

# ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY

CITIZEN'S CHARTER
January 2025



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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;

Expedite transactions by streamlining requirements and procedures, adhering to prescribed service standards;

Respect 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;

Value 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;

Integrate 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;

Enable the public to access the University 24/7 on information about policies, programs, course offerings, activities and services through our website isatu.edu.ph. Send complaints and suggestions through our email address arta.customercare@isatu.edu.ph.

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



# V. List of Services

	Page
MAIN CAMPUS	
External Services	
Administrative Services – Human Resource Management Office	
1. Reply to Job Applications	9
Office of Student Affairs and Services (OSAS)	
2. Application for Admission	10
Office of the University Registrar (OUR)	
3. Application for Admission	14
4. Submission of Enrollment Requirements	19
5. Confirmation of Enrollment	24
6. Request for Academic Records	30
University Guidance and Counseling Center	
7. Request for Counseling Services	35
External/Internal Services	
Dental Clinic	
8. Request for Dental/Oral Examination	37
Integrated Income and Resource Generation Program	
9. Physical Facilities Utilization/Reservation for Rental Services	39
10. Event Reservation	42
11. Room Accommodation Services	44
Library Services	
12. Lending/Borrowing of Library Materials	46
Management Information System Office/Electronic Data Processing	
(MIS/EDP)	
13. Application for Issuance of Identification Card	48
Medical Clinic	
14. Request for Physical Examination	53
Internal Services	
Administrative Services – Human Resource Management Office	
15. Request of Employee Records and Certifications	56
Administrative Services – Records Office	
16. Request for Records/Documents to be Certified Machine Copy	57
Management Information System Office/Electronic Data Processing	
(MIS/EDP)	
17. Request for Information and Communications	58
Technology (ICT) Services	



# **EXTERNAL CAMPUSES**

Barotac I	Nuevo	Cam	pus
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barotac Nuevo Campus	
External Services	
Human Resource Management Office	
18. Reply to Job Applications	62
Office of the Campus Registrar	
19. Confirmation of Enrollment	63
20. Issuance of Student Academic Records and Forms	65
University Guidance and Counseling Center	
21. Request for Counseling Services	70
External/Internal Services	
Cashier's Office	
22. Receive Payments of Other Fees	72
Dental Clinic	
23. Referral/Certification/Excuse Slip	75
Integrated Income and Resource Generation Program	
24. Physical Facilities Utilization/Reservation for	76
Rental Services	
25. Event Reservation	78
Library Services	
26. Lending/Borrowing of Library Materials	80
Medical Clinic	
27. Medical Consultation and Request for Referral	81
28. Referral/Certification/Excuse Slip	83
Internal Services	
Human Resource Management Office	
29. Issuance of Certificate of Employment and Other Documents	85
30. Request for Service Records, Certificate of Employment and	86
Other Employee Documents	
Dumangas Campus	
External Services	
Guidance and Counseling Center	
31. Request for Counseling Services	88
Human Resource Management Office	
32. Reply to Job Applications	90
Office of the Campus Registrar	
33. Student Enrollment	92
34. Request for Academic Records	95
External/Internal Services	
Integrated Income and Resource Generation Program	
35. Physical Facilities Utilization/Reservation for	101
Rental Services	
36 Event Reservation	104



37. Room Accommodation Services	106
Library Services 38. Lending/Borrowing of Library Materials  Management Information System Office/Electronic Data Processing (MIS/EDP)	108
39. Application for Issuance of Identification Card	110
Medical Clinic 40. Medical Consultation, Examination, Treatment and Referral	114
Internal Services	
Human Resource Management Office 41. Request of Employee Records and Certifications	117
Leon Campus	
External Services Human Resource Management Office	
42. Reply to Job Applications Office of the Campus Registrar	119
43. Confirmation of Enrollment	120
44. Request for Student Academic Records	121
External/Internal Services	
Dental Clinic 45. Request for Dental/Oral Examination	126
Integrated Income and Resource Generation Program	120
46. Food Reservation	127
Library Services	400
47. Lending/Borrowing of Library Materials  Management Information System Office/Electronic Data Processing (MIS/EDP)	129
48. Application for Issuance of Identification Card	131
Medical Clinic	
49. Medical Consultation and Request for Referral	135
Internal Services	
Human Resource Management Office 50. Request of Employee Records and Certifications	138
Miagao Campus	
External Services	
Guidance and Counseling Center	140
51. Request for Counseling Services Human Resource Management Office	140
52. Reply to Job Applications	142
Office of the Campus Registrar	
53. Confirmation of Enrollment	144



External/Internal Services	
Dental Clinic	
54. Oral Examination and Assessment/Consultation	147
Integrated Income and Resource Generation Program	
55. Physical Facilities Utilization/Reservation for	1 <i>4</i> 8
Rental Services	
56. Event Reservation	151
57. Room Accommodation Services	153
Library Services	
58. Lending/Borrowing of Library Materials	155
Medical Clinic	
59. Medical Consultation and Request for Referral	156
Office of the Campus Registrar	
60. Issuance of Student Academic Records and Forms	158
Internal Services	
Accounting Office	
61. Request for Reimbursement	165
Human Resource Management Office	
62 Issuance of Employee Records	167



# **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.

Office or Division		Human Resource Management Office		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who May Avail		Filipino Citize	ens	
CHECKLIST OF REQUIREMENTS			WHERE TO SECU	JRE
<ol> <li>Application Letter</li> </ol>		Applicant		
2. Fully accomplished and duly notarized Personal Data Sheet (CS Form 212, Revised 2017) with 3.5cmX4.5cm ID picture (passport size) taken within the last 6 months;		Can be downloaded at www.csc.gov.ph		
3. Work Experience			loaded at www.csc	
position applied for 5. Transcript of Rec 6. Photocopy of Per least VS in the last applicable.	nse, applicable to the or (photocopy); ords (photocopy); formance Rating of at st rating period, if	able to the ppy); Certificate of Eligibility or Rating or Profession Discoppy); Cocopy); Rating of at Human Resource Management Office of		or Professional onal institution Office of
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Submit job	1. Receive/Retrieve	None	1 hour	HRMO II
application together	job applications.			Human
with the complete set				Resource
of requirements				Management
(walk-in or email)				Office
addressed to the				
University President.				
	1.1. Check	None	6 hours	HRMO II
	completeness of			Human
	documents.			Resource
				Management
0.0.11.11		NI	4 1	Office
2. Receive	2. Send letter reply	None	1 hour	HRMO II
acknowledgment	to applicant thru			Human
letter of job	email.			Resource
application.				Management Office
	TOTAL	None	1 working day	Office
	IOIAL	140110	. Working day	



# 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

O( 1 (O ) D D D		
3rd Floor, Student Services Building		
Simple		
vernment to Citizen		
Baccalaureate (College) Students of Iloilo City		
WHERE TO SECURE		
ISAT U Admission Portal Student  Student  ISAT U Admission Portal Registrar/Principal/Grade 12 School  Student Student		
١		



#### C. For Completers of Alternative Learning System

- Completely filled-out OSAS Admission Form 1A.
- Clear photocopy of Certificate of Rating (bring original copy for verification).
- Two identical 2x2 colored pictures with white background.
- 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).

