 am to 5 pm
- Clients/Students
- Student ID
- 45 minutes

How to Avail the Service

Step No	Step/Flow	Details	Person Responsible
1	Start		
2	Present Data, Statistical Output and SOP	Student Presents data and Statistical Output and SOP for Analysis	Clients/ Students Statistician
3	Analyze Data, Statistical Data	Statistical Output are analyzed based on the Statement of the Problem and student taught how to encode data	Statistician
4	Discuss Result	Discuss results to students	Statistician
5	End		

Frontline Service	Request of Certificate as requirement for release of Transcript of Records
Who May Avail the Service	- Students
What Are the Requirements	- Student ID
Duration	- 10 minutes

How to Avail the Service

Step No	Step/Flow	Details	Person Responsible
1	Start		
2	Log in Request	Student log-in request for certification, noting that hardbound copies of research paper as submitted to the office	Research Services Department Staff
3	Check Thesis Files	Research Services Dep. Staff check files of thesis if declared research paper is on file	Research Services Department Staff
4	Fill-up Certificate	Research Services Dep. Staff fills-in certification	Research Services Department Staff
5	Issuance of Certificate	Head of the Research Services Department sign the certification	Head, Research Services Department
6	End		

Frontline Service	Offering Livelihood Skills Training
Schedule of Availability of Service	- 8:00 am to 5:00 pm
Who May Avail the Service	- Students, Out-of-School Youth and Unemployed Adults
What are the Requirements	- Letter Requests / Survey Forms

How to avail the service

Step No	Step/Flow	Details	Person Responsible	Form
1	Receive letter request	Receive the approved letter request of the community	College President and ESD Personnel	Request Letter
2	Consultative Meeting	Conduct meetings with the requesting party	ESD Director, Community Head and College Extension Chair	
3	Conduct Needs Assessment	Conduct needs assessment to the community to know the livelihood projects/programs they wanted	Extension Chair, and Faculty Extensionist	QF-ESD-01
4	Prepare needed documents	Make a project proposal and MOA/U for approval by both parties	ESD Personnel ,Extension Chair and Trainers	QF-ESD-02 MOA/U Proposals
5	Implement the projects/programs	Orientation and implementation of projects/programs	ESD Personnel, Extension Chair, Trainers and Tie-up Partners	Session Plan
6	Monitoring and Evaluation	Monitor and evaluate the activity to see whether the project/programs is well implemented and to know the performance of trainees	ESD Personnel and Extension Chair	QF-ESD-03
7	Prepare Terminal Report	Prepare terminal report to be submitted to the ESD office	Extension Chair and Trainers	QF-ESD-04
END OF TRANSACTION				





Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
LEON CAMPUS



- H** — old all clients in high esteem, with the highest regard for their right to efficient public service, cognizant of the fact that a government office exists to serve them,
- A** — ct promptly and efficiently on all requests through personnel who wear proper uniform and identification,
- R** — espond immediately to clients' needs and complaints,
- V** — alue clients' comments and suggestions,
- E** — xhibit professionalism in the performance of our duties at all times,
- S** — erve with honesty, integrity and sincerity and
- T** — otally commit ourselves to the promotion of a responsive, reliable and responsible public service.

Office of the Campus Administrator

- Manage/supervise all operations of the college for clientele satisfaction
- Attend to requests of students and other clients and approve same if needed
- Resolve issues, complaints and other concerns of the clients and the transacting public
- Sign documents, proposals, clearances, certifications of students and other clients

Office of Student Affairs and Services

- Admission and testing
- Guidance and counselling
- Application for scholarship grants
- Certification of student scholarship
- Application for safe loans
- Issuance of absence data form

Office of the Registrar

- Certifications
- Transcript of Records
- Diploma and Certificate
- Certificate of transfer credential (Honorable Dismissal)
- Good Moral
- Form 137-A (Old Secondary Student Permanent Record)

Cashier's Office

- Issue statement of accounts and students account balance
- Issue certification
- Issue examination permit
- Process scholarship grants and benefits of students
- Receive payment of tuition and other fees
- Receive payment of income and other income generating projects
- Prepare and release check of clients and students

Library

- Lend/release books
- Accept returned books
- Validate library cards
- Conduct orientation to students

Medical and Dental Clinics

- Medical Consultation
- Blood glucose monitoring
- BP Taking
- Health Teaching
- Nebulization
- Medical Examination
- Referrals
- Weighing
- Wound dressing



Republic of the Philippines
ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY
LEON CAMPUS



**SERVICE
Schedule
Clients/Customers
Requirements**

Admission (Pre-enrolment) and Registration

7:30 – 5:00 for 1 week (dates to be posted in conspicuous places in the campus)

Incoming First Year Students and Transferees

For New Students: Application for Admission, Form138, Certification of Good Moral Character, Birth Certificate

For Transferees: Application for Admission, Transcript of Record, Honorable Dismissal, Certification of Good Moral Character, Birth Certificate

**Processing Time
Procedure**

5 days 4 hours and 50 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present required documents for evaluation and fill out application form for admission.	Evaluate documents presented and receive application for admission	10 minutes	Admission and registration committee		Application for Admission, Form138/ Transcript of Record, Honorable Dismissal (for Transferee), Certification of Good Moral Character, Birth Certificate
2	Pay entrance examination fee/admission fee	Receive payments and issue official receipts	5 minutes	Cashier/ Collecting Officer	100.00	Return Slip of application for admission duly signed by the committee chair
3	Secure permit for written examination, interview and medical and dental examinationa	Schedule applicant for examination, interview and medical and dental examination	5 minutes	Admission and registration committee		Official Receipt for Entrance Examination fee/ admission fee Admission permit
4	Take Entrance Examination	Administer entrance examination and sign certification	3 hours	Admission and registration committee		Certification that applicant has completed the entrance examination signed by examiner
5	Report for interview	Conduct interview and sign certification	20 minutes	Interview committee		Certification that applicant has undergone interview
6	Report for Medical and Dental Examination	Conduct Medical and Dental Examination and sign certification	30 minutes	School Nurse and School Dentist		Certification that applicant has undergone medical and dental exam
7		Check written examination, rank applicants and post results	5 days	Admission and registration committee		
END OF TRANSACTION						

SERVICE
Schedule
Clients/Customers
Requirements

Enrolment

- 7:30 - 5:00 for 1 week (dates to be posted in conspicuous place in the campus)
 - Students (All Levels)
 - *For new Students:* Form 138, Certification of Good Moral Character, and Birth Certificate
 - *For transferees:* Transcript of Records, Honorable Dismissal/Certificate of Transfer Credential/Certificate of Good Moral Character, Birth Certificate
 - *Old Students:* Clearance
- Processing Time - 1 hour
- Procedure:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Old Students: Get Clearance from enrolment committee New entrants and transferees: Present pre-enrolment requirements	Issue clearance Evaluates credentials submitted and issue certification	5 minutes	Enrolment committee	None	Identification card Form 138, Certification of Good Moral Character, Birth Certificate, and Registration Form, Interview, certification of medical and dental examination.
2	Pay registration fee	Check clearance Receive payment and issue official receipt	10 minutes	Collecting Officer/Cashier	Php50.00	Clearance (Old students) Certification for Credentials/documents submitted for new students and transferees
3	Get and fill out registration form	Issue registration form	10 minutes	Enrolment committee		OR for registration fee, clearance/certification
4	Submit registration form for approval	Check enrollment data/entries	5 minutes	Registrar Enrolment Committee		Registration Form/ Certificate of Matriculation
5	Pay tuition and other fees	Receive payments and issue receipts	10 minutes	Collecting Officer/Cashier		Registration Form
6	Get class cards	Confirm student enrolment, Stamps "ENROLLED" on Registration form Issue class cards	5 minutes	Registrar		Duly approved RF/Certificate of matriculation, Receipts

SERVICE
Schedule
Clients/Customers
Requirements
Processing Time

Issuance of Diploma and Certificates

- 7:30 - 5:00 (Monday-Friday)
- Graduates
- Clearance
- 20 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Fill out and submit Counter Request Form	<ul style="list-style-type: none"> • Receives filled up counter request form • Validates students identity 	10 minutes	Registrar	None	Counter Request Form (QF-REG-LC-11) Clearance
2	Claim requested documents	<ul style="list-style-type: none"> • Release diploma/ certificate 	10 minutes	Registrar		Counter Request Form, Diploma, Certificate

SERVICE
Schedule
Clients/Customers
Requirements
Processing Time

Issuance of Certifications
- 7:30 - 5:00 (Monday-Friday)
- Students (Active, Undergraduate and Graduates)
- Clearance (Undergraduate and Graduates)
- 2 days and 35 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Fill out and submit Counter Request Form	Receives filled up counter request form Validates students identity	10 minutes	Registrar	None	Counter Request Form (QF-REG-LC-11) Clearance
2	Evaluation/Assessment of request	Retrieve and check record on file	10 minutes	Registrar	None	Counter Request Form (QF-REG-LC-11) Clearance
3	Pay required fees	Receive payment and issue Official receipt	10 minutes	Collecting Officer/Cashier	Php30.00/ document	Counter Request Form
4	Submit official receipt and request form for processing	Receive request form and process request	2 days	Registrar		Official Receipt and Counter Request Form
5	Claim requested document	Release/Issue requested Certifications	5 minutes	Registrar	None	Official Transcript of Records (QF-REG-LC-06)

SERVICE
Clients/Customers
Requirements
Processing Time
Procedure

Transcription and release of students' records
- Students/Graduates
- Clearance
- 10 days and 1 hour

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Fill out and submit Counter Request Form	Receives filled up counter request form Validates students identity	10 minutes	Registrar	None	Counter Request Form (QF-REG-LC-11)
2	Evaluation/ Assessment of request	Retrieve and check record on file Request lacking requirements If complete, Require payment for request	10 minutes new records 20 minutes- old records 15 minutes	Registrar	None	Counter Request Form, Clearance
3	Pay required fees	Receive payment and issue Official receipt	10 minutes	Collecting Officer/ Cashier	Php30.00/ page	Counter Request Form
4	Submit official receipt and request form for processing	Receive request form and process request	10 days	Registrar		Official Receipt and Counter Request Form
5	Claim requested document	Release/Issue requested TOR	5 minutes	Registrar		Official Transcript of Records (QF-REG-LC-06)

SERVICE	Adding/ Dropping/Changing of subjects enrolled
Schedule	- 7:30 - 5:00 for 1 day (actual dates posted in conspicuous places)
Clients/Customers	- Students (All levels)
Requirements	- Registration form and Adding/Dropping/Changing of Subjects Form
Processing Time	- 7 hours and 40 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present registration form for record appraisal and secure adding/dropping/ changing of subjects form	Check student's records and issue adding/dropping/ changing of subjects form	15 minutes	Registrar	None	Adding/ Dropping/ Changing of Subjects Form (QF-REG-LC-04)
2	Fill out form and secure permission of instructors/ professors in subjects to be dropped/changed/added. Have them sign the form	Evaluate/assess application Affix signature if approved	30 minutes	Registrar Instructors/ Professors/ Campus Administrator/ Collecting Officer/ Registrar	None	Adding/ Dropping/ Changing of Subjects Form (QF-REG-LC-04)
3	Submit accomplished form to the Registrar	Accept forms, distribute to the student, Collecting officer/ Cashier and Registrar File the adding/ dropping/ changing of subjects form	15 minutes	Registrar	None	Adding/ Dropping/ Changing of Subjects Form (QF-REG-LC-04)

SERVICE	Issuance of certification of Net Pay
Schedule	- 8:00 – 12:00, 1:00 – 5:00 (Monday – Friday)
Clients/Customers	- Faculty and Staff Members, Former Employees/Retirees
Requirements	- Verbal/Letter Request
Processing Time	- 10 minutes (Under normal conditions)
Procedure	

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present letter request	Accept request and check client's records, request client confirmation	5 minutes	Cashier (Admin. Officer I)		Letter request
2	Confirm request	Print, sign and issue certification	4 minutes	Cashier (Admin. Officer I)		
3	Receive requested document	Log issued document	1 minute	Cashier (Admin. Officer I)		

SERVICE	Issuance of other certifications (GSIS, PAG-IBIG, Dep. Ed. & other agencies re: remittances)
Schedule	- 8:00 – 5:00 (Monday – Friday)
Clients/Customers	- Faculty and Staff Members, Former Employees/Retirees
Requirements	- Request Form
Processing Time	- 16 minutes to 1 day and 6 minutes depending on volume of records needed
Procedure:	

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present letter request	Accept request and check client's request	5 minutes	Cashier (Admin Officer I)		Letter request
2		Check client's records, prepare and issue requested documents	5 minutes – simple records 1 day – voluminous records	Cashier (Admin Officer I)		
3	Receive requested document	Log issued document	1 minute	Cashier (Admin Officer I)		

SERVICE
Schedule
Clients/Customers
Requirements
Processing Time
Procedure

Medical and Dental Services
- 8:00 - 4:00 (Monday – Friday)
- Students
- Identification Card
- 40 minutes to 2 hours and 10 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Get and Fill up the forms (new patient) Sign in to Logbook (old patient)	Accept request form and record patient's basic personal information (new applicant)	10 minutes	School Nurse/ Dentist		Student Medical/Dental Record: QF-MED-LC-01, QF-DEN-LC-01 Request Form: QF-MED-LC-03, QF-DEN-LC-09
2	Submit request form to the Head, OSAS or Campus Administrator for approval	Accept and evaluate form and approve of found in order	15 minutes	Head, OSAS/ Campus Administrator		Request Form: QF-MED-LC_03, QF-DEN-LC-09
3	Return the form to the Medical/Dental clinic for examination, treatment or referral	Provide services requested or make referrals	30 minutes – 2 hours	School Nurse/ Dentist		Request form: QF-MED-LC-03, QF-DEN-LC-09 Dental/Medical Record: QF-MED-LC-01, QF-DEN-LC-01, ID
4	Report for Medical/Dental Examination, Treatment, or referral	Provide services requested or make referrals	30 minutes-1 hour	School Nurse/ Dentist		Referral Form: QF-MED-LC-04, QF-DEN-LC-05

SERVICE
Schedule
Clients/Customers
Requirements

Medical and Dental Services
- 8:00 - 4:00 (Monday – Friday)
- Alumni, Parents and Guardians of Students
- For Alumni - Identification Card, For Parents/Guardians: Identification Card and Registration Form of their Children
- 45 minutes to 2 hours and 15 minutes

