



# **ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY**

**CITIZEN'S CHARTER**  
January 2025





# **ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY**

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## **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.



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# MAIN CAMPUS

## External Services



## Administrative Services – Human Resource Management Office

### 1. 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>		
<ol style="list-style-type: none"> <li>1. Application Letter</li> <li>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;</li> <li>3. Work Experience Sheet, if applicable;</li> <li>4. Certificate of Eligibility or Rating or Professional License, applicable to the position applied for (photocopy);</li> <li>5. Transcript of Records (photocopy);</li> <li>6. Photocopy of Performance Rating of at least VS in the last rating period, if applicable.</li> </ol>		<p>Applicant Can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a></p> <p>Can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> Government Office/Agency that granted the Certificate of Eligibility or Rating or Professional License Registrar of concerned educational institution Human Resource Management Office of concerned agency</p>		
<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.	None	1 hour	HRMO II Human Resource Management Office
	1.1. Check completeness of documents.	None	6 hours	HRMO II Human Resource Management Office
2. Receive acknowledgment letter of job application.	2. Send letter reply to applicant thru email.	None	1 hour	HRMO II Human Resource Management Office
	<b>TOTAL</b>	<b>None</b>	<b>1 working day</b>	



## Office of Student Affairs and Services (OSAS)

### 2. Application for Admission

*This service establishes student admission standards to ensure the proper documentation of applicants, evaluation of their credentials, and compliance with admission requirements*

<b>Office or Division</b>	Office of Student Affairs and Services 3rd 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) Students of Iloilo City Campus	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>BACCALAUREATE PROGRAMS</b>		
<b>A. For Graduating Senior High School Students</b> <ul style="list-style-type: none"> <li>• Completely filled-out OSAS Admission Form 1A.</li> <li>• Two identical 2x2 colored pictures with white background signed on the back by the principal or an authorized representative.</li> <li>• Clear Photocopies of the applicant's household electric bill for 2 months (within the last 6 months prior to application; bring original copy for verification).</li> </ul>		ISAT U Admission Portal  Student   Student
<b>B. For Graduates of Senior High School</b> <ul style="list-style-type: none"> <li>• Completely filled-out OSAS Admission Form 1A.</li> <li>• Clear photocopy of Grade 12 Report Card (bring original copy for verification).</li> <li>• Two identical 2x2 colored pictures with white background.</li> <li>• Clear photocopies of the applicant's household electric bill for 2 months (within the last 6 months prior to application; bring original copy for verification).</li> </ul>		ISAT U Admission Portal  Registrar/Principal/Grade 12 School  Student  Student



<b>C. For Completers of Alternative Learning System</b> <ul style="list-style-type: none"> <li>• Completely filled-out OSAS Admission Form 1A.</li> <li>• Clear photocopy of Certificate of Rating (bring original copy for verification).</li> <li>• Two identical 2x2 colored pictures with white background.</li> <li>• Clear photocopies of the applicant's household electric bill for 2 months (within the last 6 months prior to application; bring original copy for verification).</li> </ul>		ISAT U Admission Portal  Registrar/Principal/DepEd (ALS)  Student  Student		
<b>I. ONLINE APPLICATION THROUGH THE ISAT U ADMISSION PORTAL</b>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the required information in the ISAT U Admission Portal.	1. Upon validation of the email, the system auto-replies with the applicant's schedule of submission of documents.	None	5 minutes	<i>System Generated Response/Staff Office of Student Affairs and Services</i>
2. Receives the confirmation email that contains the schedule for the submission of documents.	2. Reminds the applicant of the schedule and requirements listed in the exam permit.	None	3 minutes	<i>System Generated Response/Staff Office of Student Affairs and Services</i>
<b>TOTAL</b>		<b>None</b>	<b>8 minutes</b>	
<b>II. SUBMISSION OF DOCUMENTS</b>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the admission documents (personally or through an authorized representative) to the Office of Student Affairs and Services.	1. Checks and evaluates the documents; edits applicant's information in the Applicant Processing System if necessary;	None	10 minutes	<i>System Generated Response/Staff Office of Student Affairs and Services</i>



	issues acknowledgement receipt of documents and exam permit.			
2. Secures acknowledgement receipt of documents and exam permit.	2. Files the submitted documents.	None	1 minute	Staff Office of Student Affairs and Services
	<b>TOTAL</b>	<b>None</b>	<b>11 minutes</b>	
<b>III. COMPUTER-AIDED UNIVERSITY ADMISSION TEST</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Shows the exam permit and valid ID for verification.	1. Verifies the exam permit and valid ID of the applicant and checks the name of the applicant in the list of examinees.	None	5 minutes	Computer-aided University Admission Test Committee/Staff Office of Student Affairs and Services
2. Takes the University Admission Test.	2. Orients the applicants and offers assistance when technical and other concerns arise.	None	3 hours and 30minutes	Staff Office of Student Affairs and Services
	<b>TOTAL</b>	<b>None</b>	<b>3 hours and 35 minutes</b>	
<b>IV. APPLICATION STATUS TRACKING, APTITUDE TEST (for selected courses only), INTERVIEW, RELEASING OF RESULTS, AND CONFIRMATION OF SLOTS FOR THOSE WHO ARE QUALIFIED FOR ADMISSION</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Waits for the release of updates in the ISAT U Admission Portal based on the given schedule.	1. Updates the status of the applicant's application for admission.	None	5 minutes	System Generated Response/Staff Office of Student Affairs and Services
2. Takes the Aptitude Test.	2. Conducts and checks the Aptitude Test.	None	3 hours	Aptitude Test Committee/Staff Office of Student Affairs and



				Services
3. Reports for interview.	3. Conducts the interview.	None	10 minutes	Interview Committee
4. Monitors the status of application through the Admission portal.	4. Updates the admission status of the applicant.	None	5 months after the online registration	Staff Office of Student Affairs and Services
5. Confirms and submits required documents for enrollment.	5. Confirms and reserves the slot for admission	None	5 minutes	Deans/Programs Heads/Program Coordinator Colleges/Office of the University Registrar
	<b>TOTAL</b>	<b>None</b>	<b>5 months, 3 hours, and 20 minutes</b>	



## Office of the University Registrar (OUR)

### 3. 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.*

#### 3.1 Advanced Education Program

<b>Office or Division</b>	Office of the University Registrar 2 <sup>nd</sup> Floor, Student Services Building			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who May Avail</b>	Incoming Advanced Education Program Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
The following documents to be submitted: 1. MACHINE COPY OF OFFICIAL TRANSCRIPT OF RECORDS* 2. TWO (2) RECOMMENDATION LETTERS 3. CERTIFICATION OF WORK EXPERIENCE (For Doctoral Program only) Note: Bring Original Copy to be presented for validation		Registrar, School of Origin  Previous Professor/Dean or Immediate Supervisor Company Employer		
<b>3.1.1 ONLINE ADMISSION</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills-out the Online Application for University Admission. Admission link: <a href="https://applicants.isatu.edu.ph">https://applicants.isatu.edu.ph</a> .	1. Auto-reply of instructions on the next steps in the admission process.	None	2 minutes	<i>System Generated Response</i> Office of the University Registrar
2. Submits online the Admission Requirements and Receipt of Admission fee.	2. Evaluates the Admission Requirements and checks Receipt of Admission fee.	Admission Fee Php 250.00	5 minutes	<i>OUR Staff</i> Office of the University Registrar
3. Receives Admission Acknowledgement Receipt.	3. Releases Admission Acknowledgement Receipt.	None	3 minutes	<i>OUR Staff</i> Office of the University Registrar
	<b>TOTAL</b>	<b>Php 250.00</b>	<b>10 minutes</b>	



<b>3.1.2 FACE TO FACE ADMISSION</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 accomplished Application Form for Admission together with the required admission requirements and Receipt of Admission fee.	1. Checks accomplished Application Form for Admission and evaluates submitted Admission Requirements and checks Receipt of Admission fee.	Admission Fee Php 250.00	5 minutes	<i>OUR Staff</i> Office of the University Registrar
	1.1. Encodes applicants' personal data and takes/upload picture.	None	7 minutes	<i>OUR Staff</i> Office of the University Registrar
2. Receives Admission Acknowledgement Receipt.	2. Releases Admission Acknowledgment Receipt.	None	3 minutes	<i>OUR Staff</i> Office of the University Registrar
	<b>TOTAL</b>	<b>Php 250.00</b>	<b>15 minutes</b>	

### 3.2 Post Baccalaureate Program (Certificate in Teaching)

<b>Office or Division</b>	Office of the University Registrar 2nd Floor, Student Services Building			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who May Avail</b>	Incoming Certificate in Teaching Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
The following documents to be submitted: 1. MACHINE COPY OF OFFICIAL TRANSCRIPT OF RECORDS Note: Bring Original Copy to be presented for validation.		Registrar, School of Origin		
<b>3.2.1 ONLINE ADMISSION</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills-out the Online Application for University	1. Auto-reply of instructions on the next steps in the	None	2 minutes	<i>System Generated Response</i>



