



# **ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY**

**CITIZEN'S CHARTER**  
January 2024





# **ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY**

**CITIZEN'S CHARTER**  
**January 2024**



## **I. Mandate**

The Iloilo Science and Technology University which primarily provide advanced education, higher technological, professional instruction and training in arts, sciences, education, engineering, agriculture and forestry, and other relevant fields of study. It shall also promote and undertake research, extension services and production activities in support of the socioeconomic development of the Province of Iloilo and provide progressive leadership in its areas of specialization.

## **II. Vision**

ISAT University as a leading Science and Technology University in Southeast Asia by 2030.

## **III. 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.



#### **IV. Service Pledge**

We, the officials, academic and non-academic staff of the ISAT-U System, wholeheartedly commit to delivering the SERVICE that the Filipino people truly deserve.

**S**ervice with passion as we uphold our institutional mandate with unwavering integrity, commitment, accountability, responsiveness and a pursuit of excellence;

**E**xpedite transactions by streamlining requirements and procedures, adhering to prescribed service standards;

**R**espect the rights of the public, we encourage feedback and complaints through our complaint and assistance desk, and we take immediate action to implement corrective measures;

**V**alue the input of all individuals including persons with disabilities, senior citizens, pregnant women and those with special needs as we work to cater to their suggestions, recommendations, comments and needs;

**I**ntegrate the values of courtesy and promptness into our human resources, we extend our utmost respect to citizens, stakeholders, students, parents, and all those we serve;

**C**ommit to being accountable for our actions as public servants, ensuring transparency and responsibility in all our endeavour;

**E**nable the public to access the University 24/7 on information about policies, programs, course offerings, activities and services through our website [isatu.edu.ph](http://isatu.edu.ph). Send complaints and suggestions through our email address [arta.customercare@isatu.edu.ph](mailto:arta.customercare@isatu.edu.ph).

Together, we pledge to serve the Filipino people with the highest standards of professionalism, courtesy and dedication.



## V. List of Services

	Page
<b>MAIN CAMPUS</b>	
<b>External Services</b>	
Office of the University Registrar and Admission	
1. <i>Application for Admission</i>	1
2. <i>Confirmation of Enrollment</i>	5
3. <i>Request for Academic Records</i>	8
Administrative Services – Human Resource Management Office	
4. <i>Reply to Job Applications</i>	11
<b>External/Internal Services</b>	
University Library	
5. <i>Lending/Borrowing of Library Materials</i>	13
Management Information System Office/Electronic Data Processing	
6. <i>Application for Issuance of Identification Card</i>	15
Guidance Center	
7. <i>Request for Counselling Services</i>	20
Dental Clinic	
8. <i>Request for Dental / Oral Examination</i>	22
Medical Clinic	
9. <i>Request for Physical Examination</i>	24
Integrated Income and Resource Generation Program	
10. <i>Physical Facilities Utilization/Reservation for Rental Services</i>	26
11. <i>Event Reservation</i>	29
12. <i>Room Accommodation Services</i>	31
<b>Internal Services</b>	
Administrative Services – Human Resource Management Office	
13. <i>Request of Employee Records and Certifications</i>	34
Administrative Services – Records Office	
14. <i>Request for Records/Documents to be Certified Machine Copy</i>	35
Management Information System Office/Electronic Data Processing	
15. <i>Request for Information and Communications Technology Services</i>	36
<b>EXTERNAL CAMPUSES</b>	
<b>Barotac Nuevo Campus</b>	
<b>External Services</b>	
Office of the Registrar and Admission	
16. <i>Application for Admission and Registration of Incoming Students</i>	39
17. <i>Confirmation of Enrollment</i>	41



18. <i>Issuance of Student Academic Records and Forms</i>	43
Human Resource Management Office	
19. <i>Reply to Job Applications</i>	47
<b>External/Internal Services</b>	
Cashier's Officer	
20. <i>Receive Payments of Other Fees</i>	49
Library Services	
21. <i>Lending/Borrowing of Library Materials</i>	52
Medical Clinic	
22. <i>Medical Consultation and Request for Referral</i>	53
23. <i>Referral/Certification/Excuse Slip</i>	55
Dental Clinic	
24. <i>Referral/Certification/Excuse Slip</i>	56
Guidance and Counselling Center	
25. <i>Counselling Services (Individual and Group)</i>	57
Integrated Income and Resource Generation Program	
26. <i>Physical Facilities Utilization / Reservation for Rental Services</i>	59
27. <i>Event Reservation</i>	61
<b>Internal Services</b>	
Human Resource Management Office	
28. <i>Issuance of Certificate of Employment and Other Documents</i>	64
29. <i>Request for Service Records, Certificate of Employment And Other Employee Document</i>	65
<b>Dumangas Campus</b>	
<b>External Services</b>	
Office of the Registrar and Admission	
30. <i>Application for Admission and Registration of Incoming Students</i>	67
31. <i>Student Enrolment</i>	69
32. <i>Request for Academic Records</i>	72
Human Resource Management Office	
33. <i>Reply to Job Applications</i>	75



### **External / Internal Services**

Management Information System Office/Electronic Data Processing	
34. <i>Application for Issuance of Identification Card</i>	77
Library Services	
35. <i>Lending / Borrowing of Library Materials</i>	81
Guidance and Counselling Center	
36. <i>Request for Consultation Services</i>	83
37. <i>Request for Counselling Services</i>	85
Medical Clinic	
38. <i>Medical Consultation and Request for Referral</i>	87
Integrated Income and Resource Generation Program	
39. <i>Physical Facilities Utilization / Reservation for Rental Services</i>	89
40. <i>Event Reservation</i>	91
41. <i>Room Accommodation Services</i>	93
<b>Internal Services</b>	
Human Resource Management Office	
42. <i>Request for Employee Record and Certification</i>	96

### **Leon Campus**

#### **External Services**

Office of the Registrar and Admission	
43. <i>Application for Admission and Registration of Incoming Students</i>	98
44. <i>Student Enrolment</i>	100
45. <i>Request for Academic Records</i>	103
Human Resource Management Office	
46. <i>Reply to Job Applications</i>	106

#### **External / Internal Services**

Management Information System Office/Electronic Data Processing	
47. <i>Application for Issuance of Identification Card</i>	108
Library Services	
48. <i>Lending / Borrowing of Library Materials</i>	112
Medical Clinic	
49. <i>Medical Consultation and Request for Referral</i>	114
Integrated Income and Resource Generation Program	
50. <i>Event Reservation</i>	116



### **Internal Services**

Human Resource Management Office

51. *Request for Employee Record and Certifications* 119

### **Miagao Campus**

#### **External Services**

Office of the Registrar and Admission

52. *Application for Admission* 121  
53. *Confirmation of Enrolment* 123  
54. *Issuance of Student Academic Records and Forms* 125  
55. *Verification of Student Academic Records* 129

Human Resource Management Office

56. *Reply to Job Applications* 131

#### **External / Internal Services**

Library

57. *Lending/Borrowing of Library Materials* 133

Dental Clinic

58. *Oral Examination and Assessment/Consultation* 134

Medical Clinic

59. *Medical Consultation and Request for Referral* 135

Integrated Income and Resource Generation Program

60. *Physical Facilities Utilization / Reservation for Rental Services* 137  
61. *Event Reservation* 140  
62. *Room Accommodation Services* 142

#### **Internal Services**

Human Resource Management Office

63. *Issuance of Employee Records* 145

Accounting Office

64. *Request for Reimbursement* 146





# MAIN CAMPUS

## External Services



## Office of the Registrar and Admission (OURA)

### 1. Application for Admission

*This service establishes student admission standards that ensure the proper documentation of student entrants, evaluation of student credentials and compliance of admission requirements.*

<b>Office or Division</b>	Office of the University Registrar and Admission Ground Floor, Student Services Building	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen	
<b>Who May Avail</b>	Incoming Baccalaureate (College), Cross Enrollees, Advanced Education, Certificate in Teaching and Evening Vocational Course Students	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	The following documents to be submitted:	
	<p><b>BACCALAUREATE PROGRAMS:</b></p> <p>A. SENIOR HIGH SCHOOL GRADUATING STUDENT</p> <ol style="list-style-type: none"> <li>1. CERTIFICATION that contains following information:             <ol style="list-style-type: none"> <li>a. Name of Applicant</li> <li>b. SHS Track and Strand</li> <li>c. Candidate for Graduation</li> <li>d. Good Moral Character</li> <li>e. General Weighted Average</li> </ol> </li> <li>2. INCOME TAX RETURN/TAX WITHELD/ CERTIFICATE OF TAX EXEMPTION</li> </ol> <p>B. SENIOR HIGH SCHOOL/ REVISED BASIC EDUCATION CURRICULUM GRADUATE</p> <ol style="list-style-type: none"> <li>1. PHOTOCOPY OF SENIOR HIGH SCHOOL/SECONDARY REPORT CARD (Note: Bring Original Copy to be presented for validation)</li> </ol>	<p>Registrar/Principal/Head, School of Origin</p> <p>Bureau of Internal Revenue</p> <p>Registrar/Principal/Head, School of Origin</p>



<p>2. INCOME TAX RETURN (ITR)/ TAX WITHHELD/ CERTIFICATE OF TAX EXEMPTION</p> <p>C. ALTERNATIVE LEARNING SYSTEM (ALS) AND ACCREDITATION AND EQUIVALENCY (A&amp;E) ASSESSMENT COMPLETERS AND PASSER</p> <p>1. CERTIFICATE OF RATING 2. INCOME TAX RETURN (ITR)/ TAX WITHHELD/ CERTIFICATE OF TAX EXEMPTION</p> <p>D. TRANSFEREES</p> <p>1. OFFICIAL TRANSCRIPT OF RECORDS 2. INCOME TAX RETURN (ITR)/ TAX WITHHELD/ CERTIFICATE OF TAX EXEMPTION</p>	<p>Bureau of Internal Revenue</p> <p>Registrar/Principal, Head, School of Origin Bureau of Internal Revenue</p> <p>Registrar, School of Origin Bureau of Internal Revenue</p>
<p><b>ADVANCED EDUCATION PROGRAMS</b></p> <p>1. MACHINCE COPY OF OFFICIAL TRANSCRIPT OF RECORDS 2. TWO (2) RECOMMENDATION LETTERS 3. CERTIFICATION OF WORK EXPERIENCE (For Doctoral Programs)</p>	<p>Registrar, School of Origin</p> <p>Previous Professor/Dean or Immediate Supervisor Company Employer</p>
<p><b>CROSS ENROLEE</b></p> <p>1. PERMIT TO CROSS ENROL</p>	<p>Registrar, School of Origin</p>
<p><b>CERTIFICATE OF TEACHING</b></p> <p>1. MACHINCE COPY OF OFFICIAL TRANSCRIPT OF RECORDS</p>	<p>Registrar, School of Origin</p>
<p><b>EVENING VOCATIONAL COURSE</b></p> <p>1. MACHINCE COPY OF OFFICIAL TRANSCRIPT OF RECORDS OR SENIOR HIGH SCHOOL REPORT CARD 2. POLICE CLEARANCE</p>	<p>Registrar/Principal/Head, School of Origin</p> <p>City/Municipal Police Office</p>



1.1 ONLINE ADMISSION				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out the Online Application for University Admission. Admission link: <a href="https://applicants.i.satu.edu.ph">https://applicants.i.satu.edu.ph</a> .	1. Auto-reply of instructions on the next steps in the admission process.	None		System Generated Response
2. Submits online the Admission Requirements and payment of registration fee at Palawan Express Pera Padala.	2. Evaluates the Admission Requirements from the Applicants Processing System and proof of payment from Palawan Express Pera Padala.  Issues Official Receipt.	Admission Fee Php 250.00  (Note: Admission Fee is Free for Baccalaureate Students)	5 minutes	Admission Officer/OURA Staff  Cashier
3. Receives Admission Acknowledgement Receipt and Notice of Examination.	3. Releases Admission Acknowledgment Receipt and gives Notice of Examination.	None	5 minutes	Admission Officer/OURA Staff
	<b>TOTAL</b>		<b>10 minutes</b>	
1.2 FACE TO FACE ADMISSION				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Application Form for Admission together with the required admission requirements.	1. Checks accomplished Application Form for Admission and evaluates submitted Admission	None		Admission Officer/OURA Staff



	Requirements.			
2. Pays Admission Fee and presents Official Receipt (OR) and Application Form for Admission.*	2. Receives Payment and Issue Official Receipt (OR)	Admission Fee Php 250.00*  (Note: Admission Fee is Free for Baccalaureate Students**)		Cashier's Office Staff
	3. Encodes applicants' personal data, takes picture and issues admission number. Schedules the applicant for University Admission Test (UAT).	None		OURA Staff
3. Receives Notice of Examination for University Admission Test (UAT)	4. Releases Notice of Examination.	None		OSAS Staff
	<b>TOTAL</b>		*-- 15 minutes **-- 10minutes	

\* Advance Education Programs  
Cross Enrollee  
Certificate of Teaching  
Evening Vocational Course

\*\* Baccalaureate Students



## 2. Confirmation of Enrollment

*This service facilitates the efficient acceptance of student enrollment in a particular semester of academic year.*

<b>Office or Division</b>	Office of the University Registrar and Admission Ground Floor, Student Services Building	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen	
<b>Who May Avail</b>	All students who are qualified to enroll.	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<b>BACCALAUREATE PROGRAMS</b>	
	<b>I. NEW STUDENT</b>	
	1. SENIOR HIGH SCHOOL GRADUATE	
	A. NEW PRE-REGISTRATION FORM	Dean's Office/Enrollment Committee
	B. SENIOR HIGH SCHOOL REPORT CARD	Registrar/Principal, School of Origin
	C. CERTIFICATE OF GOOD MORAL CHARACTER	Registrar/Principal, School of Origin
	D. BIRTH CERTIFICATE	Philippine Statistics Authority (PSA)
	E. MARRIAGE CERTIFICATE (if married)	Philippine Statistics Authority (PSA)
	2. ALTERNATIVE LEARNING SYSTEM (ALS) AND ACCREDITATION AND EQUIVALENCY (A&E) ASSESSMENT COMPLETERS AND PASSER	
	A. NEW PRE-REGISTRATION FORM	Dean's Office/Enrollment Committee
	B. CERTIFICATE OF RATING	ALS Coordinator/Registrar, School of Origin
	C. CERTIFICATE OF GOOD MORAL CHARACTER	Registrar/Principal, School of Origin
	D. BIRTH CERTIFICATE	Philippine Statistics Authority
	E. MARRIAGE CERTIFICATE (if married)	Philippine Statistics Authority
	3. TRANSFEREES	
	A. NEW PRE-REGISTRATION FORM	Dean's Office/Enrollment Committee
	B. OFFICIAL TRANSCRIPT OF RECORD	Registrar, School of Origin
	C. CERTIFICATE OF GOOD MORAL CHARACTER	Registrar, School of Origin
	D. BIRTH CERTIFICATE	Philippine Statistics Authority (PSA)
	E. MARRIAGE CERTIFICATE (if married)	Philippine Statistics Authority (PSA)
	<b>II. OLD STUDENT/CONTINUING</b>	
	A. OLD PRE-REGISTRATION FORM	Dean's Office/Enrollment Committee
	B. SEMESTRAL CLEARANCE	Student



<p><b>ADVANCED EDUCATION PROGRAMS:</b></p> <p>I. NEW STUDENT</p> <ul style="list-style-type: none"> <li>A. NEW PRE-REGISTRATION FORM</li> <li>B. OFFICIAL TRANSCRIPT OF RECORDS</li> <li>C. CERTIFICATE OF TRANSFER CREDENTIALS (for NON-ISAT U Graduates)</li> <li>F. BIRTH CERTIFICATE</li> <li>G. MARRIAGE CERTIFICATE (if married)</li> </ul> <p>II. OLD STUDENT/CONTINUING</p> <ul style="list-style-type: none"> <li>A. OLD PRE-REGISTRATION FORM</li> <li>B. SEMESTRAL CLEARANCE</li> </ul>	<p>Dean's Office/Enrollment Committee Registrar, School of Origin Registrar, School of Origin</p> <p>Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA)</p> <p>Dean's Office/Enrollment Committee Student</p>
<p><b>FOR CROSS ENROLEE</b></p> <p>I. NEW STUDENT</p> <ul style="list-style-type: none"> <li>A. NEW STUDENT PRE-REGISTRATION FORM</li> <li>B. PERMIT TO CROSS ENROL</li> <li>C. BIRTH CERTIFICATE</li> <li>D. MARRIAGE CERTIFICATE (if married)</li> </ul> <p>II. OLD STUDENT/CONTINUING</p> <ul style="list-style-type: none"> <li>A. OLD PRE-REGISTRATION FORM</li> <li>B. PERMIT TO CROSS ENROLL</li> <li>C. SEMESTRAL CLEARANCE</li> </ul>	<p>Dean's Office/Enrollment Committee Registrar, School of Origin Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA)</p> <p>Dean's Office/Enrollment Committee Registrar, School of Origin Student</p>
<p><b>CERTIFICATE OF TEACHING</b></p> <p>I. NEW STUDENT</p> <ul style="list-style-type: none"> <li>A. NEW PRE-REGISTRATION FORM</li> <li>B. OFFICIAL TRANSCRIPT OF RECORDS</li> <li>C. CERTIFICATE OF TRANSFER CREDENTIALS (for NON-ISAT U Graduates)</li> <li>D. BIRTH CERTIFICATE</li> <li>E. MARRIAGE CERTIFICATE (if married)</li> </ul> <p>II. OLD STUDENT/CONTINUING</p> <ul style="list-style-type: none"> <li>A. OLD PRE-REGISTRATION FORM</li> <li>B. SEMESTRAL CLEARANCE</li> </ul>	<p>Dean's Office/Enrollment Committee Registrar, School of Origin Registrar, School of Origin</p> <p>Philippine Statistics Authority Philippine Statistics Authority</p> <p>Dean's Office/Enrollment Committee Student</p>
<p><b>EVENING VOCATIONAL COURSE</b></p> <ul style="list-style-type: none"> <li>A. NEW PRE-REGISTRATION FORM</li> <li>B. MACHINCE COPY OF OFFICIAL TRANSCRIPT OF RECORDS (COLLEGE LEVEL)/ SENIOR HIGH SCHOOL REPORT CARD (HIGH SCHOOL LEVEL) CERTIFICATE OF RATING</li> <li>C. POLICE CLEARANCE</li> <li>D. BIRTH CERTIFICATE</li> <li>E. MARRIAGE CERTIFICATE (if married)</li> </ul>	<p>Dean's Office/Enrollment Committee Registrar/Principal, School of Origin</p> <p>City/Municipal Police Office Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA)</p>