ISAT U Admission Portal

Registrar/Principal/DepEd (ALS)

Student

Student

I.		N THROUGH THE ISAT			
	CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
			BE PAID	TIME	RESPONSIBLE
1.	Fills out the required information in the ISAT U Admission Portal.	Upon validation of the email, the system autoreplies with the applicant's schedule of submission of documents.	None	5 minutes	System Generated Response/Staff Office of Student Affairs and Services
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	System Generated Response/Staff Office of Student Affairs and Services
		TOTAL	None	8 minutes	
II.	SUBMISSION OF DOO	CUMENTS			
	CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
			BE PAID	TIME	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	System Generated Response/Staff Office of Student Affairs and Services



Secures     acknowledgement     receipt of documents     and exam permit.	issues acknowledgement receipt of documents and exam permit.  2. Files the submitted documents.	None None	1 minute 11 minutes	Staff Office of Student Affairs and Services
III. COMPUTER-AIDED U	INIVERSITY ADMISSION	N TEST		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
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
	TOTAL	None	3 hours and 35 minutes	
	US TRACKING, APTITUI SING OF RESULTS, AND D FOR ADMISSION AGENCY ACTION			
		BE PAID	TIME	RESPONSIBLE
Waits for the release of updates in the ISAT U     Admission Portal based on the given schedule.	Updates the status of the applicant's application for admission.	None	5 minutes	System Generated Response/Staff Office of Student Affairs and Services
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
Monitors the status of application through the Admission portal.	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
	TOTAL	None	5 months, 3 hours, and 20 minutes	-



# 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

Office or Division	Office of the University Registrar			
	2 <sup>nd</sup> Floor, S	tudent Services Building		
Classification	Simple			
Type of Transaction	G2C - Gove	ernment to Citizen		
Who May Avail	Incoming A	dvanced Education Program Student		
CHECKLIST OF REQUIREME	ENTS	WHERE TO SECURE		
The following documents to be subm	itted:			
1. MACHINE COPY OF OFFICIAL		Registrar, School of Origin		
TRANSCRIPT OF RECORDS*				
2. TWO (2) RECOMMENDATION LE	LETTERS Previous Professor/Dean or Immediate			
3. CERTIFICATION OF WORK EXPERIENCE Supervisor				
(For Doctoral Program only)	Company Employer			
Note: Bring Original Copy to be presented for				
validation				
3.1.1 ONLINE ADMISSION				

3.1.1 UNLINE ADMISS	3.1.1 ONLINE ADMISSION				
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. Fills-out the Online Application for University Admission. Admission link: <a href="https://applicants.is.atu.edu.ph.">https://applicants.is.atu.edu.ph.</a>	Auto-reply of instructions on the next steps in the admission process.	None	2 minutes	System Generated Response 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	OUR Staff Office of the University Registrar	
3. Receives Admission Acknowledgement Receipt.	3. Releases Admission Acknowledgment Receipt.	None	3 minutes	OUR Staff Office of the University Registrar	
	TOTAL	Php 250.00	10 minutes		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Application Form for Admission together with the required admission requirements 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	OUR Staff Office of the University Registrar
	1.1. Encodes applicants' personal data and takes/upload picture.	None	7 minutes	OUR Staff Office of the University Registrar
Receives Admission     Acknowledgement     Receipt.	Releases     Admission     Acknowledgment     Receipt.	None	3 minutes	OUR Staff Office of the University Registrar
	TOTAL	Php 250.00	15 minutes	

# 3.2 Post Baccalaureate Program (Certificate in Teaching)

Office or Division		Office of the University Registrar 2nd Floor, Student Services Building				
Classification		Simple	Otaucht Oct vice	3 Dulluling		
Type of Transaction		G2C - Government to Citizen				
Who May Avail		Incoming Certificate in Teaching Student				
CHECKLIST OF	REQUIREME	NTS	1	WHERE TO SEC	URE	
The following document	ts to be submi	tted:				
1. MACHINE COPY OF	OFFICIAL		Registrar, School of Origin			
TRANSCRIPT OF RE	ECORDS			_		
Note: Bring Original C validation.	Copy to be pre	sented for				
3.2.1 ONLINE ADMISS	SION					
CLIENT STEPS	AGENCY A	ACTION	FEES TO BE	PROCESSING	PERSON	
			PAID	TIME	RESPONSIBLE	
1. Fills-out the Online	1. Auto-reply		None	2 minutes	System	
Application for	instruction	s on the			Generated	
University	next steps	in the			Response	