Processing Time
Procedure

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Get and fill up request form	Give request form and inform client to secure approval from the Office of the Campus Administrator	5 minutes	School Nurse/ Dentist		ID (with RF if Parent or Guardian), Approval Slip
2	Present request to the Campus Administrator for action	Evaluate request and approve if found in order	5 minutes	Campus Administrator		
3	Return to Medical/dental clinic and submit approved request form	Accept request form, assess request and schedule for treatment/examination	5 minutes	School Nurse/ Dentist		Request Form, ID, Dental/Health Record
4	Report for Medical/Dental Examination, treatment, or referral	Provide services requested or make referrals	30 minutes – 2 hours	School Nurse/ Dentist		

SERVICE
Schedule
Clients/Customers
Requirements
Processing Time
Procedure:

Library Services (Issuance of Permit to Research in other Libraries)
- 7:30 – 5:00 (Monday – Friday)
- New Students/Transferees, Old Students with Lost Library Cards
- Library Card; Certificate of Matriculation
- 5 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present library card and inform the librarian of the intention to research in other libraries.	Receive and check the library card of the student intending to do research in other libraries if properly validated. Enter the name of student requesting to use the Other Libraries Form. Issue the signed letter of request to student	5 minutes	School Librarian		QF-LIB-06

SERVICE
Schedule
Clients/Customers
Requirements
Processing Time
Procedure

Library Services(Approval of Request to Use Library Viewing Room)
 - 7:30 – 5:00 (Monday – Friday)
 - Students, Faculty
 - Library Card
 - 10 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Get and fill up request form, have it signed by adviser/subject instructor/professor	Issue Letter of Request to Use Library Viewing Room (QF - LIB - LC-05)	5 minutes	School Librarian		QF-LIB-LC-05
2	Submit signed request	Receive letter request signed by adviser/subject instructor/professor and approve if found in order File letter request	5 minutes	School Librarian		QF-LIB-LC-05

SERVICE
Schedule
Clients/Customers
Requirements
Processing Time
Procedure

Library Services (Lending of Books)
 - 7:30 – 5:00 (Monday – Friday)
 - Students
 - Certificate of Matriculation
 - 5 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present Library Card	Receive and check validity of library card	1 minute	School Librarian		Certificate of Matriculation
2	Select the books to be borrowed, fill up the book and attach to the library card	Receive and check if the book card is properly filled up by the borrower	3 minutes	School Librarian		Library Card, Book Card
3	Present the book to be borrowed	Release the book to the borrower Determine and enter the classification number of borrowed book/s in the Daily utilization Statistic	1 minute	School Librarian		QF-LIB-LC-01, Library Card, Book Card

SERVICE
Schedule
Clients/Customers
Requirements
Processing Time
Procedure

Library Services (Returning of books)
 - 7:30 – 5:00 (Monday – Friday)
 - Students
 - Library Card
 - 5 minutes

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present Borrowed Book	Receive the book returned by the student Retrieve the book card and check the following data: author, title and accession number of the book is overdue and compute overdue fine Receive payment for overdue fine and the student sign on the record book on fines Return the student's library card	5 minutes	School Librarian	P3.00/day	Library Card Book Card Record book on fines

SERVICE	Library Services (Issuance, validation and Release of Library Cards)
Schedule	- 7:30 – 5:00 (Monday - Friday)
Clients/Customers	- New Student/Transferees, Old Students
Requirements	- Library Card, Certificate of Matriculation, 1x1 ID Picture
Processing Time	- 2 - 9 minutes
Procedure	

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present certification of matriculation and recent 1x1 ID picture	Receive Certificate of matriculation to check the authenticity and validity of student's data	1 minute	School Librarian		Certificate of Matriculation
2	Old student Claim Library Card New Student a. Fill up the master list of students with permanent address b. Affix signature in the library card	Search library card from file and check for accuracy of personal information printed against the Certificate of Matriculation Prepare and laminate library card Attach validation stickers Stamp certificate of matriculation and release library card	1 minute 8 minutes	School Librarian		Library Card; Certificate of Matriculation

SERVICE	Library Services (Signing of Student's Clearance (QF - OHI - LC-02)
Schedule	- 7:30 – 5:00 (Monday - Friday)
Clients/Customers	- Students
Requirements	- Student's Clearance, Library card, Letter of Request for Replacement of Library Card
Processing Time	- 10 minutes
Procedure	

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present clearance (QF - OHI -LC -02) and Library Card	Receive and check submitted clearance with Library card	1 minute	School Librarian		Certificate of Matriculation
2	For student with lost/damaged Library card. * secure letter of Request for Replacement of Library Card * Fill up the form completely and return filled-up form to the Librarian For unclaimed Library card * claim Library Card	Issue Letter of Request for Replacement of Library Card Receive and file Letter of Request for Replacement of Library Card Process Library card Retrieve Library Card from file	1 minute 6 minutes 1 minute	School Librarian	10:00	Library Card, Book Card
	Submit clearance for signing	Sign student's clearance Release signed student's clearance and file library card	1 minute	School Librarian		QF-LIB-01, Library Card, Book Card

SERVICE **Guidance Services**
Schedule - 7:30 – 11:30, 1:00 - 5:00 (Monday – Friday)
Clients/Customers - Students
Requirements - Identification Card
Processing Time - 45 minutes to 2 hours and 35 minutes
Procedure

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Request for counselling by student: Fill out and submit call slip	Accept call slip, check student's anecdotal/ cumulative records and schedule client for counselling	10 minutes	Guidance Counsellor		Call slip form, ID, Anecdotal/cumulative Record
	Referral for counselling by members of the faculty and staff: Fill out referral form	Accept form, conduct case investigation/ read case report and check student's anecdotal records, invite students counselling	30 minutes – 1 hour	Guidance Counsellor		Referral form
2	Report for counselling session/s	Conduct counselling	30 minutes – 2 hours	Guidance Counsellor		Consent form/ Student Counselling form
3	Report for signing of guidance records/agreements as needed	Prepare guidance records/ agreements to be signed by the client	5 minutes	Guidance Counsellor		Guidance records, contracts/ agreement form

SERVICE: **Collection of Tuition and Miscellaneous Fees** (Cashier's Office)
Schedule: - 7:30 – 5:00 (Monday – Friday)
Clients/Customers: - Students
Requirements: - Certificate of Matriculation/Statement of Accounts
Processing Time: - 10 minutes
Procedure:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present Certificate of matriculation/ Statement of accounts	Receive Certificate of Matriculation/Statement of Accounts and determine fund, account and amount to be collected	5 minutes	Cashier/ collecting officer		Certificate of Matriculation/Statement of Accounts (QF-CSH-LC-01) Index Card of Student's payment (QF-CSH-LC-02)
2	Pay required fees	Accept payment, issue official receipt	5 minutes	Cashier/ collecting officer		Official Receipt

SERVICE: **Public Assistance** (Public Assistance and Complaints Desk)
Schedule: 7:30 – 5:00 (Monday – Friday)
Clients/Customers: Transacting Public
Requirements: None
Processing Time: 7 to 15 minutes
Procedure:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	Duration of Activity	Person Involved	FEE	FORMS
1	Present requests/ concerns/ queries/ complaints	Receive and log requests/ concerns/ queries/ complaints presented by clients or give requested information	2-5 minutes	Security guard on duty		
2	Pay required fees	Refer the client to concerned office and give appropriate directions/ accompany client to concerned office if needed	5-10 minutes	Security guard on duty		

CLIENT FEEDBACK

1. For questions/comments/complaints, you may fill out the Client Feedback Form available at the Public Assistance Desk.
2. Your questions/complaints/comments will be forwarded to the office concerned for immediate action.
3. The office concerned shall answer your questions verbally or in writing/act on your complaint. If for any reason, your complaint cannot be acted upon, you will immediately be informed of such in writing and the reason for its failure.
3. Should the office concerned fail to answer your questions or act on your complaint to your satisfaction, you may refer the matter to the Office of the Campus Administrator for resolution.



BAROTAC NUEVO CAMPUS

REGISTRAR'S OFFICE

SERVICE: Approval of Changing, Adding and Dropping of Subjects Enrolled
Schedule: - 8:00 am- 5:00 pm (during enrolment period)
Clients/Customers: - All officially enrolled students
Requirements: - Adding and Dropping Form
Processing time: - 15 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submits adding and dropping form.	- Reviews form presented by students. - Inputs student ID number on the Registration System Enrolment template and edits electronic data as reflected in the Adding and Dropping Form. - Confirms the Adding and Dropping of Subjects made and signs the Registrar's portion of the Form in 4 copies. Retains Registrar's Copy and returns to students the duplicate copies. Informs students to proceed to Cashier's Office.	3 minutes 5 minutes 1 minute	None None None	Registrar's Staff Registrar's Staff Registrar's Staff	Adding and Dropping Form
2	Submits to the Cashier's Office the adding and dropping form of subjects enrolled.	- Signs the form and retains the Cashier's Copy. Returns to students the Dean's Copy and Students' Copy.	1 minute	None	Cashier / Assigned Staff	Adding and Dropping Form
3	Submits to the Dean's office copy of Adding and Dropping Form for file.	- Receives and files Dean's copy of Adding and Dropping Form.	1 minute	None	Dept. Head/ Assigned Staff	Adding and Dropping Form
END OF TRANSACTION						

SERVICE: Enrolment Services
Schedule: - 8:00 am- 5:00 pm (during enrolment period)
Clients/Customers: - Old and New Students _High School Graduates, Tranferees, Graduate Students)
Requirements: -
Incoming New Students
a. High School Card (Form 138-A) For new First Year Students
b. Transcript of Records (For Tranferees)
c. Certificate of Good Moral Character
d. Photocopy of NSO Authenticated Live Birth
Old Students
a. Clearance
Processing time: - 15 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Presents the required credentials for admission in the Registrar's Office for evaluating teh authenticity of school credentials	Accommodates teh enrollees and verifies/certifies the authenticity of school credentials.	15 minutes	None	Registrar's Staff	Form 138 NSO Birth Certificate, TOR/CTC
2	Proceeds to OSA for schedule of entrance examination and interview.	Accommodates student/enrollee and schedule for examination. Encodes student profile.	5 minutes	200.00	OSA staff	Result of entrance examination
3	Presents required cridentials to Program Chair/Enrolling Committe.	Accommodates teh enrollees, verifies required credentilas abnd issue Pre-Registration Form.	10 minutes	None	Program Chair/ Enrolling Committee	QF-Reg-02/ QF-Reg-03 Form 138, NSO Birth Certificate, TOR/CTC
4	Fill up the Pre-Registration Form and presents it to the Program Chair/ Enrolling Committee.	Verifies the accomplished Pre-Registration Form and affixes signature on it.	20 minutes	None	Program Chair/ Enrolling Committee	QF-Reg-02 QF-Reg-03

5	Proceeds to OSA for certification as to scholarship	Verifies the scholarship of enrollee and affix type of scholarship.	20 minutes	None	OSAS Staff	
6	Proceeds to NSTP Office for NSTP Registration (for Freshmen)	Registers the enrollee to chosen NSTP Component (CWTS/ROTC)	15 minutes	200.00	NSTP Coordinator	NSTP Registration Form
7	Pay to the Cashier the required fees upon enrollment.	Collect payments of the enrollees and prints/issues Official Receipts to Enrollees.	10 minutes	Required Fees upon enrollment	Cashier	Official Receipts.
8	Presents the Pre-Registration Form and Official Receipt to the Program Chair/enrolling Committee for printing of Registration Form	Prints the Registration form of the enrollee and affix signature on it.	10 minutes	None	Program Chair/Enrolling Committee	QF-REG-01 QF-REG-02 QF-REG-03
9	Proceeds to OSA for ID Validation.	Accommodates the enrollees and validates school ID.	1 minute	None	OSA Staff	School ID
10	Proceeds to Library for Library Card Validation	Accommodates the enrollees and issues medical/dental slip.	1 minute	None	Librarian/Library Asst.	Library Card
11	Proceed to Medical/Dental Clinic.	Affixes signature to the Registration Form.	5 minutes	None	PHN/dentist	Medical Clearance Dental Clearance
12	Proceeds to the Office of Campus Administrator's Office for signature of the Registration Form.	Accommodates the enrollees and confirms enrollment by affixing "ENROLLED" to the RF. issues to the student the "Student's Copy; Retains the Registrar's Copy for File.	2 minutes	None	Campus Administrator/Secretary	QF-Reg-01 Official Receipt
13	Proceeds to Registrar's office for confirmation of enrollment.	Informs student to furnish Dean's office of the official student Registration Form.	5 minutes	None	Registrar's Staff	QF-Reg-01
14	Furnishes the Office of the Program Chair of the confirmed student Registration Form.		1 minute	None	Registrar's Staff	Registration Form, Official Receipts
END OF TRANSACTION						

SERVICE: Completion of Incomplete (INC) Mark
Schedule: - 8:00 am- 5:00 pm (Monday-Friday)
Clients/Customers: - All students
Requirements: - Accomplished form for Completion of INC Mark
Processing time: - 5 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Request for Completion of INC Mark Form.	- Issues Completion Form to student.	2 minutes	None	Registrar's Staff	Completion Form for Incomplete Mark
2	Accomplishes the required data and sub- mits form to the Dean concerned.	- Enters completion grade in the form and affix signature for validity. - Forwards form to Dean's office for signature. - Signs the form for validity and forwards the same to the Registrar's Office.	3 minutes	None	Faculty Concerned	
			1 minute	None	Faculty Concerned	
			5 minutes	None	Dept. Head/ Assigned Staff	
3		- Receives the accomplished form and examine the validity of signatures. - Signs and records the form in a log book and endorses the same to staff concerned. - Encodes the completion grade reflected in the accomplished and validated form.	3 minutes	None	Registrar's Staff	
			2 minutes	None	Registrar's Staff	
			2 minutes	None	Registrar's Staff	
END OF TRANSACTION						