Admission. Admission link: <a href="https://applicants.isatu.edu.ph">https://applicants.isatu.edu.ph</a> .	admission process.			Office of the University Registrar
2. Submits online the Admission Requirements and Receipt of Admission fee.	2. Evaluates the Admission Requirements and checks Receipt of Admission fee.	Admission Fee Php 250.00	5 minutes	<i>OUR Staff</i> Office of the University Registrar
3. Receives Admission Acknowledgement Receipt.	3. Releases Admission Acknowledgment Receipt.	None	3 minutes	<i>OUR Staff</i> Office of the University Registrar
<b>TOTAL</b>		<b>Php 250.00</b>	<b>10 minutes</b>	
<b>3.2.2 FACE TO FACE ADMISSION</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 accomplished Application Form for Admission together with the required admission requirements and Receipt of Admission fee.	1. Checks accomplished Application Form for Admission and evaluates submitted Admission Requirements and checks Receipt of Admission fee.	Admission Fee Php 250.00	5 minutes	<i>OUR Staff</i> Office of the University Registrar
	1.1. Encodes applicants' personal data and takes/upload picture.	None	7 minutes	<i>OUR Staff</i> Office of the University Registrar
2. Receives Admission Acknowledgement Receipt.	2. Releases Admission Acknowledgment Receipt.	None	3 minutes	<i>OUR Staff</i> Office of the University Registrar
<b>TOTAL</b>		<b>Php 250.00</b>	<b>15 minutes</b>	



### 3.3 Cross Enrollees

<b>Office or Division</b>	Office of the University Registrar 1 <sup>st</sup> Floor, Student Services Building			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who May Avail</b>	Incoming Cross Enrollees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
The following documents to be submitted: 1. PERMIT TO CROSS ENROL Note: Bring Original Copy to be presented for validation)			Registrar, School of Origin	
<b>3.3.1 ONLINE ADMISSION</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills-out the Online Application for University Admission. Admission link: <a href="https://applicants.isatu.edu.ph">https://applicants.isatu.edu.ph</a> .	1. Auto-reply of instructions on the next steps in the admission process.	None	2 minutes	<i>System Generated Response</i> Office of the University Registrar
2. Submits online the Admission Requirements and Receipt of Admission fee.	2. Evaluates the Admission Requirements and checks Receipt of Admission fee.	Admission Fee Php 250.00	5 minutes	<i>OUR Staff</i> Office of the University Registrar
3. Receives Admission Acknowledgement Receipt.	3. Releases Admission Acknowledgment Receipt.	None	3 minutes	<i>OUR Staff</i> Office of the University Registrar
	<b>TOTAL</b>	<b>Php 250.00</b>	<b>10 minutes</b>	
<b>3.3.2 FACE TO FACE ADMISSION</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 accomplished Application Form for Admission together with the required admission requirements and Receipt of Admission fee.	1. Checks accomplished Application Form for Admission and evaluates submitted Admission Requirements and checks	Admission Fee Php 250.00	5 minutes	<i>OUR Staff</i> Office of the University Registrar



	Receipt of Admission fee.			
	1.1. Encodes applicants' personal data and takes/upload picture.	None	7 minutes	<i>OUR Staff</i> Office of the University Registrar
2. Receives Admission Acknowledgement Receipt.	2. Releases Admission Acknowledgment Receipt.	None	3 minutes	<i>OUR Staff</i> Office of the University Registrar
	<b>TOTAL</b>	<b>Php 250.00</b>	<b>15 minutes</b>	



#### 4. Submission of Enrollment Requirements (for Incoming Students)

*This service facilitates the efficient acceptance of student requirements for enrollment.*

##### 4.1 Advanced Education Program

<b>Office or Division</b>		Office of the University Registrar 1 <sup>st</sup> Floor, Student Services Building		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who May Avail</b>		Students qualified to enroll for Advanced Education Program		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
A. NEW PRE-REGISTRATION FORM AND INFORMATION SHEET B. OFFICIAL TRANSCRIPT OF RECORDS C. CERTIFICATE OF TRANSFER CREDENTIALS (for NON-ISAT U Graduate) D. MACHINE COPY OF PSA BIRTH CERTIFICATE MACHINE COPY OF PSA MARRIAGE CERTIFICATE (for married women)			Office of the University Registrar  Registrar, School of Origin Registrar, School of Origin  Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits enrollment requirements.	1. Checks student's name in the qualified list for enrollment. Receives and verify enrollment requirements submitted.	None	5 minutes	<i>OUR Staff</i> Office of the University Registrar
2. Receives log-in credential for Online Pre-Enrollment.	2. Accepts student in the Applicants Processing System (APS) and issues log-in credential for Online Pre-Enrollment.	None	5 minutes	<i>OUR Staff</i> Office of the University Registrar
<b>TOTAL</b>		<b>None</b>	<b>10 minutes</b>	



## 4.2 Baccalaureate Program

<b>Office or Division</b>	Office of the University Registrar 1 <sup>st</sup> Floor, Student Services Building			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who May Avail</b>	Students qualified to enroll for Baccalaureates Program			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<p>1. SENIOR HIGH SCHOOL GRADUATE</p> <p>A. NEW PRE-REGISTRATION FORM AND INFORMATION SHEET</p> <p>B. SENIOR HIGH SCHOOL REPORT CARD</p> <p>C. CERTIFICATE OF GOOD MORAL CHARACTER</p> <p>D. MACHINE COPY OF PSA BIRTH CERTIFICATE</p> <p>E. MACHINE COPY OF PSA MARRIAGE CERTIFICATE (for married women)</p> <p>2. ALTERNATIVE LEARNING SYSTEM (ALS) AND ACCREDITATION AND EQUIVALENCY (A&amp;E) ASSESSMENT COMPLETERS AND PASSER</p> <p>A. NEW PRE-REGISTRATION FORM AND INFORMATION SHEET</p> <p>B. CERTIFICATE OF RATING</p> <p>C. CERTIFICATE OF GOOD MORAL CHARACTER</p> <p>D. MACHINE COPY OF PSA BIRTH CERTIFICATE</p> <p>E. MACHINE COPY OF PSA MARRIAGE CERTIFICATE (for married women)</p> <p>3. TRANSFEREES</p> <p>A. NEW PRE-REGISTRATION FORM AND INFORMATION SHEET</p> <p>B. OFFICIAL TRANSCRIPT OF RECORD</p> <p>C. CERTIFICATE OF GOOD MORAL CHARACTER</p> <p>D. MACHINE COPY OF PSA BIRTH CERTIFICATE</p> <p>E. MACHINE COPY OF PSA MARRIAGE CERTIFICATE (for married women)</p>			<p>Office of the University Registrar</p> <p>Registrar/Principal, School of Origin Registrar/Principal, School of Origin Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA)</p> <p>Office of the University Registrar</p> <p>ALS Coordinator/Registrar, School of Origin Registrar/Principal, School of Origin Philippine Statistics Authority Philippine Statistics Authority</p> <p>Office of the University Registrar</p> <p>Registrar, School of Origin Registrar, School of Origin 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. Submits enrollment requirements.	1. Checks student's name in the qualified list for enrollment. Receives and verify enrollment requirements submitted.	None	5 minutes	<i>OUR Staff</i> Office of the University Registrar



2. Receives log-in credential for Online Pre-Enrollment.	2. Accepts student in the Applicants Processing System (APS) and issues log-in credential for Online Pre-Enrollment.	None	5 minutes	<i>OUR Staff</i> Office of the University Registrar
	<b>TOTAL</b>	<b>None</b>	<b>10 minutes</b>	

#### 4.3 Post-Baccalaureate Program (Certificate in Teaching)

<b>Office or Division</b>	Office of the University Registrar 2 <sup>nd</sup> Floor, Student Services Building			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who May Avail</b>	Students qualified to enroll for Post-Baccalaureate Program (Certificate in Teaching)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
A. NEW PRE-REGISTRATION FORM AND INFORMATION SHEET B. OFFICIAL TRANSCRIPT OF RECORDS C. CERTIFICATE OF TRANSFER CREDENTIALS (for NON-ISAT U Graduate) D. MACHINE COPY OF PSA BIRTH CERTIFICATE E. MACHINE COPY OF PSA MARRIAGE CERTIFICATE (for married women)			Office of the University Registrar  Registrar, School of Origin Registrar, School of Origin  Philippine Statistics Authority Philippine Statistics Authority	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits enrollment requirements.	1. Checks student's name in the qualified list for enrollment. Receives and verify enrollment requirements submitted.	None	5 minutes	<i>OUR Staff</i> Office of the University Registrar
2. Receives log-in credential for Online Pre-Enrollment.	2. Accepts student in the Applicants Processing System (APS) and issues log-in credential for Online Pre-Enrollment.	None	5 minutes	<i>OUR Staff</i> Office of the University Registrar
	<b>TOTAL</b>	<b>None</b>	<b>10 minutes</b>	



#### 4.4 Cross-Enrollee

<b>Office or Division</b>		Office of the University Registrar 2 <sup>nd</sup> Floor, Student Services Building		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who May Avail</b>		Students qualified to enroll for Cross-Enrollment		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
A. NEW STUDENT PRE-REGISTRATION FORM AND INFORMATION SHEET B. PERMIT TO CROSS ENROL C. MACHINE COPY OF PSA BIRTH CERTIFICATE D. MACHINE COPY OF PSA MARRIAGE CERTIFICATE (for married women)			Office of the University Registrar  Registrar, School of Origin Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits enrollment requirements.	1. Checks student's name in the qualified list for enrollment. Receives and verify enrollment requirements submitted.	None	5 minutes	<i>OUR Staff</i> Office of the University Registrar
2. Receives log-in credential for Online Pre-Enrollment.	2. Accepts student in the Applicants Processing System (APS) and issues log-in credential for Online Pre-Enrollment.	None	5 minutes	<i>OUR Staff</i> Office of the University Registrar
	<b>TOTAL</b>	<b>None</b>	<b>10 minutes</b>	