Admission.				
	admission process.			Office of the
Admission link:				University
https://applicants.is				Registrar
<u>atu.edu.ph.</u>				
2. Submits online the	2. Evaluates the	Admission Fee	5 minutes	OUR Staff
Admission	Admission	Php 250.00		Office of the
Requirements and	Requirements and			University
Receipt of	checks Receipt of			Registrar
Admission fee.	Admission fee.			
3. Receives	3. Releases	None	3 minutes	OUR Staff
Admission	Admission			Office of the
Acknowledgement	Acknowledgment			University
Receipt.	Receipt.			Registrar
	TOTAL	Php 250.00	10 minutes	
		F 11p 250.00	10 minutes	
3.2.2 FACE TO FACE			T	
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON
		PAID	TIME	RESPONSIBLE
1. Submits	1. Checks	Admission	5 minutes	OUR Staff
accomplished	accomplished	Fee		Office of the
•				
Application Form	Application Form for	Php 250.00		University
•	Application Form for Admission and	Php 250.00		University Registrar
Application Form		Php 250.00		•
Application Form for Admission	Admission and	Php 250.00		•
Application Form for Admission together with the	Admission and evaluates submitted	Php 250.00		•
Application Form for Admission together with the required admission	Admission and evaluates submitted Admission	Php 250.00		•
Application Form for Admission together with the required admission requirements and	Admission and evaluates submitted Admission Requirements and	Php 250.00		•
Application Form for Admission together with the required admission requirements and Receipt of	Admission and evaluates submitted Admission Requirements and checks Receipt of	Php 250.00		•
Application Form for Admission together with the required admission requirements and Receipt of	Admission and evaluates submitted Admission Requirements and checks Receipt of	Php 250.00	7 minutes	•
Application Form for Admission together with the required admission requirements and Receipt of	Admission and evaluates submitted Admission Requirements and checks Receipt of Admission fee.		7 minutes	Registrar
Application Form for Admission together with the required admission requirements and Receipt of	Admission and evaluates submitted Admission Requirements and checks Receipt of Admission fee.  1.1. Encodes		7 minutes	Registrar OUR Staff
Application Form for Admission together with the required admission requirements and Receipt of	Admission and evaluates submitted Admission Requirements and checks Receipt of Admission fee.  1.1. Encodes applicants' personal		7 minutes	Registrar  OUR Staff Office of the
Application Form for Admission together with the required admission requirements and Receipt of	Admission and evaluates submitted Admission Requirements and checks Receipt of Admission fee.  1.1. Encodes applicants' personal data and		7 minutes	Registrar  OUR Staff Office of the University
Application Form for Admission together with the required admission requirements and Receipt of Admission fee.	Admission and evaluates submitted Admission Requirements and checks Receipt of Admission fee.  1.1. Encodes applicants' personal data and takes/upload picture.	None		OUR Staff Office of the University Registrar
Application Form for Admission together with the required admission requirements and Receipt of Admission fee.  2. Receives Admission	Admission and evaluates submitted Admission Requirements and checks Receipt of Admission fee.  1.1. Encodes applicants' personal data and takes/upload picture.  2. Releases		7 minutes 3 minutes	OUR Staff Office of the University Registrar OUR Staff
Application Form for Admission together with the required admission requirements and Receipt of Admission fee.  2. Receives Admission Acknowledgement	Admission and evaluates submitted Admission Requirements and checks Receipt of Admission fee.  1.1. Encodes applicants' personal data and takes/upload picture.  2. Releases Admission	None		OUR Staff Office of the University Registrar  OUR Staff Office of the
Application Form for Admission together with the required admission requirements and Receipt of Admission fee.  2. Receives Admission	Admission and evaluates submitted Admission Requirements and checks Receipt of Admission fee.  1.1. Encodes applicants' personal data and takes/upload picture.  2. Releases Admission Acknowledgment	None		OUR Staff Office of the University Registrar  OUR Staff Office of the University
Application Form for Admission together with the required admission requirements and Receipt of Admission fee.  2. Receives Admission Acknowledgement	Admission and evaluates submitted Admission Requirements and checks Receipt of Admission fee.  1.1. Encodes applicants' personal data and takes/upload picture.  2. Releases Admission	None		OUR Staff Office of the University Registrar  OUR Staff Office of the



#### 3.3 Cross Enrollees

Office or Division		Office of the University Registrar  1st Floor, Student Services Building				
Classification		Simple	Otadoni Corvidoo	Danamy		
Type of Transaction			overnment to Citizen			
Who May Avail			Cross Enrollees	011		
CHECKLIST OF	REQUIREME		_	WHERE TO SEC	JRE	
The following documents to be submitted:						
1. PERMIT TO CROSS			Registrar, Sch	ool of Origin		
Note: Bring Original Co	_	ented for	l regional, con			
validation)	,					
3.3.1 ONLINE ADMISS	SION		-			
CLIENT STEPS	AGENCY A	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fills-out the Online	1. Auto-reply	y of	None	2 minutes	System	
Application for	instruction				Generated	
University	next steps				Response	
Admission.	admission	process.			Office of the	
Admission link:					University	
https://applicants.is					Registrar	
atu.edu.ph.	0.5.1.1	(1	A1:: -	F : (	0110 01 %	
2. Submits online the	2. Evaluates		Admission Fee	5 minutes	OUR Staff	
Admission	Admission		Php 250.00		Office of the	
Requirements and	Requirement checks Re				University	
Receipt of Admission fee.	Admission				Registrar	
Aumission ice.	Autiliooloi	1 166.				
3.Receives Admission	3. Releases		None	3 minutes	OUR Staff	
Acknowledgement	Admission				Office of the	
Receipt.	Acknowled	dgment			University	
'	Receipt.				Registrar	
	TOTA	ΑL	Php 250.00	10 minutes		
3.3.2 FACE TO FACE	ADMISSION		•			
CLIENT STEPS	AGENCY	ACTION	FEES TO BE	PROCESSING	PERSON	
OLIZIVI OTZI O	/ OLIVOT /	, to mon	PAID	TIME	RESPONSIBLE	
1. Submits	1. Checks		Admission Fee	5 minutes	OUR Staff	
accomplished	accompli		Php 250.00		Office of the	
Application Form	Application Form				University	
for Admission	for Admission and				Registrar	
together with the	evaluates					
required admission	submitted					
requirements and	Admissio					
Receipt of	Requirem					
Admission fee.	and chec	KS				



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



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

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

#### 4.1 Advanced Education Program

Office or Division		Office of the University Registrar  1st Floor, Student Services Building			
Classification		Simple	, Otauent Oer	vices building	
Type of Transaction	on		overnment to	Citizen	
Who May Avail		Students qualified to enroll for Advanced Education Program			ducation Program
CHECK	LIST OF REQUIR	<b>EMENTS</b>		WHERE T	O SECURE
A. NEW PRE-REGI	STRATION FORM	1 AND		Office of the Univers	ity Registrar
INFORMATION	SHEET				
B. OFFICIAL TRAN				Registrar, School of	•
C. CERTIFICATE C		REDENTIA	ALS (for	Registrar, School of	Origin
NON-ISAT U Gra	,				
D. MACHINE COP				Philippine Statistics	,
	Y OF PSA MARRIA	AGE CER	TIFICATE	Philippine Statistics	Authority (PSA)
(for married wor	ien)				
	<b>,</b>				<del>,</del>
CLIENT STEPS	AGENCY AC	TION	FEES TO	PROCESSING	PERSON
4.0.1."	4 01 1 1		BE PAID	TIME	RESPONSIBLE
1. Submits	1. Checks studer		None	5 minutes	OUR Staff
enrollment	name in the qualist for enrollm				Office of the
requirements.	Receives and				University Registrar
	enrollment	Verily			
	requirements				
	submitted.				
2. Receives log-	Accepts stude	nt in	None	5 minutes	OUR Staff
in credential	the Applicants				Office of the
for Online Pre-	Processing Sy				University Registrar
Enrollment.	(APS) and issu				
	in credential fo	or			
	Online Pre-				
	Enrollment.				
	TOTAL		None	10 minutes	