SERVICE: Submission of Faculty Grade Sheets
Schedule: - 8:00 am- 5:00 pm (Monday-Friday)
Clients/Customers: - Faculty Members (Permanent/Part time/Substitute)
Requirements: - Accomplished Official Grade Sheets
Processing time: - 10-15 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Requests print-out of official grade sheet and reflect students' grades.	- Print out the requested official grade sheets of the faculty concerned	Within 10 days after the final examination.	None	Dept. Head	Faculty Load
2	Submits accomplished official grade sheets	- Reviews, receives, and records official grade sheets of the faculty concerned.	5 minutes	None	Registrar's Staff	Grade sheets, Grade sheet report
3	Records the reviewed official grade sheet.	- Retains the original copy of grade sheets and returns to faculty the duplicate copies for file	2 minutes	None	Registrar's Staff	
4	Submits a copy of received and reviewed grade sheets to the Dean's Office.	- Encodes faculty grade sheets in the University Registration System.	2 minutes / grade sheet	None	Registrar's Staff	
		- Verifies the encoded grades in the Registration System versus the submitted hard copy of the faculty grade sheets.	3 minutes/ grade sheet	None	Registrar's Staff	

SERVICE: Request for Student Academic Records (TOR, Form 137-A, Diploma, Certificates, Certifications)
Schedule: 8:00 am- 5:00 pm (Monday to Friday)
Clients/Customers: Active students, Alumni, other authorized parties, general public
Requirements:

For Evaluation & Scholarship

1. Semestral Clearance
2. Validated School ID or Registration Form

For Employment, Board Examination, Dismissal

1. Exit Clearance
2. School ID
3. 2x2 ID picture
4. Form 137- A
5. OTR with remarks "Copy for ISAT U" for transferees
6. Certificate of Transfer Credential
7. Certification of Good Moral Character
8. Photocopy of NSO Authenticated Live Birth/Marriage
9. Authorization Letter (for authorized person)
10. SPA or Notarized Authorization Letter (for authorized)
11. Photocopy of any valid ID.
12. Affidavit of Lost/ Damage (for 2nd Issuance of Diploma, Certificate and CTC)

Processing time: (All schedules for request depend on the volume of requests made and the availability of authorized signatories)

TOR/Form 137-A/Re-Issuance of Diploma and Certificates: 5 working days
 CAV/ Certifications/Report Card/CTC/New Electronic Generated RF: 15-20 minutes

Procedure:

STEP	CUSTOMER/APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Fills up counter request form and submit the same at the request section.	- Provides Counter Request Form.	1 minute	None	Registrar's Staff	Counter Request Form
2	Submits Counter Request Form	- Receives counter requestform and retrieve hard file of client. - Checks requirements for the request of academic records. Requests other requirements as necessitates.	5 minutes 3 minutes	None None	Registrar's Staff	Counter Request Form
3	Pay required fees.	- Accepts payment and issues official receipt.	5 minutes	TOR- 30.00/Page Certification- 30.00./Cert Diploma- 100.00 Re-Issuance of Diploma/Cert.- 100.00 Form 137-A- 30.00/ page Authentication- 30.00/set Report Card- 10.00/ sem New RF- 30.00/sem CAV- 30.00 CTC- 25.00 TOR fee- 30.00	Cashier	Counter Request Form
4	Presents official receipt of fees	- Accepts official receipt and schedules request.	3 minutes	None	Registrar's Staff	Official Receipt Counter Request Form
5	Secures claim stub for request and claims request on scheduled date of release	- Forwards request for academic records to encoders for preparation/ processing.	5 working days	None	Registrar's Staff/ Campus Registrar	Official Receipt
6	Presents Claim Stub	- Release requested records.	5 minutes	None	Registrar's Staff	Official Receipt Counter Request Form
END OF TRANSACTION						

SERVICE: Appraisal of Credited Subjects and Grades
Schedule: 8:00 am- 5:00 pm (Monday-Friday)
Clients/Customers: Students, Parents, Guardian, Benefactors
Requirements: Degree Plan, Official receipt, TOR, CTC
Processing time: 50 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Fills up legibly Request Form and presents to the Registrar's staff the TOR for appraisal.	- Affix amount to be paid in the Request Form - Instruct students to proceed to the Cashier's Office.	10 minutes	None	Registrar's Staff	QF-Reg-13
2	Pays amount for Appraisal Form	- Receives payment and issues receipt.	10 minutes	30.00/ page	Cashier	Official Receipt
3	Presents Official Receipt to the Head of Instruction/staff	- Issues Appraisal Form and record in the logbook.	3 minutes	None		QF-Reg-05
4	Submits the Degree Plan and other documents for appraisal together with the Official receipt in the Registrar's Office.	-Processes documents. -Retrieves student permanent file folder. -Scrutinizes/encodes grades in the Degree Plan. -Reviews and evaluates completeness of entries. -Verifies as to the correctness of records and grades.	20 minutes	None	Registrar's Staff	QF-Reg-05
5	Affixes signature in the outgoing logbook.	-Signs documents -Stamps/Seals/Records documents in the outgoing logbook.	5 minutes	None	Registrar's staff	Log book
6	Receives the requested document	- Releases records of the client.	2 minutes	None	Registrar's staff	QF-Reg-05
END OF TRANSACTION						

CASHIER'S OFFICE

SERVICE: Payment of School and other Fees and Issuance of Examination Permit
Schedule: - 8:00 A.M.– 5:00 P.M. (Monday – Friday)
Clients/Customers: - Students / Parents/Representative
Requirements: - ID/RF
Processing Time: - 40 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Get priority number at the counter.	Issue priority number.	5 minutes		Cashier/Clerk	
2	Wait for your number to be called.	Call the number in order for first come first serve basis.	5 minutes		Cashier/Clerk	
3	Present I. D.	Check name & course.	10 minutes		Cashier/Clerk	
4	Pay the required fees and wait for the Official Receipt and Examination Permit.	- Issue official receipt. - Encode OR # & amount to RF (Cashier's Copy). - Issue examination permit.	20 minutes		Cashier/Clerk	
END OF TRANSACTION						

SERVICE: Cash Disbursement
Schedule: - 8:00 A.M.– 5:00 P.M. (Monday – Friday)
Clients/Customers: - Faculty/Staff/Student Laborer
Requirements:
Processing Time: - 55 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	- get priority number and wait for name to be called.	- Prepares encashment for disbursing & payroll to be signed. - Count money & disburse individually. - Initial Payroll to affirm payment. - Signs payroll after total disbursement.	25 minutes 15 minutes 5 minutes 10 minutes		Cashier - do - - do - - do -	Payroll
END OF TRANSACTION						

SERVICE: Issuance/Releasing of Checks
Schedule: - 8:00 A.M.– 5:00 P.M. (Monday – Friday)
Clients/Customers: - Clients/Supplier
Requirements:
Processing Time: - 55 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Wait for written announcement	- Receives disbursement voucher. - Prepare check in triplicate. - Encode number, amount, payee at the check stub and attached voucher. - Type check number, date, payee, amount words, figures, DV and signatories name. - Prepare ACIC in quadruplicate (Fund 101). - Signs check, forwarded to Campus Administrator for counter signing. - Records transactions to log book.	25 minutes	None	Cashier	Check Stub DV
2	Get priority number at the counter and wait for the number to be called.	- Call the number to be accommodated	1 minute	None	Cashier's Aide	
3	Surrender priority number and present valid ID.	- Check the ID	1 minute	None	Cashier/ Cashier's Aide	
4	Sign DV.	- Release the check	5 minutes	None	Cashier/ Cashier's Aide	Check DV
END OF TRANSACTION						

SERVICE: Issuance of Student Account Balances/Statement of Account
Schedule: - 8:00 A.M.– 5:00 P.M. (Monday – Friday)
Clients/Customers: - Students, Parents, Guardian, Representative
Requirements:
Processing Time: 1- 5 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Get priority number at the counter and wait for the number to be called.	- Issue Priority number.	1 minute	None	Cashier	
2	Fill up Request Form.	- Provides request form.	1 minute	None	Cashier's Aide	Request Form of Student's Account balances
3	Wait for number to be served.	- Call the number to be accommodated.	2 minutes	None	Cashier/ Cashier's Aide	

4	Submits filled up request form.	- Receives request form. - Search thru MIS the name and statement of accounts of the student by entering the student ID number.	5 minutes	None	Cashier/ Cashier's Aide	Request Form
5	Wait for the printed Statement of Account	- Prints the detailed Account Balances of the student.	5 minutes	None	Cashier/ Cashier's Aide	
6	Receives the printed Statement of account	- Releases the printed Statement of Account	1 minute	None	Cashier/ Cashier's Aide	
END OF TRANSACTION						

OFFICE OF STUDENT AFFAIRS

SERVICE: **Signing of Clearance**
Schedule: - 8:00 A.M. – 5:00 P.M.
Clients/Customers: - Students
Requirements: - Clearance & School ID
Processing Time: - 7 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Secures clearance from the Office of Instruction, fills it up and presents clearance and school ID	Verifies student records Guidance- Personal Data Inventory & attendance to student activities • Case there is deficiency, inform student to comply requirements on given due date or have student fill up necessary data needed	5 minutes/ student	None	OSA Staff	Clearance School ID
2	Receives Clearance and School ID	Signs Clearance and releases clearance and School ID	2 minutes	None	OSA Staff Head, OSA	
END OF TRANSACTION						

SERVICE: **Application for Scholarship Grants**
Schedule: - 8:00 A.M. – 5:00 P.M (Monday-Friday)
Clients/Customers: - Student
Requirements: - Scholarship Application Form
Processing Time: - 1 hr. & 30 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Inquires about availability of scholarship slots	Inform of the available scholarship slots and the corresponding qualifications	2 minutes	None	Scholarship Coordinator	
2	Signifies intention to apply for a scholarship grant	Issues application form and explain details	3 minutes	None	Scholarship Coordinator	Application Form for Scholarship
3	Fills up the scholarship form and submits it to the Coordinator	Verifies the entries of the Scholarship Form, conducts interview with the applicant, and informs him/her of other requirements to be submitted	10 minutes	None	Scholarship Coordinator	Application Form for Scholarship
4	Submits other requirements	Checks the requirements and gives schedule for examination	5 minutes	None	Scholarship Coordinator	Required Documents
5	Take scholarship examination and waits for the result	Conducts the exam, checks and interprets result	1 hour	None	Scholarship Coordinator	Testing Materials
6	Inquires about the examination result	Announces the results	10 minutes	None	Scholarship Coordinator	Print out of Exam Result
END OF TRANSACTION						

SERVICE: Certification of Scholarship
Schedule: - 8:00 A.M. – 5:00 P.M (Monday-Friday)
Clients/Customers: - Student
Requirements: - Scholarship Application Form
Processing Time: - 5 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Reports to the Scholarship Coordinator for Certification	Refers to the List of Scholars and ask the scholar to present Registration Form and photocopy of grades	2 minutes	None	Scholarship Coordinator	Registration Form Photocopy of Grades
2	Present Registration Form and photocopy of grades	Affixes signatures on the Registration Form and specifies scholarship grant enjoyed by the student	3 minutes	None	Scholarship Coordinator	Registration Form Photocopy of Grades
END OF TRANSACTION						

SERVICE: Accreditation of Student Clubs and Organizations
Schedule: - 8:00 A.M. – 5:00 P.M. (June (Monday-Friday)
Clients/Customers: - Student Officers, Members and Advisers
Requirements: - Updated Constitution and By-Laws, List of Officers
Processing Time: - 7 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Signifies intention to form an Organization or a Club	Informs applicant of requisites for accreditation	5 minutes	None	Coordinator of Student Clubs and Organizations	
2	Submits requirements such as Constitution & By-Laws and List of Members	Checks the requirements as to their validity and acceptability	10 minutes	None	Coordinator of Student Clubs and Organization	Constitution & By Laws List of Officers and Members
3	Inquiries regarding accreditation of the Organization or Club	Issues the Certification of Accreditation	5 minutes	None	Issues the Certification of Accreditation	Certificate of Accreditation
END OF TRANSACTION						

SERVICE: Retention of Student Clubs and Organizations
Schedule: - 8:00 A.M. – 5:00 P.M. (June (Monday-Friday)
Clients/Customers: - Officers of Student Clubs & Organizations
Requirements: - Updated Constitution and By-Laws, Accomplishment Report
Processing Time: - 7 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Presents requirements for Retention	Checks documents submitted by the Club/Organization	5 minutes	None	Coordinator of Student Clubs and Organizations	Updated Constitution & By-Laws
2	Asks for Certification of Retention	Issues Certificate of Retention	5 minutes	None	Coordinator of Student Clubs and Organization	Certificate of Retention
END OF TRANSACTION						

SERVICE: Permit to Use School Facilities
Schedule: - 8:00 A. M. – 12:00 NN. - 1:00 A.M. – 5:00 P.M. (Monday-Friday)
Clients/Customers: - Faculty/Staff , Students,
Requirements: - Request to Use College Facilities Form
Processing Time: - 15 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Asks for the availability of the facilities intended to use.	- Checks availability of facilities. - Informs client for the availability of the facilities.	5 minutes	None	Admin. Office staff	Request to use Facilities Form
2	Fill up Permit to Use Facilities Form (3 copies)	- Issues Permit to Use form - Checks entry of Permit and have it signed/ approved by the Campus Administrator. - Enters transaction in Log Book.	10 minutes	None	Campus Administrator	

END OF TRANSACTION

SERVICE: Orientation to Students
Schedule: - Every First Day of Classes for the Academic Year
Clients/Customers: - New Students/ Transferees
Requirements: - Attendance Sheet
Processing Time: - 4 hours
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Come on the scheduled date of the orientation program.	- Register all Freshmen and transferees .	5 minutes/ student	None	OSA Staff Program Chairs	Attendance Sheet
2	Attend and participate in the Orientation Program	- Orient on the different students services available of the University.	3 hours	None	OSA Staff	
3	Fill up evaluation form for the activity.	- Provides evaluation form to students to evaluate the effectiveness of the Orientation Service	30 minutes		Research Dept. OSAS Staff	QF-OSA-BC-02
4	Sign out in the registration area after the program.	- Provide attendance sheet for the students.	25 minutes	None	OSAS Staff	Registration Form/ Attendance Sheet

SERVICE: Conduct of Entrance Examination
Schedule: - Every First Day of Classes for the Academic Year
Clients/Customers: - New Students/ Transferees
Requirements: High School Graduate
High School Card
Certificate of Good Moral Character
Processing Fee- Php. 100.00
Transferees
Print out of Grades certified correct by the Registrar
Processing Fee- Php. 100.00
Processing Time: 15 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Register and submit credentials to the Office of Student Affairs	- Accept the submitted credentials and evaluate its authenticity and validity. - Register applicant to their preferred courses.	30 minutes	None	Admission Officer	
2	Pay to the Cashier's Office the required fee.	- Receives payment and issues receipt.	10 minutes	100.00	Cashier	Official receipt
3	Fill up application form for admission.	- Issues application form to students.	10 minutes	None	OSA Staff	QF-OSA-010
4	Get admission slip and schedule of examination	- Issues admission slip and schedule of examination.	10 minutes	None	OSA Staff	