#### 4.5 Technical-Vocational Program (Evening Vocational Course)

<b>Office or Division</b>	Office of the University Registrar 2 <sup>nd</sup> Floor, Student Services Building			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who May Avail</b>	Students qualified to enroll for Technical-Vocational Program (Evening Vocational Course)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
A. NEW PRE-REGISTRATION FORM AND INFORMATION SHEET B. MACHINE COPY OF OFFICIAL TRANSCRIPT OF RECORDS (COLLEGE LEVEL)/SENIOR HIGH SCHOOL REPORT CARD (HIGH SCHOOL LEVEL) CERTIFICATE OF RATING C. POLICE CLEARANCE D. MACHINE COPY OF PSA BIRTH CERTIFICATE E. MACHINE COPY OF PSA MARRIAGE CERTIFICATE (for married women)			Office of the University Registrar  Registrar/Principal, School of Origin  City/Municipal Police Office Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits enrollment requirements.	1. Checks student's name in the qualified list for enrollment. Receives and verify enrollment requirements submitted.	None	5 minutes	<i>OUR Staff</i> Office of the University Registrar
2. Receives log-in credential for Online Pre-Enrollment.	2. Accepts student in the Applicants Processing System (APS) and issues log-in credential for Online Pre-Enrollment.	None	5 minutes	<i>OUR Staff</i> Office of the University Registrar
<b>TOTAL</b>		<b>None</b>	<b>10 minutes</b>	



## 5. Confirmation of Enrollment

*This service facilitates the timely confirmation of students' enrollment in a particular semester of academic year.*

### 5.1 Advanced Education Programs

<b>Office or Division</b>	Office of the University Registrar 2 <sup>nd</sup> Floor, Student Services Building			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who May Avail</b>	Students qualified to enroll for Advanced Education Program			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
A. PRE-REGISTRATION FORM B. SEMESTRAL CLEARANCE			Dean's Office/Enrollment Committee Student	
<b>5.1.1 ONLINE ENROLLMENT</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Prints the approved Online Pre-Registration Form with complete enrollment requirements from Online Enrollment System.	None	3 minutes	<i>OUR Staff</i> Office of the University Registrar
1. Receives Email confirmation of Enrolled Subjects.	1. Checks subjects against Pre-Registration Form through the Online Enrollment System. Upon subject confirmation, print the Registration Form.	None	5 minutes	<i>OUR Staff</i> Office of the University Registrar
	<b>TOTAL</b>	<b>None</b>	<b>8 minutes</b>	
<b>5.1.2 FACE TO FACE ENROLLMENT</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 the approved Pre-Registration Form with complete requirements.	1. Receives the approved Pre-Registration Form with complete requirements.	None	3 minutes	<i>OUR Staff</i> Office of the University Registrar
2. Receives the Registration Form.	2. Checks subjects against Pre-Registration Form	None	5 minutes	<i>OUR Staff</i> Office of the



	through the Registration System. Upon subject confirmation, print the Registration Form.			University Registrar
	<b>TOTAL</b>	<b>None</b>	<b>8 minutes</b>	

## 5.2 Baccalaureate Program

<b>Office or Division</b>		Office of the University Registrar 2 <sup>nd</sup> Floor, Student Services Building		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who May Avail</b>		Students qualified to enroll for Baccalaureate Program		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
A. PRE-REGISTRATION FORM B. SEMESTRAL CLEARANCE			Dean's Office/Enrollment Committee Student	
<b>5.2.1 ONLINE ENROLLMENT</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Prints the approved Online Pre-Registration Form with complete enrollment requirements from Online Enrollment System.	None	3 minutes	<i>OUR Staff</i> Office of the University Registrar
1. Receives Email confirmation of Enrolled Subjects.	1. Checks subjects against Pre-Registration Form through the Online Enrollment System. Upon subject confirmation, print the Registration Form.	None	5 minutes	<i>OUR Staff</i> Office of the University Registrar
	<b>TOTAL</b>	<b>None</b>	<b>8 minutes</b>	
<b>5.2.2 FACE TO FACE ENROLLMENT</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 the approved Pre-Registration Form with complete requirements.	1. Receives the approved Pre-Registration Form with complete requirements.	None	3 minutes	<i>OUR Staff</i> Office of the University Registrar
2. Receives the Registration Form.	2. Checks subjects against Pre-Registration Form through the	None	5 minutes	<i>OUR Staff</i> Office of the University



	Registration System. Upon subject confirmation, print the Registration Form.			Registrar
	<b>TOTAL</b>	<b>None</b>	<b>8 minutes</b>	

### 5.3 Post-Baccalaureate Program (Certificate in Teaching)

<b>Office or Division</b>	Office of the University Registrar 2 <sup>nd</sup> Floor, Student Services Building
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who May Avail</b>	Students qualified to enroll for Post-Baccalaureate Program (Certificate in Teaching)

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
A. PRE-REGISTRATION FORM B. SEMESTRAL CLEARANCE	Dean's Office/Enrollment Committee Student

#### 5.3.1 ONLINE ENROLLMENT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prints the approved Online Pre-Registration Form with complete enrollment requirements from Online Enrollment System.	None	3 minutes	<i>OUR Staff</i> Office of the University Registrar
1. Receives Email confirmation of Enrolled Subjects.	1. Checks subjects against Pre-Registration Form through the Online Enrollment System. Upon subject confirmation, print the Registration Form.	None	5 minutes	<i>OUR Staff</i> Office of the University Registrar
	<b>TOTAL</b>	<b>None</b>	<b>8 minutes</b>	

#### 5.3.2 FACE TO FACE ENROLLMENT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the approved Pre-Registration Form with complete requirements.	1. Receives the approved Pre-Registration Form with complete requirements.	None	3 minutes	<i>OUR Staff</i> Office of the University Registrar
2. Receives the Registration	2. Checks subjects against Pre-Registration	None	5 minutes	<i>OUR Staff</i> Office of the



Form.	Form through the Registration System. Upon subject confirmation, print the Registration Form.			University Registrar
<b>TOTAL</b>		<b>None</b>	<b>8 minutes</b>	

#### 5.4 Cross Enrollee

<b>Office or Division</b>	Office of the University Registrar Second Floor, Student Services Building
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who May Avail</b>	Students qualified to enroll for Cross-Enrollment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. PRE-REGISTRATION FORM B. SEMESTRAL CLEARANCE	Dean's Office/Enrollment Committee Student

##### 5.4.1 ONLINE ENROLLMENT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prints the approved Online Pre-Registration Form with complete enrollment requirements from Online Enrollment System.	None	3 minutes	<i>OUR Staff</i> Office of the University Registrar
1. Receives Email confirmation of Enrolled Subjects.	1. Checks subjects against Pre-Registration Form through the Online Enrollment System. Upon subject confirmation, print the Registration Form.	None	5 minutes	<i>OUR Staff</i> Office of the University Registrar
<b>TOTAL</b>		<b>None</b>	<b>8 minutes</b>	

##### 5.4.2 FACE TO FACE ENROLLMENT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the approved Pre-Registration Form with complete requirements.	1. Receives the approved Pre-Registration Form with complete requirements.	None	3 minutes	<i>OUR Staff</i> Office of the University Registrar
2. Receives the Registration	2. Checks subjects against Pre-Registration	None	5 minutes	<i>OUR Staff</i> Office of the



Form.	Form through the Registration System. Upon subject confirmation, print the Registration Form.			University Registrar
	<b>TOTAL</b>	<b>None</b>	<b>8 minutes</b>	

### 5.5 Technical-Vocational Program (Evening Vocational Course)

<b>Office or Division</b>	Office of the University Registrar 2 <sup>nd</sup> Floor, Student Services Building
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C- Government to Citizen
<b>Who May Avail</b>	Students qualified to enroll for Technical-Vocational Program (Evening Vocational Course)

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
A. PRE-REGISTRATION FORM B. SEMESTRAL CLEARANCE	Dean's Office/Enrollment Committee Student

#### 5.5.1 ONLINE ENROLLMENT

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Prints the approved Online Pre-Registration Form with complete enrollment requirements from Online Enrollment System.	None	3 minutes	<i>OUR Staff</i> Office of the University Registrar
1. Receives Email confirmation of Enrolled Subjects.	1. Checks subjects against Pre-Registration Form through the Online Enrollment System. Upon subject confirmation, print the Registration Form.	None	5 minutes	<i>OUR Staff</i> Office of the University Registrar
	<b>TOTAL</b>	<b>None</b>	<b>8 minutes</b>	

#### 5.5.2 FACE TO FACE ENROLLMENT

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the approved Pre-Registration Form with complete requirements.	1. Receives the approved Pre-Registration Form with complete requirements.	None	3 minutes	<i>OUR Staff</i> Office of the University Registrar



2. Receives the Registration Form.	2. Checks subjects against Pre-Registration Form through the Registration System. Upon subject confirmation, print the Registration Form.	None	5 minutes	<i>OUR Staff</i> Office of the University Registrar
	<b>TOTAL</b>	<b>None</b>	<b>8 minutes</b>	