# 4.2 Baccalaureate Program

Office or Division		Office of the University Registrar			
		Floor, Studen	Service	es Building	
Classification		nple			
Type of Transaction		C - Governme			
Who May Avail			d to enr	oll for Baccalaureate	
CHECKLIS	ST OF REQUIREM	ENTS		WHERE T	O SECURE
1. SENIOR HIGH SCHOOL GRADUATE  A. NEW PRE-REGISTRATION FORM AND INFORMATION SHEET  B. SENIOR HIGH SCHOOL REPORT CARD  C. CERTIFICATE OF GOOD MORAL CHARACTER  D. MACHINE COPY OF PSA BIRTH CERTIFICATE  E. MACHINE COPY OF PSA MARRIAGE  CERTIFICATE (for married women)			F R F E F	Office of the Universi Registrar/Principal, S Registrar/Principal, S Philippine Statistics A Philippine Statistics A	School of Origin School of Origin Authority (PSA)
2. ALTERNATIVE LEARNING SYSTEM (ALS) AND ACCREDITATION AND EQUIVALENCY (A&E) ASSESSMENT COMPLETERS AND PASSER  A. NEW PRE-REGISTRATION FORM AND INFORMATION SHEET  B. CERTIFICATE OF RATING  C. CERTIFICATE OF GOOD MORAL CHARACTER  D. MACHINE COPY OF PSA BIRTH CERTIFICATE  E. MACHINE COPY OF PSA MARRIAGE  CERTIFICATE (for married women)			IR F	Office of the Universion  ALS Coordinator/Regis Registrar/Principal, Sephilippine Statistics Aephilippine Statistics Aephilipp	strar, School of Origin School of Origin Authority
3. TRANSFEREES A. NEW PRE-REGISTRATION FORM AND INFORMATION SHEET B. OFFICIAL TRANSCRIPT OF RECORD C. CERTIFICATE OF GOOD MORAL CHARACTER D. MACHINE COPY OF PSA BIRTH CERTIFICATE E. MACHINE COPY OF PSA MARRIAGE CERTIFICATE (for married women)			F R F E F	Office of the University Registrar  Registrar, School of Origin Registrar, School of Origin Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA)	
CLIENT STEPS	AGENCY ACTIO	_	S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits enrollment requirements.	1. Checks student's name in the qualified list for enrollment. Receives and verify enrollment requirements submitted.	None	5 minutes	OUR Staff Office of the University Registrar



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

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

2. Receives log-in

credential for

Online Pre-

Enrollment.

	-	-				
Office or Division	Office of the					
	2 <sup>nd</sup> Floor, S	tudent Serv	/ice	es Building		
Classification	Simple	Simple				
Type of Transaction	G2C - Gove	G2C - Government to Citizen				
Who May Avail	Students qu	Students qualified to enroll for Post-Baccalaureate Program			ureate Program	
_	(Certificate	(Certificate in Teaching)				
CHECKLI	ST OF REQUIREMENTS			WHERE T	O SECURE	
A. NEW PRE-REGIST INFORMATION SH			0	ffice of the Universi	ity Registrar	
B. OFFICIAL TRANSC	RIPT OF RECORDS		Registrar, School of Origin			
C. CERTIFICATE OF	TRANSFER CREDENTIALS	G (for	Registrar, School of Origin			
NON-ISAT U Gradu	iate)	,			· ·	
D. MACHINE COPY C	F PSA BIRTH CERTIFICAT	Έ	Philippine Statistics Authority			
E. MACHINE COPY O	F PSA MARRIAGE CERTIF	ICATE	Philippine Statistics Authority			
(for married women	)				·	
CLIENT STEPS	AGENCY ACTION	FEES TO	)	PROCESSING	PERSON	
		BE PAID	)	TIME	RESPONSIBLE	
1. Submits	1. Checks student's	None		5 minutes	OUR Staff	
enrollment	name in the qualified				Office of the	
requirements.	list for enrollment.				University Registrar	
	Receives and verify					
	enrollment					
	requirements					
	submitted.					

None

None

5 minutes

10 minutes

OUR Staff

Office of the

University Registrar

2. Accepts student in the

Applicants Processing System (APS) and

issues log-in credential

TOTAL

for Online Pre-Enrollment.



#### 4.4 Cross-Enrollee

Office or Division	Office of the University Registrar			
	2 <sup>nd</sup> Floor, Student Ser	vices Building		
Classification	Simple			
Type of Transaction	G2C - Government to	Citizen		
Who May Avail	Students qualified to e	nroll for Cross-Enrollment		
CHECKLIST OF REQUIR	REMENTS	WHERE TO SECURE		
A. NEW STUDENT PRE-REGISTRA	ATION FORM AND	Office of the University Registrar		
INFORMATION SHEET				
B. PERMIT TO CROSS ENROL		Registrar, School of Origin		
C. MACHINE COPY OF PSA BIRTH CERTIFICATE		Philippine Statistics Authority (PSA)		
D. MACHINE COPY OF PSA MARRIAGE CERTIFICATE		Philippine Statistics Authority (PSA)		
(for married women)		, ,		
,				

CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Submits	Checks student's	None	5 minutes	OUR Staff
enrollment	name in the qualified			Office of the
requirements.	list for enrollment.			University Registrar
	Receives and verify			
	enrollment			
	requirements submitted.			
2. Receives log-in	2. Accepts student in	None	5 minutes	OUR Staff
credential for	the Applicants	140110	o minatos	Office of the
Online Pre-	Processing System			University Registrar
Enrollment.	(APS) and issues log-			omvoroity regional
	in credential for			
	Online Pre-			
	Enrollment.			
	TOTAL	None	10 minutes	



# 4.5 Technical-Vocational Program (Evening Vocational Course)

Office or Division		Office of the University Registrar				
		2 <sup>nd</sup> Floor, Student Services Building				
Classification		Simple				
Type of Transaction		G2C - Gover				
Who May Avail				nroll for Technical-Vo	cational Program	
		(Evening Vo	cational C			
CHECKLIS	T OF REQUIR	REMENTS		WHERE T	O SECURE	
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			ATING E	Office of the University Registrar Registrar/Principal, School of Origin City/Municipal Police Office Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA)		
(for married women				Timpping stations realising (Ferry		
CLIENT STEPS	AGENC	Y ACTION	FEES TO BE PAIL		PERSON RESPONSIBLE	
Submits enrollment requirements.	Checks strange in the list for enrogenees a enrollment requirement submitted.	e qualified ollment. and verify	None	5 minutes	OUR Staff Office of the University Registrar	
Receives log-in credential for Online Pre-Enrollment.	2. Accepts st Applicants System (Al issues log- for Online I Enrollment	Processing PS) and in credential Pre-	None	5 minutes	OUR Staff Office of the University Registrar	
	T01	ΓAL	None	10 minutes		