END OF TRANSACTION

GUIDANCE OFFICE

SERVICE: **Guidance Services: Counseling; Consultation;**
Schedule: - Request for Excuse Slip
 - 8:00 A.M. – 5:00 P.M.
Clients/Customers: - Students, Parents, Faculty & Staff
Requirements: - School I.D, RF
Processing Time: - 15 – 30 minutes
Procedure:

A. Counseling Service (Group/Individual)

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Approaches the Guidance Counselor for counseling session.	- Welcomes and accommodates the counselee and use the counseling form.	5 minutes	None	Guidance Counselor	Counseling Form
2	Opening-up the counselee, express concerns to the counselor.	- Listen attentively to the concerns of the counselee and fill up the counseling form.	20 minutes/ student	None	Guidance Counselor	Counseling Form
3	Listen to the response of the counselor.	- Synthesize, clarifies and analyze the problem of the counselee	20 minutes/student	None	Guidance Counselor	Counseling Form
4	Discerns and decides on the proper course of action to be taken regarding the problem.	- Affirms, encourages or discourages the suggested alternatives or options towards the solution to his/her problem.	10 minutes/ student	None	Guidance Counselor	Counseling Form
5	Request for follow-up schedule of another counseling session as the needs arises.	- Provides the follow-up counseling schedule as needed.	6 minutes/student	None	Guidance Counselor	Counseling Form
END OF TRANSACTION						

B. Consultation Service (Group/Individual) (Career, Academic, Personal, Family Issues)

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Approaches the Guidance Counselor for consultation.	- Welcomes and accommodates the counselee.	5 minutes/ student	None	Guidance Counselor	Individual Inventory record Logbook
2	Clientele stating the issue to be consulted.	- Listen attentively to the concerns of the clientele.	10 minutes/ student	None	Guidance Counselor	Individual Inventory record Logbook
3	Listen to the response of the counselor	- Clarifies and analyze the issue being consulted.	10 minutes/student	None	Guidance Counselor	Individual Inventory record Logbook
4	Course of action to be done by the clientele.	- Intervention to the issue and setting schedule for follow-up.	5 minutes/ student	None	Guidance Counselor	Individual record book
END OF TRANSACTION						

C. Request for Excuse Slip

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present letter signed by parent and / medical certificate.	Examine the authenticity of the letter and/ medical certificate.	3 minutes / student	None	Guidance Counselor	Excuse Slip Form
2	Fill-up excuse slip	- Check and verify the reason stated.	3 minutes / student	None	Guidance Counselor	Excuse Slip Form
3	Get the excuse slip.	- Sign the excuse slip	3 minutes / student	None	Guidance Counselor	Excuse Slip Form
END OF TRANSACTION						



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LIBRARY

SERVICE:

Schedule:

Clients/Customers:

Requirements:

Processing Time:

Procedure:

Lending of Books to Students

- Monday – Friday (3:00 P.M.)
- Students
- Library Borrower's Card
- 2 minutes / Student

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Wear prescribed school uniform. Present library borrower's card upon entering the library.	Receives book/s chosen by the students from the shelves and the filled up book card. Check the book card if it is properly filled up by the owner of borrower's card.	15 seconds		Librarian/Asst. Librarian	Library Borrower's Card Book Card
2	Wait while book card is being checked.	Check the book card if the title of the book, author and accession number coincides with the book.	15 seconds		Librarian	Book Card
3	Wait while encoding is being done.	Encode to database the name of borrower, the title and the accession number of the book/s borrowed	30 seconds		Librarian	
4	Wait for the printout borrower receipt.	Have a printout of borrower receipt, signed. Give to the student.	30 seconds		Librarian	Borrower's Receipt, Book Card
5	Wait until borrowed book is lend out.	Check the borrowed book and the receipt. Tally on the Statistics Data Form. Lend out.	30 seconds		Librarian/Asst. Librarian	Borrower's Receipt, Book Card
END OF TRANSACTION						

SERVICE:

Schedule:

Clients/Customers:

Requirements:

Processing Time:

Procedure:

Accepting Returned Books of Students

- Monday – Friday (9:00 A.M. (due)
- Students
- Library Borrower's Receipt
- 1 minute & 30 seconds / Student

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Wear prescribed school uniform. Present library borrower's receipt upon entering the library.	Receives book/s returned by the students, locate the library borrower's card with the book card on the borrower's box.	15 seconds		Librarian/Asst. Librarian	Library Borrower's Card Book Card
2	Wait while book card is being checked.	Check if the name appears on the receipt and the book title, author and accession number coincide with the book card and borrower's card.	15 seconds		Librarian	Book Card Borrower's Card
3	Wait while decoding of books from database is being done.	Locate the name of the borrower on the book return section of the library system database. Decode the book/s from the database.	15 seconds		Librarian	Borrower's Card
4	Wait until the borrower's card is returned.	<ul style="list-style-type: none"> - Return the borrower's card to the student. - Return the book card on the book/s pocket and return it to the shelf/shelves. 	15 seconds		Librarian/Asst. Librarian	Book Card
END OF TRANSACTION						

SERVICE: Lending of Books to Faculty
Schedule: - Monday – Friday (Library Hours)
Clients/Customers: - Faculty
Requirements:
Processing Time: - 1 minute & 30 seconds / Faculty
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Faculty member locate books to be borrowed	Receives book/s chosen by the faculty from the shelves and the filled up book card. Check the book card if it is properly filled up.	30 seconds		Librarian	Book Card
2	Wait while the book is being checked.	Check the book card if the title of the book, author and accession number coincides with the book	30 sec. (depend on the number of books borrowed)		Librarian	Book Card
3	Wait while encoding of the book to the database is being done.	Encode to database the name of borrower (faculty), the title and the accession number of the book/s borrowed. Lend out.	30 seconds /book		Librarian	List of Borrowed Library Materials
END OF TRANSACTION						

SERVICE: Accepting Returned Books of Faculty
Schedule: - Monday – Friday (Library Hours)
Clients/Customers: - Faculty
Requirements:
Processing Time: - 4 minutes / Faculty
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Faculty returns the book to the librarian.	Receives book/s returned by the faculty. Locate book card in their respective box	30 seconds		Librarian	
2	Wait while checking is going on.	Check the book card if the title of the book/s, author and accession number coincide with the book.	30 seconds		Librarian	Book Card
3	Wait until decoding is done.	<ul style="list-style-type: none"> - Locate the name on the database on the return book section & decode the book/s respective record. In the book card reflect the returned date. - Return the book card on the book/s pocket and return it to the shelf. 	1 minute		Librarian Student Labor	List of Borrowed Library Materials
END OF TRANSACTION						

SERVICE: Signing of Student's Clearance
Schedule: - Every end of semester
Clients/Customers: - Student
Requirements: - Library Card
Processing Time: - 2 minutes / Student
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Students with Library Card proceed. Students with lost Library Card but with affidavit of loss, proceed. For unclaimed Library Card	<ul style="list-style-type: none"> - Receives and checks the submitted clearance with Library Card. - Retrieves the name of students from the official list and put the date of signing of clearance. - Receives and files affidavit of loss. - Retrieves Student's name from the official list of enrollees and marked the name of student with lost library card. - Receives clearance and retrieves Library Card from Inactive file. 	30 seconds		Librarian/ Asst. Librarian	Library ID Card Student's Clearance
2	Wait for the clearance to be signed.	- Stamps and initials Student's Clearance.	30 seconds		Librarian	Library Card
END OF TRANSACTION						

SERVICE: **Research Assistance**
Schedule: - 7:30 AM-6:30 PM (Monday-Friday)
Clients/Customers: - Student & Faculty
Requirements: - Library Card
Processing Time: - 5 minutes / Student
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Ask for the availability of books/topics needed.	- Looks for books or possible sources needed. - Instructs the client on the location of material needed.	2 minutes	None	Librarian/ Asst. Librarian	Library ID Card
2	Checks on the materials presented.	- Provides other references.	2 minutes	None	Librarian	
3	Presents Library Card.	- Checks the library card and lends the material needed	30 seconds	None	Librarian	Borrower Receipt Book Card
4	Returns borrowed material.	- Receives and checks the material returned and return the library card.	30 seconds	None	Librarian	Borrower Receipt Statistical Form
END OF TRANSACTION						

SERVICE: **Issuance of Library Card**
Schedule: - 7:30 AM-6:30 PM (Monday-Friday)
Clients/Customers: - Students
Requirements: - Library Card/Registration Form
Processing Time: - 6 minutes / Student
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present Registration Form	- Receives RF, checks authenticity and accuracy of student's data in the library card.	2 minutes	None	Librarian/ Asst. Librarian	Registration Form Library ID Card
2	Receives Library Card	- Issues library card to student and signed the Log Book for release. - Stamps RF as proof of validation of Library Card. - Release Library Card	4 minutes	None	Librarian/ Asst. Librarian	Log Book
END OF TRANSACTION						

SERVICE: **Validation of Library Card**
Schedule: - 7:30 AM-6:30 PM (Monday-Friday)
Clients/Customers: - Students
Requirements: - Library Card/Registration Form
Processing Time: - 5 minutes / Student
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present Registration Form	- Receives RF, checks authenticity and validity of data of the student.	2 minutes	None	Librarian/ Asst. Librarian	Registration Form Library ID Card
2	Gives Library Card to the Librarian for validation.	- Checks the Library Card for accuracy of personal information printed against the Registration Form.	2 minutes	None	Librarian/ Asst. Librarian	

		- Attaches validation sticker on the library card of the student enrolled during the term and retrieve name of student from the official list of enrollees and indicate the date of validation.				
3	Receives validated Library Card	- Stamps RF as proof of validation of Library Card. - Release Library Card.	1 minute	None	Librarian Asst. Librarian	Excuse Slip Form
END OF TRANSACTION						

MEDICAL CLINIC

SERVICE: Consultation, Prescribing & Dispensing of Medicines
Schedule: - 8:00 A.M. – 12:00 Noon - 1:00 P. M. – 5:00 P.M.
Clients/Customers: - Students, Faculty, Staff and Community
Requirements: - School I.D.
Processing Time: - 34 minutes
Procedure:

STEP	CUSTOMER/APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present School I. D.	Check proper identification.	1 minute	None	Nurse	
2	Fill-out patient's information chart.	Provide and fill-out patient chart & medical health questionnaire	5 minutes	None	Nurse	Patient information chart
3	Get ready for consultation.	- Get vital signs. - Physical exam. - Diagnose & Treatment. - Dispensing meds.	25 minutes	None	Nurse	Medical health questionnaire
4	Fill-out logbook and card signing.	Check the logbook & keep record.	3 minutes	None	Nurse	
END OF TRANSACTION						

DENTAL CLINIC

SERVICE: Oral/Dental Examination
Schedule: - 8:00 A.M. – 12:00 Noon - 1:00 P. M. – 5:00 P.M. (Monday – Friday)
Clients/Customers: - Students and Personnel
Requirements: - School I D
Processing Time: - 36 minutes
Procedure:

STEP	CUSTOMER/APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present School I. D.	Check the patient.	1 minute	None	Dentist	
2	Fill-out patient's information chart & medical health questionnaire.	Provide and ask patient to fill-out information chart & medical health questionnaire.	5 minutes	None	Dentist	Medical record form
3	Get ready for oral/dental checkup.	Perform oral/dental check-up.	25 minutes	None	Dentist	
4	Sign at the logbook.	Keep records.	5 minutes	None	Dentist	
END OF TRANSACTION						

SERVICE: Oral Prophylaxis
Schedule: 8:00 A.M. – 12:00 Noon - 1:00 P. M. – 5:00 P.M. (Monday – Friday)
Clients/Customers: Students and Personnel
Requirements: School I D
Processing Time: 45 minutes
Procedure

STEP	CUSTOMER/APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present School I. D.	Check the patient.	1 minute	None	Dentist	

2	Fill-out patient's information chart & medical health questionnaire.	Check the entries on the information chart & medical questionnaire.	5 minutes	None	Dentist	
3	Get ready for oral/dental checkup and prophylaxis scaling	- Perform oral/dental check- up. - Perform oral prophylaxis Scaling.	5 minutes 30 minutes	None	Dentist	
4	Sing at the logbook.	Keep records.	4 minutes	None	Dentist	
END OF TRANSACTION						

SERVICE: **Tooth Extraction**
Schedule: - 8:00 A.M. – 12:00 Noon - 1:00 P. M. – 5:00 P.M. (Monday – Friday)
Clients/Customers: - Students and Personnel
Requirements: - School I D
Processing Time: - 45 minutes
Procedure

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present School I. D.	Check proper identification	1 minute	None	Dentist	
2	Fill-out patient's information chart & medical health questionnaire.	Provide & ask patient to fill-up information chart & medical health questionnaire	5 minutes	None	Dentist	Patient's information chart
3	Get ready for consultation.	- Perform oral/dental exam. - Diagnose & treatment plan. - Perform tooth extraction. - Prescribing & dispensing Meds. - Part operative instructions.	10 minutes 3 minutes Max. 2 hrs./ patient 3 minutes 5 minutes	None	Dentist	Medical health questionnaire
4	Fill-out logbook.		3 minutes	None	Dentist	
END OF TRANSACTION						

SERVICE: **Referral / Certifications / Excuse Slips**
Schedule: - 8:00 A.M. – 12:00 Noon - 1:00 P. M. – 5:00 P.M. (Monday – Friday)
Clients/Customers: - Students / Personnel
Requirements: - Patient's Chart, Medical Health Questionnaire and Logbook
Processing Time: - 44 minutes
Procedure

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present School I. D.	Check proper identification.	1 minute	None	Dentist	
2	Fill-out patient's information chart & medical health questionnaire.	Provide & ask patient to fill-up information chart & medical health questionnaire	5 minutes	None	Dentist	Patient's Information Chart
3	Get ready for consultation	- Perform oral/dental exam - Diagnose & treatment plan. - Referrals for complicated or special cases & medically Compromised patients.	10 minutes 10 minutes 15 minutes	None	Dentist	
4	Fill-out logbook & signing.	Check logbook. - Issuance of excuse Slips/ certification.	3 minutes	None	Dentist	
END OF TRANSACTION						

ACCOUNTING OFFICE

SERVICE: **PROCESSING OF SALARIES & WAGES**
Schedule:
Clients/Customers: All Employees
Requirements:
Processing Time: 4 hrs. & 35 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submit DTR.	- Preparation of Payroll. - Check accuracy of computation.	4 hrs. 10 minutes		Acct. Clerk Admin. Asst. II/ Bookkeeper	Payroll

2		- Prepares Obligation Request. - Record to RAO's & certify as to availability of funds.	5 minutes 5 minutes		Acct. Clerk Admin. Asst. II/ Bookkeeper	Obligation request, RAO's
3		- Prepares Disbursement Voucher. - Check completeness of supporting documents & signs voucher.	5 minutes 5 minutes		Acct. Clerk Admin. Asst. II/ Bookkeeper	DV
4		- Forward voucher to the Campus Administrator for approval	5 minutes		Acct. Clerk Admin. Asst. II/ Bookkeeper	
END OF TRANSACTION						

SERVICE: Payment of Travelling Expenses/Seminars & Trainings

Schedule: - 8:00 A.M. - 5:00 P.M.