## 6. Request for Academic Records

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

### 6.1 For Evaluation and Scholarship

<b>Office or Division</b>		Office of the University Registrar 2 <sup>nd</sup> Floor, Student Services Building		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who May Avail</b>		Active Students or its authorized parties		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. SEMESTRAL CLEARANCE		Student		
2. VALIDATED SCHOOL ID or REGISTRATION FORM		Office of Students Affairs Services/ Office of the University Registrar and Admission		
3. AUTHORIZATION LETTER (for Authorized Representative)		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. Fill-out counter request form.	1. Provides Counter Request Form.	None	3 minutes	<i>OUR Staff</i> Office of the University Registrar
2. Secures priority number.	2. Calls out client's priority number.	None	2 minutes	<i>OUR Staff</i> Office of the University Registrar
3. Submits Counter Request and requirements.	3. Receives Counter Request Form. Checks the completeness of requirements and academic records. Advices the client of required fees to be paid at the cashier.	<ul style="list-style-type: none"> <li>• Authentication of Academic Records – Php 30.00 per set</li> <li>• Report Card - Php 10.00 per semester</li> <li>• Report of Grades - Php 30.00 per semester</li> <li>• Registration Form - Php 30.00 per semester</li> </ul>	5 minutes	<i>OUR Staff</i> Office of the University Registrar



4. Submit official receipt and Counter Request Form.	4. Accepts official receipt and Counter Request Form.	None	5 minutes	OUR Staff Office of the University Registrar
	4.1. Forwards request for academic records to the in-charge for preparation/ processing of express request.	None	10 minutes	OUR Staff, In-charge of processing express request Office of the University Registrar
5. Presents the claim stub for request and receives requested documents/ academic records.	5. Calls out the client and Releases requested documents/ academic records.	None	5 minutes	OUR Staff Office of the University Registrar
	<b>TOTAL</b>	<ul style="list-style-type: none"> <li>• Authentication of Academic Records - Php30.00 per set</li> <li>• Report Card -Php10.00 per semester</li> <li>• Report of Grades - Php30.00 per semester</li> <li>• Registration Form - Php30.00 per semester</li> </ul>	<b>30 minutes</b>	



## 6.2 For Employment, Board Examination, Dismissal

<b>Office or Division</b>		Office of the University Registrar 1 <sup>st</sup> Floor, Student Services Building		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C - Government to Citizen		
<b>Who May Avail</b>		In-Active Students, Graduates and its authorized parties		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ACCOMPLISHED 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 CREDENTIALS (for transferee)		Registrar, School of Origin		
7. CERTIFICATE OF GOOD MORAL CHARACTER		Principal/Registrar, School of Origin		
8. MACHINE COPY OF PSA BIRTH CERTIFICATE		Philippine Statistics Authority (PSA)		
9. MACHINE COPY OF PSA MARRIAGE CONTRACT (for married women)		Philippine Statistics Authority (PSA)		
10. AUTHORIZATION LETTER (for Authorized Representative)		Requesting Party		
11. SPECIAL POWER OF ATTORNEY or NOTARIZED AUTHORIZATION LETTER (for Authorized Representative requesting for CAV and abroad purposes)		Notary Public / Lawyer		
12. PHOTOCOPY OF ANY VALID ID OF THE REQUESTING PARTY AND THE AUTHORIZED REPRESENTATIVE		Requesting and Authorized Person		
13. AFFIDAVIT OF LOSS/DAMAGE (for Re-issuance of Diploma)		Notary Public/Lawyer		
14. DOCUMENTARY STAMPS		Bureau of Internal Revenue		
15. LETTER OF NO OBJECTION		Registrar, School where the Official Transcript of Records is forwarded		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out counter request form.	1. Provides Counter Request Form.	None	3 minutes	<i>OUR Staff</i> Office of the University Registrar
2. Secures priority number.	2. Calls out client's priority number.	None	2 minutes	<i>OUR Staff</i> Office of the



				University Registrar
3. Submits Counter Request.	3. Receives Counter Request Form and retrieve hard file of client.	None	5 minutes	OUR Staff Office of the University Registrar
4. Submit requirements.	4. Checks the completeness of requirements and academic records and give the client the required fees to be paid at the cashier.	<ul style="list-style-type: none"> <li>• Certifications - Php30.00 per Cert.</li> <li>• Certification, Authentication, Verification (CAV) - Php 30.00</li> <li>• Transcript of Records/Form 137-A - Php30.00 per page</li> <li>• Certificate of Transfer Credentials - Php25.00 + TOR</li> <li>• Re-Issuance of Diploma and Certificate - Php100.00</li> </ul>	5 minutes	OUR Staff Office of the University Registrar
5 Presents official receipt.	5. Accepts official receipt and schedules releasing of documents.	None	5 minutes	OUR Staff Office of the University Registrar
6. Secures claim stub for request and claims the same on scheduled date of release.	6. Forwards request for academic records to encoders for preparation/ processing.	None	5 working days	Office Encoder/Registrar Office of the University Registrar
7. Presents the claim stub for request and receives	7. Releases requested documents/ academic	None	5 minutes	OUR Staff Office of the University Registrar



requested documents/ academic records.	records.			
	<b>TOTAL</b>	<ul style="list-style-type: none"> <li>• <b>Certifications - Php30.00 per Cert.</b></li> <li>• <b>Certification, Authentication, Verification (CAV) - Php 30.00</b></li> <li>• <b>Transcript of Records/Form 137-A - Php30.00 per page</b></li> <li>• <b>Certificate of Transfer Credentials - Php25.00 + TOR</b></li> <li>• <b>Re-Issuance of Diploma and Certificate - Php100.00</b></li> </ul>	<b>5 working days and 25 minutes</b>	



## University Guidance and Counseling Center

### 7. 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>		University Guidance and Counseling Center (UGCC)		
<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.) Validated Identification Card (ID)/ Registration Form (RF) 2.) Filled Up Consent Form		Office of Students Affairs Services/ Office of the University Registrar and Admission Guidance Counselor		
<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 University Guidance and Counseling Center
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 University Guidance and Counseling Center
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 resolve the matter.	None	40 minutes	Guidance Counselor University Guidance and Counseling Center
<b>TOTAL</b>		<b>None</b>	<b>1 hour</b>	



# **MAIN CAMPUS**

## **External / Internal Services**



## 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. ID Card <ul style="list-style-type: none"> <li>• Validated University ID Card</li> <li>• University ID Card</li> <li>• Any Identification Card</li> </ul> 2. One (1) copy of Dental Examination Record (QF-DEN-01) or Dental Health Record (QF-DEN-04)           3. Medical Slip		Student Teaching or Non-Teaching Personnel Community members Dental Clinic Medical 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	<i>Dental Aide</i> Dental Clinic
2. Fill out Dental Examination Record or Dental Health Record.	2. Provide patient with Dental Examination Record or Dental Health Record.	None	10 minutes	<i>Dental Aide</i> Dental Clinic
3. Submit self for dental/oral examination.	3. Perform examination and diagnose health issues.  3.1. Prepare treatment plan.	None	15 minutes	<i>Dentist</i> Dental Clinic
4. Receive prescription form or referral or dental slip/certificate.	4. Issue prescription form with instruction and give medicine, if necessary.  4.1. Issue Referral or Dental Slip/Certificate, as the case may be	None	20 minutes	<i>Dentist</i> Dental Clinic



5. Sign in the logbook and monthly treatment record.	5. Have the patient sign on the logbook.	None	2 minutes	<i>Dentist</i> Dental Clinic
	<b>TOTAL</b>	<b>None</b>	<b>50 minutes</b>	



## Integrated Income and Resource Generation Program

### 9. 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	None	4,000.00	800
2. Ed-Tech Center	100	None	7,000.00	1,000.00
3. New Board Room	50-80	None	6,000.00	1,000.00
4. N-Building AV Room	200	None	8,000.00	1,000.00
5. Research Hub AV Room	100	None	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	None	7,000.00	1,000.00
8. Football Field (venue only)	Open field	4,500.00	None	1,000.00
9. GAD Conference Room	15-25	None	3,500.00	800.00
10. DIT Conference Room	15-20	None	3,500.00	800.00
11. Student Services Building Conference Hall	200	None	8,000.00	1,000.00
12. Advertisement Space (Kiosk) <sup>4</sup>	3 - 5	500.00	None	None
<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. Checks the availability of the requested facility.  1.1. Reserves the facility immediately to the non-paying client if it is available and explain the needed documents for submission of the client.	None	3 minutes	<i>Rental Services Staff / Project Manager Integrated Income and Resource Generation Program</i>
2. Secures and fills out Rental Permit Form	2. Reserves the facility to the paying client upon submission of the filled-out Rental Permit Form.  2.1. Forwards the filled-out forms to the PDAS Office for the assignment of personnel.  2.2. The PDAS Office forwards the form to IIGRP Office and VPAF/Campus Administrator for approval.  2.3. VPAF/ Campus Administrator forwards the approved copy of Rental Permit to Rental Services.	None	1 hour	<i>Rental Services Staff / Project Manager Integrated Income and Resource Generation Program</i>



3. Receives billing statement.	3. Gives billing statement.	None	2 minutes	<i>Rental Services Staff / Project Manager Integrated Income and Resource Generation Program</i>
3.1. Pays to the Cashier.	3.1. Receives payment.	(Please see corresponding Fees.)	2 minutes	<i>Cashier Cashier's Office</i>
3.2. Receives approved permit.	3.2. Releases approved permit.	None	1 minute	<i>Rental Services Staff / Project Manager Integrated Income and Resource Generation Program</i>
4. Submits the needed documents (Copy of the receipt for paying client and approved activity for non-paying client).	4. Confirms booking to the respective area or facilities in charge.	None	2 minutes	<i>Rental Services Staff / Project Manager Integrated Income and Resource Generation Program</i>
5. Receives Booking/ Reservation Confirmation.	5. Records confirmed booking and distribute copies of approved permit to concerned offices.	None	1 minute	<i>Rental Services Staff / Project Manager Integrated Income and Resource Generation Program</i>
	<b>TOTAL</b>	<b>(Please see corresponding Fees.)</b>	<b>1 hour and 11 minutes</b>	