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Receives the approved Pre-Registration Form with complete enrollment requirements from respective Dean's Office.	None	3 minutes	OURA Staff
	2. Check subjects against Pre-Registration Form through the Registration System. Upon subject confirmation, print the Registration Form.	None	5 minutes	OURA Staff
	<b>TOTAL</b>		<b>8 minutes</b>	





### 3. Request for Academic Records

*This service facilitates requests of students and alumna of their academic records for their personal, professional and other concerns.*

<b>Office or Division</b>	Office of the University Registrar and Admission Ground Floor, Student Services Building
<b>Classification</b>	Simple to Complex
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Active/In-Active Students, Graduates and authorized parties
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>FOR EVALUATION AND SCHOLARSHIP:</b>	
1. SEMESTRAL CLEARANCE	Student
2. VALIDATED SCHOOL ID or REGISTRATION FORM	Office of Students Affairs Services/ Office of the University Registrar and Admission
<b>FOR EMPLOYMENT, BOARD EXAMINATION, DISMISSAL:</b>	
1. EXIT CLEARANCE	Student
2. SCHOOL ID	Student
3. 1 PC 2"X 2" PICTURE	Student
4. FORM 137-A (for Secondary Graduates) /SF 10 SHS (for SHS Graduates)	Principal/Registrar, School of Origin
5. OFFICIAL TRANSCRIPT OF RECORDS with remarks "Copy for ISAT U" (for transferee)	Registrar, School of Origin
6. CERTIFICATE OF TRANSFER CREDENTIAL	Registrar, School of Origin
7. CERTIFICATE OF GOOD MORAL CHARACTER	Principal/Registrar, School of Origin
8. PHOTOCOPY OF AUTHENTICATED LIVE BIRTH/ MARRIAGE CONTRACT (if married)	Philippine Statistics Authority (PSA)
9. AUTHORIZATION LETTER (for Authorized Person)	Requesting Party
10. SPECIAL POWER OF ATTORNEY or NOTARIZED AUTHORIZATION LETTER (for authorized person requesting for CAV and abroad purposes)	Notary Public / Lawyer



11. PHOTOCOPY OF ANY VALID ID OF THE REQUESTING PARTY AND THE AUTHORIZED PERSON	Requesting and Authorized Person
12. AFFIDAVIT OF LOSS/DAMAGE (for Re-issuance of Diploma or Documents)	Notary Public Lawyer
13. DOCUMENTARY STAMPS of P30.00 value	Bureau of Internal Revenue
14. LETTER OF NO OBJECTION	Registrar, School where the Official Transcript of Records is forwarded

**PROCESSING TIME:**

DOCUMENT REQUESTED	FEES TO BE PAID	DURATION
* Authentication of Academic Records	Php 30.00 per set	20 – 30 minutes
* Report Card	Php 10.00 per semester	20 – 30 minutes
* Report of Grades	Php 30.00 per semester	20 – 30 minutes
* Registration Form	Php 30.00 per semester	20 – 30 minutes
* Certifications	Php 30.00 per Cert.	1 – 3 days
* Certification, Authentication, Verification (CAV)	Php 30.00	3 – 5 working days
* Transcript of Records/ Form 137-A	Php 30.00 per page	5 working days
* Certificate of Transfer Credential	Php 25.00 + TOR	3 – 5 working days
* Re-Issuance of Diploma and Certificate	Php 100.00	7 working days

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up counter request form and submits the same at the request section	1. Provides Counter Request Form.	None		OURA Staff
2. Secures priority number.	2. Calls out clients priority number.	None		OURA Staff
3. Submits Counter Request Form	3. Receives Counter Request Form	None		OURA Staff



	and retrieve hard file of client.			
	4. Checks requirements for the corresponding request of academic records.	None		OURA Staff
4. Pay required fees	5. Accepts payment and issues official receipt.	See Fees stated above.		Cashier
5. Presents official receipt.	6. Accepts official receipt and schedules preparation of documents.	None		OURA Staff
6. Secures claim stub for request and claims the same on scheduled date of release.	7. Forwards request for academic records to encoders for preparation/ processing.	None		Office Encoder/Registrar
7. Receive requested documents/ academic records.	8. Releases requested documents/ academic records.	None		OURA Staff
	<b>TOTAL</b>		<b>Please refer to Processing Time indicated above.</b>	



## Administrative Services – Human Resource Management Office

### 4. Reply to Job Applications

*This service involves the acknowledgment of job applications submitted by individuals expressing interest in joining the Iloilo Science and Technology University.*

<b>Office or Division</b>	Human Resource Management Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	Filipino Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Letter				
2. Fully accomplished and duly notarized Personal Data Sheet (CS Form 212, Revised 2017) with 3.5cmX4.5cm ID picture (passport size) taken within the last 6 months;		Can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>		
3. Work Experience Sheet, if applicable;		Can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>		
4. Certificate of Eligibility or Rating or Professional License, applicable to the position applied for (photocopy)		Government Office/Agency that granted the Cert. of Eligibility or Rating or Professional License		
5. Transcript of Records (photocopy)		Registrar of concerned educational institution		
6. Performance Rating of at least VS in the last rating period (photocopy), if applicable		Human Resource Management Office of concerned agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit job application together with the complete set of requirements (walk-in or email) addressed to the University President.	1. Receive/Retrieve job applications. 2. Check completeness of documents.	None		HRMO II
2. Receive acknowledgment letter of job application.	3. Send letter reply to applicant thru email.			HRMO II
	<b>TOTAL</b>	<b>None</b>	<b>Three (3) working days</b>	



## **MAIN CAMPUS**

**External / Internal Services**



## Library Services

### 5. Lending/Borrowing of Library Materials

*Providing relevant resources to students, faculty/employee and outside researchers for their academic and research needs.*

<b>Office or Division</b>		Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Faculty, Staff and External Researchers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student: 1. Validated Library ID Card				
Faculty and Staff 1. Faculty/Staff ID Card				
External Researchers: 1. Approved Letter Request 2. ID Card		Library of the Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients* presents her/his ID Card and library material/s to be borrowed. *Student validated library card. *Faculty/Staff ID Card. *External researchers presents an approved letter and ID.  NB: New student borrower shall accomplish the Borrower's Profile Slip.	1. Checks ID card of student or faculty or staff.  - Checks approved letter and ID card.	None	1 minute	Library Staff
2. Signs the bookcard.	<b>Books for Library use:</b> 2. Let the client sign in the		2 minutes	Library Staff



<p>Signs in the bookcard and receive borrowed book/s.</p>	<p>logbook/ logsheet.</p> <p><i>(Note: External researchers are only allowed to use books in the Library, not for loan out.)</i></p> <p><b>Books for Loan Out:</b></p> <p>Write the due date on the book card/s and check out in the library system.</p> <p>Release the borrowed book/s.</p>		<p>5 minutes</p>	
	<p><b>TOTAL</b></p>	<p><b>None</b></p>	<p><b>Library Use: 3 minutes</b></p> <p><b>Loan out: 6 minutes</b></p>	



## Management Information System Office/ Electronic Data Processing (MIS/EDP)

### 6. Application for Issuance of Identification Card

*This service facilitates the issuance of identification cards to students, faculty and staff as an official document that identifies the person to be connected with the University.*

<b>Office or Division</b>	MIS/EDP			
<b>Classification</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Type of Transaction</b>	Simple			
<b>Who May Avail</b>	Students, Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>I. Issuance of New ID</b>				
<b>A. For New Baccalaureate Students:</b> <ol style="list-style-type: none"> <li>Schedule of ID Printing Slip;</li> <li>Photo and Signature Files via Online ID Portal; or</li> <li>Student ID Information Form (if information is not uploaded in the website)</li> </ol>		Office of Student Affairs Services (OSAS) Online access ( <a href="https://enrollment.isat.edu.ph">https://enrollment.isat.edu.ph</a> )  MIS/EDP		
<b>B. For New Post Graduate/Vocational Courses Students:</b> <ol style="list-style-type: none"> <li>Schedule of ID Printing Slip</li> <li>Original printed copy of Registration Form</li> <li>Student ID Information Form</li> <li>Official Receipt</li> </ol>		OSAS Student Copy MIS/EDP Cashier		
<b>C. For Faculty / Employee:</b> <ol style="list-style-type: none"> <li>Employee Slip</li> <li>Employee ID Information Form</li> </ol>		Human Resource Management Office (HRMO) MIS/EDP		
<b>II. Replacement of ID (Worn-out, Defaced or Lost)</b>				
<b>A. For Students:</b> <ol style="list-style-type: none"> <li>Notarized Affidavit of Loss, in case of lost ID;</li> <li>Old ID, in case of worn-out or defaced ID;</li> <li>Schedule of ID Printing</li> <li>Official Receipt</li> <li>Student ID Information Form</li> </ol>		Notary Public / Lawyer  OSAS Cashier's Office MIS/EDP		
<b>B. For Faculty and Staff:</b> <ol style="list-style-type: none"> <li>Employee ID Information Form (in case of change of information)</li> </ol>		MIS/EDP		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





I. Issuance of New ID				
A. New Baccalaureate Students				
1. Submit Schedule of Printing Slip secured from OSAS and duly accomplished Student Information Slip (if information is not uploaded in the website)  2. Review entry of data and confirm if correct and give feedback if incorrect.  3. Receive ID Card and sign in the releasing logbook.	1. Receive forms and access uploaded picture and signature or check information.	None	5 minutes	MIS Staff
	2. Encodes data.  (Photo capture and signature if not uploaded in the website.)		5 minutes	MIS Staff
			(5 minutes)	MIS Staff
	3. Show to client encoded data for confirmation of correct information.		5 minutes	MIS Staff
3. Receive ID Card and sign in the releasing logbook.	4. Print ID Card and release with instruction to proceed to OSAS for validation and get lanyard and ID Card protector.		5 minutes	MIS Staff
	<b>TOTAL</b>	<b>None</b>	<b>25 minutes</b>	
B. Post Graduate and Vocational Courses Students:				
1. Submit Schedule of Printing Slip secured from OSAS and duly accomplished Student Information Slip (if information is not uploaded in the website) and pay to the Cashier.	1. Receive forms and access uploaded picture and signature or check information.		5 minutes	MIS Staff
	Encode data.		5 minutes	MIS Staff
			5 minutes	Cashier's Office
		Php 200.00		



2. Review entry of data and confirm if correct and give feedback if incorrect.	2. Show to client encoded data for confirmation of correct information.		5 minutes	MIS Staff
3. Receive ID Card and sign in the releasing logbook.	3. Print ID Card and release with instruction to proceed to OSAS for validation and get lanyard and ID Card protector.		5 minutes	MIS Staff
	<b>TOTAL</b>	<b>Php 200.00</b>	<b>25 minutes</b>	
<b>C. Faculty and Staff</b>				
1. Submit Employee Slip and duly accomplished Employee ID Information Form.	1. Receive and check information.	None	5 minutes	MIS Staff
	2. Encodes data.		5 minutes	MIS Staff
	3. Photo capture and signature.		5 minutes	MIS Staff
2. Review entry of data and confirm if correct and give feedback if incorrect.	4. Show to faculty/staff encoded data for confirmation of correct information.		5 minutes	MIS Staff
3. Receive ID Card and sign in the releasing logbook.	5. Print ID Card and release with the instruction to get the lanyard and ID protector		5 minutes	MIS Staff



	at OSAS.			
	<b>TOTAL</b>		<b>25 minutes</b>	
<b>II. Replacement of ID</b>				
A. Students				
1. Secure from OSAS Schedule of ID Printing Slip and pay to the Cashier the corresponding fee.		ID Card- P81.00 Lanyard- P99.00 Protector- 20.00	5 minutes	OSAS Staff  Cashier
2. Submit the following:				
a. Schedule of ID Printing Slip;	1. Receive and check completeness of documents.		5 minutes	MIS Staff
b. Official Receipt				
c. Student ID Information Form (if there is change of information); and	2. Retrieve information from database. Update if there is any change of information.		5 minutes	MIS Staff
d. Notarized Affidavit of Loss or Old ID as the case may be.				
3. Confirms correct information.	3. If there is information update, show to student the information for confirmation.		5 minutes	MIS Staff
4. Receive ID Card and sign in the releasing logbook.	4. Print and release ID Card and instruct student to get lanyard and ID Card protector at OSAS.			MIS Staff
	<b>TOTAL</b>	<b>Php 200.00</b>	<b>20 minutes</b>	



<p><b>B. Faculty and Staff</b></p> <p>1. Fill-up Employee ID Information Form and submit (if there is change of information).</p> <p>2. Confirms correct information.</p> <p>3. Receive ID Card and sign in the releasing logbook.</p>	<p>1. Receive and check entries in the Employee Information Slip.</p> <p>2. Retrieve information from database. Update if there is any change of information.</p> <p>3. If there is information update, show to faculty or staff for confirmation.</p> <p>4. Print and release ID Card. Tell the faculty or staff to get the lanyard and ID Card protector at OSAS.</p>	<p>None</p>	<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>MIS Staff</p> <p>MIS Staff</p> <p>MIS Staff</p> <p>MIS Staff</p>
	<p><b>TOTAL</b></p>		<p><b>20 minutes</b></p>	



## Guidance and Counselling Center

### 7. Request for Counselling Services

*The Counseling Service aims to provide opportunity for students to express their problems and difficulties freely, assists students in their private personal concerns and matters related to their integral development, helps students develop self-awareness, environmental adjustments, and grow in interpersonal relationships. This service can also assist students in their career choice and identify their difficulties and help them cope in their academic difficulties.*

OFFICE OR DIVISION:		Guidance and Counseling Center (GCC)		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C – Government to Citizen		
WHO MAY AVAIL:		Students		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.) Validated Identification Card (ID)/ Registration Form (RF)		Guidance Counselor		
2.) Filled Up Consent Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID Card or RF and the fills-up Consent Form and Student Information Profile.	1. Welcomes and accommodates the counselee and give Consent Form to fill-up.	None	10 minutes	Guidance Counselor
2. Submits filled-up Consent Form and Student Information Profile.  Narrates the matter for counseling needs.	2. Receives filled-up forms.  Listens attentively to the personal concerns of the counselee.	None	10 minutes	Guidance Counselor
3. Receives counseling.	3. Synthesizes, clarifies, analyses, and summarizes the issues, concerns, or problems of the counselee.  Provide alternative solutions or options best suited to	None	40 minutes	Guidance Counselor



	resolve the matter.			
	<b>TOTAL</b>		<b>1 hour</b>	



## Dental Clinic

### 8. Request for Dental/Oral Examination

*The Dental Clinic offers dental or oral examination for students, faculty and non-academic staff and community members seeking to avail themselves these services.*

<b>Office or Division</b>		Dental Clinic		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C – Government to Citizen G2G – Government to Government		
<b>Who May Avail</b>		Students, Faculty and Non-Academic Staff, Community Members		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Validated University ID Card				
2. One (1) copy of Dental Health Record (QF-DEN-04)		Dental Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign at the logbook and present validated University ID.	1. Check entry in the logbook and ID card.	None	3 minutes	Dental Aide
2. Fill out Dental Health record.	2. Provide patient with Dental Health Record.	None	15 minutes	Dental Aide
3. Submit self for dental/oral examination.	3. Perform examination and diagnose oral/dental health issues.  Prepare treatment plan, issue prescription form with instruction and give medicine, if necessary.  Issue Referral or Dental Slip/Certificate, as the case maybe.	None	45 minutes	Dentist
4. Receive prescription form or referral	4. Have the patient sign in the logbook.	None	2 minutes	Dentist



or dental certificate and sign in the logbook and monthly treatment record.				
	<b>TOTAL</b>	<b>None</b>	<b>1 hour 5 minutes</b>	





## Medical Clinic

### 9. Request for Physical Examination

The Medical Clinic offers physical examination for students, faculty and non-academic staff seeking to avail themselves these services.

<b>Office or Division</b>	Medical Clinic			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who May Avail</b>	Students, Faculty and Non-Academic Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>A. For Incoming Students</b>		Medical/Hospital Institution of Choice		
<ol style="list-style-type: none"> <li>1. Registration Form (RF); and</li> <li>2. Laboratory Results of the following:               <ol style="list-style-type: none"> <li>a. SCBC</li> <li>b. Urinalysis</li> <li>c. Stool Exam</li> <li>d. Chest X-Ray</li> </ol> </li> </ol>				
<b>B. For Faculty and Non-Academic Staff</b>		Medical/Hospital Institution of Choice  Downloadable at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> or Human Resource Management Office		
<ol style="list-style-type: none"> <li>1. Laboratory Results of the following:               <ol style="list-style-type: none"> <li>a. Blood Test;</li> <li>b. Urinalysis;</li> <li>c. Chest X-Ray;</li> <li>d. Drug Test; and</li> <li>e. Neuro-Psychiatric Examinaion.</li> </ol> </li> <li>2. CS Form 211 Revised 2017</li> </ol>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Incoming Students</b>				
Part I. 1. Present RF and sign at the logbook.	1. Check entry in the logbook and RF.	None	3 minutes	Medical Clinic Staff
2. Ask for Laboratory Request Form.	2. Issue Laboratory Request Form and give instruction on specimen collection.			
	<b>TOTAL</b>	<b>None</b>	<b>3 minutes</b>	



Part II. 1. Present RF and submit Laboratory Results.	1. Open MRIS and complete patient's data.	None	2 minutes	Medical Clinic Staff
2. Submit self for physical examination.	2. Measure vital signs: - Blood pressure - Pulse rate	None	10 minutes	Nurse
	3. Conduct physical examination.	None	30 minutes	University Physician/Nurse
	4. Issue Medical Certificate/Slip.	None	5 minutes	University Physician/Nurse
3. Receive Medical Certificate/Slip.	5. Release Medical Certificate/Slip.	None	3 minutes	Medical Clinic Staff
	<b>TOTAL</b>	<b>None</b>	<b>1 hour</b>	
<b>B. For Faculty and Non-Academic Staff</b>				
1. Present Laboratory Results together with CS Form 211 Revised 2017.	1. Check Laboratory Results and CS Form 211.	None	5 minutes	Nurse
2. Submit self for physical examination.	2. Measure vital signs: - Blood pressure - Pulse rate	None	10 minutes	Nurse
	3. Conduct physical examination.	None	15 minutes	University Physician/Nurse
	4. Sign CS Form 211 Revised 2017.	None	4 minutes	University Physician
3. Receive signed CS Form 211 Revised 2017.	5. Release signed CS Form 211 Revised 2017.	None	1 minute	Medical Clinic Staff
	<b>TOTAL</b>	<b>None</b>	<b>35 minutes</b>	