Clients/Customers: - All Employees, Campus Administrator, SG President

Processing Time: - 25 minutes

Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submit Itinerary of travel.	- Upon receipt of itinerary of travel Check validity of travel.	5 minutes		Admin. Asst. II/ Bookkeeper Acct. Clerk	Travel Order, Itinerary of Travel
2		- Prepares Obligation Request. - Record to RAO's & certify as to availability of funds.	5 minutes 5 minutes		Bookkeeper Acct. Clerk	Obligation request, RAO's
3		- Prepares Disbursement Voucher. - Check completeness of supporting documents & signs voucher.	5 minutes 5 minutes		Acct. Clerk Acct. Clerk	DV
4		- Forward voucher to the Campus Administrator for approval.				
END OF TRANSACTION						

SERVICE: PAYMENT OF GOODS & SERVICES

Schedule: - 8:00 A.M. - 5:00 P.M.

Clients/Customers: - Supplier

Requirements:

Processing Time: - 40 minutes

Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submit claims with complete supporting documents.	- Receives claims from Supply Office - Check completeness of supporting documents.	10 minutes		Admin. Asst. II/ Bookkeeper	Request for purchase, Purchase Orders & other supporting documents, Inspection and Acceptance Report
2		- Prepares Obligation Request. - Record to RAO's & certify as to availability of funds.	5 minutes 5 minutes		Acct. Clerk Bookkeeper	Obligation request, RAO's
3		- Prepares Disbursement Voucher & journalize vouchers - Check completeness of supporting documents & sign voucher.	5 minutes 5 minutes		Acct. Clerk Bookkeeper	DV
4		- Forward voucher to the Campus Administrator for approval.	10 minutes		Campus Administrator	
END OF TRANSACTION						

SUPPLY OFFICE

SERVICE: Procurement of Supplies, Materials and Books
Schedule: - 8:00 A.M. – 5:00 P.M.
Clients/Customers: - Faculty, Staff and Students
Requirements: - APP, PR
Processing Time: - 1 month
Procedure

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submit requests/ APP with complete description and duly approved.	- Receive request/APP. - Check completeness of description. - Duly recommended/approved.	1 day		Supply Officer/ Supply Clerk	Purchased request/APP
2		- Consolidate APP. - Type canvass.	3 days		BAC Secretariat	Canvass paper
3		- Canvass	3-5 days		Canvasser	
4		- Preparation of abstract for the signature of BAC members.	5 days		Clerk/BAC Secretariat	Abstract of Canvass
5		- Preparation of P.O, Inspection & Acceptance, & RIS	1 week		Supply Officer/ Supply Clerk	PO, I & AR, RIS
6		- Approval - Submit PO to accounting for obligation.	1 week		Dept. Head/CA Bookkeeper	
END OF TRANSACTION						

SERVICE: Releasing of Supplies
Schedule: - 8:00 A.M. – 5:00 P.M.
Clients/Customers: - Faculty, Staff and Students
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1		- Accomplish release form/ MR.	10 minutes		Clerk	Release form
2		- Approval of release form by head of agency.	10 minutes		Employee requesting	Release form
3		- Check supplies as to quantity.	10 minutes		Clerk	
4		- Signing of release.	3 minutes		Employee requesting	
5	Accept released supplies.	- Releasing	30 minutes		Clerk	
END OF TRANSACTION						

CAMPUS ADMINISTRATOR'S OFFICE

SERVICE: Approval of Request of Activities, Programs, Projects, Resolutions and other Communications
Schedule: - 8:00 A. M. – 12:00 NN. - 1:00 A.M. – 5:00 P.M. (Monday-Friday)
Clients/Customers: - Faculty/Staff , Students, Community
Requirements: - Communications, Resolutionsn and Requests
Processing Time: - 22 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submit request duly signed by the one who requested, and other heads of offices.	Review all entries on the request	10 minutes	None	Campus Administrator	Resolutions, Schedule of Activities and other Communications
2	Wait for approval of request.	- Sign the request.	2 minutes	None	Campus Administrator	
3	Receives approved requests.	- Gets file copy of the communications, records on log book and releases approved documents.	5 minutes	None	OIC's Secretary	

In case of non-approval

5	Takes note of the deficiency or get list of deficiency.	- Informs client of the deficiency of the documents for compliance or the reason for non-approval. - Gives advice to come back upon compliance.	5 minutes	None	University Office staff	
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SERVICE:**Schedule:****Clients/Customers:****Requirements:****Processing Time:****Procedure:****Request for Use of Vehicle**

- 8:00 A. M. – 12:00 NN. - 1:00 A.M. – 5:00 P.M. (Monday-Friday)

- Faculty/Staff , Students,

- Trip Ticket

- 30 minutes

STEP	CUSTOMER/APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Asks for the availability of the vehicle	- Checks availability of vehicle and driver on date requested. - Informs client for the availability of the vehicle.	5 minutes	None	Admin. Office staff	Request to use vehicle/ Trip ticket
2	Accomplishes required form.	- Have requested approved by authorized officials. - Once approved, prepares Trip ticket for the vehicle. - Have Trip Ticket approved by authorized officials. - Records transaction in Log book and releases Trip Ticket to Driver.	25 minutes	None	Admin. Staff Admin. Officer Driver Campus Administrator	
END OF TRANSACTION						

IIRGP**SERVICE:****Schedule:****Clients/Customers:****Requirements:****Processing Time:****Procedure:****Rental of Facilities, Venue and Equipment Services**

- 8:00 A. M. – 12:00 NN. - 1:00 A.M. – 5:00 P.M. (Monday-Friday)

- Students, Community

- Job Order Form, Rental Form, Request to Use, Agreement Contract

- 55 Minutes

STEP	CUSTOMER/APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Inquire as to availability of facilities intended to rent or avail.	- Determine availability. - Informs Client for the availability and fees required.	15 minutes		IGP In-Charge	Gate Job Order Form Request to use Agreement Contract
2	Accomplishes rental form.	- Issues Rental Form.	5 minutes		IGP In-Charge	
3	Submits accomplished form.	- Checks entry of dates and other data and indicate amount to be charged.	5 minutes		IGP In-Charge	
4	Presents charged form to the Cashier and pay amount.	- Processes payment and issue O.R.	5 minutes		Cashier	Charge Form Official Receipt
5	Presents receipt and fill up Agreement Contract.	- Checks payment and have Agreement Contract approved.	10 minutes		Campus Administrator	Agreement Contract
6	Gets copy of contract, O.R., and gate pass	- Issues gate pass.	10 minutes		IGP In-Charge	
7	Surrender 1 copy of gate pass to the guard on duty.	Release of rented properties.	15 minutes		Security Guard	Gate pass
END OF TRANSACTION						

SERVICE:**Schedule:****Clients/Customers:****Requirements:****Processing Time:****Procedure:****Canteen**

- Monday – Friday (7:30 A. M. – 5:00 P.M.)

- Students, Faculty & Staff

- 2 minutes

STEP	CUSTOMER/APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Approach the counter.	- Present the menu or the product. - Take the ordered food and pay. - Self-Service - Count the money before the customer leaves the counter.	30 seconds 45 seconds 30 seconds		Canteen Employee	
2	Occupy the table.	- Entertain next customer.			- do -	

OFFICE OF INSTRUCTION

SERVICE: **Signing of Clearance**
Schedule: - 8:00 A. M. – 12:00 NN. - 1:00 A.M. – 5:00 P.M. (Monday-Friday)
Clients/Customers: - Students/Parents
Requirements: - Clearance and School ID
Processing Time: - 13 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Secures clearance from the Office of Instruction.	Issues clearance.	5 minutes	None	Office of Instruction Staff	QF-VPAA-08
2	Present Clearance and ID to concerned personnel.	Signs clearance and returns it to the student.	5 minutes	None	Personnel Concerned	QF-VPAA-08
3	Submit one (1) copy of the accomplished clearance to the Registrar & retain one (1) copy for future use.	Receives accomplished clearance	3 minutes	None	Registrar/ Office of Instruction Staff	QF-VPAA-08
End of Transaction						

SERVICE: **Approval of Changing, Adding and Dropping of Subjects**
Schedule: - 8:00 A. M. – 12:00 NN. - 1:00 A.M. – 5:00 P.M. (Monday-Friday)
Clients/Customers: - Officially enrolled Students
Requirements: - Registration Form
Processing Time: - 14 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Secures Changing, adding and dropping form	Issuance of changing, adding and dropping form.	5 minutes	None	Registrar/ Program Chair	
2	Follow procedures in Changing, Adding and dropping of subjects.	Reviews and approves by the following: a. Registrar b. Cashier c. Program Chairs	2 minutes	None	Program Chair Registrar Cashier	Changing, Adding and Dropping Form
3	Gets approved changing, adding and dropping of subjects form.	Signs changing, adding and dropping Form; retains copy for college office and inform student to submit copy to the Registrar.	5 minutes	None	Head of Instruction	Changing, Adding and Dropping Form
4	Submits copy of changing, adding and dropping form to the Accounting Office.	Receives copy and updates student records.	2 minutes	None	Accounting Staff	Changing, Adding and Dropping Form
End of Transaction						

OFFICE OF INSTRUCTION

SERVICE: **Approval of Completion Form**
Schedule: - 8:00 A. M. – 12:00 NN. - 1:00 A.M. – 5:00 P.M. (Monday-Friday)
Clients/Customers: - Students
Requirements: - Completion Form
Processing Time: - 15 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Secures Completion Form from the Registrar's Office	Issues Completion Form.	3 minutes	None	Registrar	Completion Form
2	Secures Grade from the subject Instructor/ Professor and have it signed by the faculty concerned	- Issues grade to the student. - Sign the completion Form of the student.	2 minutes	None	Instructor/Professor Faculty Concerned for signatories	Completion Form
3	Presents Completion Form.	Checks and verifies entry.	5 minutes	None	Head of Instruction	Completion Form

4	Gets approved completion form.	Signs completion Form; retains copy for college office and inform student to submit copy to the Registrar.	3 minutes	None	Head of Instruction	Completion Form
5	Submits copy of completion form to the Registrar's Office	Receives copy of completion form.	2 minutes	None	Registrar's Staff	Completion Form
End of Transaction						

SERVICE:

Schedule:

Clients/Customers:

Requirements:

Processing Time:

Procedure:

Approval of Shifting Form

- 8:00 A. M. – 12:00 NN. - 1:00 A.M. – 5:00 P.M. (Monday-Friday)

- Students

- Registration Form

- 15 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Pays amount for Shifting form	Receives payment and issues receipt.	3 minutes	10.00	Cashier's staff	
2	Presents OR to the Registrar's Staff	Issues Shifting Form.	2 minutes	None	Registrar's staff	Official Receipt
3	Presents proof of Shifting Form	Checks and verifies entry.	5 minutes	None	Head of Instruction	Shifting Form
4	Gets approved shifting form.	Signs shifting Form; retains copy for college office and inform student to submit copy to the Registrar.	5 minutes	None	Head of Instruction Campus Administrator	
5	Presents copy of shifting form to the Program Chair.	Receives copy of Shifting form.	3 minutes	None	Program Chair	Shifting Form
End of Transaction						

OFFICE OF THE PROGRAM CHAIRS

SERVICE:

Schedule:

Clients/Customers:

Requirements:

Processing Time:

Procedure:

Interview Applicants for Admission

- 8:00 A. M. – 12:00 NN. - 1:00 A.M. – 5:00 P.M. (Monday-Friday)

- Incoming First Year Students/ Transferees

- Form 138/Report Card, Cert. of GMC

- 7 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present the requirements & Pay the Registration Fee	- Assess/ Evaluate the requirements - Receives payment for Registration and issues receipt.	1 minute	200.00	Program Chair Cashier's staff	Form 138 Cert. of GMC Hon. Dismissal/ TOR
2	Fills up Interview Form. Get ready for interview.	Conduct Interview.	5 minutes	None	Program Chair	Interview Form/ Questionnaire
3	Affix signature in the List of Applicants	Checks and keep record.	1 minute	None	Program Chair	
End of Transaction						

SERVICE:

Schedule:

Clients/Customers:

Requirements:

Processing Time:

Procedure:

Process Enrollment of Students

- 8:00 A. M. – 12:00 NN. - 1:00 A.M. – 5:00 P.M. (Monday-Friday)

- Students/Parents/Guardians

- School ID, Clearance, Checklist (Old Students), Required Forms (New Students)

- 7 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present the requirements , Clearance, & secure Checklist & Fill up Pre-Registration Form.	Review the Checklist, Clearance and Pre-Registration Form	1 minute	None	Program Chair Registrar	Pre-Registration Form Checklist Clearance
2	Present the Pre-Registration Form to the Encoder & proceed to the Cashier for payment.	Encode and Check. Receives payment. Print Registration Form	3 minutes	None	Program Chair Registrar	Registration Form Official Receipt

3	Follow the "Enrolment Flow Chart"(Posted by the Registrar)	Advise students to proceed to personnel concerned.	2 minutes	None	Program Chair Registrar	Registration Form
4	Submit copy of RF which is already confirmed by the Registrar.	Receive the Dean's copy of Student's RF for record keeping	1 minute	None	Program Chair	Registration Form
End of Transaction						

OFFICE OF THE PROGRAM CHAIRS

SERVICE:

Schedule:

Clients/Customers:

Requirements:

Processing Time:

Procedure:

Sign Clearance of Students

- 8:00 A. M. – 12:00 NN. - 1:00 A.M. – 5:00 P.M. (Monday-Friday)

- Students/Parents/Guardians

- Clearance

- 5 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Secure Clearance from the Office of Instruction (2 copies)	Advise students to follow the procedure correctly	1 minute	None	Program Chair	Clearance
2	Ready for clearance signing.	Signs clearance of the students.		None	Personnel Concerned	Clearance
3	Submit clearance to: a. Registrar's Office b. Retain one (1) copy for future use.	Receives copy and file.	1 minute	None	Registrar's staff	
End of Transaction						

SERVICE:

Schedule:

Clients/Customers:

Requirements:

Processing Time:

Procedure:

Verifies and Checks Student's Records

- 8:00 A. M. – 12:00 NN. - 1:00 A.M. – 5:00 P.M. (Monday-Friday)

- Students/Parents/Guardians

- Checklist

- 5 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Request Checklist	Review or Check prospectus.	2 minutes	None	Registrar	Checklist
2	Present checklist with corresponding grades.	Double Check the following: a.Pre-requisite subjects b.Total no. of units required in the program enrolled.	3 minutes	None	Program Chair	
End of Transaction						

SERVICE:

Schedule:

Clients/Customers:

Requirements:

Processing Time:

Procedure:

Receives Changing, Adding and Dropping of Subjects

- 8:00 A. M. – 12:00 NN. - 1:00 A.M. – 5:00 P.M. (Monday-Friday)

- Students

- Checklist, Changing, Adding and Dropping Form

- 5 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Request and Fill up required forms.	Recommend/Advise students in changing, adding and dropping of subjects enrolled. Review the subjects added/drop in case there is a conflict in class schedule.	3 minutes	None	Program Chair Registrar Cashier	Changing, Adding and Dropping Form
2	Follow the procedure in changing, adding and dropping form.	Reviews and approves by the following: d. Registrar e. Cashier f. Program Chairs	2 minutes	None	Program Chair Registrar Cashier	
End of Transaction						

RESEARCH SERVICES DIVISION

SERVICE: **APPROVAL OF REQUEST FOR PRE-ORAL /FINAL DEFENSE OF UNDERGRADUATE THESIS**

Schedule: - 8:00 A. M. – 12:00 NN. - 1:00 A.M. – 5:00 P.M.

Clients/Customers: - Undergraduate Research Students

Requirements: - Signatures of Undergraduate Research Committee Members; Research Coordinator

Processing Time:

Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submit Research Proposal	- Review research proposal	1 day		Research Professor	
2	Accomplish request form for Pre-Oral/Final Defense duly signed by all concerned.	- Issue Request Form for Pre-Oral/Final Defense	20 minutes		Research Coordinator	Request for Pre-Oral /. Final Defense Form
3	Seek signature of research coordinator.	Check entries in the form	30 minutes		Research Coordinator	Request for Pre-Oral /. Final Defense Form
4	Wait for approval of request	Check entries in the request form & sign the request.	10 minutes		Research Coordinator	Request for Pre-Oral /. Final Defense Form

End of Transaction

EXTENSION SERVICES DIVISION

SERVICE: **Conduct Trainings/Projects/Programs requested by Partners in the Community**

Schedule: - 8:00 A.M. – 12:00 Noon - 1:00 P.M. – 5:00 P.M.

Clients/Customers: - Faculty/Staff

Requirements:

Processing

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submit letter request	Receives the approved letter request of the community.	5 minutes	None	Campus Administrator ESD Personnel	Request Letter
2	Attend Consultative Meeting	Conduct meetings with the requesting party.	3 hours	None	Head, ESD Community Head	
3	Wait for the schedule of implementation/ conduct of the trainings.	- Conduct Needs Assessment to the community to know the trainings/ projects/programs they wanted. - Make a project proposal and MOA/U for approval by both parties.	2 days	None	ESD Head & Personnel Faculty	QF-ESD-01 MOA/U Proposals
4	Participate in the conduct of training	- Orient participants about the trainings/projects/programs to be conducted. - Conduct Trainings/Projects/Programs.	1 day	None	ESD Head & Personnel Trainers Tie-Up Partners	Session Plan
5	Answer the monitoring and evaluation form.	- Monitor and evaluate the activity to see whether the trainings/projects/ programs is well implemented and to know the performance of trainees.	2 hours	None	ESD Head & Personnel	QF-ESD-03

End of Transaction

HUMAN RESOURCE OFFICE

SERVICE: Request of Issuance of Certification, and other Documents
Schedule: - 8:00 A.M. – 12:00 Noon - 1:00 P.M. – 5:00 P.M. (Monday-Friday)
Clients/Customers: - Faculty/Staff
Requirements: - Request Form
Processing Time: - 25 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submits letter request or inform front desk of nature of request.	- Check documents if properly endorsed including the completeness of supporting documents if necessary.	2 minutes.	None	Admin. Office staff	Request letter
2	Fill ups request form.	- Provides client with request form to be filled up.	5 minutes	None	Admin. Office staff	
3	Request for Leave Credits	Check Leave Card Issue Certification of Leave Credits			AO/Clerk	
End of Transaction						

HUMAN RESOURCE OFFICE

SERVICE: Issuance of Affidavit of Loss
Schedule: - 8:00 A.M. – 12:00 Noon- 1:00 P.M. – 5:00 P.M. (Monday-Friday)
Clients/Customers: - Students
Requirements: - Affidavit of Loss documents
Processing Time: - 20 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Fills up Affidavit of Loss document	- Check completeness of data and informs client to pay fee to the Cashier's Office	10 minutes		Admin. Office Staff	Affidavit of Loss
2	Pays fee to Cashier	- Receives Payment for Affidavit of Loss	5 minutes			OR
3	Submits O.R together with Affidavit of Loss for approval.	- Checks OR and have Affidavit of Loss signed.	5 minutes		Admin. Office Staff	
End of Transaction						

OJT OFFICE

SERVICE: Request of OJT Documents
Schedule: - 8:00 A.M. – 12:00 Noon - 1:00 P.M. – 5:00 P.M. (Monday-Friday)
Clients/Customers: - Student Trainees
Requirements: - RF Officially enrolled
Processing Time: - 15 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present RF officially enrolled.	- Verify & check the RF officially enrolled and attendance sheet in the Orientation Seminar. - Gives the OJT documents.	5 minutes	None	OJT Coordinator	MOA Information Sheet Parent Endorsement Form
2	Receive OJT documents for signature	Procedure in signing the documents.	10 minutes	None	OJT Coordinator	
End of Transaction						

SERVICE: Request for Endorsement Letter
Schedule: - 8:00 A.M. – 12:00 Noon - 1:00 P.M. – 5:00 P.M. (Monday-Friday)
Clients/Customers: - Student Trainees
Requirements: - RF Officially enrolled
Processing Time: - 20 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Approaches OJT Coordinator and ask for request form	- Verify & check the requirements. - Gives the request forms.	5 minutes	None	OJT Coordinator	Request Form
2	Fills up the Request Form and submits it to the OJT Coordinator	- Receives request form. - Makes endorsement letter.	5 minutes	None	OJT Coordinator	
3	Waits for the issuance of endorsement letter duly signed by the OJT Coordinator.	- Signs endorsement letter. - Gives endorsement letter.	5 minutes	None	OJT Coordinator	
4	Receives endorsement letter.	- Orients the trainees, the procedure in endorsing letter to the company.	5 minutes	None	OJT Coordinator	
End of Transaction						

SERVICE: Request for OJT Grades
Schedule: - 8:00 A.M. – 12:00 Noon - 1:00 P.M. – 5:00 P.M. (Monday-Friday)
Clients/Customers: - Student Trainees
Requirements: - Cert. of Training, Log Book, OJT Clearance, Company's Clearance, Summary of number of hours
Processing Time: - 20 minutes
Procedure:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Approaches OJT Coordinator and ask for request form	- Gives the request forms.	1 minute	None	OJT Coordinator	Request Form
2	Fills up the Request Form and submits it to the OJT Coordinator	- Receives request form. - Checks the accomplished form	2 minutes	None	OJT Coordinator	
3	Presents requirements.	- Verifies/Checks the requirements	3 minutes	None	OJT Coordinator	
4	Waits for the issuance of grades.	- Reflects grades on OJT Clearance.	2 minutes	None	OJT Coordinator	
5	Receives OJT grades and sign the issuance Log book.	- Requires trainees to sign on the issuance log book.	5 minutes	None	OJT Coordinator	
End of Transaction						





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ADMISSION OF APPLICANT FOR BACCALUAREATE DEGREE

Schedule of Availability of Service Monday to Friday 8:00 a.m - 5:00 p.m Who may Avail of the Service

Secondary Graduates

ALS & PEPT Passers
Transferees from other School

Duration: 5 minutes

What are the Requirements:

Graduates (High School)

ALS and PEPT Passers

Original Certification from DepEd that application passed the ALS/PEPT examination

Photocopy of High School Card (Form 138-A)

Photocopy of Certificate of Good Moral Character

Photocopy of NSO Authenticated Live Birth

Transferees from other Schools

Photocopy of Transcript of Records/Reports of Grades

Original Certificate of Transfer Credential

Original Certificate of good Moral Character

Photocopy of NSO Authenticated Live Birth

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submit required credentials to the office of the Registrar	Evaluates the authenticity and validity of students academic credentials	5 minutes		Registrar/Staff	
End of Transaction						

Note: After evaluation, Registrar/Staff write in the credentials that the applicant is ok to take exam and is instructed to go to the office of the Students Affairs.



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Enrolment

Schedule of Availability of Service Who may Avail of the Service What are the Requirements:

(Monday - Friday) 8:00 - 5:00 no noon break
Secondary Graduates / transferees from other colleges - New Student

For Secondary Graduates of both public & private schools

1. Report Card (F138)
2. Certificate of Good Moral Character
3. Certificate of Live Birth (preferably SECPA)

4. 1 pc. Recent I.D. picture (1"x1")
5. Enrolment Permit with results of Entrance Exam.

For students who transfer from other colleges

1. Certificate of Transfer Credential
2. Transcript of Records for evaluation purposes
3. Certificate of Good Moral Character

4. Certificate of Live Birth (preferably SECPA)
5. 1 pc. Recent I.D. picture (1"x1")

Duration:

1 hour & 20 minutes

How to Avail of the Service

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Get the Enrolment Permit with the result of the exam and together with the original copy of the required credentials present it to the In-charge of the Issuance of the Enrolment Form.	Examines the authenticity of the credentials presented. Issue Registration Form and list the names of student in the List of Enrolle in a particular course.	10 minutes		Faculty /In-charge of the Issuance of R.F.	R.F. & all required credentials
2	Fill up all the data in Registration Form and after finishing present it for checking.	See's to it that all data is correctly & completely filled up especially in the sequencing of subjects in a curriculum for a particular form.	15 minutes		In-charge of the checking of Enrolment Form.	Registration Form
3	T.R. are being evaluated in case of transferee.	Evaluate the subjects to be credited before the students fill up the R.F.	45 minutes		Registrar	Transcript of Records
4	Report to the In-charge of Assessment of Fees.	Assess school fees and indicate the payables in the student's copy & cashier's copy.			In-charge of Assessment	Registration Form
5	Pay Fees to the Student Government & PTCA.	Receive payment and issue receipt. Post the payment at the Cashier's copy.			In-charge of PTCA & SG	Registration Form
6	Pay Fees to the Cashier.	See's to it that PTCA & SG accounts are paid and posted at the Cashier's copy. Receive payment and issue official receipts. Post payments made at the back of the cashier's copy.		Amount varies depending on the no. of units & program.	Cashier / Delegated Staff	Registration Form & Official Receipt
7	Validation of I.D.	Validate the I.D.			OSA	Identification Card
8	Validation of Library Card.	Validate the Library Card.			Library	Library Card
9	Present Enrolment Form to the Registrar for stamping Enrolled and issuance of classcards.	See's to it that all the procedures in enrolment were completely followed before stamping enrolled & issue classcards. Return the students copy to the student.	10 minutes	Registrar / Delegated Staff	Registrar/ Delegated Staff	Classcards & student's copy of R.F.
10	Receive the students copy & classcards corresponding to subjects enrolled.					
End of Transaction						

ENROLMENT

For Old & Continuing Students

Schedule of Availability of Service
Who may Avail of the Service
What are the Requirements:

- Monday - Friday 8:00 A.M. - 5:00 P.M. - no noon break
 - Old and Continuing Students of the Previous Semester/Term

1. Clearance duly signed by authorized officials
2. I.D.
3. Classcards (original & photocopy)

How to Avail of the Service (Collection Payment of Tuition Fees)

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present Clearance, I.D. classcards (both orig. copy & photo copy) to the in-charge of the issuance of Enrolment Form.	See's to it that students has the I.D.; Clearance were duly signed by authorized officials; classcards are complete & with grades to determine the subjects to be enrolled which are pre-requisite. Issue Registration form.	10 minutes		In-charge of the Issuance of R.F.	Registration Form
2	Fill up all the data in Registration Form and after finish present it for checking.	See's to it that all data is correctly & completely filled up especially in the sequencing of subjects in a curriculum for a particular form.	5 minutes		In-charge of the checking of Enrolment Form.	Registration Form
3	Report to the In-charge of Assessment of Fees.	Assess school fees and indicate the payables in the student's copy & cashier's copy.			In-charge of Assessment	Registration Form
4	Pay Fees to the Student Government & PTCA.	Receive payment and issue receipt. Post the payment at the Cashier's copy.			In-charge of PTCA & SG	
5	Pay Fees to the Cashier.	See's to it that PTCA & SG accounts are paid & posted at the Cashier's copy. Receive payment & issue official receipts. Post payments made at the back of the cashier's copy.	3 minutes	Amount Varies depending on the no. of units	Cashier/Delegated Staff	Registration Form Official Receipt
6	Present Enrolment Form to the Registrar for stamping enrolled and issuance of classcards.	See's to it that all procedure in enrolment were completely followed before stamping enrolled & issue classcards/ return the student's copy to the student.	10 minutes		Cashier/Delegated Staff	Registration Form
7	Receive the student's copy of R.F. & classcards corresponding to no. of subjects enrolled.					
End of Transaction						

Issuance of Student's Records

Schedule of Availability of Service
Who may Avail the Service

- Monday - Friday 8:00 - 5:00 no noon break
- Old and Continuing students of the previous semester/term

What are the Requirements:

1. Student's clearance duly signed by authorized officials
2. Identification Card
3. Request slip duly filled up
4. Authorization - for those students who may not be able to get his/her credentials personally.
5. Identification card or any document to prove the identity of the proxy.