## 10. 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. Inquires availability for event/function.	1. Checks for the availability of the date and venue.	None	1 minute	Front Desk Clerk Integrated Income and Resource Generation Program
2. Discusses details of event/function.	2. Assists the client for the type of event /function.	None	1 minute	Front Desk Clerk Integrated Income and Resource Generation Program
3. Selects the Food Menu Package.	3. Assists the guest in the selection of food package,	None	3 minutes	Front Desk Clerk Integrated Income and Resource Generation



	and suggests best menu for the event.			Program
4. Fills out Event Contract.	4. Assists guests in filling out forms and checks essential information in the Event Contract. Ensures guests understand the details of the contract.	None	5 minutes	<i>Front Desk Clerk</i> Integrated Income and Resource Generation Program
5. Pays the total cost of the event.	5. Instructs client to pay the required 50% down payment as confirmation of the reservation. Notifies the client that full payment will be settled on or before the day of the event. Secures official receipt to the client.	(Please see corresponding Fees.)	3 minutes	<i>Staff Clerk</i> Integrated Income and Resource Generation Program
	5.1. Receives and processes payments.	(Please see corresponding Fees.)	2 minutes	<i>Cashier</i> Cashier's Office
	<b>TOTAL</b>	<b>(Please see corresponding Fees.)</b>	<b>15 minutes</b>	



## 11. Room Accommodation Services

*Provide safe, quality and comfortable room accommodation for 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 2. 1 copy of Guest Registration Form 3. 3 copies of Official Receipts 4. 1 copy Reservation Form		Client Front Desk Clerk Cashier 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 -----Php950.00 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 **20% discount to Senior Citizens, PWDs, and ISAT U Alumni, Employees and Students				
<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. Inquires for Room Accommodation.	1. Checks for the availability of the Rooms.	None	3 minutes	Front Desk Clerk Integrated Income and Resource Generation Program
2. Reservations of Room.	2. Reserves the available room, if needed.	None	2 minutes	Front Desk Clerk Integrated Income and Resource Generation Program



3. Fills out the Guests Registration Form and present Identification Card.	3. Assists the guest in filling out Registration Form upon arrival.	None	2 minutes	<i>Front Desk Clerk</i> Integrated Income and Resource Generation Program
	3.1. Photocopies and checks valid I.D. for verification of information that the client registered. If senior citizen, PWD, alumni, faculty, employee and student of ISAT U, a 20% discount will be given.	None	2 minutes	<i>Front Desk Clerk</i> Integrated Income and Resource Generation Program
4. Pays the Accommodation Cost.	4. Receives the payment from the guest and gives the official receipt copy.	(Please see corresponding Fees.)	2 minutes	<i>Front Desk Clerk</i> Integrated Income and Resource Generation Program
5. Proceeds to Hotel Room.	5. Hands in room key and assists the client to the Hotel Room.	None	2 minutes	<i>Front Desk Clerk</i> Integrated Income and Resource Generation Program
	<b>TOTAL</b>	(Please see corresponding Fees.)	<b>13 minutes</b>	



## Library Services

### 12. 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 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>		
Student: 1. Validated Library ID Card		Student		
Faculty and Staff 1. Faculty/Staff ID Card		Teaching or Non-Teaching Personnel		
External Researchers: 1. Approved Letter Request 2. ID Card		Library of the Requesting Party Researcher/s		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client* presents her/his ID Card and library material/s to be borrowed. *Student validated library card.  *Faculty/Staff ID Card.  *External researcher presents an approved letter and ID.  NB: New student borrowers shall accomplish the Borrowers information in the Google Form.	1. Checks validated library card of student.  - Checks faculty or staff ID/appointment.  - Checks approved letter and ID card.	None	1 minute	<i>Library Staff Library</i>



<p>2. Signs the book card.</p>           <p>Signs in the book card and receive borrowed book/s.</p>	<p><b>Books for Library use:</b></p> <p>2. Let the client sign in the book card.</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>None</p>           <p>None</p>	<p>2 minutes</p>           <p>5 minutes</p>	<p>Library Staff Library</p>
	<p><b>TOTAL</b></p>	<p>None</p>	<p><b>Library Use:</b> 3 minutes</p> <p><b>Loan out:</b> 6 minutes</p>	



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

### 13. 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>	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>	
<b>I. Issuance of New ID</b>	
<b>A. For New Baccalaureate Students:</b> 1. Schedule of ID Printing Slip; 2. Photo and Signature Files via Online ID Portal; or 3. Student ID Information Form (if information is not uploaded in the website).	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> 1. Schedule of ID Printing Slip 2. Original printed copy of Registration Form 3. Student ID Information Form 4. Official Receipt	OSAS Student Copy MIS/EDP Cashier
<b>C. For Faculty / Employee:</b> 1. Employee Slip 2. Employee ID Information Form	Human Resource Management Office (HRMO) MIS/EDP
<b>II. Replacement of ID (Worn-out, Defaced or Lost)</b>	
<b>A. For Students:</b> 1. Notarized Affidavit of Loss, in case of lost ID; 2. Old ID, in case of worn-out or defaced ID; 3. Schedule of ID Printing 4. Official Receipt 5. Student ID Information Form	Notary Public / Lawyer  OSAS Cashier's Office MIS/EDP
<b>B. For Faculty and Staff:</b> 1. Employee ID Information Form (in case of change of information)	MIS/EDP



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>I. Issuance of New ID</b>				
<b>A. New Bacculaureate Students</b>				
1. Submit Schedule of Printing Slip secured from OSAS and duly accomplished Student Information Slip (if information is not uploaded in the website).	1. Receive forms and access uploaded picture and signature or check information.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
	1.1. Encodes data.  (Photo capture and signature if not uploaded in the website.)	None	5 minutes  (5 minutes)	MIS Staff Management Information System Office/Electronic Data Processing
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.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
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.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
	<b>TOTAL</b>	<b>None</b>	<b>25 minutes</b>	
<b>B. Post Graduate and Vocational Courses Students:</b>				
1. Secure from OSAS Schedule of ID Printing Slip and pay to the Cashier the corresponding fee (If ID payment not	1. Give schedule of ID Printing Slip.	None	5 minutes	OSAS Staff Office of Student Affairs and Services



reflected in the RF).				
2. Receive Official Receipt (If ID payment not reflected in the RF).	2. Receive payment (If ID payment not reflected in the RF).	Php 200.00	5 minutes	Cashier Cashier's Office
3. Submit the following: a. Schedule of ID Printing Slip b. Official Receipt (If ID payment not reflected in the RF) c. Student ID Information Slip d. Original printed copy of Registration Form	3. Receive and check completeness of documents.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
	3.1. Encode data.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
4. Review entry of data and confirm if correct and give feedback if incorrect.	4. Show to client encoded data for confirmation of correct information.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
5. Receive ID Card and sign in the releasing logbook.	5. Print ID Card and release with instruction to proceed to OSAS for validation and get lanyard and ID Card protector.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
	<b>TOTAL</b>	<b>Php 200.00</b>	<b>30 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 Management Information System Office/Electronic Data Processing
	1.1. Encodes data.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing



	1.2. Photo capture and signature.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
2. Review entry of data and confirm if correct and give feedback if incorrect.	2. Show to faculty/staff encoded data for confirmation of correct information.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
3. Receive ID Card and sign in the releasing logbook.	3. Print ID Card and release with the instruction to get the lanyard and ID protector at OSAS.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
	<b>TOTAL</b>	<b>None</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.	1. Give Schedule of ID Printing Slip.	None	5 minutes	OSAS Staff Office of the Student Affairs and Services
2. Receive Official Receipt.	2. Receive payment.	ID Card- P81.00 Lanyard- P99.00 Protector- P20.00	5 minutes	Cashier Cashier's Office
3. Submit the following: a. Schedule of ID Printing Slip; b. Official Receipt c. Student ID Information Form (if there is change of information); and d. Notarized Affidavit of Loss or Old ID as the case may be.	3. Receive and check completeness of documents.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
	3.1. Retrieve information from	None	5 minutes	MIS Staff Management



	database. Update if there is any change of information.			Information System Office/Electronic Data Processing
4. Confirms correct information.	4. If there is information update, show to student the information for confirmation.	None	5 minutes	<i>MIS Staff</i> Management Information System Office/Electronic Data Processing
5. Receive ID Card and sign in the releasing logbook.	5. Print and release ID Card and instruct student to get lanyard and ID Card protector at OSAS.	None	1 minute	<i>MIS Staff</i> Management Information System Office/Electronic Data Processing
	<b>TOTAL</b>	<b>Php 200.00</b>	<b>26 minutes</b>	
B. Faculty and Staff				
1. Fill-up Employee ID Information Form and submit (if there is change of information).	1. Receive and check entries in the Employee Information Slip.	None	5 minutes	<i>MIS Staff</i> Management Information System Office/Electronic Data Processing
	1.1 Retrieve information from database. Update if there is any change of information.	None	5 minutes	<i>MIS Staff</i> Management Information System Office/Electronic Data Processing
2. Confirms correct information.	2. If there is information update, show to faculty or staff for confirmation.	None	5 minutes	<i>MIS Staff</i> Management Information System Office/Electronic Data Processing
3. Receive ID Card and sign in the releasing logbook.	3. Print and release ID Card. Tell the faculty or staff to get the lanyard and ID Card protector at OSAS.	None	5 minutes	<i>MIS Staff</i> Management Information System Office/Electronic Data Processing
	<b>TOTAL</b>	<b>None</b>	<b>20 minutes</b>	