## Integrated Income and Resource Generation Program

### 10. Physical Facilities Utilization/Reservation for Rental Services

*Renting out to the general public the university facility for their personal needs/purposes.*

<b>Office or Division</b>	Integrated Income and Resource Generation Program (IIRGP) – Iloilo City Campus			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen G2G- Government to Government			
<b>Who May Avail</b>	Students, Faculty, Staff and the General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 copy Rental Permit 2. 1 copy Official Receipt 3. 1 copy Billing Statement		Rental Services Project Manager Cashier Rental Services Project Manager		
<b>FEES:</b>				
Rooms / Area (Capacity)	Area Capacity (Persons)	Venue Only (PhP)	Venue with Basic Facilities <sup>1</sup> (PhP)	Additional Charges (PhP) per Excess Hours
1. Cafeteria Function Room	20-25		4,000.00	800
2. Ed-Tech Center	100		7,000.00	1,000.00
3. New Board Room	50-80		6,000.00	1,000.00
4. N-Building AV Room	200		8,000.00	1,000.00
5. Research Hub AV Room	100		10,000.00	1,500.00
6. Multipurpose Educational Center	500	5,500.00	7,500.00	1,000.00
7. CEA – ICT AV Room (309)	90		7,000.00	1,000.00
8. Football Field (venue only)		4,500.00		1,000.00
9. GAD Conference Room	15-25		3,500.00	800.00
10. DIT Conference Room	15-20		3,500.00	800.00
11. Student Services Building Conference Hall	200		8,000.00	1,000.00
12. Advertisement Space (Kiosk) <sup>4</sup>		500.00		
<i>Note: Please see the Rental Rates for the complete information. All rates may subject to change without prior notice.</i>				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires for the availability of the Physical Facilities to be reserved.	1. Check the availability of the requested facility. 2. Reserves the facility immediately to the non-paying client if it is available and proceed to the submission of the needed documents.	N/A	3 minutes	Rental Services Staff / Project Manager
2. Secures and fills out Rental Permit Form	3. Reserves the facility to the paying client upon submission of the filled-out Rental Permit Form. 4. Forward the filled-out forms to the PDAS Office for the assignment of personnel. 5. The PDAS Office forwards the form to IIGRP Office and VPAF/Campus Administrator for approval. 6. VPAF/ Campus Administrator forwards the approved copy of Rental Permit to Rental Services.	N/A	1 hour	Rental Services Staff / Project Manager
3. Pays to the Cashier's Office upon receipt of the approved permit and Billing Statement	7. Provide the client with the approved Rental Permit and Billing Statement.	(Please see above Fees.)	5 minutes	Cashier  Rental Services Staff / Project Manager
4. Submits needed documents (Copy of the receipt for paying client and	8. Confirm booking to the respective area or facilities in charge	N/A	2 minutes	Rental Services Staff / Project Manager



approved activity for non-paying client).				
5. Receive Booking/ Reservation Confirmation	9. Records confirmed booking and distribute copies of approved permit to concerned offices.	N/A	1 minute	Rental Services Staff / Project Manager
	<b>TOTAL</b>		<b>1 hour 11 minutes</b>	



## 11. Event Reservation

*To facilitate the fast and efficient response on the reservation of the events and functions of the university. It will also provide safe and excellent foods to the local community.*

<b>Office or Division</b>	Integrated Income and Resource Generation Program (IIRGP)- Iloilo City Campus	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen G2G- Government to Government	
<b>Who May Avail</b>	Students, Faculty, Staff and General Public	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. 1 copy of Event Contract		Front Desk Clerk
2. 1 copy of Food Menu Packages		Front Desk Clerk
3. 3 copies of Official Receipts		Cashier
<b>FEES:</b> A. Package A (P375) Choices of Rice, Soup, Vegetable/Noodles, Fish, Chicken or Pork, Pasta, Dessert and Drink B. Package B (P400) Choices of Rice, Soup, Vegetable, Fish, Chicken, Pork or Beef, Pasta, Dessert, Drinks C. Package C (P445) Choices of Rice, Soup, Salad, Vegetable/Noodles, Fish, Chicken, Pork, Beef, Pasta, Dessert, Drinks D. Package D (500) Choices of Rice, Soup, Salad, Vegetable/Noodles, Fish, Chicken, Pork, Beef, Pasta, 2 Dessert, Drinks <i>Note: Please see the Food Packages Rates for the complete information. All rates may subject to change without prior notice.</i>		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire availability for event/function.	1. Checks for the availability of the date and venue.	None	1 minute	Front Desk Clerk
2. Discuss details of event/function.	2. Assists the client for the type of event /function.	None	1 minute	Front Desk Clerk
3. Selects the Food Menu Packages.	3. Assists the guest in the selection of food packages, and suggest best menu for the event.	None	3 minutes	Front Desk Clerk
4. Fills out Event Contract	4. Assists guests' in	None	5 minutes	Front Desk Clerk



	<p>filing up forms and checks essential information in the event contract. Ensure guests understand the details of the contract.</p>			
<p>5. Pay the total cost of the event</p>	<p>5. Client pays the required 50% down payment as confirmation of the reservation. Full payment will be settled on or before the day of the event. Secure official receipt to the guest.</p>	<p>(Please see above Fees.)</p>	<p>5 minutes</p>	<p>Cashier</p> <p>Staff Clerk</p>
	<p><b>TOTAL</b></p>		<p><b>15 minutes</b></p>	



## 12. Room Accommodation Services

*Provide safe, quality and comfortable room accommodation of University guests.*

<b>Office or Division</b>	Integrated Income and Resource Generation Program – Iloilo City Campus			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen G2G- Government to Government			
<b>Who May Avail</b>	Students, Faculty, Staff and General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 copy of ID		Client		
2. 1 copy of Guest Registration Form		Front Desk Clerk		
3. 3 copies of Official Receipts		Cashier		
4. 1 copy Reservation Form		Front Desk Clerk		
<b>FEES:</b>				
A. HRT Service Center				
➤ Php 1,200 Good for 2 with Free Breakfast/ Php 1,000 without Breakfast with Php 300 Extra Bed				
➤ 20% Discount Room Accommodation for PWD's, Alumni, Senior Citizen, ISAT U Faculty, Staff and Students				
B. TLE Service Center				
Room A: 1 Single Bed -----Php750.00				
Room B: 2 Queen Bed (4pax)-----Php2,000.00				
Room C: 1 Double Deck, 1 Single Bed (3pax)-----Php1,750.00				
Room D: 1 Queen Bed , 2 Single Bed (3-4 pax)-----Php2,000.00				
Room E: 1 Queen Bed (2pax)-----Php1,200.00				
Room F: 2 Single Bed (2pax)-----Php1,200.00				
<i>Note: Please see the Room Accommodation Rates for the complete information. All rates may subject to change without prior notice.</i>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire for Room Accommodation.	1. Checks for the availability of the Rooms.	None	3 minutes	Front Desk Clerk
2. Reservation of Room.	2. Front desk will reserve the available room, if needed.	None	2 minutes	Front Desk Clerk
3. Fill out the Guests Registration Form and present Identification Card	3. Assists the guest in filling out Registration Form upon arrival.	None	2 minutes	Front Desk Clerk





	Photocopy and checks valid I.D. for verification of information he/she filled out in the registration form. If senior citizen, PWD, alumni, faculty, employee and students of ISAT U a 20% discount will be given.	None	2 minutes	Front Desk Clerk
4. Pay the Accommodation Cost.	4. Receives the payment from the guest and give the official receipt copy.	(Please see above Fees.)	2 minutes	Front Desk Clerk
5. Proceed to Hotel Room.	5. Hand in room key and assists the client to the guest room.	None	2 minutes	Front Desk Clerk
	<b>TOTAL</b>		<b>13 minutes</b>	



# MAIN CAMPUS

## Internal Services



## Administrative Services – Human Resource Management Office

### 13. Request of Employee Records and Certifications

*This service entails the issuance of employee records and certifications of faculty and staff for official or personal purposes.*

<b>Office or Division</b>		Administrative Services – Human Resource Management Office		
<b>Classification</b>		G2G – Government to Government		
<b>Type of Transaction</b>		Simple		
<b>Who May Avail</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Request Form (QF-HRMO-31)		Administrative Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit filled-out Request Form.	1. Receive request form.  Check corresponding document being requested. - Service Record - Certificate of Employment - Other employee records.	None		HRMO I
	2. Prepare requested records/documents.	None		HRMO I
2. Receive requested records/documents.	3. Release the requested records/documents.	None		HRMO I
	<b>TOTAL</b>	<b>None</b>	<b>1 day</b>	



## Administrative Services – Records Office

### 14. Request for Records/Documents to be Certified Machine Copy

*This service entails the certification of records and/or documents of faculty and staff designated as “Certified Machine Copy” to be used for official or personal purposes.*

<b>Office or Division</b>		Administrative Services – Records Office		
<b>Classification</b>		G2G – Government to Government		
<b>Type of Transaction</b>		Simple		
<b>Who May Avail</b>		Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original Copy of Record/s and/or Document/s				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Records/Documents to be “Certified Machine Copy” and the original copy.	1. Receive records/documents.  Check records/documents based on original copy.	None		Records Officer
2. Stamp name of signatory.	2. Sign records/documents as “Certified Machine Copy”.	None		Records Officer
	3. Record transaction in the logbook.	None		Administrative Staff
3. Receive signed “Certified Machine Copy” of records/documents and sign in the logbook.	4. Release “Certified Machine Copy” of records/documents and let client sign in the logbook.	None		Administrative Staff
	<b>TOTAL</b>	<b>None</b>	<b>1 day</b>	



## Management Information System Office/ Electronic Data Processing (MIS/EDP)

### 15. Request for Information and Communications Technology (ICT) Services

*This service streamlines the process of requesting ICT-related services encompassing tasks like computer, laptop, and printer installation and troubleshooting, addressing network-related issues, managing information system installations, handling telephone installation and troubleshooting, and providing a range of other ICT-related services.*

<b>Office or Division</b>		MIS/EDP		
<b>Classification</b>		G2G – Government to Government		
<b>Type of Transaction</b>		Simple		
<b>Who May Avail</b>		Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Service Request Form			MIS/EDP	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit filled-out Service Request Form.	1. Receive Service Request Form.	None		MIS Customer Service Staff
	2. Evaluate and categorize as to nature of request: - computer/laptop and printer installation or troubleshooting; - network-related issues; - information system installation; - telephone installation and troubleshooting; and - ICT-related issue/concern.	None		MIS Customer Service Staff
	3. Provide services according to the nature of request: - computer/laptop and printer installation or troubleshooting; - network-related issues;			MIS Technical Staff



	<ul style="list-style-type: none"> <li>- information system installation;</li> <li>- telephone installation and troubleshooting;</li> <li>and</li> <li>- ICT-related issue/concern.</li> </ul>			
2. Sign the Service Request Form.	4. Let the requestor sign the Service request Form.			MIS Technical Staff
3. Fill-out Customer Satisfaction Measurement Form and drop in the drop box.	5. Give the Customer Satisfaction Measurement Form for requesting faculty or staff to fill-out.			MIS Technical Staff
	<b>TOTAL</b>		<b>1 day</b>	



# BAROTAC NUEVO CAMPUS

## External Services



## Office of the Registrar and Admission (ORA)

### 16. Application for Admission and Registration of Incoming Students

*This service provides the standards that ensure the proper documentation of student entrants, evaluation of student credentials and compliance of admission requirements.*

<b>Office or Division</b>	Office of the Registrar and Admission			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who May Avail</b>	Senior High School Graduating Students, Transfer Students from External Campuses and Other Schools, and ALS Passers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original and Photocopy of the following documents:				
<b>FOR SENIOR HIGH SCHOOL GRADUATES/GRADUATING STUDENTS:</b>				
<ol style="list-style-type: none"> <li>1. Photocopy of Senior High School Card (Form 138-A)</li> <li>2. Photocopy of Certificate of Good Moral Character</li> <li>3. Photocopy of Certification as graduating student</li> </ol>		DepEd High School		
<b>FOR TRANSFEREES:</b>				
<ol style="list-style-type: none"> <li>1. Photocopy of Transcript of Records for Evaluation</li> <li>2. Original Certificate of Transfer Credentials</li> </ol>		Registrar's Office of previous school		
<b>FOR ALL APPLICANTS:</b>				
<ol style="list-style-type: none"> <li>1. Photocopy of NSO/PSA Authenticated Live Birth</li> <li>2. Application for Admission (QF-ORA-BC-05)</li> </ol>		Philippine Statistics Authority  ISAT-U BNC Office of the Registrar and Admission		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits application Form for Admission together with	1. Evaluate Admission Credentials.	None	10 minutes	Admission Officer/ Registrar's Staff





the required Admission Credentials.				
2. Pay required fees for Admission ( <i>if applicable</i> )	2. Receives payment and issued Official Receipt (OR).	Examination Fee – Php 200.00	5 minutes	Cashier / Cashier's Staff
3. Presents OR ( <i>if applicable</i> ) and Application Form for Admission.	3. Checks OR payment ( <i>if applicable</i> ).	None	3 minutes	Registrar's Staff
4. Presents Admission Form for encoding of personal data and follow the procedure.	4. Encodes applicant's personal data, takes photo and issues admission number.	None	10 minutes	Registrar's Staff
	5. Instructs applicants to proceed to OSAS for schedule of examination.	None	2 minutes	Registrar's Staff
	<b>TOTAL</b>	<b>Php200.00</b>	<b>30 minutes</b>	



## 17. Confirmation of Enrolment

Only students who met the admission requirements shall be allowed to enrol. Students will start and end enrolment at the Office of the Program Coordinators or at the designated area per program.

Enrolment Committee will submit the Registration Form together with the enrolment requirements to the Office of the Registrar for Confirmation of Enrolment.

<b>Office or Division</b>	Office of the Registrar and Admission	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C – Government to Citizen	
<b>Who May Avail</b>	Old and New Students (Senior High School Graduates and Transferees)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
FOR NEW STUDENTS:		
<b>A. SENIOR HIGH SCHOOL GRADUATES</b>		
1. Original Senior High School Report Card (F138)	DepEd High School	
2. Original Certification of Good Moral Character		
3. Photocopy of PSA/NSO Authenticated Live Birth Certificate	Philippine Statistics Authority (PSA)	
<b>B. TRANSFeree STUDENTS:</b>		
1. Original Transcript of Records	From previous school attended	
2. Original Certificate of Transfer Credentials		
3. Original Certification of Good Moral Character		
4. Photocopy of PSA/NSO Authenticated Live Birth Certificate	Philippine Statistics Authority (PSA)	
<b>C. ALS PASSERS:</b>		
1. Original Certification of Rating (for ALS/PEPT Passers)	DepEd ALS School	
2. Photocopy of PSA/NSO Authenticated Live Birth Certificate	PSA	
FOR OLD STUDENTS:		
1. Original Copy of Completely signed Students Semestral Clearance	From the Office of Instruction (QF-VPAA-008 Semestral Clearance)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Enrolment Committee submits the students Registration Form and other requirements to the Office of the Registrar and Admission for confirmation of enrolment.</p> <p>Note: If situation permits, students may be allowed to submit their own Registration Forms and enrolment requirements at the Office of the Registrar and Admission.</p>	<p>1. Receives students Registrations Forms and other requirements from the Enrolment Committee.</p>	None	5 minutes	Registrar Staff
	<p>2. Reviews the completeness of Registration Forms and enrolment requirements.</p>	None	10 minutes	Registrar's Staff
	<p>3. Confirms students enrolment using valid student Identification Number through the Registration System.</p>	None	5 minutes	Registrar's Staff
	<b>TOTAL</b>	<b>None</b>	<b>20 minutes</b>	



## 18. Issuance of Student Academic Records and Forms

*This service facilitates requests of students and alumna of their academic records for their personal, professional and other concerns.*

*Disclosure of student academic records is governed by very strict policies as reflected in the OURA Manual of Operations approved by the BOR Res. No. 50-2019.*

*Students and Graduates shall personally request their academic records. In the event they cannot make the request personally, they shall authorize a proxy to do the said request.*

*These are the following records or forms that can be requested and issued:*

1. Transcript of Records (TOR)
2. Certification(s) – Enrolment, Good Moral Character, General Weighted Average, Honor Graduate, Graduation
3. Certificate of Transfer Credentials or Honorable Dismissal (CTC or HD)
4. Diploma
5. Proficiency Certificate
6. Certification, Authentication, Verification (CAV)
7. Report of Grades (ROG)
8. Report Card (RC)
9. Certificate of Registration (COR)
10. Authentication of Academic Records
11. Re-issuance of Diploma/Certificate
12. Secondary Permanent Record (for High School Graduates)
13. Completion of INC Form (CF)
14. Adding and Dropping of Subjects Enrolled Form (ADF)

<b>Office or Division</b>	OFFICE OF THE REGISTRAR AND ADMISSION
<b>Classification</b>	Simple to Technical
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Active and In-active Students and Other Authorized Parties
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
FOR EVALUATION AND SCHOLARSHIP:	
1. Semestral Clearance	Clearances can be secured from the Office of Instruction; School ID are validated at the Office of Student Affairs and Services.
2. Validated School ID	
3. Registration Form (if School ID is not available)	



<b>FOR EMPLOYMENT, BOARD EXAMINATION, DISMISSAL:</b>		
1. Exit Clearance		
2. School ID		
3. 1 pc. 2"X 2" ID Picture		
4. Form 137-A *		
Form 137-A or OTR with Remarks " <b>Copy for ISAT U</b> " can be secured from the students' last school attended before ISAT U. A written request must be secured first from the ISAT U-BNC Office of the Registrar and Admission before going to the concerned school.		
5. OTR with remarks "Copy for ISAT U" (for transferees)		
6. Certificate of Transfer Credential*		
7. Certificate of Good Moral Character*		
8. Photocopy of PSA/NSO Authenticated Live Birth		
9. Photocopy of PSA/NSO Authenticated Marriage Certificate (if applicable)		
10. Affidavit of Loss/Damage (for reissuance of Diploma, Certificate and CTC, if needed)		
Birth Certificate and Marriage Certificate can be secured from the Philippine Statistics Authority (PSA)		
Affidavit of Loss/Damage, Special Power of Attorney and Authorization Letter shall be personally executed by the student concerned and have it Notarized by Notary Public.		
*These requirements are requested/required by the Registrar during the student's first enrolment in the university. Proper information shall be given by the Registrar's Office Staff upon request.		
<b>FOR AUTHORIZED PERSON(S):</b>		
1. Special Power of Attorney (SPA) or Notarized Authorization Letter.		
Requesting Party		
2. Photocopy of any valid ID of requesting party and the authorized representative/person.		
Requesting Party and Authorized Representative/Person		
For CAV – original and photocopy of TOR and Diploma.		
<b>PROCESSING TIME:</b>		
<b>DOCUMENT REQUESTED</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>
* Transcript of Records/ Form 137-A	Php 30.00 per page	7-10 working days
* Certifications	Php 30.00 per Certification	1-3 working days
* Re-Issuance of Diploma and Certificate	Php 100.00	7-10 working days
* Certificate of Transfer	Php 25.00	3-5 working days