#### 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**

Office or Division		Office of the	Linivoreity	Pogietrar	
Office of Division				rices Building	
Classification		Simple	tudent oerv	ices building	
Type of Transaction		G2C - Government to Citizen			
Who May Avail				nroll for Advanced Edi	reation Program
	IST OF REQUIF		iailileu lu ei		O SECURE
	RATION FORM			Dean's Office/Enrollr	nent Committee
	CLEARANCE			Student	
5.1.1 ONLINE ENRO		AOTION		DD00500W0	DEDOON
CLIENT STEPS	AGENCY	ACTION	FEES TO		PERSON
	D: ( "	1	BE PAID		RESPONSIBLE
	Prints the a		None	3 minutes	OUR Staff
	Online Pre-				Office of the
		n Form with			University
	complete e				Registrar
	requiremen Online Enro				
		oliment			
1 Dessives Email	System.	inata	Nana	E minutos	OUD Ctoff
Receives Email confirmation of	1. Checks sub against Pre-		None	5 minutes	OUR Staff
					Office of the
Enrolled Subjects.	Registration through the				University
	Enrollment S				Registrar
	Upon subject				
	confirmation				
	Registration				
	TOTA		None	8 minutes	
5.1.2 FACE TO FACE	ENDOLIMEN.	т			
			FFF0 T/	DD00500W0	DEDOON
CLIENT STEPS	AGENCY	ACTION	FEES TO		PERSON
1 Cubmits the	1 Doggings 4	ho	BE PAID		RESPONSIBLE
1. Submits the	Receives to approved to approved to approved to approved to approved to approve to		None	3 minutes	OUR Staff
approved Pre- Registration	approved F				Office of the
Form with	Registration Form				University
	with complete				Registrar
complete requirements.	requiremer	ແວ.			
Receives the	2. Checks sul	hiocts	None	5 minutes	OUR Staff
Registration	against Pre	•	NOHE	5 minutes	
Form.	Registratio				Office of the
i Oilli.	างอนูเจแสแบ	II I UIIII			



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

# 5.2 Baccalaureate Program

Off: D' ' '		Office Cit	11.5. 20	. D '	-4	
Office or Division		e University Registrar				
01 161 (1		2 <sup>nd</sup> Floor, S	tudent Serv	/ices i	Building	
Classification		Simple G2C - Government to Citizen				
Type of Transaction						
Who May Avail			ialified to ei	nroll to	or Baccalaureate	
	IST OF REQUIF				WHERE TO	
	TRATION FORM				n's Office/Enrollm	ent Committee
	CLEARANCE			Stud	dent	
5.2.1 ONLINE ENRO						
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	_	PROCESSING TIME	PERSON RESPONSIBLE
	Prints the ap	proved	None		3 minutes	OUR Staff
	Online Pre-R	egistration				Office of the
	Form with co					University
	enrollment re					Registrar
	from Online E	Enrollment				. rogiotiai
	System.					
1. Receives Email	1. Checks subjects		None		5 minutes	OUR Staff
confirmation of	against Pre-Registration					Office of the
Enrolled Subjects.	Form through					University
	Online Enroll					Registrar
	System. Upo					
	confirmation,					
	Registration Form.  TOTAL		None		8 minutes	
			None		o minutes	
5.2.2 FACE TO FACE						
CLIENT STEPS	AGENCY A	ACTION	FEES TO BE PAID	_	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the	1. Receives the	e approved	None		3 minutes	OUR Staff
approved Pre-	Pre-Registrat					Office of the
Registration Form	with complete					University
with complete	requirements.					Registrar
requirements.						
2. Receives the	2. Checks subj		None		5 minutes	OUR Staff
Registration	against Pre-F	•				Office of the
Form.	Form through	n the				University



Registration System. Upon subject			Registrar
confirmation, print the			
Registration Form.			
TOTAL	None	8 minutes	

# 5.3 Post-Baccalaureate Program (Certificate in Teaching)

Office or Division		Office of the University Registrar					
		2 <sup>nd</sup> Floor, Student Services Building					
Classification		Simple					
Type of Transaction		G2C - Gove					
Who May Avail					I for Post-Bad	ccalaur	eate Program
01150141107	. OF DEALURE	(Certificate	ın Lea	aching)	WHERE	TO 0	-AUDE
	OF REQUIRE				WHERE		
	RATION FORM				Office/Enrolln	nent Co	ommittee
	. CLEARANCE			Student			
5.3.1 ONLINE ENRO		AOTION		FO TO	DDOOFOO		DEDOON
CLIENT STEPS	AGENCY			ES TO PAID	PROCESS TIME		PERSON RESPONSIBLE
	Prints the app		١	lone	3 minute	es	OUR Staff
	Online Pre-R	•					Office of the
	Form with co						University
	enrollment re from Online E						Registrar
	System.	Enrollment					
1. Receives Email	Checks subjects		N	lone	5 minute	20	OUR Staff
confirmation of	against Pre-F		•	10110	O minate	,0	Office of the
Enrolled Subjects.	Form through	•					University
,	Enrollment S						Registrar
	Upon subject						J
	confirmation,	•					
	Registration						
	TOTA	<b>AL</b>	N	lone	8 minute	es	
5.3.2 FACE TO FACE	ENROLLMEN	Τ				•	
CLIENT STEPS	AGENCY	ACTION		ES TO PAID	PROCESS TIME	ING	PERSON RESPONSIBLE
1. Submits the	1. Receives the	e approved	N	lone	3 minute	es	OUR Staff
approved Pre-	Pre-Registrat						Office of the
Registration Form	with complete						University
with complete requirements.	requirements						Registrar
2. Receives the	2. Checks subj	ects	N	lone	5 minute	es	OUR Staff
Registration	against Pre-F						Office of the



Office of the

University

Registrar

OUR Staff

Office of the

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

#### **5.4 Cross Enrollee**

approved Pre-

with complete

requirements.

2. Receives the

Registration

Registration Form

Office or Division		Office of the University Registrar				
		Second Flo	or, Student	Services Building		
Classification		Simple				
Type of Transaction		G2C - Gove	ernment to C	Citize	n	
Who May Avail		Students qu	ialified to en	roll f	or Cross-Enrollme	ent
CHECKL	IST OF REQUIR	REMENTS			WHERE TO	SECURE
A. PRE-REGIST	TRATION FORM			Dea	n's Office/Enrollme	ent Committee
B. SEMESTRAL	CLEARANCE			Stuc	dent	
5.4.1 ONLINE ENRO	LLMENT					
CLIENT STEPS	AGENCY	ACTION	FEES TO	)	PROCESSING	PERSON
			BE PAID	)	TIME	RESPONSIBLE
	Prints the approved		None		3 minutes	OUR Staff
	Online Pre-Registration					Office of the
	Form with complete					University
	enrollment requirements					Registrar
	from Online Enrollment					_
1. Receives Email	System.  1. Checks subj	ooto	None		5 minutes	OUR Staff
confirmation of	against Pre-F		None		5 minutes	
Enrolled Subjects.	Form through					Office of the
Emolica oabjects.	Enrollment S					University Registrar
	Upon subject	•				rvegistrai
	confirmation,					
	Registration	•				
	TOTAL		None		8 minutes	
5.4.2 FACE TO FACE	E ENROLLMEN	Τ		•		
CLIENT STEPS	AGENCY	ACTION	FEES TO	)	PROCESSING	PERSON
			BE PAID	)	TIME	RESPONSIBLE
1. Submits the	1. Receives the	e approved	None		3 minutes	OUR Staff

None

5 minutes

Pre-Registration Form

against Pre-Registration

with complete

requirements.