## Medical Clinic

### 14. 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>		Office of Students Affairs Services/Office of the University Registrar and Admission  Medical/Hospital Institution of Choice		
1. Registration Form (RF); and 2. Laboratory Results of the following: <ol style="list-style-type: none"> <li>SCBC</li> <li>Urinalysis</li> <li>Stool Exam</li> <li>Chest X-Ray</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		
1. Laboratory Results of the following: <ol style="list-style-type: none"> <li>Blood Test;</li> <li>Urinalysis;</li> <li>Chest X-Ray;</li> <li>Drug Test; and</li> <li>Neuro-Psychiatric Examinaion.</li> </ol> 2. CS Form 211 Revised 2017				
<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 Medical Clinic
2. Ask for Laboratory Request Form.	2. Issue Laboratory Request Form and give instruction on specimen collection.	None	1 minute	Medical Clinic Staff Medical Clinic
	<b>TOTAL</b>	<b>None</b>	<b>4 minutes</b>	



Part II. 1. Present RF and submit Laboratory Results.	1. Open MRIS and complete patient's data.	None	2 minutes	<i>Medical Clinic Staff</i> Medical Clinic
2. Submit self for physical examination.	2. Measure vital signs: - Blood pressure - Pulse rate	None	10 minutes	<i>Nurse</i> Medical Clinic
	2.1 Conduct physical examination.	None	30 minutes	<i>University Physician/Nurse</i> Medical Clinic
	2.2 Issue Medical Certificate/Slip.	None	5 minutes	<i>University Physician/Nurse</i> Medical Clinic
3. Receive Medical Certificate/Slip.	3. Release Medical Certificate/Slip.	None	3 minutes	<i>Medical Clinic Staff</i> Medical Clinic
	<b>TOTAL</b>	<b>None</b>	<b>50 minutes</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	<i>Nurse</i> Medical Clinic
2. Submit self for physical examination.	2. Measure vital signs: - Blood pressure - Pulse rate	None	10 minutes	<i>Nurse</i> Medical Clinic
	2.1. Conduct physical examination.	None	15 minutes	<i>University Physician/Nurse</i> Medical Clinic
	2.2. Sign CS Form 211 Revised 2017.	None	4 minutes	<i>University Physician</i> Medical Clinic
3. Receive signed CS Form 211 Revised 2017.	3. Release signed CS Form 211 Revised 2017.	None	1 minute	<i>Medical Clinic Staff</i> Medical Clinic
	<b>TOTAL</b>	<b>None</b>	<b>35 minutes</b>	



# MAIN CAMPUS

## Internal Services



## Administrative Services – Human Resource Management Office

### 15. 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>		Simple		
<b>Type of Transaction</b>		G2G – Government to Government		
<b>Who May Avail</b>		Faculty and Staff		
<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>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit filled-out Request Form.	1. Receive request form.	None	10 minutes	HRMO / Human Resource Management Office
	1.1. Check corresponding document being requested. - Service Record; - Certificate of Employment; - Other employee records.	None	30 minutes	HRMO / Human Resource Management Office
	1.2. Prepare requested records/documents.	None	3 hours	HRMO / Human Resource Management Office
2. Receive requested records/documents.	2. Release the requested records/documents.	None	20 minutes	HRMO / Human Resource Management Office
<b>TOTAL</b>		<b>None</b>	<b>4 hours</b>	



## Administrative Services – Records Office

### 16. 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>		Simple		
<b>Type of Transaction</b>		G2G – Government to Government		
<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		Faculty/Staff		
<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.	None	5 minutes	Records Officer Records Office
	1.1. Check records/documents based on original copy.	None	45 minutes	Records Officer Records Office
2. Stamp name of signatory.	2. Sign records/documents as “Certified Machine Copy”.	None	30 minutes	Records Officer Records Office
	2.1. Record transaction in the logbook.	None	30 minutes	Administrative Staff Records Office
3. Receive signed “Certified Machine Copy” of records/documents and sign in the logbook.	3. Release “Certified Machine Copy” of records/documents and let client sign in the logbook.	None	10 minutes	Administrative Staff Records Office
<b>TOTAL</b>		<b>None</b>	<b>2 hours</b>	



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

### 17. 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>		Simple		
<b>Type of Transaction</b>		G2G – Government to Government		
<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	1 minute	<i>MIS Customer Service Staff Management Information System Office/ Electronic Data Processing</i>
	1.1. Evaluate and categorize as to nature of request: <ul style="list-style-type: none"> <li>• computer/laptop and printer installation or troubleshooting;</li> <li>• network-related issues;</li> <li>• information system installation;</li> <li>• telephone installation and troubleshooting; and</li> <li>• ICT-related issue/concern.</li> </ul>	None	1 minute	<i>MIS Customer Service Staff Management Information System Office/ Electronic Data Processing</i>
	1.2. Provide services according to the nature of request:	None	• computer/laptop and printer installation or	<i>MIS Technical Staff Management</i>



	<ul style="list-style-type: none"> <li>• computer/laptop and printer installation or troubleshooting;</li> <li>• network-related issues;</li> <li>• information system installation;</li> <li>• telephone installation and troubleshooting; and</li> <li>• ICT-related issue/concern.</li> </ul>		<ul style="list-style-type: none"> <li>• troubleshooting – 1 day</li> <li>• network-related issues – 1 day</li> <li>• information system installation – 30 minutes</li> <li>• telephone installation and troubleshooting – 2 days</li> <li>• ICT-related issue/concern – 1 day</li> </ul>	Information System Office/ Electronic Data Processing
2. Sign the Service Request Form.	2. Let the requestor sign the Service request Form.	None	1 minute	<i>MIS Technical Staff</i> Management Information System Office/ Electronic Data Processing
3. Fill-out Customer Satisfaction Measurement Form and drop in the drop box.	3. Give the Customer Satisfaction Measurement Form for requesting faculty or staff to fill-out.	None	3 minutes	<i>MIS Technical Staff</i> Management Information System Office/ Electronic Data Processing
	<b>TOTAL</b>	<b>None</b>	<ul style="list-style-type: none"> <li>• <b>computer/laptop and printer installation or troubleshooting – 1 day and 6 minutes</b></li> <li>• <b>network-related issues – 1 day and 6</b></li> </ul>	



			<p>minutes</p> <ul style="list-style-type: none"><li>• information system installation – 36 minutes</li><li>• telephone installation and troubleshooting – 2 days and 6 minutes</li><li>• ICT-related issue/concern – 1 day and 6 minutes</li></ul>	
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# BAROTAC NUEVO CAMPUS

## External Services



## Human Resource Management Office

### 18. 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		Applicant		
2. Fully accomplished and duly notarized Personal Data Sheet (CS Form 212, Revised 2017) with 3.5cmX4cm 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 Certificate of Eligibility or Rating or Professional License		
5. Transcript of Records (photocopy)		Registrar of concerned educational institution		
6. Photocopy of Performance Rating of at least VS in the last rating period, 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 complete set of requirements (walk-in or email) addressed to the University President.	1. Receive/Retrieve job applications.	None	8 hours	HRMO II Human Resource Management Office
	1.1. Check completeness of documents.	None	8 hours	HRMO II Human Resource Management Office
2. Receive acknowledgment letter of job application.	2. Send letter reply to applicant thru email.	None	8 hours	HRMO II Human Resource Management Office
	<b>TOTAL</b>	<b>None</b>	<b>3 working days</b>	



## Office of the Campus Registrar

### 19. Confirmation of Enrollment

*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 Campus Registrar	
<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>SENIOR HIGH SCHOOL GRADUATES</b>		
1. Original Senior High School Report Card		DepEd High School
2. Original Certification of Good Moral Character		From previous school attended
3. Photocopy of PSA/NSO Authenticated Live Birth Certificate		Philippine Statistics Authority (PSA)
<b>TRANFEREE STUDENTS:</b>		
1. Original Transcript of Records		From previous school attended
2. Original Certificate of Transfer Credentials		From previous school attended
3. Original Certification of Good Moral Character		From previous school attended
4. Photocopy of PSA/NSO Authenticated Live Birth Certificate		Philippine Statistics Authority (PSA)
<b>ALS PASSERS:</b>		
1. Original Certification of Rating (for ALS/PEPT Passers)		DepEd ALS School
2. Photocopy of PSA/NSO Authenticated Live Birth Certificate		Philippine Statistics Authority (PSA)
<b>FOR OLD STUDENTS:</b>		
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
1. Enrolment Committee submits the students Registration Form and other requirements to the Office of the Registrar for confirmation of enrolment.  Note: If situation permits, students may be allowed to submit their own Registration Forms and enrolment requirements at the Office of the Registrar. .	1. Receives students Registration Forms and other requirements from the Enrolment Committee.	None	5 minutes	<i>Registrar Staff</i> Office of the Campus Registrar
	1.1. Reviews the completeness of Registration Form and enrolment requirements.	None	10 minutes	<i>Registrar Staff</i> Office of the Campus Registrar
	1.2. Confirms students enrolment using valid student Identification Number through the Registration System.	None	5 minutes	<i>Registrar Staff</i> Office of the Campus Registrar
	<b>TOTAL</b>	<b>None</b>	<b>20 minutes</b>	