Credential				
* Certification, Authentication and Verification	Php 30.00		3-5 working days	
* New Electronic Generated Registration Form	Php 30.00 per sem		20-30 minutes	
* Report Card	Php10.00 per sem		20-30 minutes	
* Report of Grades	Php30.00 per sem		20-30 minutes	
* Authentication of Academic Records	Php30.00 per sem		20-30 minutes	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits accomplished Counter Request Form (QF-ORA-BC-21)	1. Receives Counter Request Form and retrieve hard file of client ( <i>if needed</i> )			Registrar's Staff
	2. Check requirements for the corresponding request of academic records. Request other requirements as necessitates.			Registrar's Staff
2. Pay required fees.	3. Receives payment and issues official receipt.			Cashier
3. Submits Counter Request Form and Official Receipt of Payment.	4. Receives OR and schedules the releasing of request.  Returns Counter Request Form and Claim Stub and informs the schedule of			Registrar's Staff



	releasing of request made.			
3. Returns on scheduled date of release.	5. Releases requested records.			Registrar's Staff
END OF TRANSACTION				



## Human Resource Management Office

### 19. Reply to Job Applications

*This service involves the acknowledgement of job applications submitted by individuals expressing interest in joining the ISAT U.*

<b>Office or Division</b>		Human Resource Management Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C – Government to Citizen		
<b>Who May Avail</b>		Filipino Citizens		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Letter				
2. Fully accomplished and duly notarized Personal Data Sheet (CS Form 212, Revised 2017) with 3.5cmX4.5cm ID picture (passport size) taken within the last 6 months;		Can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>		
3. Work Experience Sheet, if applicable;		Can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>		
4. Certificate of Eligibility or Rating or Professional License, applicable to the position applied for (photocopy)		Government Office/Agency that granted the Cert. of Eligibility or Rating or Professional License		
5. Transcript of Records (photocopy)		Registrar of concerned educational institution		
6. Performance Rating of at least VS in the last rating period (photocopy), if applicable		Human Resource Management Office of concerned agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit job application together with the complete set of requirements (walk-in or email) addressed to the Campus Administrator.	1. Receive/Retrieve job applications.  2. Check completeness of documents.	None		HRMO II
2. Receive acknowledgment letter of job application.	3. Send message thru sms and call thru contact number.	None		HRMO II
	<b>TOTAL</b>	<b>None</b>	<b>Three (3) working days</b>	





# BAROTAC NUEVO CAMPUS

## **External / Internal Services**



## Cashier's Office

### 20. Receive Payments of Other Fees

*This service covers the receipt of payment for school and other miscellaneous fees of students, requests for academic records, purchase of bid documents, remittances from income generating projects and return of excess cash advance.*

<b>Office or Division</b>		Cashier's Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
<b>Who May Avail</b>		Students, Parents, Guardians, Benefactors, IGP		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
A. Academic Record - Counter Request Form		Registrar's Office		
B. Payment of School and Other Fees - Request for Payment Form		Cashier's Office		
C. IIRGP Collection - Billing Statement		IIRGP		
D. BID Documents - BAC Billing Form		BAC Office		
E. Refund of Excess Cash Advance - Liquidation Report		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number at the counter and wait for the number to be called.	1. Provide priority number.	None	2 minute	Collecting Officer / Cashier
2. Present priority number and hand-in appropriate document.	2. Get priority number and check appropriate request document.	None	5 minutes	Collecting Officer / Cashier
A. Request for Academic Record.	Check Counter Request Form.	Amount indicated by the Registrar in the Counter Request		Collecting Officer / Cashier



B. Payment of School and Other Fees	<p>Check Request for Payment Form thru:</p> <p>MIS for the students detailed account balances (SY 2016-2017 onwards).</p> <p>Old system for the students detailed account balances (SY 2011-2015).</p> <p>Ledgers for old students (SY 2009-2010 and beyond).</p>	<p>Form.</p> <p>Fees/Payment according to balances reflected in the system (for new students) or ledger (for old students).</p>	30 minutes	Collecting Officer / Cashier
C. IIRGP Collection	Check billing statement.	Approved billing from IIRGP.	5 minutes	Collecting Officer / Cashier
D. BID Documents	Check signed BAC billing form.	As per billing form from BAC Office.	5 minutes	Collecting Officer / Cashier
E. Refund of Excess Cash Advance	Make sure the liquidation report is signed by corresponding signatories.	Per approved liquidation report from Accounting Office.	5 minutes	Collecting Officer / Cashier
3. Hand over payment to the Collecting Officer / Cashier.	3. Check and count the received cash.	None	3 minutes	Collecting Officer / Cashier



4. Receive Official Receipt.	4. Issue Official Receipt/s. Give back request form if requesting for academic records.	None	5 minutes	Collecting Officer / Cashier
	<b>TOTAL</b>		<b>A – 15 minutes</b> <b>B – 40 minutes</b> <b>C – 15 minutes</b> <b>D – 15 minutes</b> <b>E – 15 minutes</b>	



## Library Services

### 21. Lending/Borrowing of Library Materials

Services provided to ensure that the books borrowed and ensured to return properly on due date and are in good condition.

<b>Office or Division</b>		Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>LENDING OF BOOKS:</b>				
1. Library ID Card 2. Book Card 3. Date Due Slip 4. QF-LIB-BC-02 Library Daily Utilization 5. QF-LIB-BC-03 Library Utilization Summary		Library, Barotac Nuevo Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the Library ID Card.	1. Ensures that it is properly validated for the semester.	None	1 minute	Library Personnel
2. Fill out book card.	2. Receives the book.	None	1 minute	Library Personnel
3. Waits for the book.	3. Attach the Library ID Card to the book card.  Checks on the due date and stamp date due on the due date slip.	None	1 minute	Library Personnel
4. Receives the book.	4. Releases the book to the student.	None	1 minute	Library Personnel
<b>TOTAL</b>		<b>None</b>	<b>4 minutes</b>	



## Medical Clinic

### 22. Medical Consultation and Request for Referral

*A service provided to students and university personnel to ensure that they receive appropriate care and treatment of their health issues and those who seek referral for further medical evaluation of a medical officer/specialist.*

<b>Office or Division</b>		Medical Clinic		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Faculty, and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Validated School ID or Registration Form for the current academic year.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID Card or Registration Form.	1. Check ID/ Registration Form	None	5 minutes	Nurse
2. Submit self for evaluation.	2. Conduct Physical Assessment and Evaluation.  If patient need medical care, refer to medical specialist and issues referral slip for consultation at the District Hospital.  If patient need hospital admission in case of	None	15 minutes	Nurse          Nurse/Driver



	emergency, he/she shall be accompanied by a nurse and will be provided transportation using the university vehicle.			
3. Receive referral slip and sign in the logbook.	3. Release referral slip and have patient sign in the logbook.	None	2 minutes	Nurse
	<b>TOTAL</b>	<b>None</b>	<b>22 minutes</b>	



### 23. Referral/Certification/Excuse Slip

*A service provided to students and university personnel to ensure that they receive the proper referral for further medical evaluation of a medical officer.*

<b>Office or Division</b>		Medical Clinic		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Faculty, and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Referral / Request Slip				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Informs nurse of his/her complaint.	1. Conducts interview on medical history and records data.	None	4 minutes	Nurse
2. Receives medicine or referral/request slip.	2. Conduct first aid treatment or gives available medication and prescription.	None	10 minutes	Nurse
3. Signs logbook.	3. Requires the student to sign in the logbook.	None	1 minute	Nurse
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	





## Dental Clinic

### 24. Referral/Certification/Excuse Slip

*A service provided to students and university personnel to ensure that they receive the proper referral for further dental evaluation of a dental officer.*

<b>Office or Division</b>		Dental Clinic		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Faculty, and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Referral / Request Slip				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Informs Dentist of his/her complaint.	1. Conducts interview on medical history and records data.	None	4 minutes	Dentist
2. Receives medicine or referral/request slip.	2. Conduct first aid treatment or gives available medication and prescription.	None	10 minutes	Dentist
3. Signs logbook.	3. Requires the student to sign in the logbook.	None	1 minute	Dentist
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	



## Guidance and Counselling Office

### 25. Counseling Services (Individual and Group – by Appointment or Walk-in)

*A guidance service that assists individuals in dealing with personal, educational or career issues through the help and expertise of a Guidance Counselor with specialized skills. This allows an individual in accessing the service through walk-in or scheduling without difficulty.*

OFFICE OR DIVISION:		Guidance and Counseling		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C – Government to Citizen		
WHO MAY AVAIL:		Students, Faculty, and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Identification Card / Registration Form 2. Filled-up Consent Form 3. Individual Information Sheet		University Guidance and Counselling Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approaches the Guidance Counselor to inquire availability of counselling service for walk-in clients or set an appointment for counselling; logs-in important information in the logbook.	1. Welcomes and accommodates the counselee, checks availability and sets the schedule for counselling.	None	5 minutes	Guidance Counsellor
2. Comes for initial interviews and fills up Counselling Consent Form.	2. Explains the Counselling Consent Form before counselling proper will commence.	None	5 minutes	Guidance Counsellor
	3. Conducts initial interview to assess problems and needs of client.  Establishes rapport with the counselee.	None	30 minutes	Guidance Counsellor
3. Expresses concerns to the Guidance	4. Listens attentively to the concerns of the counselee	None	Approximately 1 hour or more	Guidance Counsellor



Counselor.	and fills up the Student Counselling Form.		depending on the intensity of the case.	
4. Listens to the response of the Guidance Counsellor.	5. Analyzes, synthesizes and summarises the issues, concerns or problems of the counselee. Presents counselling goals.	None	Approximately 30 minutes/client depending on the intensity of the case.	Guidance Counsellor
5. Discerns or decides on the proper course of action to be taken regarding the issues raised.	6. Affirms, encourages, discourages or suggests alternatives or options towards the solution of concern or problem.	None	30 minutes/client	Guidance Counsellor
6. Requests for follow-up schedule of another counselling session as the need arises.	7. Provides the follow-up counselling schedule as needed.	None	5 minutes	Guidance Counsellor
7. Comes for follow-up session.	8. Helps client implement counselling goals.	None	1 hour/client	Guidance Counsellor
8. If counselling goal is not achieved, comes for another follow up counselling.	9. If counselling goal is not achieved, repeat the process from step 4.  If counselling goals is achieved, counselling session is terminated.	Not applicable	Not applicable	
	<b>TOTAL</b>		<b>3 hours and 45 minutes</b>	



## Integrated Income and Resource Generation Program

### 26. Physical Facilities Utilization/Reservation for Rental Services

*Renting out to the general public the university facility for their personal needs/purposes.*

<b>Office or Division</b>	Integrated Income and Resource Generation Program (IIRGP) – Barotac Nuevo Campus	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen G2G- Government to Government	
<b>Who May Avail</b>	Students, Faculty, Staff and the General Public	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. 1 copy Rental Permit 2. 1 copy Official Receipt 3. 1 copy Billing Statement		Rental Services Project Manager Cashier Rental Services Project Manager
<b>FEES:</b>		
Multi-Purpose Hall-----Php3000.00/day		
Table-----Php100.00/day		
Monoblock Chairs-----Php5.00/day		
<i>Note: Please see the Rental Rates for the complete information. All rates may subject to change without prior notice.</i>		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries for the availability of the Physical Facilities to be reserved.	1. Check the availability of the requested facility. 2. Reserves the facility immediately to the non-paying client if it is available and proceed to the submission of the needed documents.	N/A	3 minutes	Rental Services Staff / Project Manager
2. Secures and fills out Rental Permit Form	3. Reserves the facility to the paying client upon submission of the filled-out Rental Permit Form.  Forward the filled-out	N/A	1 hour	Rental Services Staff / Project Manager



	<p>forms to the PDAS Office for the assignment of personnel.</p> <p>The PDAS Office forwards the form to IGRP Office and VPAF/Campus Administrator for approval.</p> <p>Campus Administrator forwards the approved copy of Rental Permit to Rental Services.</p>			
3. Client pays to the Cashier's Office upon receipt of the approved permit and Billing Statement.	4. Provide the client with the approved Rental Permit and Billing Statement.	(Please see above Fees.)	5 minutes	Rental Services Staff / Project Manager
4. Submits needed documents (Copy of the receipt for paying client and approved activity for non-paying client).	5. Confirm booking to the respective area or facilities in charge	N/A	2 minutes	Rental Services Staff / Project Manager
5. Booking/Reservation Confirmation.	6. Records confirmed booking and distribute copies of approved permit to concerned offices.	N/A	1 minute	Rental Services Staff / Project Manager
	<b>TOTAL</b>		<b>1 hour and 11 minutes</b>	



## 27. Event Reservation

To facilitate the fast and efficient response on the reservation of the events and functions of the university. It will also provide safe and excellent foods to the local community.

<b>Office or Division</b>	Integrated Income and Resource Generation Program (IIRGP)- Barotac Nuevo Campus	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen G2G- Government to Government	
<b>Who May Avail</b>	Students, Faculty, Staff and General Public	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. 1 copy of Event Contract		Front Desk Clerk
2. 1 copy of Food Menu Packages		Front Desk Clerk
3. 3 copies of Official Receipts		Cashier
<b>FEES:</b> A. Meal Package----- Php250.000 Steamed rice, 2 main dish, 1 side dish, dessert, drinks B. Snacks Package-----Php70.00 Soup w/ bread, Drinks		
<i>Note: Please see the Food Packages Rates for the complete information. All rates may subject to change without prior notice.</i>		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Guests Inquire for Event/Function.	1. Front Desk Clerk checks for the availability of the date and venue.	None	1 minute	Front Desk Clerk
2. Details of Event/Function.	2. Assists the client for the type of event / function.	None	1 minute	Front Desk Clerk
3. Selects the food from the Menu Packages.	3. Assists the guest in the selection of food packages, and suggest best menu for the event.	None	3 minutes	Front Desk Clerk
4. Fills out Event Contract.	4. Assists guests' in filing up forms and checks essential information in the	None	5 minutes	Front Desk Clerk



	event contract. Ensure guests understand the details of the contract.			
5. Pay the total cost of the event	5. Client pays the required 50% down payment as confirmation of the reservation. Full payment will be settled on or before the day of the event. Secure official receipt to the guest.	(Please see above Fees.)	5 minutes	Staff/Clerk Cashier
	<b>TOTAL</b>		<b>15 minutes</b>	



# BAROTAC NUEVO CAMPUS

## Internal Services





## Human Resource Management Office

### 28. Issuance of Certificate of Employment and Other Documents

*Provide the employees the documents they need for personal or any legal/official purposes.*

<b>Office or Division</b>		Human Resource Management Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Regular and Part-Time Faculty, Employees and Job Hires		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Completely filled-up Request Form		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure request form from the Human Resource Administrative Office Clerk.	1. Gives request Form.	None	10 minutes	Administrative Clerk
2. Submit to Admin. Clerk filled-up request document.	2. Verify completeness of the submitted request.	None	10 minutes	Administrative Clerk
	3. Prepares requested document.		20 minutes	Admin. Officer IV
3. Receive copy of requested document/s and sign in the logbook.	4. Release requested document and have the client sign in the logbook.	None	2 minutes	Administrative Clerk
	<b>TOTAL</b>	<b>None</b>	<b>42 minutes</b>	



## 29. Request for Service Records, Certificate of Employment and Other Employee Documents

*This services entails the issuance of employee records and certifications of Faculty and Staff for official or personal purposes.*

<b>Office or Division</b>		Human Resource Management Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Government		
<b>Who May Avail</b>		Regular and Part-Time Faculty, Employees and Job Hires		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished Request Slip.	1. Check the Request Slip as to documents being requested.	None	2 minutes	Administrative Clerk
	2. Prepare requested document.	None	Service Record – 1 day Cert. of Employment – 1 day Copy of Appointment – 20 minutes	HRMO
2. Receive copy of requested document/s.	3. Release requested document	None	2 minutes	Administrative Clerk
	<b>TOTAL</b>		<b>Service Record – 1 day &amp; 4 min. Cert. of Employment – 1 day &amp; 4 min. Copy of Appointment – 24 minutes</b>	



# DUMANGAS CAMPUS

## External Services



## Office of the Registrar and Admission (ORA)

### 30. Application for Admission and Registration of Incoming Students

*This service provides the standards that ensure the proper documentation of student entrants, evaluation of student credentials and compliance of admission requirements.*

<b>Office or Division</b>		Office of the Registrar and Admission Ground Floor, Administration Building		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Incoming 1 <sup>st</sup> Year Students, Transferee, and Cross Enrolees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original and Photocopy of the following documents:				
<b>FOR INCOMING FIRST YEAR:</b>				
<ol style="list-style-type: none"> <li>1. Report Card (F138)</li> <li>2. Certificate of Good Moral Character</li> <li>3. Certificate of Rating for ALS/PEPT Passer</li> <li>4. Certificate of Live Birth</li> <li>5. Latest 2X2 ID Picture</li> </ol>		Registrar/Principal, School of Origin Registrar/Principal, School of Origin Registrar/Principal, School of Origin  Philippine Statistics Authority Applicant		
<b>FOR TRANSFEREE:</b>				
<ol style="list-style-type: none"> <li>1. Official Transcript of Records</li> <li>2. Certificate of Transfer Credentials</li> <li>3. Certificate of Good Moral Character</li> <li>4. Certificate of Live Birth</li> <li>5. Latest 2X2 ID Picture</li> </ol>		Registrar/Principal, School of Origin Registrar/Principal, School of Origin Registrar/Principal, School of Origin Philippine Statistics Authority Applicant		
<b>FOR CROSS ENROLEE:</b>				
<ol style="list-style-type: none"> <li>1. Permit to Cross Enrol</li> </ol>		Registrar/Principal, School of Origin		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
A. Apply online and receive instruction regarding submission of documents at the	1. Receives online application through the ISAT U Applicant Processing	None	3 minutes	ORA Staff



ORA	System (APS)  Give instruction on how to submit his/her documents at the ORA			
B. Submit photocopy of credentials for evaluation.	2. Evaluate the authenticity and validity of applicant's academic credentials and the completeness of data submitted. Confirm in the APS for entrance exam schedule.	None	5 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>8 minutes</b>	



### 31. Student Enrolment

*This service facilitates the efficient acceptance of students during a particular academic year.*