2. Checks subjects



Form.	Form through the			University
	Registration System.			Registrar
	Upon subject			_
	confirmation, print the			
	Registration Form.			
	TOTAL	None	8 minutes	

# 5.5 Technical-Vocational Program (Evening Vocational Course)

Office or Division	Office of the University Registrar				
	2 <sup>nd</sup> Floor, Student Services Building				
Classification	Simple				
Type of Transaction	G2C- Government to Citizen				
Who May Avail	Students qualified to enroll for Technical-Vocational Program				
	(Evening Vo	cational Course)			
CHECKLIST OF REQUIREME	NTS	WHERE TO SECURE			
A. PRE-REGISTRATION FORM		Dean's Office/Enrollment Committee			
B. SEMESTRAL CLEARANCE		Student			
5.5.1 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	OUR Staff Office of the University Registrar
Receives Email confirmation of Enrolled Subjects.	Checks subjects     against Pre-Registration     Form through the Online     Enrollment System.     Upon subject     confirmation, print the     Registration Form.	None	5 minutes	OUR Staff Office of the University Registrar
	TOTAL	None	8 minutes	
5 5 2 EACE TO EAC	E ENDOLLMENT			

5.5.2 FACE TO FACE ENROLLMENT								
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE				
Submits the approved Pre-Registration Form with complete requirements.	Receives the approved     Pre-Registration Form     with complete     requirements.	None	3 minutes	OUR Staff Office of the University Registrar				



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



### 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

6.1 For Evaluation at	ia Scholarship				
Office or Division		Office of the University Registrar			
		2 <sup>nd</sup>	Floor, Student Serv	rices Building	
Classification		Sir	nple		
Type of Transaction		G2	C - Government to	Citizen	
Who May Avail		Ac	tive Students or its a	authorized parties	
CHECKLIST OF R	EQUIREMENTS		WHI	RE TO SECURE	
1. SEMESTRAL CLEARANCE		Stu	udent		
2. VALIDATED SCHOOL ID or		Office of Students Affairs Services/			
REGISTRATION FO	RM	Office of the University Registrar and Admission			
3. AUTHORIZATION LE	TTER	Requesting Party			
(for Authorized Repre	esentative)				
CLIENT STEPS	AGENCY ACTIO	N	FEES TO BE	PROCESSING	PERSON
			PAID	TIME	RESPONSIBLE
Fill-out counter	Provides Counte	er	None	3 minutes	OUR Staff
request form. Request Form.					Office of the
					University
					Registrar

OLILIAI OILI O	AGENCI ACTION	I LLO TO BL	1 KOCLOOMO	I LIGON
		PAID	TIME	RESPONSIBLE
Fill-out counter request form.	Provides Counter     Request Form.	None	3 minutes	OUR Staff Office of the University Registrar
2. Secures priority number.	Calls out client's priority number.	None	2 minutes	OUR Staff 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> <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	OUR Staff Office of the University Registrar



Submit official receipt and Counter Request Form.	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 incharge 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
	TOTAL	<ul> <li>Authenticati on 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> </ul>	30 minutes	
		Registration     Form -     Php30.00 per     semester		



# 6.2 For Employment, Board Examination, Dismissal

Office or Division	Office or Division Office of the University Registrar				
		1st Floor, Student Se	•		
Classification		Complex	<u> </u>		
Type of Transaction		G2C - Government	to Citizen		
Who May Avail		In-Active Students, Graduates and its authorized parties			
CHECKLIST OF I	REQUIREMENTS	W	HERE TO SECU	RE	
1. ACOMMPLISHED	EXIT CLEARANCE	Student			
0 0011001 1D		01 1 1			
2. SCHOOL ID	UDE	Student			
3. 1 PC (2"X 2") PICT		Student	Cabaal of Origin		
4. FORM 137-A (for S /SF 10 SHS (for SHS (	• ,	Principal/Registrar,	School of Origin		
5. OFFICIAL TRANSO		Registrar, School of	f Origin		
with remarks "Copy for		Trogistiai, concoror	Oligili		
transferee)	10/11/0 (10)				
6. CERTIFICATE OF	TRANSFER	Registrar, School of	f Origin		
CREDENTIALS (for tra	ansferee)	,	· ·		
7. CERTIFICATE OF	GOOD MORAL	Principal/Registrar,	School of Origin		
CHARACTER					
8. MACHINE COPY C	)F PSA BIRTH	Philippine Statistics Authority (PSA)			
CERTIFICATE	.=	BUTTO OF TO A STATE OF TOO A			
9. MACHINE COPY C		Philippine Statistics	Authority (PSA)		
CONTRACT (for marri	,	Description Dest.			
10. AUTHORIZATION (for Authorized Repres		Requesting Party			
11. SPECIAL POWER	,	Notary Public / Law	VAr		
NOTARIZED AUTHOR		TVOICH Y T UDITO / Law	yeı		
(for Authorized Repres	=				
for CAV and abroad pu					
12. PHOTOCOPY OF	• ,	Requesting and Aut	thorized Person		
THE REQUESTING PA	ARTY AND THE				
AUTHORIZED REPRE					
13. AFFIDAVIT OF LO	•	Notary Public/Lawye	er		
Re-issuance of Diploma)					
14. DOCUMENTARY STAMPS		Bureau of Internal Revenue			
15. LETTER OF NO OBJECTION		Registrar, School where the Official Transcript of Records		ranscript of Records	
CLIENT STEPS	AGENCY ACTION	is forwarded  TON FEES TO BE PROCESSING PERSON			
OLILINI STEPS	AGENCI ACTION		TIME	RESPONSIBLE	
4 Fill andt	1 Descride	PAID			
Fill-out counter	1. Provides	None	3 minutes	OUR Staff	

CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON
		PAID	TIME	RESPONSIBLE
Fill-out counter	1. Provides	None	3 minutes	OUR Staff
request form.	Counter Request			Office of the
	Form.			University
				Registrar
2. Secures priority	2. Calls out client's	None	2 minutes	OUR Staff
number.	priority number.			Office of the