## 20. 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 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.*

*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 Campus Registrar
<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>
<b>FOR EVALUATION AND SCHOLARSHIP:</b>	
1. Semestral Clearance 2. Validated School ID 3. Registration Form (if School ID is not available)	Clearances can be secured from the Office of Instruction; School ID are validated at the Office of Student Affairs and Services.
<b>FOR EMPLOYMENT, BOARD EXAMINATION, DISMISSAL:</b>	
1. Exit Clearance 2. School ID	Student Student



<p>3. 2X2 ID Picture 4. Form 137-A *</p> <p>5. OTR with remarks "Copy for ISAT U" (for transferees) 6. Certificate of Transfer Credentials* 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).</p> <p><i>*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.</i></p>	<p>Student 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 ISAT U-BNC Office of the Registrar before going to the concerned school. Registrar, School of Origin</p> <p>Registrar, School of Origin Principal/Registrar, School of Origin Philippine Statistics Authority (PSA)</p> <p>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>			
<p><b>FOR AUTHORIZED PERSON(S):</b></p>				
<p>1. Special Power of Attorney (SPA) or Notarized Authorization Letter. 2. Photocopy of any valid ID of requesting party and the authorized representative/person.</p> <p>For CAV – original and photocopy of TOR and Diploma.</p>	<p>Requesting Party</p> <p>Requesting Party and Authorized Representative/Person</p>			
<p><b>CLIENT STEPS</b></p>	<p><b>AGENCY ACTION</b></p>	<p><b>FEES TO BE PAID</b></p>	<p><b>PROCESSING TIME</b></p>	<p><b>PERSON RESPONSIBLE</b></p>
<p>1. Submits accomplished Counter Request Form (QF-ORA-BC-21).</p>	<p>1. Receives Counter Request Form and retrieve hard file of client (if needed).</p>	<p>None</p>	<p>2 minutes</p>	<p>Registrar Staff Office of the Campus Registrar</p>
	<p>1.1. Check requirements for the</p>	<p>None</p>	<p>3 minutes</p>	<p>Registrar Staff Office of the Campus</p>



	corresponding request of academic records. Requests other requirements as necessitates.			Registrar
2. Pay required fees.	2. Receives payment and issues official receipt.	<ul style="list-style-type: none"> <li>• TOR- Php30.00/ page</li> <li>• Certifications- Php30.00/cert.</li> <li>• Re-issuance of Diploma and Certificate - Php100.00</li> <li>• Cert. of Transfer Credential (CTC) - PHP25.00 + TOR fee</li> <li>• Certification, Authentication, Verification (CAV) - Php30.00</li> <li>• New Electronic Generated RF - Php30.00</li> <li>• Report Card - Php10.00/sem.</li> <li>• Report of Grades - Php30.00</li> <li>• Authentication of Academic Records -</li> </ul>	5 minutes	Cashier Cashier's Office



		Php30.00/set		
3. Submits Counter Request Form and Official Receipt of Payment.	3. Receives OR and schedules the releasing of request.	None	<ul style="list-style-type: none"> <li>• TOR- 5 working days</li> <li>• Certifications-3 working days</li> <li>• Re-issuance of Diploma and Certificate - 10 working days</li> <li>• Cert. of Transfer Credential (CTC) - 3 working days</li> <li>• Certification, Authentication, Verification (CAV) - 3 working days</li> <li>• New Electronic Generated RF – 2 minutes</li> <li>• Report Card - 2 minutes</li> <li>• Report of Grades - 2 minutes</li> <li>• Authentication of Academic Records – 2 minutes</li> </ul>	<i>Registrar's Staff</i> Office of the Campus Registrar
	3.1. Returns Counter Request Form and Claim Stub and informs the schedule of releasing of request made.	None	3 minutes	<i>Registrar's Staff</i> Office of the Campus Registrar
4. Returns on the scheduled date of release.	4. Releases requested records.	None	5 minutes	<i>Registrar's Staff</i> Office of the Campus



				Registrar
	<b>TOTAL</b>	<ul style="list-style-type: none"> <li>• TOR- Php30.00/ page</li> <li>• Certifications- Php30.00/cert</li> <li>• Re-issuance of Diploma and Certificate - Php100.00</li> <li>• Cert. of Transfer Credential (CTC) - PHP25.00 + TOR fee</li> <li>• Certification, Authentication, Verification (CAV) - Php30.00</li> <li>• New Electronic Generated RF - Php30.00</li> <li>• Report Card - Php10.00/sem</li> <li>• Report of Grades - Php30.00</li> <li>• Authentication of Academic Records - Php30.00/set</li> </ul>	<ul style="list-style-type: none"> <li>• TOR- 5 working days and 18 minutes</li> <li>• Certifications- 3 working days and 18 minutes</li> <li>• Re-issuance of Diploma and Certificate - 10 working days and 18 minutes</li> <li>• Cert. of Transfer Credential (CTC) - 3 working days and 18 minutes</li> <li>• Certification, Authentication, Verification (CAV) - 3 working days and 18 minutes</li> <li>• New Electronic Generated RF – 20 minutes</li> <li>• Report Card - 20 minutes</li> <li>• Report of Grades - 20 minutes</li> <li>• Authentication of Academic Records - 20 minutes</li> </ul>	



## University Guidance and Counseling Center

### 21. 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>		University Guidance and Counseling Center (UGCC)		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C – Government to Citizen		
<b>WHO MAY AVAIL:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Validated Identification Card (ID)/ Registration Form (RF) 2. Filled Up Consent Form		Office of Student Affairs and Services Office of the University Registrar and Admission Guidance Counselor		
<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 filled-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 University Guidance and Counseling Center
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 University Guidance and Counseling Center
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 resolve the matter.	None	40 minutes	Guidance Counselor University Guidance and Counseling Center
<b>TOTAL</b>		<b>None</b>	<b>1 hour</b>	



# BAROTAC NUEVO CAMPUS

**External / Internal Services**



## Cashier's Office

### 22. 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 minutes	<i>Collecting Officer / Cashier</i> Cashier's Office
2. Present priority number and hand-in appropriate document.	2. Get priority number and check appropriate request document.	None	1 minute	<i>Collecting Officer / Cashier</i> Cashier's Office
A. Request for Academic Record.	Check Counter Request Form.	Amount indicated by the Registrar in the Counter Request Form.	5 minutes	<i>Collecting Officer / Cashier</i> Cashier's Office
B. Payment of	Check Request	Fees/Payment	30 minutes	<i>Collecting</i>



School and Other Fees	<p>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>according to balances reflected in the system (for new students) or ledger (for old students).</p>		<p><i>Officer / Cashier</i> Cashier's Office</p>
C. IIRGP Collection	Check billing statement.	Approved billing from IIRGP.	5 minutes	<p><i>Collecting Officer / Cashier</i> Cashier's Office</p>
D. BID Documents	Check signed BAC billing form.	As per billing form from BAC Office.	5 minutes	<p><i>Collecting Officer / Cashier</i> Cashier's Office</p>
E. Refund of Excess Cash Advance	Evaluate the correctness of the liquidation report and properly signed by corresponding signatories.	Per approved liquidation report from Accounting Office.	5 minutes	<p><i>Collecting Officer / Cashier</i> Cashier's Office</p>
3. Hand over payment to the Collecting Officer / Cashier.	3. Check and count the received cash.	None	3 minutes	<p><i>Collecting Officer / Cashier</i> Cashier's Office</p>
4. Receive Official	4. Issue Official Receipt/s. Give back	None	5 minutes	<p><i>Collecting Officer / Cashier</i></p>



Receipt.	request form if requesting for academic records.			Cashier's Office
	<b>TOTAL</b>	<b>A – Amount indicated by the Registrar in the Counter Request Form.</b> <b>B – Fees /Payment according to balances reflected in the system (for new students) or ledger (for old students).</b> <b>C – Approved billing from IIRGP.</b> <b>D – As per billing form from BAC Office.</b> <b>E – Per approved liquidation report from Accounting Office.</b>	<b>A – 16 minutes</b> <b>B – 41 minutes</b> <b>C – 16 minutes</b> <b>D – 16 minutes</b> <b>E – 16 minutes</b>	



## Dental Clinic

### 23. 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 G2G - Government to Government		
<b>Who May Avail</b>		Students, Faculty, and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Referral / Request Slip		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. Informs Dentist of his/her complaint.	1. Conducts interview on medical history and records data.	None	4 minutes	<i>Dentist</i> Dental Clinic
2. Receives medicine or referral/request slip.	2. Conduct first aid treatment or gives available medication and prescription.	None	10 minutes	<i>Dentist</i> Dental Clinic
3. Signs logbook.	3. Requires the student to sign in the logbook.	None	1 minute	<i>Dentist</i> Dental Clinic
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	



## Integrated Income and Resource Generation Program

### 24. 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)	
<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		Rental Services Project Manager
2. 1 copy Official Receipt		Cashier
3. 1 copy Billing Statement		Rental Services Project Manager
<b>FEES:</b>		
Multi-Purpose Hall-----Php3,000.00/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. Inquires for the availability of the Physical Facilities to be reserved.	1. Check the availability of the requested facility as to documents being requested. 1.1 Reserves the facility immediate to the non-paying client if it is available and proceed to the submission of the needed documents.	None	3 minutes	<i>Rental Services Staff/Project Manager/ Integrated Income and Resource Generation Program</i>
2. Secures and fills out Rental Permit Form	2. Reserves the facility to the paying client upon submission of the filled-out Rental Permit Form. 2.1. Forward the filled-out forms to the PDAS Office for the	None	1 hour	<i>Rental Services Staff/Project Manager Integrated Income and Resource Generation Program</i>