<b>Office or Division</b>	<b>Office of the Registrar and Admission</b> Ground Floor, Administration Building
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Incoming 1 <sup>st</sup> Year Students and Transferees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>FOR NEW STUDENTS:</b>	
A. SENIOR HIGH SCHOOL GRADUATE 1. Report Card (F138) – Original Copy 2. Certificate of Good Moral Character – Original Copy 3. Certificate of Rating for ALS/PEPT Passer – Original Copy 4. Certificate of Live Birth – Photocopy 5. 1 latest 2X2 ID Picture 6. Duly Accomplished New Student Registration Form and Information Sheet (QF-ORA-DC-02)	Registrar/Principal, School of Origin Registrar/Principal, School of Origin Registrar/Principal, School of Origin Philippine Statistics Authority Student ORA
B. TRANSFEREE STUDENTS: 1. Official Transcript of Record – Original Copy 2. Certificate of Transfer Credential – Original Copy 3. Certificate of Good Moral Character - Original Copy 4. Certificate of Live Birth – Photocopy 5. 1 latest 2X2 ID Picture 6. Duly accomplished New Student Registration Form and Information Sheet (QF-ORA-DC-02)	Registrar, School of Origin Registrar, School of Origin School of Origin Philippine Statistics Authority Student ORA
C. CROSS ENROLEES: 1. Permit to Cross Enroll 2. Official Transcript of Record – Original Copy 3. Duly accomplished	Registrar, School of Origin Student ORA



New Student Registration Form and Information Sheet (QF-ORA-DC-02)				
FOR OLD STUDENTS:				
1. Fully signed clearance		Student		
2. University ID		Student		
<b>A. ENROLLMENT PROCESS FOR NEW STUDENT</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits original credentials.	1. Evaluates records and check name based on the list forwarded by the respective Program Coordinators. Give Pre- Registration Form and Information Sheet.	None	5 minutes	ORA Staff
2. Submit filled-up New Student Pre-Registration Form and Information Sheet (QF-ORA-DC-02).	2. Receives accomplished form. Check as to the completeness and correctness of data.  3. Accept new student in the Applicants Processing System (APS), issue USERNAME and PASSWORD to access the enrolment link	None	15 minutes	ORA Staff
3. Enrolls via online enrolment link and submit printed online form.	4. Receive student's printed Online Pre-Registration Form and printed RF from their respective Program Coordinators and double check the	None	15 minutes	ORA Staff



	data as well as the signatures.			
4. Receive enrolment confirmation.	5. Confirm officially the enrolment.			Registrar and Staff
	<b>TOTAL</b>	<b>None</b>	<b>35 minutes</b>	
<b>B. ENROLLMENT PROCESS FOR OLD STUDENTS</b>				
1. Access online enrolment link	1. Receive student's Online Pre-Registration Form and printed RF together with the clearance and Permit to Enroll SIP (for OJT students) from their respective Program Coordinators.	None	15 minutes	ORA Staff
	2. Double check the year level, section assigned and subjects enrolled and the completeness of signatures in all documents received from Program Coordinators.	None	15 minutes	ORA Staff
	3. Confirm officially the enrolment of students in the Enrolment System.	None	3 minutes	ORA Staff
	<b>TOTAL</b>		<b>33 minutes</b>	





### 32. Request for Academic Records

*This service facilitates requests of students and alumna of their academic records for their personal, professional and other concerns.*

<b>Office or Division</b>	OFFICE OF THE REGISTRAR AND ADMISSION (ORA) Administration Building - Ground Floor - Front Office
<b>Classification</b>	Simple to Complex
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Active/In-active students, Graduates and authorized parties
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>FOR EVALUATION AND SCHOLARSHIP:</b>	
1. Semestral Clearance	Program Coordinator/Head of instruction (hoi)
2. Validated School ID or Registration Form	Office Of Students Affairs Services/Office Of The Registrar And Admission
3. Counter Request Form (QF-ORA-DC-21)	ORA
<b>FOR EMPLOYMENT, BOARD EXAMINATION, DISMISSAL:</b>	
1. Exit Clearance	Program Coordinator/Head Of Instruction (HOI)
2. School ID	Student
3. 1 pc 2"X2" Graduation Picture	Program Coordinator/Head Of Instruction (Hoi)
4. FORM 137-A (for Secondary Graduates)	Principal/Registrar, School of Origin
5. OTR with remarks "Copy for ISAT U" (for transferee)	Registrar, School of Origin
6. Certificate Of Transfer Credential	Registrar, School of Origin
7. Certificate Of Good Moral Character	Principal/Registrar, School of Origin
8. Certificate of Live Birth/ (Marriage Certificate, in case of married woman)	Philippine Statistics Authority
<b>REQUEST THRU REPRESENTATIVE:</b>	
1. Authorization Letter (for authorized person)	Requesting Party
2. Special Power of Attorney or Notarized Authorization Letter (for authorized person requesting for CAV)	Representative of Requesting Party
3. Photocopy of valid ID Of requesting party and the authorized representative/person	Requesting Party and Authorized Representative/ Person



REQUEST FOR 2 <sup>ND</sup> ISSUANCE OF LOST OR DAMAGED DIPLOMA, CERTIFICATE AND CTC				
1. Duly Notarized Affidavit		Requesting Party		
Additional Requirement for Request of OTR, Diploma, Cert. of Transfer, Credentials, Cert. of Graduation, CAV: Documentary Stamps with P30.00 value for every document.		Bureau of Internal Revenue		
DOCUMENT REQUESTED	FEES TO BE PAID		PROCESSING TIME	
* Transcript of Records/ Form 137-A	Php 30.00 per page		7-10 working days	
* Certifications	Php 300.00 per Certification		1-3 working days	
* Re-Issuance of Diploma and Certificate	Php 100.00		7-10 working days	
* Certificate of Transfer Credential	Php 25.00		3-5 working days	
* Certification, Authentication and Verification	Php 30.00		3-5 working days	
* New Electronic Generated Registration Form	Php 30.00 per sem		20-30 minutes	
* Report Card	Php100.00 per sem		20-30 minutes	
* Report of Grades	Php 30.00 per sem		20-30 minutes	
* Authentication of Academic Records	Php 30.00 per sem		20-30 minutes	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID, Clearance Authorization	1. Check validity of submitted requirements.			ORA Staff
2. Fills up Counter Request Form and submits the same at the request section	2. Provide Counter Request Form.			ORA Staff
	3. Receives Counter Request Form			ORA Staff



	and retrieve hard file of client.			
	4. Check requirements for the corresponding request of academic records.			ORA Staff
3. Pay required fees.	5. Indicate in the Counter Request Form the amount to be paid and instruct client to pay.			ORA Staff
4. Give back the Counter Request Form and OR.	6. Accepts the forms and schedules request.			ORA Staff
5. Returns on scheduled date of release.	7. Releases requested records.			ORA Staff
END OF TRANSACTION				



## Human Resource Management Office

### 33. Reply to Job Applications

*This service involves the acknowledgment of job applications submitted by individuals expressing interest in joining the Iloilo Science and Technology University.*

<b>Office or Division</b>		Human Resource Management Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Filipino Citizens		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Letter				
2. Fully accomplished and duly notarized Personal Data Sheet (CS Form 212, Revised 2017) with 3.5cmX4.5cm ID picture (passport size) taken within the last 6 months;		Can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> .		
3. Work Experience Sheet, if applicable;		Can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> .		
4. Certificate of Eligibility or Rating or Professional License, applicable to the position applied for (photocopy)		Government Office/Agency that granted the Cert. of Eligibility or Rating or Professional License		
5. Transcript of Records (photocopy)		Registrar of concerned educational institution		
6. Performance Rating of at least VS in the last rating period (photocopy), if applicable		Human Resource Management Office of concerned agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit job application together with the complete set of requirements (walk-in or email) addressed to the University President.	1. Receive/ Retrieve job applications. 2. Check completeness of documents.	None		HRMO II
2. Receive acknowledgment letter of job application.	3. Send letter reply to applicant thru email.	None		HRMO II
	<b>TOTAL</b>	<b>None</b>	<b>Three (3) working days</b>	



## **DUMANGAS CAMPUS**

### **External / Internal Services**



## Management Information System Office/ Electronic Data Processing (MIS/EDP)

### 34. Application for Issuance of Identification Card

*This service facilitates the issuance of identification cards to students, faculty and staff as an official document that identifies the person to be connected with the university.*

<b>Office or Division</b>	MIS/EDP			
<b>Classification</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Type of Transaction</b>	Simple			
<b>Who May Avail</b>	Students, Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>I. Issuance of New ID</b>		MIS/ EDP		
For New Bacalaureate Students: 1. Student Information Slip		MIS/ EDP		
For Faculty / Employee 1. Employee ID Information Form		MIS/ EDP		
<b>II. Replacement of ID</b>				
A. For Students: 4. Notarized Affidavit of Loss, in case of lost ID. 5. Old ID, in case of worn-out ID; 6. Official Receipt 7. Student ID Information Form B. For Faculty and Staff; 1. Employee ID Information Form		Cashier's Office MIS/EDP  MIS/EDP		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
I. Issuance of New ID A. New Bacalaureate Students 1. Submit duly accomplished Student Information Slip.	1. Encodes data.		5 minutes	MIS Staff
2. Review entry of data	2. Show to		5 minutes	MIS Staff



and confirm if correct and give feedback if incorrect	client encoded data for confirmation of correct information.			
3. Receive ID Card and sign in the releasing logbook.	3. Print ID Card and release with instruction to proceed to OSAS for validation and get lanyard and ID Card protector.		5 minutes	MIS Staff
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	
<b>B. Faculty and Staff</b>				
1. Submit duly accomplished Employee ID Information Form.	1. Receive and check information	None	5 minutes	MIS Staff
	2. Encodes data		5 minutes	MIS Staff
	3. Photo capture and signature		5 minutes	MIS Staff
2. Review entry of data and confirm if correct and give feedback if incorrect.	4. Show to faculty/staff encoded data for confirmation of correct information		5 minutes	MIS Staff
3. Receive ID Card and sign in the releasing logbook.	5. Print ID Card and release with the instruction to		5 minutes	MIS Staff



	get the lanyard and ID protector at OSAS			
	<b>TOTAL</b>		<b>25 minutes</b>	
II. Replacement of ID A. Students				
1. Secure from OSAS ID Printing Slip and pay to the Cashier the corresponding fee.		ID Card - ₱100.00		OSAS Staff Cashier
2. Submit the following: a. ID Printing Slip; b. Official Receipt c. ID Information Form (if there is change of information); and d. Notarized Affidavit of Loss or Old ID as the case may be.	1. Receive and check completeness of documents.		5 minutes	MIS Staff
	2. Retrieve information from database. Update if there is any change of information.		5 minutes	MIS Staff
3. Confirms correct information.	3. If there is information update, show to student the information for confirmation.		5 minutes	MIS Staff
4. Receive ID Card and sign in the releasing logbook.	4. Print and release ID Card and instruct student to get lanyard and ID Card protector at OSAS.		5 minutes	MIS Staff
	<b>TOTAL</b>	<b>₱100.00</b>	<b>20 minutes</b>	
B. Faculty and Staff				
1. Fill-up Employee Information Slip and	1. Receive and check entries	None	5 minutes	MIS Staff





submit	in the Employee Information Slip.		5 minutes	MIS Staff
	2. Retrieve information from database. Update if there is any change of information		5 minutes	MIS Staff
2. Confirms correct information.	3. If there is information update, show to faculty or staff for confirmation.		5 minutes	MIS Staff
3. Receive ID Card and sign in the releasing logbook	4. Print and release ID Card. Tell the faculty or staff to get the lanyard and ID Card protector at OSAS.			
	<b>TOTAL</b>		<b>20 minutes</b>	



## Library Services

### 35. Lending/Borrowing of Library Materials

*Providing relevant resources to students, faculty/employee and outside researchers for their academic and research needs.*

<b>Office or Division</b>		Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Faculty, Staff and External Researchers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student: 1. Validated Library ID Card				
Faculty and Staff: 1. Faculty/Staff ID Card				
External Researchers: 1. Approved Letter Request 2. ID Card		Library of the Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents her/his ID Card and library material/s to be borrowed. *Student validated library card. *Faculty/Staff ID Card. *External researchers presents an approved letter and ID.  NB: New student borrower shall accomplish the Borrower's Profile Slip	1. Checks ID card of student or faculty or staff.  - Checks approved letter and ID card.	None	1 minute	Library Staff



<p>2. Signs the logbook/ logsheet.</p> <p>Signs in the logbook/ logsheet and receive borrowed book/s.</p>	<p><b>Books for Library use:</b> Let the client sign in the logbook/ logsheet</p> <p><b>Books for Loan Out:</b></p> <p>2. Write the due date on the book card/s and check out in the library system.</p> <p>3. Release the borrowed book/s.</p>		<p>2 minutes</p> <p>5 minutes</p>	<p>Library Staff</p>
	<p><b>TOTAL</b></p>	<p><b>None</b></p>	<p><b>Library use: 3 minutes</b></p> <p><b>Loan Out: 6 minutes</b></p>	



## Guidance and Counseling Center

### 36. Request for Consultation Services

The consultation Service is dedicated to supporting our clients in achieving successful adjustments within the University and making informed decisions across academic, personal, and social aspects of their lives. Our goal is to tailor activities and programs that address their needs in areas such as career development, academics, personal growth, and family matters.

<b>OFFICE OR DIVISION:</b>		Guidance and Counseling Center (GCC)		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C – Government to Citizen		
<b>WHO MAY AVAIL:</b>		Students, Parents, Guardians, Authorized Persons, Faculty, Staff		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.) Students <ul style="list-style-type: none"> <li>• Identification Card (IC)/ Registration Form (RF)</li> </ul> 2.) Guardians and Authorized Persons <ul style="list-style-type: none"> <li>• Identification Card (IC)</li> </ul> 3.) Faculty and Staff <ul style="list-style-type: none"> <li>• Filled up Referral Slip for Guidance and Counseling (for Referral Purposes)</li> </ul>		Head, Office of Student Affairs and Services (OSAS) Registrar, Office of the Registrar and Admission (ORA)  Guidance Counselor – Designate, Guidance and Counseling Center (GCC)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID and write important information in the Consultation logbook	1. Welcomes and accommodates the client.	None	5 minutes	Guidance Counselor
2. Narrates the matter for consultation	2. Listens attentively to the concerns of the client	None	30 minutes	Guidance Counselor
3. Listens to the response of the Guidance Counselor.	3. Clarifies and analyzes the issue being consulted.	None	10 minutes	Guidance Counselor
4. Decides on the	4. Offers	None	15 minutes	Guidance



course of the action to take.	intervention for the matter and sets schedule for follow up.			Counselor
	<b>TOTAL</b>	<b>None</b>	<b>1 hour</b>	
END OF TRANSACTION				



### 37. Request for Counseling Services

*The Counseling Service aims to provide opportunity for students to express their problems and difficulties freely, assists students in their private personal concerns and matters related to their integral development, helps students develop self-awareness, environmental adjustments, and grow in interpersonal relationships. This service can also assist students in their career choice and identify their difficulties and help them cope in their academic difficulties.*

<b>OFFICE OR DIVISION:</b>		Guidance and Counseling Center (GCC)		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C – Government to Citizen		
<b>WHO MAY AVAIL:</b>		Students		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.) Identification Card (IC)/ Registration Form (RF)		Head, Office of Student Affairs and Services (OSAS) Registrar, Office of the Registrar and Admission (ORA)		
2.) Filled Up Consent Form		Guidance Counselor – Designate, Guidance and Counseling Center (GCC)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID card or RF and the client fills up Consent Form	1. Welcomes and accommodates the counselee and give Consent for to fill up	None	5 minutes	Guidance Counsellor
2. Submits filled up Consent form and narrates the matter for counseling needs	2. Listens attentively to the personal concerns of the counselee	None	25 minutes	Guidance Counsellor
3. Interacts and process oneself during disclosure	3. Synthesizes, clarifies, analyses, and summarizes the issues, concerns, or problems of the counselee	None	20 minutes	Guidance Counsellor
4. Discerns or decides on the	4. Provide alternative solutions or options	None	20 minutes	Guidance Counsellor



proper course of action to be taken regarding the issues raised	best suited to resolve the matter			
5. Requests for follow-up schedule of another counseling session as the need arises	5. Provides the follow-up counseling schedule as needed	None	5 minutes	Guidance Counselor
	6. Records the counseling process for follow-up and evidence-practice based research.	None	15 minutes	Guidance Counselor
	<b>TOTAL</b>	<b>None</b>	<b>1.5 hour</b>	
END OF TRANSACTION				



## Medical Clinic

### 38. Medical Consultation and Request for Referral

*A service provided to students and university personnel to ensure that they receive appropriate care and treatment of their health issues and those who seek referral for further medical evaluation of a medical officer/specialist.*

<b>Office or Division</b>		Medical - Academic Building- ground floor - Left Wing		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Faculty, and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Validated School ID or Registration Form for the current academic year.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID Card or Registration Form	1. Check ID/ Registration Form	None	5 minutes	Nurse
2. Submit self for evaluation	2. Conduct Physical Assessment and Evaluation.  If patient need medical care, refer to medical specialist and issues referral slip for consultation at the District Hospital	None	15 minutes	Nurse





	If patient needs hospital admission in case of <i>emergency</i> , he/she shall be accompanied by a nurse and will be provided transportation using the university vehicle			Nurse/ Driver
3. Receive referral slip and sign in the logbook	3. Release referral slip and have patient sign <i>in the logbook</i>	None	2 minutes	Nurse
	<b>TOTAL</b>	<b>None</b>	<b>22 minutes</b>	



## Integrated Income and Resource Generation Program

### 39. Physical Facilities Utilization/Reservation for Rental Services

*Renting out to the general public the university facility for their personal needs/purposes.*

<b>Office or Division</b>	Integrated Income and Resource Generation Program (IIRGP) – Dumangas Campus	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen G2G- Government to Government	
<b>Who May Avail</b>	Students, Faculty, Staff and the General Public	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1 copy Rental Permit</li> <li>1 copy Official Receipt</li> <li>1 copy Billing Statement</li> </ol>		Rental Services Project Manager Cashier Rental Services Project Manager
<b>FEES:</b>		
<b>Facility/ Equipment</b>	<b>Time/ Duration</b>	<b>Amount</b>
Chairs	1 day	P7.00
Sound System	8 hours	P2, 500.00 (Day) P3,000.00 (Night) P1,000.00 (succeeding hours)
Speakers (2 units) and 1 Microphone	8 hours	P1,500.00
Multi- Purpose Hall (Covered Gym)	4 hours	P3, 000.00
Function Hall (2 <sup>nd</sup> Floor of Admin Building)	4 hours w/ tables and chairs for 50 pax	P6,000.00 (P1, 500.00 exceeding hour/s)
Multimedia Projector	3 hours	P1,000.00
<p><i>Note: Please see the Rental Rates for the complete information. All rates may subject to change without prior notice.</i></p>		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries for the availability of the Physical Facilities to be reserved	<ol style="list-style-type: none"> <li>1. Check the availability of the requested facility.</li> <li>2. Reserves the facility immediately to the non-</li> </ol>	N/A	3 minutes	Rental Services Staff / Project Manager



	paying client if it is available and proceed to the submission of the needed documents.			
2. Secures and fills out Rental Permit Form.	<p>3. Reserves the facility to the paying client upon submission of the filled-out Rental Permit Form.</p> <p>4. Forward the filled-out forms to the PDAS Office for the assignment of personnel.</p> <p>5. The PDAS Office forwards the form to IIGRP Office and Campus Administrator for approval.</p> <p>6. Campus Administrator forwards the approved copy of Rental Permit to Rental Services.</p>	N/A	1 hour	Rental Services Staff / Project Manager
3. Pays to the Cashier's Office upon receipt of the approved permit and Billing Statement.	7. Provide the client with the approved Rental Permit and Billing Statement.	(Please see above Fees.)	5 minutes	Cashier Rental Services Staff / Project Manager
4. Submits needed documents (Copy of the receipt for paying client and approved activity for non-paying client).	8. Confirm booking to the respective area or facilities in charge	N/A	2 minutes	Rental Services Staff / Project Manager
5. Booking / Reservation Confirmation	9. Records confirmed booking and distribute copies of approved permit to concerned offices.	N/A	1 minute	Rental Services Staff / Project Manager
	<b>TOTAL</b>		<b>1 hour 11 minutes</b>	



#### 40. Event Reservation

To facilitate the fast and efficient response on the reservation of the events and functions of the university. It will also provide safe and excellent foods to the local community.