Duration:

- 20 minutes

How to Avail of the Service

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Student / proxy present his/her clearance & I.D. / authorization. He/she will be given the request slip to be filled up.	Receive, check whether the clearances duly signed by authorized officials. Check individual folder to confirm last attendance and other data. Identify the credentials being requested and indicate the amount in the request slip.	10 minutes		Registrar / Staff	Request slip
2	Received the request slip with indicated amount.	Return the request slip with indicated amount and instruct to pay to the cashier.				Request slip
3	Pay fees to the cashier & give back the request slip and O.R. to the in-charge.	Indicate the O.R. no.; date paid; and the date as to when the credentials be issued. (5 - 10 days)	10 minutes	Amount varies as to the requested document.	Registrar / Staff Cashier	
End of Transaction						

Note: Certificate of Good moral is Being initialed by the Guidance Counselor before signature of the Registrar

Changing / Adding / Dropping of Subjects / Appraisal Evaluation of Records

Schedule of Availability
Who may Avail the Service

- 8:00 - 5:00 no noon break (as scheduled)
- Students who were able to enrol in other colleges / universities who transferred to PDMC and has credited subjects to be drop or add whatever the case maybe.
- Student's copy of the Registration Form.
- 2 hours

What are the Requirements:

Duration:

How to Avail of the Service

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present student's copy of the R.F.	Get the folder; appraise / evaluate subjects to be credited / change / add / or drop as the case maybe.	1 hour		Registrar	TR, Changing & Dropping Form, Registration Form
2	Fill up the changing & dropping form and sign.	Countercheck the subjects; instruct the students to let instructor of the certain subject sign in the form; signature the same and return to the student the cashier's copy for him to give to the in-charge and	5 minutes		Registrar Instructors	Changing and Dropping Form
3	Receive student's copy & cashier's copy for the cashier and classcards if necessary.					
End of Transaction						

OFFICE OF THE STUDENT AFFAIRS AND SERVICES

I. APPLICATION FOR ENTRANCE EXAMINATION

Schedule of Availability of Service

- Monday - Friday/8:00 A.M. - 5:00 P.M. Summer Vacation/Semestral Break

Who may Avail of the Service

- High School Graduates/Transferees

What are the Requirements:(High School Graduates)

1. High School Report Card
2. Good Moral Character Certificate
3. 2 pcs 1 x 1 picture
4. P 150.00 Entrance Examination Fee

Transferees:

1. Transcript of Records
2. Honorable Dismissal
3. 2 pcs 1 x 1 picture
4. P 150.00 Entrance Examination Fee

Duration:

- 20minutes/Semester

How to Avail of the Service

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present Requirements	Check the completeness of the requirements and give application form	3 minute	None	OSA Staff	Registration/ Admission Form
2	Fill up the Form	Check the accuracy of the data filled in and advise the applicant to pay the entrance fee to the Cashier	10 minutes	P150.00	OSA Staff	None
3	Present Official Receipt	Write the OR number and date of payment on the space provided and affix signature and issue the test permit	5 minutes			
4	Receives the examination permit	Orient the students of the schedule of the exam including what to bring.	2 minutes	None	OSA Staff	None
End of Transaction						

II. TESTING SERVICES

Schedule of Availability of Service

- Monday - Friday/8:00 A.M. - 5:00 P.M. Summer Vacation/Semestral Break

Who May Avail of the Service

- High School Graduates/Transferees

What are the Requirements:

- (High School Graduates)
- 1. Examination Permit Released Upon Admission
- 3 hours and 48 minutes

Duration:

How to Avail of the Service

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present Examination Permit to the assigned Proctor	Check the test permit including the picture of the client	2 minutes		Examiner/Proctor	
2		Check the name from the list of examinees	2 minutes		Examiner/Proctor	
3		Assist in the Administration of the exam	3 hours and 30 minutes		OSA STAFF	
4		Announce the schedule for the release of the exam results and inform about the schedule of interview and physical exam	3 minutes		OSA STAFF	
End of Transaction						

III. ADMISSION (Pre-Enrolment Procedures)

Schedule of Availability of Service

- Monday - Friday/8:00 A.M. - 5:00 P.M. One Week Before Enrolment Period

Who May Avail of the Service

- Passers of the Entrance Examination

Duration:

- 25 minutes

How to Avail of the Service

What are the Requirements:

- (High School Graduates)1. Examination Permit Released Upon Admission
- 3 hours and 48 minutes

Duration:

How to Avail of the Service

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Given Name	Check the result of the entrance exam. If qualified, pull out from the file of application form of the client & write the score in the space provided. Give the form to the client and advise to undergo interview and physical exam	3 minutes		OSA STAFF	Application form with entrance results

2	Report to interview room	Interview the applicant	5 minutes		Interview Committee	Application form with entrance results and interview rating
3	Report to the clinic	Perform the physical exam	10 minutes 30 minutes		School Nurse	Application form with entrance results and interview rating & signed by the School Nurse
4	Submit the form to the OSA STAFF	Check the form. Compute for the entrance rating	5 minutes		OSA STAFF	
5	Receives the document		2 minutes			Enrolment Permit
End of Transaction						

IV. REQUESTING FOR GOOD MORAL CHARACTER

Schedule of Availability of Service

- A.M.P.M.
- MTTH 9:00 - 10:00- 2:00 - 3:00
- Wednesday 8:00 - 11:30
- ACTIVITY DAY
- FRIDAY 8:00 - 10:30 – 3:00 - 5:00
- Graduates and Authorized Persons
- 1. Request Slip and Clearance
- 20 minutes

Who May Avail of the Service

What are the Requirements:

Duration:

How to Avail of the Service

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Fill out the Request Form	Accept request form and verify records on file	3 minutes		Guidance Counselor	Request Slip
2	Wait while documents are verified	Advise the applicant to pay to the Cashier for Certification Fee	10 minutes		Guidance Counselor	
3	Present Official Receipt	Encode data on the Certification and attach OR number	3 minutes		Guidance Counselor	
4		Check and sign the documents	2 minutes		Guidance Counselor	
5	Receives the document		2 minutes		Guidance Counselor	
End of Transaction						

I. Collecting Payments for Tuition and Miscellaneous Fees

Schedule of Availability of Service

Who may Avail of the Service

What are the Requirements:

- Monday - Friday 8:00 A.M. - 5:00 P.M. - no noon break
- Students, Parents, Guardians, Authorized Persons
- 1. Enrolment Period - Accomplished registration form
- 2. Statement of Account with I.D. - (on ordinary days)

Duration:

- 14 minutes

How to Avail of the Service (Collection Payment of Tuition Fees)

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	a. Present Registration Form (R.F.) duly accomplished and assessed by In-charge of Assessment. Wait for the issuance of Receipt. b. Received RF with Official Receipt.	a. Receive the R.F. and check the assessment copy. b. Receive the money, check & counter check the amount given by the student. c. Issue Official Receipt and record the O.R. No.and date paid in the Cashier's copy. d. Attach O.R. to student's copy and give the charge if there is to the student.	2 minutes 5 minutes 5 minutes 2 minutes	Amount of Tuition & Miscellaneous Fees varies as their course	Cashier / Delegated Staff	Registration Form Official Receipt
End of Transaction						

II. Collecting Payments for Rentals and IIRGP

Schedule of Availability of Service

Who may Avail of the Service

What are the Requirements:

Duration

How to Avail of the Service (Collection Payment of Rentals and IGP)

- Monday - Friday 8:00 A.M. - 5:00P.M. - no noon break
- General Public
- a. Rental permit / Written Request approve by Head of office
- b. For Student - accomplished Registration Form
- a. 14 minutes
- b. 5 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	a. For Students: Present Registration- Form. b. For Rentals -	a. Receive and check form. b. Receive the money, check & countercheck the amount given; issue Official Receipt.	2 minutes 5 minutes	Amount varies as to the program.	Cashier / Delegated Staff	Registration Form
	b. For Rentals - Present Rental Permit / or Written Request	c. Record the amount paid & date of O.R. in the Registration Form. a. Receive money and Rental Permit issue Official Receipt. The amount is determined through verbal / written instruction of the supply officer.	5 minutes 3 minutes	Amount varies as to the program.	Cashier / Delegated Staff	
2	Receive O.R. or change	a. Return R.F. and O.R. for student. b. Return Rental Permit and O.R.	2 minutes 2 minutes			
End of Transaction						

III. Collecting Payments for Requested Documents

(Certifications, Transcript of Records, Transfer Credentials, Authentication, etc.)

Schedule of Availability of Service

Who may Avail of the Service

What are the Requirements:

Duration:

How to Avail of the Service (Collecting Payment for Requested Documents)

- Monday - Friday 8:00 A.M. - 5:00 P.M. - no noon break
- Students, Alumni, In-active students, authorized persons
- Request slip signed by the student with amount indicated by the staff at the
- Registrar's office / Guidance Counselor's officers.
- 7 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present money and re- quest slip duly accomplished. Indicating the document to be requested.	Receive the duly accomplished request slip & money and issue O.R.	5 minutes	Corresponding fees is Request slip indicated in the depending on the document being requested.	Cashier / Delegated Staff	Request slip
2	Receive O.R., request slip & the change if any.	Give the O.R. & Request slip & change if any.	2 minutes			
End of Transaction						

IV. Paying of Salaries and Wages of Faculty, Staff & Contractual Workers

Schedule of Availability of Service

Who may Avail of the Service

What are the Requirements:

Duration

How to Avail of the Service

- Faculty, Staff & Contractual Workers

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Faculty, Staff & Contractual Workers receive salaries.	-Check / countercheck the payroll / voucher and check issued. - Itemized the deductions in the payslip of each faculty / staff. -Place money in the envelop with the payslip attached in it. - Pay the salaries as they come.	15 minutes 3 minutes 3 minute 2 minutes	Depending on the amount of salary	Cashier / Delegated Staff	Pay slip
End of Transaction						

V. Signing of Clearance to Students / Graduates

Schedule of Availability of Service

Who may Avail of the Service

What are the Requirements:

Duration:

- Monday - Friday 8:00 A.M. - 5:00 P.M. - no noon break
- Students, Parents, Authorized Persons
- Clearance Form
- 7 minutes

How to Avail of the Service

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present clearance form	Accept clearance & verify initials of Acctg. Personnel if no accounts.	5 minutes		Cashier Authorized Personnel	Clearance Form
2	Receives signed clearance.	Returned signed clearance.	2 minutes		Cashier	Clearance Form
End of Transaction						

I. ASSESSMENT OF FEES (Manually)

Schedule of Availability of Service

Who may Avail of the Service

What are the Requirements:

- During Enrolment Period/Monday - Friday 8:00 A.M. - 5:00 P.M. (no noon break)
- Students/Student's Parents/Guardians
- 1. Registration Forms
- 2. Student's Clearance
- 3. I D
- 4. Paper Provided at the counter stating the Name, Course/Year, Scholarship (if there is), etc.
- 15 minutes/Semester (Manually)

Duration:

Procedure

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present Requirements as stated above for identification	Review the requirements presented	1 minute		Mrs. Estrella Rodriguez Any Authorized Personnel	Registration Form Clearance Properly filled paper stating names of students for identification
2	Wait until his/her name was called	If verified, assess students accounts (manually)	5 minutes/sem		Mrs. Estrella Rodriguez Any Authorized Personnel	None
3	When names are called, go to the counter	Advise students to present the assessment form to the Cashier for payment and bring back the OR's to the Assessment Section for recording Record the OR's to students individual ledger	1 minute		Mrs. Estrella Rodriguez Any Authorized Personnel	Official receipt after payment
4	Verify the Official Receipt and present to the Assessment Section	Return the OR's to students and issue Examination Permits if fully paid of approved for issuance	5 minutes/sem		Mrs. Estrella Rodriguez Any Authorized Personnel	None
5	Wait for the Official Receipt and Examination Permits		3 minutes		Mrs. Estrella Rodriguez Any Authorized Personnel	None

6	In cases where his/her name was unintentionally omitted in the list of Scholars provided by the Chairman of the Scholarship Committee of the Head of the Student Services. He/She must secure a note with signature of the Head of the aforementioned Offices and present to the Assessment Section.	Verify his/her name in the Official List of Scholarship provided by the Office of the Student Affairs	10 minutes/ additional to processing time	None	Mrs. Estrella Rodriguez Any Authorized Personnel	Notice of Award/ Scholarship Form
7	In cases where he/she requests for a printed Certificate of Billing for any legal purposes	Verify his/her name in the Official List of Scholarship provided by the Office of the Student Affairs and print hard copy.	15 minutes/ additional to processing time	None	Mrs. Estrella Rodriguez Any Authorized Personnel	Notice of Award/ Scholarship Form
End of Transaction						

II. RECEIVING AND RECORDING OF APPLICATION FOR CHANGING/ADDING/DROPPING OF SUBJECTS (For Cashier's Copy Only)

Schedule of Availability of Service

- During Enrolment Period/Monday - Friday
- 8:00 A.M. - 5:00 P.M. (no noon break)

Who may Avail of the Service

What are the Requirements:

- Students
- 1. Registration Forms
- 2. Approved Application for Changing/Dropping of Subjects

Duration:

Procedure

STEP	CUSTOMER/APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present approved application for changing/ dropping/ adding of subjects (cashier's copy only)	Verify the application if duly approved and record/stapled to students individuals ledger both on the subjects enrolled and Assessment of Fees	10 minutes	None	Mrs. Estrella Rodriguez Any Authorized Personnel	Application for Changing/ Dropping/Adding of subjects (cashier's copy only)
2	Wait until his/her name was called	Inform the students about the new schedule of fees and total subjects enrolled	10 minutes	None	Mrs. Estrella Rodriguez Any Authorized Personnel	None
End of Transaction						

III. VERIFICATION AND SIGNING ON STUDENT'S CLEARANCE

Schedule of Availability of Service

- During Enrolment Period/Monday - Friday
- 8:00 A.M. - 5:00 P.M. (no noon break)

Who may Avail of the Service

What are the Requirements:

- Students/Student's Parents/Guardians
- 1. I D
- 2. Students Clearance
- 12 minutes

Duration:

Procedure

STEP	CUSTOMER/APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present Clearance with Student's Name, Course/Year and Date	Verify his/her ledger regarding his/her financial records	10 minutes		Mrs. Estrella Rodriguez Any Authorized Personnel	Properly filled Students Clearance
2	Received Clearance	Sign clearance and return it to the students	2 minutes		Mrs. Estrella Rodriguez Any Authorized Personnel	None
End of Transaction						

Rental of Venue, Facilities & Equipment

Schedule of Availability of Service

Who may Avail of the Service

What are the Requirements:

- Monday - Friday 8:00 A.M. - 12:00 1:00 A.M. - 5:00
- General Public
- 1. Rental Form
- 2. Gate Pass
- 3. Official Receipt
- 25 minutes

Duration:

How to Avail of the Service

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Secure and fill-up Request Form	Shw the venue/facilities/ equipment to be rented	10 minutes	(see attached fees)	Supply Officer Staff Authorized Person	Rental Permit
2	Payment	Advice the client to pay to the cashier	5 minutes	(see attached fees)	Supply Officer Staff Authorized Person	Rental Permit
3	Present Official Receipt for Recording	Record O.R. Number and return the same to client	10 minutes	(see attached fees)	Supply Officer Staff Authorized Person	
End of Transaction						

Rate of Rentals

1	Chairs	25. 00 each
2	Classroom (non-airconditioned)	300.00 /day
3	Function Room (airconditioned)	2,500 /day
4	Mini Hotel(airconditioned room)	1,500 /day
5	Mini Hotel (non-airconditined room) double deck bed	200.00 /day/person
6	Multi-Purpose Hall	1,500.00 /day
7	Sound System	1,000.00 /day
8	Space Rentals for Kiosk 5. 5 m.x3.5 m (excluding power and water consumption)	100.00 /day
9	Tables	50.00 each

UNIVERSITY CLINIC

A. MEDICAL EXAMINATION

Schedule of Availability of Service

Who May Avail the Service:

What are the Requirements

Duration:

How to Avail the Service:

- Monday - Friday 8:00 - 12:00 - 1:00 - 5:00
- Students and Personnel
- School ID
- 40 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Proceed to the clinic and see the Nurse and present your illness	Record the name of the patient	5 minutes		Nurse	Patient Record
2	Submit for consultation	Conduct informations, gets and record vital signs, give available medicine	30 minutes	None	Nurse	Patient Record
3	Fill up logbook	Check the logbook	5 minutes	None	Nurse	Patient Record
End of Transaction						

B. GIVING OVER THE COUNTER MEDICINE**Schedule of Availability of Service**

- Monday - Friday 8:00 - 12:00 - 1:00 - 5:00

Who May Avail the Service:

- Students, Faculty and Staff

What are the Requirements

- School ID

Duration:

- 1 hour and 5 minutes

How to Avail the Service:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present ID	Check proper identification	5 minutes	None	Nurse	
2	School Nurse	Record vital signs, Perform Physical examination, provide medicine to the patient	1 hour	None	Nurse	Patient Record
End of Transaction						

C. DRESSING OF WOUNDS**Schedule of Availability of Service**

- Monday - Friday 8:00 - 12:00 - 1:00 - 5:00

Who May Avail the Service:

- Students, Faculty and Staff

What are the Requirements

- School ID

Duration:

- 1 hour & 10 minutes

How to Avail the Service:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Proceed to the clinic and see the Nurse and present your illness	Fill up new/retrieve old patient record	5 minutes	None	Nurse	Patient Record
2	Submit for consultation	History taking, Get and record vital signs, Dressed wounds	1 hour	None	Nurse	Patient Record
3	Fill out logbook signing	give available medicine	5 minutes	None	Nurse	Patient Record
End of Transaction						

D. REFERRAL**Schedule of Availability of Service**

- Monday - Friday 8:00 - 12:00 - 1:00 - 5:00

Who May Avail the Service:

- Students, Faculty and Staff

What are the Requirements

- School ID

Duration:

- 20 minutes

How to Avail the Service:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Proceed to the clinic and see the Nurse and present your illness	Fill up new/retrieve old patient record	5 minutes	None	Nurse	Patient Record
2	Submit for consultation	Physical assessment and evaluation	5 minutes	None	Nurse	Patient Record
3	Refer patient to the nearest hospital	Accompany referral (student, Personnel)	as the need arises	None	Nurse	Patient Record
End of Transaction						

I. PLACEMENT/ON-THE-JOB TRAINING

Schedule of Availability of Service

- Monday - Friday 7:30 - 11:30 - 1:00 - 5:00

Who May Avail the Service:

- Agency Manager/Students Takign OJT

What are the Requirements

- Registration Form

Duration:

- 40 minutes

How to Avail the Service:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Student					
	Present RF and accompany the Instructor to the head of the Firm you are assigned	Verify the RF, conduct interview with the student	10 minutes		Prof. Richard B. Villaluna	Registration Form
	AGENCY MANAGER					
	Acquaint the Instruction for the specific work assigned to the student undergoing OJT	Record the specific work assigned to the students undergoing OJT	10 minutes		Prof. Richard B. Villaluna	Job Description Form
	STUDENT:					
	Must be with the Instructor for further information/recommendation/suggestion by the Head of the Firm	Together with the head of the Firm, inform the student for the do's and don'ts of the firm and if necessary, suggests to the students for his/her improvement	10 minutes		Prof. Richard B. Villaluna	Comments/Suggestions Form
	STUDENT					
	Jot down for the comments and suggestions from the Instructor	If needed, rate the students as per evaluation	10 minutes		Prof. Richard B. Villaluna	Evaluation Form
	STUDENT	Return to work if ask to do so				
End of Transaction						

I. VALIDATION AND RELEASE OF LIBRARY CARD

Schedule of Availability of Service

- Monday - Friday 8:00 a.m. - 5:00 p.m. (no noon break)

Who May Avail the Service:

- Students/Faculty and Staff/ISAT U employees

What are the Requirements

- Library Card and Registration Form

Duration:

- 18 minutes

How to Avail the Service:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Receive Registration Form	Receives the submitted RF to check its authenticity and validity of data of all students	5 minutes		Library Staff	QF-REG-01
2	Retrieve Library Card	Checks the retrieved Library Card for accuracy of personal information printed against the Registration Form.	5 minutes		Library Staff	QF-REG-01
3	Attached Validation Sticker	Attaches validation sticker on the library card of the	3 minutes		Library Staff	Library ID Card
4	Stamp RF and Release of Library Card	TSamps and initials RF as proof of validation of library card and indicates the date of affectivity of the card.	5 minutes		Library Staff	Library ID Card/ Validation Record/ QF-REG-01/Li- brary ID Card
End of Transaction						

II. SIGNING OF STUDENT'S CLEARANCE

Schedule of Availability of Service

- Monday - Friday 8:00 a.m. - 5:00 p.m. (no noon break)

Who May Avail the Service:

- Students

What are the Requirements

- Clearance, QF-REG-01 Registration Form, Library ID Card

Duration:

- 28 minutes

How to Avail the Service:

STEP	CUSTOMER/APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	For students with library card proceed to Step No.5; For student with no library card proceed Step No. 3	Receives and checks the submitted clearance with Library Card from the class representative.	7 minutes		Library Staff/class representative (class President or representative)	QF-VPAA-08 Library ID Card
2	A. For Lost Library Card: 1. Receive RF and Affidavit of Loss	Receives and records student's name and; files affidavit of loss; Proceeds to the Head Librarian for a note for payment to the Cashiers' Office; proceed to MIS for picture taking.	5 minutes		Librarian/Library Staff/Cashier's Office/MIS Personnel	Affidavit of Loss/ Record of student with lost Library Card/ Official Receipt
3	B. For unclaimed Library card: proceed to Step No.5	Receives RF and retrieves Library Card from Inactive file	3 minutes		Library Staff	Library ID Card
4	Receive OR and RF	Receives OR as proof that student has processed his/her Library Card.	5 minutes		Library Staff	Library ID Card QF-REG-01/Official Receipt
5	Stamp and initial student's clearance	Stamps and initials Student's Clearance and forwards to the Head Librarian for signature	3 minutes		Library Staff	QF-VPAAA-08
6	Release of clearance and file library card	Release clearance of students; Files Library Card	5 minutes		Library Staff	Library Card
End of Transaction						

III. LENDING OF BOOKS TO STUDENTS

Schedule of Availability of Service

- Monday - Friday 8:00 a.m. - 5:00 p.m. (no noon break)

Who May Avail the Service:

- Students

What are the Requirements

- QF-LIB-05, Library Card Card, Book Card and Date Due Slip

Duration:

- 24 minutes

How to Avail the Service:

STEP	CUSTOMER/APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Receive and check Library Card	Receives and checks valid Library ID cards to ensure its validation for the term the student is enrolled	3 minutes		Library staff	Library ID Card
2	Select and get the book(s) the student wants to borrow	Selects and gets the book(s) the student wants to borrow/ read and signs on the book card.	5 minutes		Student	Book(s)
3	Receive and check book cards of books borrowed	Receives and checks if book card is properly filled up by the student and attaches the library card to the book card.	3 minutes		Library Staff	Book Card Library ID Card
4	Release the book(s) to the	Releases the book(s) to the students for use in the reading area. For overnight books: Stamps date due on the date due slip.	5 minutes		Library Staff/Student Assistants	Book Card Library ID Card Due Date Slip

5	Enter Classification of books in the Library Utilization Statistics	Determines and enters teh classification number of book(s) borrowed in the Library Utilization Statistics	5 minutes		Library Staff	QF-LIB-04
6	Files Book Cards	Files all book cards of borrowed book(s) alphabetically in the charging tray by author with the Library ID card attached on it.	3 minutes		Library Staff Student Assistants	Book Card Library ID Card
End of Transaction						

IV. RETURNING OF BOOKS

Schedule of Availability of Service

Who May Avail the Service:

What are the Requirements

Duration:

How to Avail the Service:

- Monday - Friday 8:00 a.m. - 5:00 p.m. (no noon break)
- Students
- Library ID Card, Bookd Crad, Date Due Slip and Records of Fines
- 19 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Receive book from teh student	Receives the boook returned by the student.	3 minutes		Library Staff Student Assistants	Book
2	REtrieve book card from the charging tray (For library use books, proceed to step No. 6)	Retrieves the book card by checking on the author, title and accession card number of the book returned and due date for overnight books.	5 minutes		Library Staff Student Assistants	Book Crad Library ID Card
3	For evernight books: Check if teh book is overdue on time, proceed to Step 6.	Checks if the book is overdue and computes the overdue fine. Initials in the due date slip and book card in the book pocket.	3 minutes		Library Staff	Due Date Slip Book Cards
4	Receive overdue fine payment	Receives payment student signs on the record notebook.	5 minutes		Student/Library Staff	Record on fines
5	Return Library Card of the student	Returns the Library ID Card of the student.	3 minutes		Library Staff	Library ID Card
End of Transaction						

V. ISSUANCE OF RESEARCH LETTER TO RESEARCH IN OTHER LIBRARIES

Schedule of Availability of Service

Who May Avail the Service:

What are the Requirements

Duration:

How to Avail the Service:

- Monday - Friday 8:00 a.m. - 5:00 p.m. (no noon break)
- Students/Faculty/Employees
- Card
- 15 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	For Students: Receive and check Library card For Personnel: Receive Faculty ID	Receives and checks library card of students if properly validated and ID for faculty who wishes to do research to other libraries.	5 minutes		Librarian	Library Card Faculty ID
2	Enter the name(s) of student or faculty requesting to do research in other libraries on the prescribed form	Enters the name(s) of student or faculty requesting to do research in other libraries using the Request to Use Other Libraries Form.	5 minutes		Librarian	QF-LIB-00
3	Issue request to student or faculty	Issues the signed letter of request to students or faculty.	5 minutes		Librarian	QF-LIB-01
End of Transaction						

VI. USE OF COMPUTER RESEARCH

Schedule of Availability of Service

- Monday - Friday 8:00 a.m. - 5:00 p.m. (no noon break)

Who May Avail the Service:

- Students/Faculty and Staff/ISAT U Employee

What are the Requirements

- Registration Form and Library Card

Duration:

- 25 minutes

How to Avail the Service:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Receive Library	Receives and check valid Library ID cards to ensure its validation for the term the student is enrolled.	5 minutes		Library Staff	Library Card
2	Students must log in to the computer	Students logs on the logbook the exact time they started using the computer.	5 minutes		Library Staff	Computer Usage Logbook
3	Students hands-on	See to it that the student computer for research purposes only.	5 minutes		Library Staff	Computer
	After Using log out	Check if the student has been properly logged out.	5 minutes		Library Staff	Student
	Return Library Card	Returns the library card and let the student log out from the logbook	5 minutes		Library Staff	Computer
End of Transaction						

VII. REQUISITION OF BOOKS

Schedule of Availability of Service

- Monday - Friday 8:00 a.m. - 5:00 p.m. (no noon break)

Who May Avail the Service:

- Students/Faculty and Staff/ISAT U Employee

What are the Requirements

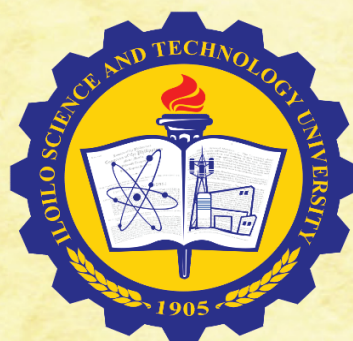
- Book Request Form and Library ID card

Duration:

- 35 minutes

How to Avail the Service:

STEP	CUSTOMER/ APPLICANT	SERVICE/S PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Issuance of Book Request Form QF-LIB-01 to the Faculty	Faculty must secure from the Library a Book Request Form QF-LIB-01 1st week of every semester.	5 minutes		Librarian	Book Request Form
2	Faculty must duly filled-up the form	Librarian verify the accuracy and the books they need for every semester.	5 minutes		Librarian	Book Request Form
3	Return Book Request Form QF-LIB-01 to the Librarian for consolidation	Consolidate the Book Request Form QF-LIB-01 if how many books suffice the number of student to use the request books.	5 minutes		Librarian	Book Request Form
4	Librarian prepares PPMP	To prepare PPMP	10 minutes		Librarian	PPMP Form
5	Librarian submit the PPMP to the Supply Officer for APP and Purchase Request.	Librarian Submits the PPMP to the supply officers for the availability of funds.	10 minutes		Librarian	PPMP Form
End of Transaction						



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