	<p>assignment of personnel.</p> <p>2.2. The PDAS Office forwards the form to IIGRP Office and VPAF/Campus Administrator for approval.</p> <p>2.3. Campus Administrator forwards the approved copy of Rental Permit to Rental Services.</p>			
3. Clerk pays to the Cashier's Office upon receipt of the approved permit and Billing Statement.	3. Provide the client with the approved Rental Permit and Billing Statement.	(Please see corresponding Fees.)	5 minutes	<i>Rental Services Staff/Project Manager Integrated Income and Resource Generation Program</i>
4. Submits needed documents (Copy of the receipt for paying client and approved activity for non-paying client).	4. Confirm booking to the respective area or facilities in charge.	None	2 minutes	<i>Rental Services Staff / Project Manager Integrated Income and Resource Generation Program</i>
5. Booking/Reservation Confirmation.	5. Records confirmed booking and distribute copies of approved permit to concerned offices.	None	1 minute	<i>Rental Services Staff / Project Manager Integrated Income and Resource Generation Program</i>
	<b>TOTAL</b>	(Please see corresponding Fees.)	<b>1 hour and 11 minutes</b>	





	best menu for the event.			
4. Fills out Event Contract.	4. Assists guests in filling out forms and checks essential information in the Event Contract. Ensures guests understand the details of the contract.	None	5 minutes	<i>Front Desk Clerk</i> Integrated Income and Resource Generation Program
5. Pays the total cost of the event.	5. Instructs client to pay the required 50% down payment as confirmation of the reservation. Notifies the client that full payment will be settled on or before the day of the event. Secures official receipt to the client.	(Please see corresponding Fees.)	3 minutes	<i>Staff Clerk</i> Integrated Income and Resource Generation Program
	5.1. Receives and processes payments.	(Please see corresponding Fees.)	2 minutes	<i>Cashier</i> Cashier's Office
	<b>TOTAL</b>	<b>(Please see corresponding Fees.)</b>	<b>15 minutes</b>	





## Medical Clinic

### 27. 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.		Student		
<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	<i>Nurse</i> Medical Clinic
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	<i>Nurse</i> Medical Clinic  <i>Nurse/Driver</i> Medical Clinic/ Transportation Unit



	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	<i>Nurse</i> Medical Clinic
	<b>TOTAL</b>	<b>None</b>	<b>22 minutes</b>	



## 28. 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 G2G – Government to Government		
<b>Who May Avail</b>		Students, Faculty, and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Referral / Request Slip			Medical Clinic	
<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 Medical Clinic
2. Receives medicine or referral/request slip.	2. Conduct first aid treatment or gives available medication and prescription.	None	10 minutes	Nurse Medical Clinic
3. Signs logbook.	3. Requires the student to sign in the logbook.	None	1 minute	Nurse Medical Clinic
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	



# BAROTAC NUEVO CAMPUS

## Internal Services



## Human Resource Management Office

### 29. 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>		G2G - 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. 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	<i>Administrative Clerk/HRMO / Human Resource Management Office</i>
2. Submit to Admin. Clerk filled-up request document.	2. Verify completeness of the submitted request.	None	10 minutes	<i>Administrative Clerk/ HRMO / Human Resource Management Office</i>
	2.1. Prepares requested document.	None	20 minutes	<i>Administrative Clerk/ HRMO / Human Resource Management Office</i>
3. Receive copy of requested document/s and sign in the logbook.	3. Release requested document and have the client sign in the logbook.	None	2 minutes	<i>Administrative Clerk/ HRMO / Human Resource Management Office</i>
	<b>TOTAL</b>	<b>None</b>	<b>42 minutes</b>	



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

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

<b>Office or Division</b>		Human Resource Management Office		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2G - 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 filled-out Request form.	1. Receive request form.	None	10 minutes	HRMO I Human Resource Management Office
	1.1. Check corresponding documents being requested: <ul style="list-style-type: none"> <li>• Service Record;</li> <li>• Certificate of Employment;</li> <li>• Other Employee records.</li> </ul>	None	30 minutes	HRMO I Human Resource Management Office
	1.2. Prepare requested records /documents.	None	7 hours	HRMO I Human Resource Management Office
2. Receive requested records/ documents.	2. Release the requested records/ documents.	None	20 minutes	HRMO I Human Resource Management Office
	<b>TOTAL</b>	<b>None</b>	<b>8 hours</b>	



# DUMANGAS CAMPUS

## External Services



## Guidance and Counseling Center

### 31. 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		
<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.) Validated Identification Card (IC)/ Registration Form (RF) 2.) Filled Up Consent Form		Student  Guidance Counselor – Designate		
<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 RF and fills up Consent Form.	1. Welcomes and accommodates the counselee and gives Consent Form to fill up.	None	5 minutes	Guidance Counselor Guidance and Counseling Center
2. Submits filled up Consent Form and narrates the matter for counseling needs.	2. Receives filled up Consent Form and listens attentively to the personal concerns of the counselee.	None	25 minutes	Guidance Counselor Guidance and Counseling Center
3. Receives counseling.	3. Facilitates/ Synthesizes/Clarifies the counselee's problems.	None	30 minutes	Guidance Counselor Guidance and Counseling Center
4. Decides on the proper course of action to be taken regarding the issues raised.	4. Assists students to decide on the problem through suggested alternatives or options towards the solution of the	None	30 minutes	Guidance Counselor Guidance and Counseling Center



	problem.			
	<b>TOTAL</b>	<b>None</b>	<b>1 hour and 30 minutes</b>	





				Office
	<b>TOTAL</b>	<b>None</b>	<b>3 working days</b>	



## Office of the Campus Registrar

### 33. Student Enrollment

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

<b>Office or Division</b>	Office of the Campus Registrar 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  Principal, School of Origin  Philippine Statistics Authority Student Office of the Registrar
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 Office of the Registrar
C. CROSS ENROLEES: 1. Permit to Cross Enroll 2. 1 latest 2X2 ID Picture 3. Duly accomplished New Student Registration Form and	Registrar, School of Origin Student Office of the Registrar



Information Sheet (QF-ORA-DC-02)				
<b>FOR OLD STUDENTS:</b>				
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	3 minutes	Registrar Staff Office of the Campus Registrar
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.	None	3 minutes	Registrar Staff Office of the Campus Registrar
	2.1. Accept new student in the Applicants Processing System (APS), issue USERNAME and PASSWORD to access the enrolment link.	None	3 minutes	Registrar Staff Office of the Campus Registrar
3. Enrolls via online enrolment link and submit printed online form.	3. Receive student's printed Online Pre-Registration Form forwarded by their respective Program Coordinators and double check the data/subjects as well as the	None	3 minutes	Registrar Staff Office of the Campus Registrar



	signatures.			
4. Receive enrolment confirmation.	4. Confirm officially the enrolment of students in the Enrolment System. Print the Registration Form.	None	5 minutes	Registrar Staff Office of the Campus Registrar
	<b>TOTAL</b>	<b>None</b>	<b>17 minutes</b>	
<b>B. ENROLLMENT PROCESS FOR OLD STUDENTS</b>				
1. Access online enrolment link	1. Receive student's printed Online Pre-Registration Form together with their clearance and Permit to Enroll SIP (for OJT students) from their respective Program Coordinators.	None	3 minutes	Registrar Staff Office of the Campus Registrar
	1.1. Double check the year level, section assigned and subjects enrolled and the completeness of signatures in all documents received from Program Coordinators.	None	5 minutes	Registrar Staff Office of the Campus Registrar
	1.2. Confirm officially the enrolment of students in the Enrolment System. Print Registration Form.	None	5 minutes	Registrar Staff Office of the Campus Registrar
	<b>TOTAL</b>	<b>None</b>	<b>13 minutes</b>	













































# DUMANGAS CAMPUS

## Internal Services





























































# MIAGAO CAMPUS

## External/Internal Services























	<p>further evaluation and management.</p> <p>In case of emergencies wherein patient needs hospital admission, he/she shall be accompanied by the nurse and the Class Adviser.</p>			<p><i>Nurse/Class Adviser</i> Medical Clinic</p>
3. Receives referral slip and sign in the logbook.	3. Releases referral slip and have patient sign in the logbook.	None	2 minutes	<i>Nurse/Medical Staff</i> Medical Clinic
	<b>TOTAL</b>	<b>None</b>	<b>22 minutes</b>	







	for the corresponding request of academic records Requests other requirements as necessitates.			Campus Registrar
2. Pays required fees.	2. Receives payment and issues official receipt.	<ul style="list-style-type: none"> <li>• Authentication of Academic Records- Php 30.00 per page</li> <li>• Report Card- Php 10.00 per semester</li> <li>• Report of Grades- Php 30.00 per semester</li> <li>• Registration Form- Php 30.00 per semester</li> <li>• Completion Form- Php10.00/ subject</li> <li>• Adding and Dropping Form- Php 10.00/pc</li> <li>• Certifications- Php 30.00 per Cert.</li> <li>• Certification, Authentication, Verification (CAV)- Php 30.00</li> <li>• Transcript of Records/ Form 137- A- Php 30.00 per page</li> <li>• Certificate of</li> </ul>	5 minutes	Cashier Cashier's Office



