<b>Office or Division</b>	Integrated Income and Resource Generation Program (IIRGP)- Dumangas Campus	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen G2G- Government to Government	
<b>Who May Avail</b>	Students, Faculty, Staff and General Public	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. 1 copy of Event Contract		Front Desk Clerk
2. 1 copy of Food Menu Packages		Front Desk Clerk
3. 3 copies of Official Receipts		Cashier
<b>FEES:</b> A. Breakfast -----(P150.00) per pax B. Snacks AM & PM -----(P50.00) per pax C. Lunch/Dinner Package 1----- (P180.00) per pax D. Lunch/Dinner Package 2----- (P300.00) per pax E. Event Package 1----- (P370.00) per pax 2 Main Course, 1 Soup, 1 Vegetables Dish, 1 Dessert, Rice, Drinks F. Event Package 2----- (P350.00) per pax 2 Main Course, 1 Finger Food Dish (Lumpia), 1 Pasta, 1 Dessert, Rice, Drinks G. Event Package 3----- (P330.00) per pax 1 Pasta Dish, 1 Noodle Dish, 2 Dessert, 2 Finger Food Dish (Fried Chicken, Lumpia), Drinks  <i>Note: Please see the Food Packages Rates for the complete information. All rates may subject to change without prior notice.</i>		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for Event/Function.	1. Front Desk Clerk checks for the availability of the date and venue.	None	1 minute	Front Desk Clerk
2. Details of Event/Function	2. Assists the client for the type of event / function.	None	1 minute	Front Desk Clerk
3. Selects the Food Menu Packages	3. Assists the guest in the selection of food packages, and	None	3 minutes	Front Desk Clerk



	suggest best menu for the event.			
4. Fills out Event Contract.	4. Assists guests' in filing up forms and checks essential information in the event contract. Ensure guests understand the details of the contract.	None	5 minutes	Front Desk Clerk
5. Pay the total cost of the event	5. Client pays the required 50% down payment as confirmation of the reservation. Full payment will be settled on or before the day of the event. Secure official receipt to the guest.	(Please see above Fees.)	5 minutes	Staff/Clerk Cashier
	<b>TOTAL</b>		<b>15 minutes</b>	



#### 41. Room Accommodation Services

*Provide safe, quality and comfortable room accommodation of University guests.*

<b>Office or Division</b>	Integrated Income and Resource Generation Program – Dumangas Campus
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen G2G- Government to Government
<b>Who May Avail</b>	Students, Faculty, Staff and General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1 copy of ID	Client
2. 1 copy of Guest Registration Form	Front Desk Clerk
3. 3 copies of Official Receipts	Cashier
4. 1 copy Reservation Form	Front Desk Clerk

FEES:

Facility/ Equipment	Time/ Duration	Amount
Guestroom 1	2:00 pm- 12:00 noon the next day (overnight) w/ free breakfast for two	P1, 500.00
Guestroom 2		P1, 500.00
Guestroom 3		P2, 000.00
Guestroom 4 (Dorm Type)	Additional extra breakfast - <b>Php150.00/pax</b>	P300.00/ Head (Minimum of 8 pax)
Extra Bed w/ pillow and blanket	Overnight	P250.00

*Note: Please see the Room Accommodation Rates for the complete information. All rates may subject to change without prior notice.*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for Room Accommodation.	1. Checks for the availability of the Rooms	None	3 minutes	Front Desk Clerk
2. Reservation of Room.	2. Front desk will reserve the available room if needed	None	2 minutes	Front Desk Clerk
3. Fill out the Guests Registration Form.	3. Assists the guest in filling out Registration Form upon arrival	None	2 minutes	Front Desk Clerk
4. Present	4. Photocopy and	None	2 mins.	Front Desk Clerk



Identification Card.	Checks valid I.D. for verification of information he/she filled out in the registration form. If senior citizen, pwd, alumni, faculty, employee and students of ISAT U a 20% discount will be given			
5. Pay the Accommodation Cost.	5. Receives the payment from the guest and give the official receipt copy.	(Please see above Fees.)	2 minutes	Front Desk Clerk
6. Proceed to Hotel Room.	6. Hand in room key and assists the client to the guest room.	None	2 minutes	Front Desk Clerk
	<b>TOTAL</b>		<b>13 minutes</b>	



# DUMANGAS CAMPUS

## Internal Services





## Human Resource Management Office

### 42. Request for Employee Record and Certification

*Provide the employees the documents they need for personal or official purposes. This service entails the issuance of employee records and certifications of faculty and staff for official or personal purposes.*

<b>Office or Division</b>		Human Resource Management Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Government		
<b>Who May Avail</b>		Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished Request Slip.	1. Check the Request Slip as to documents being requested.	None	2 minutes	Administrative Clerk
	2. Prepare requested document.	None	Service Record – 1 day Cert. of Employment – 1 day Copy of Appointment – 20 min.	HRMO
2. Receive copy of requested document/s.	3. Release requested document	None	2 minutes	Administrative Clerk
	<b>TOTAL</b>		<b>Service Record – 1 day &amp; 4 min. Cert. of Employment – 1 day &amp; 4 min. Copy of Appointment – 24 minutes</b>	



# LEON CAMPUS

## External Services



## Office of the Registrar and Admission (ORA)

### 43. Application for Admission and Registration of Incoming Students

*This service provides the standards that ensure the proper documentation of student entrants, evaluation of student credentials and compliance of admission requirements.*

<b>Office or Division</b>		Office of the Registrar and Admission		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who May Avail</b>		Incoming 1 <sup>st</sup> Year Students, Transferee, and Cross Enrolees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original and Photocopy of the following documents:				
<b>FOR INCOMING FIRST YEAR:</b>				
1. Report Card (F138)		Registrar/Principal, School of Origin		
2. Certificate of Good Moral Character		Registrar/Principal, School of Origin		
3. Certificate of Rating for ALS/PEPT Passer		Principal, School of Origin		
4. Certificate of Live Birth		Philippine Statistics Authority		
5. Latest 2X2 ID Picture		Applicant		
<b>FOR TRANSFEREE:</b>				
1. Official Transcript of Records		Registrar/Principal, School of Origin		
2. Certificate of Transfer Credentials		Registrar/Principal, School of Origin		
3. Certificate of Good Moral C		Registrar/Principal, School of Origin		
4. Certificate of Live Birth		Philippine Statistics Authority		
5. Latest 2X2 ID Picture		Applicant		
<b>FOR CROSS ENROLEE:</b>				
1. Permit to Cross Enrol		Registrar/Principal, School of Origin		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
A. Apply online and receive instruction regarding submission of documents at the ORA.	1. Receives online application through the ISAT-U Applicant Processing System (APS).  Give instruction on how to submit his/her documents at the ORA.	None	2 minutes	ORA Staff
B. Submit photocopy of	2. Evaluate the authenticity and	None	3 minutes	ORA Staff



credentials for evaluation.	validity of applicant's academic credentials and the completeness of data submitted.  Confirm in the APS for entrance exam schedule.			
	<b>TOTAL</b>	<b>None</b>	<b>5 minutes</b>	



#### 44. Student Enrolment

*This service facilitates the efficient acceptance of students during a particular academic year.*

<b>Office or Division</b>	Office of the Registrar and Admission Ground Floor, Administration Building
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who May Avail</b>	Incoming 1 <sup>st</sup> Year Students and Transferees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>FOR NEW STUDENTS:</b>	
<b>A. SENIOR HIGH SCHOOL GRADUATE</b>	
1. Report Card (F138) – Original Copy	Registrar/Principal, School of Origin
2. Certificate of Good Moral Character – Original Copy	Registrar/Principal, School of Origin
3. Certificate of Rating for ALS/PEPT Passer – Original Copy	Principal, School of Origin
4. Certificate of Live Birth – Photocopy	Philippine Statistics Authority
5. 1 latest 2X2 ID Picture	Student
6. Duly accomplished New Student Registration Form and Information Sheet (QF-ORA-DC-02)	ORA
<b>B. TRANSFEREE STUDENTS:</b>	
1. Official Transcript of Record – Original Copy	Registrar, School of Origin
2. Certificate of Transfer Credential – Original Copy	Registrar, School of Origin
3. Certificate of Good Moral Character – Original Copy	School of Origin
4. Certificate of Live Birth – Photocopy	Philippine Statistics Authority
5. 1 latest 2X2 ID Picture	Student
6. Duly accomplished New Student Registration Form and Information Sheet (QF-ORA-DC-02)	ORA
<b>C. CROSS ENROLEES:</b>	
1. Permit to Cross Enroll	Registrar, School of Origin
2. 1 latest 2X2 ID Picture	Student
3. Duly accomplished New Student Registration Form and Information Sheet (QF-ORA-DC-02)	ORA
<b>FOR OLD STUDENTS:</b>	
1. Fully signed Clearance	Student
2. University ID	Student



A. ENROLLMENT PROCESS FOR NEW STUDENT				
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits original credentials.	1. Evaluates records and check name based on the list forwarded by the respective Program Coordinators. Give Pre-Registration Form and Information Sheet.	NONE	5 minutes	ORA Staff
2. Submit filled-up New Student Pre-Registration Form and Information Sheet (QF-ORA-DC-02).	2. Receives accomplished form. Check as to the completeness and correctness of data.  3. Accept new student in the Applicants Processing System (APS), issue USERNAME and PASSWORD to access the enrolment link.	NONE	15 minutes	ORA Staff
3. Enrolls via online enrolment link and submit printed online form.	4. Receive student's printed Online Pre-Registration Form and printed RF from their respective Program Coordinators and double check the data as well as the signatures.	NONE	15 minutes	ORA Staff
4. Receive enrolment confirmation.	5. Confirm officially the enrolment of students in the Enrolment			Registrar and Staff



	System.			
	<b>TOTAL</b>		<b>35 minutes</b>	
<b>B. ENROLLMENT PROCESS FOR OLD STUDENTS</b>				
1. Access online enrolment link.	1. Receive student's Online Pre-Registration Form and printed RF together with the clearance and Permit to Enroll SIP (for OJT students) from their respective Program Coordinators.	NONE	15 minutes	ORA Staff
	2. Double check the year level, section assigned and subjects enrolled and the completeness of signatures in all documents received from Program Coordinators.	NONE	15 minutes	ORA Staff
	3. Confirm officially the enrolment of students in the Enrolment System.	NONE	3 minutes	ORA Staff
	<b>TOTAL</b>		<b>33 minutes</b>	



#### 45. Request for Academic Records

*This service facilitates requests of students and alumna of their academic records for their personal, professional and other concerns.*

<b>Office or Division</b>	OFFICE OF THE REGISTRAR AND ADMISSION (ORA) Administration Building - Ground Floor - Front Office
<b>Classification</b>	Simple to Complex
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Active/In-active students, Graduates and authorized parties
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>FOR EVALUATION AND SCHOLARSHIP:</b>	
1. Semestral Clearance	Program Coordinator /Head of Instruction (HOI)
2. Validated School ID or Registration Form	Office of Student Affairs Services/ Officer of the Registrar and Admission
3. Counter Request Form (QF-ORA-DC-21)	ORA
<b>FOR EMPLOYMENT, BOARD EXAMINATION, DISMISSAL:</b>	
1. Exit Clearance	Program Coordinator /Head of Instruction (HOI)
2. School ID	Student
3. 1 pc. 2"X 2" Graduation Picture	Program Coordinator /Head of Instruction (HOI)
4. Form 137-A (for Secondary Graduates)	Principal/Registrar, School of Origin
5. OTR with remarks "Copy for ISAT U" (for transferee)	Registrar, School of Origin
6. Certificate of Transfer Credential	Registrar, School of Origin
7. Certificate of Good Moral Character	Principal/Registrar, School of Origin
8. Certificate of Live Birth/ (Marriage Certificate, in case of married woman)	Philippine Statistics Authority
<b>REQUEST THRU REPRESENTATIVE:</b>	
1. Authorization Letter (for authorized person)	Requesting Party
2. Special Power of Attorney or Notarized Authorization Letter (for authorized person requesting for CAV)	Representative of Requesting Party
3. Photocopy of valid ID of requesting party and the authorized representative/person	Requesting Party and Authorized Representative/Person
<b>REQUEST FOR 2<sup>ND</sup> ISSUANCE OF LOST OR DAMAGED DIPLOMA,</b>	





CERTIFICATE AND CTC				
1. Duly Notarized Affidavit		Requesting Party		
Additional Requirement for Request of OTR, Diploma, Cert. of Transfer, Credentials, Cert. of Graduation,:		Bureau of Internal Revenue		
- Documentary Stamps with P30.00 value per document requested.				
DOCUMENT REQUESTED	FEES TO BE PAID		PROCESSING TIME	
* Transcript of Records/ Form 137-A	Php 30.00 per page		7-10 working days	
* Certifications	Php 30.00 per Certification		1-3 working days	
* Re-issuance of Diploma and Certificate	Php 100.00		7-10 working days	
* Certificate of Transfer Credential	Php 25.00		3-5 working days	
* Certification, Authentication and Verification	Php 30.00		3-5 working days	
* New Electronic Generated Registration Form	Php 30.00 per sem		20-30 minutes	
* Report Card	Php10.00 per sem		20-30 minutes	
* Report of Grades	Php30.00 per sem		20-30 minutes	
* Authentication of Academic Records	Php30.00n per sem		20-30 minutes	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ID, Clearance Authorization.	1. Check validity of submitted requirements.			ORA Staff
2. Fills up Counter Request Form and submits the same at the request section.	2. Provide Counter Request Form.			ORA Staff
	3. Receives Counter Request Form and retrieve hard file of client.			ORA Staff
	4. Check requirements for the corresponding request of academic			ORA Staff



	records. Request other requirements as necessitates.			
3. Pay required fees.	5. Indicate in the Counter Request Form the amount to be paid and instruct client to pay.			ORA Staff
4. Give back the Counter Request Form and OR	6. Accepts the forms and schedules request.			ORA Staff
5. Returns on scheduled date of release.	7. Releases requested records.			ORA Staff
END OF TRANSACTION				



## Human Resource Management Office

### 46. Reply to Job Applications

*This service acknowledges receipt of job applications to published vacant positions.*

<b>Office or Division</b>	Human Resource Management Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	Filipino Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Letter				
2. Fully accomplished and duly notarized Personal Data Sheet (CS Form 212, Revised 2017) with 3.5cmX4.5cm ID picture (passport size) taken within the last 6 months;		Can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>		
3. Work Experience Sheet, if applicable;		Can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>		
4. Certificate of Eligibility or Rating or Professional License, applicable to the position applied for (photocopy)		Government Office/Agency that granted the Cert. of Eligibility or Rating or Professional License		
5. Transcript of Records (photocopy)		Registrar of concerned educational institution		
6. Performance Rating of at least VS in the last rating period (photocopy), if applicable		Human Resource Management Office of concerned agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit job application together with the complete set of requirements (walk-in or email) addressed to the University President.	1. Receive/Retrieve job applications.  2. Check completeness of documents.	None		HRMO II
2. Receive acknowledgment letter of job application.	3. Send letter reply to applicant thru email.			HRMO II
	<b>TOTAL</b>		<b>Three (3) working days</b>	



# LEON CAMPUS

## External / Internal Services



## Management Information System Office/ Electronic Data Processing (MIS/EDP)

### 47. Application for Issuance of Identification Card

*This service facilitates the issuance of identification cards to students, faculty and staff as an official document that identifies the person to be connected with the university.*

<b>Office or Division</b>	MIS/EDP			
<b>Classification</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Type of Transaction</b>	Simple			
<b>Who May Avail</b>	Students, Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>I. Issuance of New ID</b>				
For New Baccalaureate Students: 1. Schedule of ID Printing Slip; 2. Photo and Signature Files via Online ID Portal; or 3. Student ID Information Slip (if information is not uploaded in the website)		Office of Student Affairs Services (OSAS) Online access (enrolment.isat.edu.ph)  MIS/EDP		
For Faculty / Employee: 1. Employee Slip 2. Employee ID Information Form		Human Resource Management Office (HRMO) MIS/EDP		
<b>II. Replacement of ID</b>				
A. For Students: 1. Notarized Affidavit of Loss, in case of lost ID; 2. Old ID, in case of worn-out ID; 3. Schedule of ID Printing 4. Official Receipt 5. Student ID Information Form		OSAS Cashier's Office MIS/EDP		
B. For Faculty and Staff: 1. Employee ID Information Form		MIS/EDP		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>I. Issuance of New ID</b> A. New Baccalaureate Students 1. Submit Schedule of Printing Slip secured from OSAS and duly accomplished	1. Receive forms and access uploaded picture and signature or check	None	5 minutes	MIS Staff