3. Submits Counter Request.	3. Receives Counter Request Form and	None	5 minutes	University Registrar OUR Staff Office of the University
4. Submit requirements.	retrieve hard file of client.  4. Checks the completeness of requirements and academic records and give the client the required fees to be paid at the cashier.	<ul> <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	Registrar  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.			
	TOTAL	<ul> <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</li> </ul>	5 working days and 25 minutes	
		• Re-Issuance of Diploma and Certificate - Php100.00		



### **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.

OFFICE OR DIVISION	l:	University Gui	dance and Couns	eling Center
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:			ment to Citizen	
WHO MAY AVAIL:	ION.	Students	intent to Ottizen	
	REQUIREMENTS		WHERE TO SECU	IDE
1.) Validated Identifica				
Registration Form	, ,	Office of Students Affairs Services/ Office of the University Registrar and Admission		
2.) Filled Up Consent F		Guidance Cou		i and Admission
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
OLILITY OTEL O	ACTION	BE PAID	TIME	RESPONSIBLE
Present ID Card	1. Welcomes and	None	10 minutes	Guidance
or RF and the	accommodates the			Counselor
fills-up Consent	counselee and give			University
Form and Student	Consent Form to fill-			Guidance and
Information	up.			Counseling
Profile.	·			Center
2. Submits filled-up	2. Receives filled-up	None	10 minutes	Guidance
Consent Form	forms.			Counselor
and Student				University
Information				Guidance and
Profile.				Counseling
Narrates the	Listens attentively			Center
matter for	to the personal			
counseling	concerns of the			
needs.	counselee.		40 1 /	
3. Receives	3. Synthesizes,	None	40 minutes	Guidance
counseling.	clarifies, analyses,			Counselor
	and summarizes the			University
	issues, concerns, or			Guidance and
	problems of the counselee.			Counseling Center
	Provide alternative			Center
	solutions or options			
	best suited to			
	resolve the matter.			
	TOTAL	None	1 hour	



# **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.

Office or Division		Dental Clinic				
Classification		Simple				
Type of Transaction		G2C – Government to Citizen				
			nment to Go	vernment		
Who May Avail	Students, Fa	culty and No	n-Academic Staff,	Community		
		Members				
CHECKLIST OF	REQUIREM	ENTS		WHERE TO SEC	CURE	
1. ID Card						
<ul> <li>Validated U</li> </ul>	Jniversity ID C	ard	Student			
<ul> <li>University I</li> </ul>	•		Teaching o	r Non-Teaching P	ersonnel	
•	cation Card		Community	members		
2. One (1) copy or		nination	Dental Clin	ic		
Record (QF-DE						
Record (QF-DE						
3. Medical Slip			Medical Cli	nic		
CLIENT STEPS	AGENCY ACTION		FEES TO	PROCESSING	PERSON	
			BE PAID	TIME	RESPONSIBLE	
1. Sign at the logbook	1. Check er	•	None	3 minutes	Dental Aide	
and present	logbook and ID card.				Dental Clinic	
validated						
University ID.						
2. Fill out Dental	2. Provide p		None	10 minutes	Dental Aide	
Examination		camination			Dental Clinic	
Record or Dental	Record o					
Health Record.	Health Re					
3. Submit self for	3. Perform		None	15 minutes	Dentist	
dental/oral	_	nose health			Dental Clinic	
examination.	issues.					
	0.4.5					
	3.1. Prepare					
4. December	treatment		Mana	00	Dantist	
4. Receive	4. Issue pre	•	None	20 minutes	Dentist	
prescription form or referral or dental		instruction			Dental Clinic	
	_	medicine, if				
slip/certificate.	necessar	у.				
	4.1. Issue R	oforral or				
	Dental	ciciiai Ul				
		tificate, as				
		may be				
	1116 6456	illay De				



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



### **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.

Office or Division	Integrated Income and Resource Generation Program			
	(IIRGP) – Iloilo City Campus			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
	G2G - Government to Government			
Who May Avail Studer		ents, Faculty, Staff and the General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 copy Rental Permit		Rental Services Project Manager		
1 copy Official Receipt		Cashier		
1 copy Billing Statement		Rental Services Project Manager		

#### FEES:

	Rooms / Area (Capacity)	Area Capacity (Persons)	Venue Only (PhP)	Venue with Basic Facilties <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
	Student Services Building Conference Hall	200	None	8,000.00	1,000.00
12.	Advertisement Space (Kiosk)4	3 - 5	500.00	None	None

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



	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	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	Rental Services Staff / Project Manager Integrated Income and Resource Generation Program
2.	Secures and fills out Rental Permit Form	<ol> <li>Reserves the facility to the paying client upon submission of the filled-out Rental Permit Form.</li> <li>Forwards the filled-out forms to the PDAS Office for the assignment of personnel.</li> <li>The PDAS Office forwards the form to IIGRP Office and VPAF/Campus Administrator for approval.</li> <li>VPAF/ Campus Administrator forwards the approved copy of Rental Permit to Rental Services.</li> </ol>	None	1 hour	Rental Services Staff / Project Manager Integrated Income and Resource Generation Program



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



#### 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.

Office or Division	Integrated Income and Resource Generation Program (IIRGP) - Iloilo City Campus			
Classification	Simple			
Type of Transaction		G2C - Government to Citizen		
	G2G - Go	2G - Government to Government		
Who May Avail	Students,	dents, Faculty, Staff and General Public		
CHECKLIST OF REQUIRE	MENTS	WHERE TO SECURE		
1. 1 copy of Event Contract		Front Desk Clerk		
1 copy of Food Menu Packages		Front Desk Clerk		
3. 3 copies of Official Rec	eipts	Cashier		

#### FEES:

- 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

Note: Please see the Food Packages Rates for the complete information. All rates may subject to change without prior notice.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquires     availability for     event/function.	Checks for the availability of the date and venue.	None	1 minute	Front Desk Clerk Integrated Income and Resource Generation Program
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
Selects the Food Menu Package.	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	Front Desk Clerk 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	Staff Clerk Integrated Income and Resource Generation Program
	5.1. Receives and processes payments.	(Please see corresponding Fees.)	2 minutes	Cashier Cashier's Office
	TOTAL	(Please see corresponding Fees.)	15 minutes	



#### 11. Room Accommodation Services

Provide safe, quality and comfortable room accommodation for University guests.