<p>Student Information Slip (if information is not uploaded in the website)</p> <p>2. Review entry of data and confirm if correct and give feedback if incorrect.</p> <p>3. Receive ID Card and sign in the releasing logbook.</p>	<p>information.</p> <p>2. Encodes data.</p> <p>(Photo capture and signature if not uploaded in the website.)</p> <p>3. Show to client encoded data for confirmation of correct information.</p> <p>4. Print ID Card and release with instruction to proceed to OSAS for validation and get lanyard and ID Card protector.</p>		<p>5 minutes</p> <p>(5 minutes)</p> <p>5 minutes</p> <p>5 minutes</p>	<p>MIS Staff</p> <p>MIS Staff</p> <p>MIS Staff</p> <p>MIS Staff</p>
<b>TOTAL</b>			<b>25 minutes</b>	
<p>B. Faculty and Staff</p> <p>1. Submit Employee Slip and duly accomplished Employee ID Information Form.</p> <p>2. Review entry of data and confirm if correct and give feedback if incorrect.</p> <p>3. Receive ID Card and sign in the releasing logbook.</p>	<p>1. Receive and check information.</p> <p>2. Encodes data.</p> <p>3. Photo capture and signature.</p> <p>4. Show to faculty/staff encoded data for confirmation of correct information.</p> <p>5. Print ID Card and release with the instruction to get the lanyard and ID protector at OSAS.</p>	None	<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>MIS Staff</p> <p>MIS Staff</p> <p>MIS Staff</p> <p>MIS Staff</p> <p>MIS Staff</p>



	<b>TOTAL</b>		<b>25 minutes</b>	
<b>II. Replacement of ID</b>				
<b>A. Students</b>				
1. Secure from OSAS Schedule of ID Printing Slip and pay to the Cashier the corresponding fee.		ID Card- P81.00 Lanyard- P99.00 Protector- 20.00		OSAS Staff Cashier
2. Submit the following:				
a. Schedule of ID Printing Slip;	1. Receive and check completeness of documents.		5 minutes	MIS Staff
b. Official Receipt				
c. ID Information Form (if there is change of information); and	2. Retrieve information from database. Update if there is any change of information.		5 minutes	MIS Staff
d. Notarized Affidavit of Loss or Old ID as the case may be.				
3. Confirms correct information.	3. If there is information update, show to student the information for confirmation.		5 minutes	MIS Staff
4. Receive ID Card and sign in the releasing logbook.	4. Print and release ID Card and instruct student to get lanyard and ID Card protector at OSAS.		5 minutes	MIS Staff
	<b>TOTAL</b>	<b>Php200.00</b>	<b>20 minutes</b>	
<b>B. Faculty and Staff</b>				
1. Fill-up Employee Information Slip and submit.	1. Receive and check entries in the Employee Information Slip.	None	5 minutes	MIS Staff



	2. Retrieve information from database. Update if there is any change of information.		5 minutes	MIS Staff
2. Confirms correct information.	3. If there is information update, show to faculty or staff for confirmation.		5 minutes	MIS Staff
3. Receive ID Card and sign in the releasing logbook.	4. Print and release ID Card. Tell the faculty or staff to get the lanyard and ID Card protector at OSAS.		5 minutes	MIS Staff
	<b>TOTAL</b>	<b>None</b>	<b>20 minutes</b>	





## Library Services

### 48. Lending/Borrowing of Library Materials

*Providing relevant resources to students, faculty/employee and outside researchers for their academic and research needs.*

<b>Office or Division</b>		Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Faculty, Staff and External Researchers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student: 1. Validated Library ID Card				
Faculty and Staff 1. Faculty/Staff ID Card				
External Researchers: 1. Approved Letter Request 2. ID Card		Library of the Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients* presents her/his ID Card and library material/s to be borrowed. *Student validated library card. *Faculty/Staff ID Card. *External researchers presents an approved letter and ID.  NB: New student borrower shall accomplish the Borrower's Profile Slip.	1. Checks ID card of student or faculty or staff.  - Checks approved letter and ID card.	None	1 minute	Library Staff
2. Signs the logbook/ log sheet.	<b>Books for Library use:</b> Let the client		2 minutes	Library Staff



<p>Signs in the logbook / logsheet and receive borrowed book/s.</p>	<p>sign in the logbook/ logsheet.</p> <p><i>(Note: External researchers are only allowed to use books in the Library, not for loan out.)</i></p> <p><b>Books for Loan Out:</b></p> <p>Write the due date on the book card/s and check out in the library system.</p> <p>Release the borrowed book/s.</p>		<p>5 minutes</p>	
	<p><b>TOTAL</b></p>	<p><b>Library use:</b></p> <p><b>Loan out:</b></p>	<p><b>3 minutes</b></p> <p><b>6 minutes</b></p>	



## Medical Clinic

### 49. Medical Consultation and Request for Referral

A service provided to students and university personnel to ensure that they receive appropriate care and treatment of their health issues and those who seek referral for further medical evaluation of a medical officer/specialist.

<b>Office or Division</b>		Medical - Academic Building- ground floor - Left Wing		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Students, Faculty, and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Validated School ID or Registration Form for the current academic year				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID Card or Registration Form.	1. Check ID/ Registration Form	None	5 minutes	Nurse
2. Submit self for evaluation.	2. Conduct Physical Assessment and Evaluation.  If patient need medical care, refer to medical specialist and issues referral slip for consultation at the District Hospital.  If patient need hospital admission in case of emergency,	None	15 minutes	Nurse          Nurse/Driver



	he/she shall be accompanied by a nurse and will be provided transportation using the university vehicle.			
3. Receive referral slip and sign in the logbook.	3. Release referral slip and have patient sign in the logbook.	None	2 minutes	Nurse
	<b>TOTAL</b>	<b>None</b>	<b>22 minutes</b>	



## Integrated Income and Resource Generation Program

### 50. Event Reservation

To facilitate the fast and efficient response on the reservation of the events and functions of the university. It will also provide safe and excellent foods to the local community.

<b>Office or Division</b>	Integrated Income and Resource Generation Program (IIRGP)- Leon Campus	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C- Government to Citizen G2G- Government to Government	
<b>Who May Avail</b>	Students, Faculty, Staff and General Public	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. 1 copy of Event Contract		Front Desk Clerk
2. 1 copy of Food Menu Packages		Front Desk Clerk
3. 3 copies of Official Receipts		Cashier
<b>FEES:</b> A. Breakfast (200.00) Rice, Egg, Fruits, Coffee/Choco/Tea/Bottled Water/Softdrinks/Juices, Tapsilog Meal B. Am Snacks (60.00) Native Foods/Sandwiches/Bread/Pasta/Pansit & Soup W/ Bread Coffee/Choco/Tea/Bottled Water/Softdrinks/Juices C. Lunch (300.00) Rice And Soft Drinks, 1 Stew, 1 Main Course, 1 Side Dish, 1 Dessert/Salad/Appetizer Drinks D. Pm Snacks (60.00) Native Foods/Sandwiches/Bread/Pasta/Pansit & Soup W/ Bread & Pika Pika Coffee/Choco/Tea/Bottled Water/Softdrinks/Juices E. Dinner (300.00) Rice And Drinks, 1 Soup, 1 Main Course, 1 Side Dish, 1 Dessert/Salad/Appetizer, Drinks		
<i>Note: Please see the Food Packages Rates for the complete information. All rates may subject to change without prior notice.</i>		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about event / function availability.	1. Front Desk Clerk checks for the availability of the date and venue.		1 minute	Front Desk Clerk
2. Discuss details of Event /Function.	2. Assists the client for the type of event/ function.		1 minute	Front Desk lerk



3. Selects the Food Menu Packages.	3. Assists the guest in the selection of food packages, and suggest best menu for the event.		3 minutes	Front Desk Clerk
4. Fills out Event Contract.	4. Assists guest in filling up forms and checks essential information in the event contract. Ensure that the guest understand the details of the contract.		5 minutes	Front Desk Clerk
5. Pay the cost of the event. (May pay 50% as confirmation and full payment on or before the day of the event / function.  Present Official Receipt of payment.	6. Require a 50% down payment as confirmation of the reservation.  Secure official receipt from the guest.	(Please see above Fees.)	5 minutes	Staff/Clerk  Cashier
	<b>TOTAL</b>		<b>15 minutes</b>	



# LEON CAMPUS

## Internal Services



## Human Resource Management Office

### 51. Request for Employee Record

*Provide the employees the documents they need for personal or official purposes.*

<b>Office or Division</b>		Human Resource Management Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Government		
<b>Who May Avail</b>		Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished Request Slip.	1. Check the Request Slip as to documents being requested.	None	2 minutes	Administrative Clerk
	2. Prepare requested document.	None	Service Record- 1 day Cert. of Employment – 1 day Copy of Appointment – 20 min.	HRMO
2. Receive copy of requested document/s.	3. Release requested document.	None	2 minutes	Administrative Clerk
	<b>TOTAL</b>	<b>None</b>	<b>Service Record – 1 day and 4 min. Cert. of Employment – 1 day and 4 min. Copy of Appointment – 24 min.</b>	





# MIAGAO CAMPUS

## External Services



## Office of the Registrar and Admission (ORA)

### 52. Application for Admission

Admission of students in various curricular programs is governed by the approved policies of the University in consonance with the provisions of RA 10931, otherwise known as "Universal Access to Quality Tertiary Education Act of 2017". (Undergraduate Student Handbook Chapter 3, Art. 1 per BOR Res. No. 102-2018).

Applicants may apply for Admission to verify and assist if they are qualified to take the University Admission Test (UAT).

<b>Office or Division</b>	Office of the Campus Registrar and Admission
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B-Government to Business
<b>Who May Avail</b>	Senior High School Graduating Students, Transfer Students From External Campuses, ALS Completers, PEPT Passers
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p><b>For Senior High School Graduates/ Graduating Student</b></p> <ol style="list-style-type: none"> <li>1. Photocopy of DepEd Form SF9-SHS (Report Card)</li> <li>2. Photocopy of Certificate of Good Moral Character</li> <li>3. Photocopy of Certification as graduating student (<i>if graduating student</i>)</li> </ol> <p><b>For Transferees</b></p> <ol style="list-style-type: none"> <li>4. Photocopy of Transcript of Records for Evaluation</li> <li>5. Original Certificate of Transfer Credentials</li> </ol> <p><b>For Cross-Enrolees</b></p> <ol style="list-style-type: none"> <li>6. Original Permit to Cross-Enroll</li> </ol> <p><b>For All Applicants</b></p> <ol style="list-style-type: none"> <li>7. Photocopy of PSA/NSO Authenticated Live Birth</li> <li>8. Application for Admission</li> </ol> <p><b>For Graduate Education Applicants only</b></p> <ol style="list-style-type: none"> <li>9. Official Receipt</li> </ol> <p><i>Note: Admission Fees (Examination Fee - 200.00 and Photo Fee-50.00) is being paid by Applicants for Graduate Education Programs only.</i></p>	<p>DepEd High School</p> <p>Registrar's Office of previous school</p> <p>Philippine Statistics Authority</p> <p>ISATU-MC Campus Registrar and Admission Office</p> <p>ISATU-MC Cashiers Office</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Application Form for Admission together with the required Admission Credentials	1. Evaluates Admission Credentials	None	10 minutes	Admission Officer/ Assigned Staff
	Refers to Cashier's Office for payment of fees. <i>(if applicable)</i>	None		
2. Pays Required Fees for Admission <i>(if applicable)</i>	2. Receives Payment	Examination Fee-200.00 Photo Fee50.00	3 minutes	Cashiers' Office Staff
3. Presents OR <i>(if applicable)</i> and Application Form for Admission	3. Checks OR payment <i>(if applicable)</i>	None	1 minute	OCRA Assigned Staff
4. Presents admission form for encoding of personal data and follow the procedure.	4. Encodes applicants personal data, takes picture and issues admission number.	None	10 minutes	OCRA Staff
	5. Instructs applicants to proceed to OSAS for schedule of examination	None	1 minute	OCRA Staff
	<b>TOTAL</b>		<b>25 minutes</b>	



### 53. Confirmation of Enrolment

Only students who met the admission requirements shall be allowed to enroll.  
 (Undergraduate Student Handbook Chapter 3, Art. 2 per BOR Res. No. 102-2018)  
 Students will start and end enrollment at the Office of the Program Coordinators or at the designated area per Program. Enrollment Committee will submit Registration Form together with enrollment requirements to the Registrar for Confirmation of Enrollment.

<b>Office or Division</b>		Office of the Campus Registrar and Admission		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who May Avail</b>		Old and New Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For SHS Graduates</b> 1. Original SHS Report Card 2. Original Certification of Good Moral Character 3. Photocopy of PSA/NSO Authenticated Birth Certificate <b>For Transferees</b> 4. Original Transcript of Records (for Transferees) 5. Original Certificate of Transfer Credential (for Transferees) 6. Original Certification of Good Moral Character 7. Photocopy of PSA/NSO Authenticated Birth Certificate <b>For ALS Passers</b> 8. Original Certification of Rating (for ALS/PEPT Passers) 9. Photocopy of PSA/NSO Authenticated Birth Certificate <b>Old Students</b> 1. Original copy of Completely signed Students Semestral Clearance		From DepEd High School  Philippine Statistics Authority  From Previous School Attended  Philippine Statistics Authority  From DepEd ALS Schools  Philippine Statistics Authority  Blank Form is available at the Office of Instruction		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Enrollment Committee submits student registration form and other requirements to OCRA for confirmation of enrollment	1. Receives students Registration Forms and other requirements from the Enrollment Committee	None	5 minutes	OCRA Staff
	2. Reviews the completeness of Registration Form and other	None	5 minutes	OCRA Staff
<i>Note: If situation permits,</i>				



<i>students may be allowed to submit their own Registration Forms and enrollment requirements at the OCRA.</i>	enrollment requirements			
	3. Confirms students enrollment using valid student Identification Number through the Registration System.	None	5 minutes	OCRA Staff
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	



## 54. Issuance of Student Academic Records and Forms

*Disclosure of student academic records is governed by very strict policies as reflected in the OURA Manual of Operations approved per BOR Res. No. 50-2019.*

*Students and graduates shall personally request their academic records. In the event they cannot make the request personally, they shall authorize a proxy to do the said request.*

<b>Office or Division</b>	Office of the Campus Registrar and Admission
<b>Classification</b>	Simple to Technical
<b>Type of Transaction</b>	G2C- Government to Citizen; G2B-Government to Business; G2G – Government to Government
<b>Who May Avail</b>	Active and Inactive Students and Other Authorized Parties
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p><b>For Evaluation and Scholarship:</b></p> <ul style="list-style-type: none"> <li>• Semestral Clearance</li> <li>• Validated School ID</li> <li>• Registration Form (if School ID is not available)</li> </ul> <p><b>For Employment, Board Examination, Dismissal:</b></p> <ul style="list-style-type: none"> <li>• Exit Clearance</li> <li>• School ID</li> <li>• 2x2 ID picture</li> <li>• Form 137-A*</li> <li>• OTR with remarks "Copy for: ISAT U" (for transferees)*</li> <li>• Certificate of Transfer Credential*</li> <li>• Certification of Good Moral Character*</li> <li>• Photocopy of PSA/NSO Authenticated Live Birth*</li> <li>• Photocopy of PSA/NSO Authenticated Marriage Certificate (if applicable)*</li> <li>• Affidavit of Loss/Damage (for re-issuance of Diploma, Certificate and CTC, if needed)</li> </ul> <p><b>For Authorized Person(s):</b></p> <ul style="list-style-type: none"> <li>• Special Power of Attorney (SPA) or Notarized Authorization Letter</li> </ul>	<p>Clearances can be secured from the Office of Instruction; School ID are validated at the Office of Student Affairs and Services.</p> <p>Form 137-A or OTR with Remarks "Copy for ISAT U" can be secured from the students last school attended before ISAT U. A written request must be secured first from the ISATU-MC OCRA before going to the concerned school.</p> <p>Birth Certificate and Marriage Certificate can be secured from the Office of Philippine Statistics Authority (PSA).</p> <p>Affidavit of Loss/Damage, Special Power of Attorney and Authorization Letter shall be personally executed by the student concerned and have it Notarized by Notary Public</p>



<ul style="list-style-type: none"> <li>• Photocopy of any valid ID</li> <li>• For Issuance of Completion Forms – INC must be within the completion period of 1 year</li> <li>• For Issuance of Adding and Dropping Form – Student must be officially enrolled</li> <li>• For CAV – original and photocopy of TOR and Diploma</li> </ul> <p><b>Records and Forms that can be requested:</b></p> <ul style="list-style-type: none"> <li>• Transcript of Records (TOR)</li> <li>• Certification(s) of - Enrolment, Good Moral Character, General Weighted Average, Honor Graduate, Graduation</li> <li>• Certificate of Transfer Credentials or Honorable Dismissal (CTC or HD)</li> <li>• Diploma</li> <li>• Proficiency Certificate</li> <li>• Certification, Authentication, Verification (CAV)</li> <li>• Report of Grades/Copy of Grades (ROG/COG)</li> <li>• Report Card/Report of Rating (RC/ROR)</li> <li>• Certificate of Registration (COR)</li> <li>• Authentication of Academic Records</li> <li>• Re-issuance of Diploma/Certificate</li> <li>• Secondary Permanent Record (for High School Graduates)</li> <li>• Completion of INC Form (CF)</li> <li>• Adding and Dropping of Subjects Enrolled Form (ADF)</li> </ul>	
---	--

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Counter Request Form.	1. Receives Counter Request Form.	None		Frontline Staff
	2. Checks requirements for the	None		Frontline Staff



	corresponding request of academic records Requests other requirements as necessitates.			
2. Pays required fees	3. Receives payment and issues official receipt	In Philippine Peso TOR-30/page Certification-30/cert Re-issuance of Academic Records -130 Form 137-A-30/page Authentication -30/page Report Card-10/sem COR- 30/sem CAV- 30 CTC (HD) - 25+TOR fee Report of Grades-30/student Completion Form-10/subject Adding & Dropping Form-10/pc		Cashier
3. Submits Counter Request Form and Official Receipt of payment.	4. Receives OR and schedules the releasing of request.	None		Frontline Staff
	5. Returns Counter Request Form and Claim Stub and informs the schedule of releasing of request made.	None		Frontline Staff





	6. Forwards student folder with OR to the Encoder for processing	None		Frontline Staff
	7. Receives, prepares and processes the requested academic record	None		Encoder
4. Returns on the scheduled day of releasing.	8. Receives the Counter Request Form and Claim Stub.	None		Frontline Staff
5. Receives the requested record.	9. Releases the requested records.	None		Frontline Staff

**Simple Requests (COR/ROR/COG/CF/ADF) – 1-3 days**

**Complex to Technical Requests (TOR/Dip/CAV/CTC/Certs/Auth)- 7-20 days**



## 55. Verification of Student Academic Records

Services provided to respond to educational verification being conducted by various agencies as a prerequisite to employment.

<b>Office or Division</b>		Office of the Campus Registrar and Admission		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen; G2B – Government to Business		
<b>Who May Avail</b>		Active and Inactive Students and Other Authorized Parties		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Transcript of Records		Office of the Campus Registrar and Admission		
2. Letter Request for Verification of Student Records		Verifying Agency/Entity		
3. Authorization Letter		Student Concerned		
4. Valid Identification of the Representative of Verifying Entity/Agency		Verifying Agency/Entity		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>VERIFICATION OF STUDENT RECORDS</b>				
<b>A. Face-to-Face</b> 1. Submits request for verification of student records	1. Receives request for verification of student records with attached complete requirements	None	1 minute	Assigned Staff
	2. Checks student records on Registration System or digital back up (if available) and/or retrieves hard file of student records	None	5 minutes	Assigned Staff
	3. Responses to the request by either of the following:	None	15 minutes	Campus Registrar/ Assigned Staff



	<ul style="list-style-type: none"> <li>• Certification</li> <li>• Filling-up the request form</li> </ul>			
2. Receives reply to request.	4. Release the response.	None	2 minutes	Assigned Staff
	<b>TOTAL</b>		<b>23 minutes</b>	
<b>B. Online Request</b>				
1. Submits request for verification of student records via email at <a href="mailto:miagao.registrar@isatu.edu.ph">miagao.registrar@isatu.edu.ph</a>	1. Receives request for verification of student records with attached complete requirements	None	1 minute	Campus Registrar
	2. Checks student records on Registration System or digital back up (if available) and/or retrieves hard file of student records	None	5 minutes	Campus Registrar/ Assigned Staff
	3. Responses to the request by filling up the provided form/link/online platform	None	15 minutes	Campus Registrar
2. Acknowledges the response	4. Sends/ submits the response s	None	3 minutes	Campus Registrar
	<b>TOTAL</b>		<b>24 minutes</b>	



## Human Resource Management Office

### 56. Reply to Job Applications

*This service acknowledges receipt of job applications to published vacant positions.*

<b>Office or Division</b>		Human Resource Management Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C – Government to Citizen		
<b>Who May Avail</b>		Filipino Citizens		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Letter addressed to the Campus Administrator				
2. Fully accomplished and duly notarized Personal Data Sheet (CS Form 212, Revised 2017) with 3.5cmX4.5cm ID picture (passport size) taken within the last 6 months;		Can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>		
3. Work Experience Sheet, if applicable;		Can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>		
4. Certificate of Eligibility or Rating or Professional License, applicable to the position applied for (photocopy)		Government Office/Agency that granted the Cert. of Eligibility or Rating or Professional License		
5. Transcript of Records (photocopy)		Registrar of concerned educational institution		
6. Performance Rating of at least VS in the last rating period (photocopy), if applicable		Human Resource Management Office of concerned agency		
7. Other documentary requirements necessary to the position		Issuing agency concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits job application together with the complete set of requirements (walk-in or email).	1. Receives job applications. 2. Checks completeness of documents.	None		HRMO II/ Assigned Staff
2. Receives acknowledgment letter of job application.	3. Issues acknowledgment letter personally or thru email.			HRMO II/ Assigned Staff
	<b>TOTAL</b>	<b>None</b>	<b>Three (3) working days</b>	



# MIAGAO CAMPUS

## External / Internal Services



## Library Services

### 57. Lending/Borrowing of Library Materials

Services provided to students, faculty, and staff with reference materials for their subject requirements.

<b>Office or Division</b>		Library		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen G2G- Government to Government		
<b>Who May Avail</b>		Students, Faculty, Staff and External Researchers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Library ID Card		Library		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the Library ID card.	1. Ensures that Library ID card is properly validated for the semester.	None	1 minute	Library Personnel
2. Fills out the book card.	2. Receives the book. 3. Attach the Library ID Card to the book card. 4. Checks on the due date and stamps date due on the date due slip.	None	4 minute	Library Personnel
3. Receives the book.	5. Releases the books to the students/faculty/ staff.	None	1 minute	Library Personnel
	<b>TOTAL</b>	<b>None</b>	<b>6 minutes</b>	



## Dental Clinic

### 58. Oral Examination and Assessment/Consultation

*A service provided to comprehensively assess the oral health status of the student, faculty, and staff.*

<b>Office or Division</b>		Dental Clinic		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen G2G- Government to Government		
<b>Who May Avail</b>		Students, Faculty, and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Validated School ID		OSAS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents School ID	1. Checks for proper identification	None	1 minute	Dental Assistant
2. Fills out Health Screening Form and Dental Record.	2. Provides patients with Health Screening Form (QF-DSD-MC 11) and Dental Record (QF-DSD-MC-01).	None	5 minutes	Dental Assistant
3. Submits self for Dental Examination.	3. Conducts oral health assessment, examination and record in the Dental Chart (QF-DSD-MC-02).	None	1 hour	Dentist
4. Discusses oral health findings and receives prescription of medicine	4. Writes assessment in patient's Dental Records (QF-DSD-MC-01).	None	15 minutes	Dentist
	<b>TOTAL</b>	<b>None</b>	<b>1 hour and 21 minutes</b>	



## Medical Clinic

### 59. Medical Consultation and Request for Referral

*A service provided to students and university personnel to ensure that they receive appropriate care and treatment of their health issues and those who seek referral for further medical evaluation of a medical officer/specialist.*

<b>Office or Division</b>		Medical Clinic		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Citizen G2G- Government to Government		
<b>Who May Avail</b>		Students, Faculty, and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Validated School ID or Registration Form for the current academic year				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents ID Card or Registration Form.	1. Checks ID/ Registration Form	None	5 minutes	Nurse
2. Submits self for evaluation.	2. Conducts Physical Assessment and Evaluation.  If patient need medical care, refer to medical specialist and issues referral slip for consultation.  If patient need hospital admission in case of emergency, he/she shall be accompanied by a nurse and will be provided transportation	None	15 minutes	Nurse  Nurse/Driver





	using the university vehicle.			
3. Receives referral slip and sign in the logbook.	3. Releases referral slip and have patient sign in the logbook.	None	2 minutes	Nurse
	<b>TOTAL</b>	<b>None</b>	<b>22 minutes</b>	



## Integrated Income and Resource Generation Program

### 60. Physical Facilities Utilization/Reservation for Rental Services

*Renting out to the general public the university facility for their personal needs/purposes.*

<b>Office or Division</b>	Integrated Income and Resource Generation Program (IIRGP) – Miagao Campus			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen G2G- Government to Government			
<b>Who May Avail</b>	Students, Faculty, Staff and the General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 copy Rental Permit 2. 1 copy Official Receipt 3. 1 copy Billing Statement		Rental Services Project Manager Cashier Rental Services Project Manager		
<b>FEES:</b>				
<b>CLASSROOMS</b>				
<b>Room Location (Capacity)</b>	<b>Area Capacity (Persons)</b>	<b>Venue with Basic Facilities<sup>1</sup> (PhP)</b>	<b>Additional Charges (PhP) per Excess Hours</b>	
D – Building	30-40	500.00	150.00	
E – Building	30-40	500.00	150.00	
F – Building	30-40	500.00	150.00	
G – Building	30-40	500.00	150.00	
<b>FUNCTION ROOMS / SPACES</b>				
<b>Rooms / Area (Capacity)</b>	<b>Area Capacity (Persons)</b>	<b>Venue Only (PhP)</b>	<b>Venue with Basic Facilities<sup>1</sup> (PhP)</b>	<b>Additional Charge (PhP) per excess hour</b>
Covered Court	800	6,000.00	8,000.00	500.00
P.E Fitness Gym	700	5,500.00	7,500.00	400.00
<b>EQUIPMENT</b>				
<b>Equipment</b>	<b>Rates (PhP)</b>		<b>Additional Charges (PhP) per Excess Hours</b>	
Table	100/pc /9 hours		20.00	
Monoblock Chairs	20.00/ pc/ 9 hours		5.00	
<p><i>Note: Please see the Rental Rates for the complete information. All rates may subject to change without prior notice.</i></p>				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries for the availability of the Physical Facilities to be reserved	<ol style="list-style-type: none"> <li>1. Check the availability of the requested facility.</li> <li>2. Reserves the facility immediately to the non-paying client if it is available and proceed to the submission of the needed documents.</li> </ol>	N/A	3 minutes	Rental Services Staff / Project Manager
2. Secures and fills out Rental Permit Form.	<ol style="list-style-type: none"> <li>3. Reserves the facility to the paying client upon submission of the filled-out Rental Permit Form.</li> <li>4. Forward the filled-out forms to the PDAS Office for the assignment of personnel.</li> <li>5. The PDAS Office forwards the form to IIGRP Office and VPAF/Campus Administrator for approval.</li> <li>6. Campus Administrator forwards the approved copy of Rental Permit to Rental Services.</li> </ol>	N/A	1 hour	Rental Services Staff / Project Manager
3. Client pays to the Cashier's Office upon receipt of the approved permit and Billing Statement	<ol style="list-style-type: none"> <li>7. Provide the client with the approved Rental Permit and Billing Statement.</li> </ol>	(Please see above Fees.)	5 minutes	Cashier Rental Services Staff / Project Manager
4. Submits needed documents (Copy of the receipt for paying client and approved	<ol style="list-style-type: none"> <li>8. Confirm booking to the respective area or facilities in charge</li> </ol>	N/A	2 minutes	Client Rental Services Staff / Project



activity for non-paying client).				Manager
5. Receive Booking/ Reservation Confirmation.	9. Records confirmed booking and distribute copies of approved permit to concerned offices.	N/A	1 minute	Rental Services Staff / Project Manager
	<b>TOTAL</b>		<b>1 hour 11 minutes</b>	



## 61. Event Reservation

*To facilitate the fast and efficient response on the reservation of the events and functions of the university. It will also provide safe and excellent foods to the local community.*

<b>Office or Division</b>	Integrated Income and Resource Generation Program (IIRGP)- Miagao Campus			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen G2G- Government to Government			
<b>Who May Avail</b>	Students, Faculty, Staff and General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 copy of Event Contract 2. 1 copy of Food Menu Packages 3. 3 copies of Official Receipts		Front Desk Clerk Front Desk Clerk Cashier		
<b>FEES:</b> A. Package A (P180) Plated Choice of 1 Soup, Choice 1 Entrees , Choice of 1 Dessert, Steamed Rice, 1 Round Drink B. Package B (P200) Plated Choice of 1 Soup, Choice 2 Entrees, Choice of 1 Dessert, Steamed Rice ,1 Round Drink C. Package C (P 250) Assisted Buffet Choice of 1 Soup, Choice 2 Entrees, Choice of 1 Dessert, Choice of Side Dish, Steamed Rice ,One Round Drink D. Package D (350) Assisted Buffet Choice of 1 Soup, Choice 3 Entrees, Choice of 1 Dessert, Choice of Side Dish, Steamed Rice , One Round Drink				
<i>Note: Please see the Event Reservation Rates for the complete information. All rates may subject to change without prior notice.</i>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires for Event/Function.	1. Checks for the availability of the date and venue.	None	1 minute	Front Desk Clerk
2. Asks for details of Event/Function.	2. Assists the client for the type of event /function.	None	1 minute	Front Desk Clerk
3. Selects the Food Menu.Packages	3. Assists the guest in the selection of food	None	3 minutes	Front Desk Clerk



	packages, and suggest best menu for the event.			
4. Fills out Event Contract.	4. Assists guests' in filing up forms and checks essential information in the event contract. Ensure guests understand the details of the contract.	None	5 minutes	Front Desk Clerk
5. Pay the total cost of the event.	5. Client pays the required 50% down payment as confirmation of the reservation. Full payment will be settled on or before the day of the event. Secure official receipt to the guest.	(Please see above Fees.)	5 minutes	Staff/Clerk Cashier
	<b>TOTAL</b>		<b>15 minutes</b>	



## 62. Room Accommodation Services

*Provide safe, quality and comfortable room accommodation of University guests.*

<b>Office or Division</b>	Integrated Income and Resource Generation Program – Miagao Campus			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Citizen G2G- Government to Government			
<b>Who May Avail</b>	Students, Faculty, Staff and General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 copy of ID	Client			
2. 1 copy of Guest Registration Form	Front Desk Clerk			
3. 3 copies of Official Receipts	Cashier			
4. 1 copy Reservation Form	Front Desk Clerk			
FEES:				
A. De Luxe Room with Balcony----- Php 900.00				
B. De Luxe Room----- Php 1,350.00				
C. Standard Room----- Php 800.00				
D. Economy Room----- Php 500.00				
<i>Note: Please see the Room Accommodation Rates for the complete information. All rates may subject to change without prior notice.</i>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire for Room Accommodation.	1. Checks for the availability of the Rooms.	None	3 minutes	Front Desk Clerk
2. Reservation of Room.	2. Reserve the available room if needed.	None	2 minutes	Front Desk Clerk
3. Fill out the Guests Registration Form.	3. Assists the guest in filling out Registration Form upon arrival.	None	2 minutes	Front Desk Clerk
4. Present Identification Card.	4. Photocopy and Checks valid I.D. for verification of information he/she filled out in the registration form. If senior citizen, PWD, alumni,	None	2 minutes	Front Desk Clerk



	faculty, employee and students of ISAT U a 20% discount will be given.			
5. Pay the Accommodation Cost.	5. Receives the payment from the guest and give the official receipt copy.	(Please see above Fees.)	2 minutes	Front Desk Clerk
6. Proceed to Hotel Room.	6. Hand in room key and assists the client to the guest room.	None	2 minutes	Front Desk Clerk
	<b>TOTAL</b>	<b>None</b>	<b>13 minutes</b>	





# MIAGAO CAMPUS

## Internal Services



## Human Resource Management Office

### 63. Issuance of Employees Records

*Provide the employees the documents they need for personal or official purposes.*

<b>Office or Division</b>		Human Resource Management Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C- Government to Government		
<b>Who May Avail</b>		Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip		Human Resource Management Office		
<b>Records that can be requested:</b>				
<ol style="list-style-type: none"> <li>1. Service record</li> <li>2. Certificate of Employment</li> <li>3. Certificate of Leave Without Pay</li> <li>4. Certificate of Leave Credits</li> <li>5. Other certificates required for specific official or personal purposes</li> </ol>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits accomplished Request Slip.	1. Checks the Request Slip as to documents being requested.	None	2 minutes	Administrative Clerk
	2. Prepares requested document.	None	Service Record – 1 day Cert. of Employment – 1 day Copy of Appointment – 20 minutes	HRMO
2. Receives copy of requested document/s.	3. Releases requested document.	None	2 min.	Administrative Clerk
	<b>TOTAL</b>		<b>Service Record – 1 day &amp; 4 min.</b> <b>Cert. of Employment – 1 day &amp; 4 min.</b> <b>Copy of Appointment – 24 minutes</b>	



## Accounting Office

### 64. Request for Reimbursement

*This service provides the reimbursement of purchase supplies and materials that is not included in the Annual Procurement Program.*

<b>Office or Division</b>	Accounting Office			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C - Government to Government			
<b>Who May Avail</b>	Teaching and Non-Teaching			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for Reimbursement For (3 copies)		BAC Office		
2. Approved Request for Reimbursement (3 copies)		Campus Administrator		
3. Official Receipts (original and 2 copies)		Service Provider		
4. Reimbursement Expense Receipt (3 copies)		Administration Office		
5. Inventory Custodian Slip/Property Acknowledgement Receipt (if applicable- 3 copies)		Supply Office		
6. Inspection and Acceptance Report (3 copies)		Supply Office		
7. Obligation Request (3 copies)		Accounting Office		
8. Disbursement Voucher (3 copies)		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits approved requirements to Accounting Office	Prepares Obligation Requests and Status	None		Clerk
	Prepares Disbursement	None		Clerk
	Signs on box B of ORS	None		Budget Officer
	Signs on box A of ORS and box A of Disbursement Voucher	None		Admin Officer



	Certifies as to availability of cash, checks as to completeness of supporting documents, signs box C of Disbursement Voucher	None		Accountant
	Checks, reviews and approve for payment on box D of Disbursement Voucher	None		Campus Administrator
	Assigns Obligation Number	None		Budget Officer
	Assigns Disbursement Voucher	None		Accountant
	Transfers documents to Cashier's Office for check issuance	None		Cashier
	<b>TOTAL</b>	<b>None</b>	<b>7 working days</b>	



## VI. Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Clients are encouraged to accomplish the feedback forms (Client Satisfaction Measurement) and drop them at the designated drop boxes located at the: Public Assistance and Complaints Desk at:</p> <p>Office of the University President and Office of the University Registrar and Admission (Main Campus)</p> <p>Office of the Campus Registrar and Admission (External Campuses: Barotac Nuevo Campus Dumangas Campus Leon Campus Miagao Campus)</p>
How feedback is processed	<p>Clients feedback is gathered and processed by respective Campuses. The feedback is consolidated and a report is prepared to document action plan and monitor actions taken.</p>
How to file a complaint	<p>For verbal complaint, please bring your concerns directly to our Officer of the Day at the Public Assistance and Complaints Desk. They will promptly refer the matter to the concerned head of office where the person being complained of is stationed or assigned.</p> <p>For written complaint, you may address your complaint to the University President stating the date, the incident that happened, the personnel involve</p>



	and type of transaction.
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/forwarded to the concerned Head of Office who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	Send your feedback or complaint to <a href="mailto:arta.customercare@isatu.edu.ph">arta.customercare@isatu.edu.ph</a>



## VII. List of Campuses

Position/Campus	Name	Contact Details/Address
SUC President III Main Campus	Gabriel M. Salistre, Jr., PEE, DIT	Tel. # 033-3207190  Burgos St. La Paz, Iloilo City  mail@isatu.edu.ph
Campus Administrator Barotac Nuevo Campus	Dr. Margie P. Deita	CP No. 09203755985  Barotac Nuevo, Iloilo  wvcst.djsmmnc@gmail.com
Campus Administrator Dumangas Campus	Dr. Ramil G. Lumauag	Tel. # 033-3612667; 3612143  Dumangas, Iloilo  dumangas@isatu.edu.ph
OIC-Campus Administrator Leon Campus	Dr. Rafael C. Cabarles	Tel # 033-3310040; 3310179  Leon, Iloilo  leon@isatu.edu.ph
Campus Administrator Miagao Campus	Dr. Ramon N. Emmanuel, Jr.	Tel. # 033-3158164; 3159960; 3159755  Miagao, Iloilo  miagao.gas@isatu.edu.ph