Office or Division Integrated Income and Resource Generation Program				
	Iloilo City C	Campus		
Classification	Simple			
Type of Transaction	saction G2C - Government to Citizen			
	G2G - Governm			
Who May Avail	Students, F	Faculty, Staff and General Public		
CHECKLIST OF REQUIREME	NTS	WHERE TO SECURE		
1. 1 copy of ID		Client		
<ol><li>1 copy of Guest Registration Form</li></ol>		Front Desk Clerk		
<ol><li>3. 3 copies of Official Receipts</li></ol>		Cashier		
4. 1 copy Reservation Form		Front Desk Clerk		

#### FEES:

- 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

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

	CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
			BE PAID	TIME	RESPONSIBLE
1.	Inquires for Room	Checks for the	None	3 minutes	Front Desk Clerk
	Accommodation.	availability of the			Integrated
		Rooms.			Income and
					Resource
					Generation
					Program
2.	Reservations of	2. Reserves the	None	2 minutes	Front Desk Clerk
	Room.	available room, if			Integrated
		needed.			Income and
					Resource
					Generation
					Program

<sup>\*\*20%</sup> discount to Senior Citizens, PWDs, and ISAT U Alumni, Employees and Students



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	Front Desk Clerk 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	Front Desk Clerk 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 correspon ding Fees.)	2 minutes	Front Desk Clerk 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	Front Desk Clerk Integrated Income and Resource Generation Program
	TOTAL	(Please	13 minutes	
		see		
		correspo		
		nding		
		Fees.)		



# **Library Services**

### 12. Lending/Borrowing of Library Materials

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

Office or Division		Libra	ry		
Classification		Simp			
Type of Transaction			- Governmen		
				t to Government	
Who May Avail			ents, Faculty,	Staff and External Re	
CHECKLIST OF RE	QUIREMENT	S		WHERE TO SEC	URE
Student:					
Validated Librar	y ID Card		Student		
Faculty and Staff	0 1			N T 1' D	
1. Faculty/Staff ID	Card		Teaching or	Non-Teaching Perso	nnel
External Researchers:	. D			- Deaugation Darty	
<ol> <li>Approved Letter</li> <li>ID Card</li> </ol>	Request		Researcher/	e Requesting Party	
CLIENT STEPS	AGENC	<b>v</b>	FEES TO	PROCESSING	PERSON
CLILINI SILFS	ACTION		BE PAID	TIME	RESPONSIBLE
4 Oliout* nuoconto	1. Checks	٧			
Client* presents     her/his ID Card and	validated		None	1 minute	Library Staff
library material/s to	library car	rd of			Library
be borrowed.	student.	iu oi			
*Student validated	Student.				
library card.					
*Faculty/Staff ID	- Checks fac	culty			
Card.	or staff	•			
	ID/appointm	ent.			
*External	- Checks				
researcher	approved I				
presents an	and ID car	d.			
approved letter					
and ID.					
NB: New student					
borrowers shall					
accomplish the					
Borrowers					
information in the					
Google Form.					
-					



2. Signs the book card.	Books for Library use: 2. Let the client sign in the book card.  (Note: External researchers are only allowed to use books in the Library, not for loan out.)  Books for Loan Out:	None	2 minutes	Library Staff Library
Signs in the book card and receive borrowed book/s.	Write the due date on the book card/s and check out in the library system.  Release the borrowed book/s.		5 minutes	
	TOTAL	None	Library Use: 3 minutes Loan out: 6 minutes	



# **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.

Office or Division	MIS/EDP	
Classification	Simple	
Type of Transaction	G2C – Govern	nment to Citizen
		nment to Government
Who May Avail	Students, Fac	
CHECKLIST OF REQUIREMI	ENTS	WHERE TO SECURE
I. Issuance of New ID		
<ul> <li>A. For New Baccalaureate Students: <ol> <li>Schedule of ID Printing Slip;</li> <li>Photo and Signature Files via Online ID Portal; or</li> <li>Student ID Information Form (if information is not uploaded in the website).</li> </ol> </li> <li>B. For New Post Graduate/Vocational Courses Students: <ol> <li>Schedule of ID Printing Slip</li> <li>Original printed copy of Registration Form</li> <li>Student ID Information Form</li> <li>Official Receipt</li> </ol> </li> <li>C. For Faculty / Employee: <ol> <li>Employee Slip</li> <li>Employee ID Information Form</li> </ol> </li> </ul>		Office of Student Affairs Services (OSAS) Online access ( <a href="https://enrollment.isat.edu.ph">https://enrollment.isat.edu.ph</a> ) MIS/EDP
		OSAS Student Copy MIS/EDP Cashier  Human Resource Management Office (HRMO) MIS/EDP
II.Replacement of ID (Worn-out, Deface	ed or Lost)	
A. For Students:  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
<ul><li>B. For Faculty and Staff:</li><li>1. Employee ID Information Form change of information)</li></ul>	(in case of	MIS/EDP



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Issuance of New ID				
A. New Baccalaureate				
Students				
1. Submit Schedule of Printing Slip secured from OSAS and duly accomplished Student Information Slip (if information is not uploaded in the website).	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.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
	(Photo capture and signature if not uploaded in the website.)		(5 minutes)	
2. Review entry of	2. Show to client	None	5 minutes	MIS Staff
data and confirm if	encoded data for			Management
correct and give	confirmation of			Information
feedback if	correct			System
incorrect.	information.			Office/Electronic
				Data Processing
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
	TOTAL	None	25 minutes	
B. Post Graduate and Vocational Courses Students:	4.0	N.		0040.07 "
Secure from OSAS     Schedule of ID     Printing Slip and pay     to the Cashier the     corresponding fee (If     ID payment not	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)	Receive and check completeness of documents.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
c. Student ID Information Slip d. Original printed copy of Registration Form	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
	TOTAL	Php 200.00	30 minutes	
C. Faculty and Staff 1. Submit Employee Slip and duly accomplished Employee ID Information Form.	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 Dhoto conturo	None	5 minutes	MIS Staff
	1.2. Photo capture and signature.	None	5 minutes	Management Information System Office/Electronic Data Processing
Review entry of data     and confirm if correct     and give feedback if     incorrect.	<ol> <li>Show to faculty/staff encoded data for confirmation of correct information.</li> </ol>	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
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
	TOTAL	None	25 minutes	
II. Replacement of ID  A. Students  1. Secure from OSAS Schedule of ID Printing Slip and pay to the Cashier the corresponding fee.	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
Confirms correct information.	4. If there is information update, show to student the information for confirmation.	None	5 minutes	MIS Staff 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	MIS Staff Management Information System Office/Electronic Data Processing
	TOTAL	Php 200.00	26 minutes	
B. Faculty and Staff 1. Fill-up Employee ID Information Form and submit (if there is change of information).	Receive and check entries in the Employee Information Slip.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
	1.1 Retrieve information from database. Update if there is any change of information.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
Confirms correct information.	2. If there is information update, show to faculty or staff for confirmation.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
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	MIS Staff Management Information System Office/Electronic Data Processing
	TOTAL	None	20 minutes	
	1	1	1	1



### **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.

Office or Division		Medical Clin	ic			
Classification		Simple				
Type of Transaction			rnment to Cit			
NAVIs a RASSO Associa			ernment to Go			
Who May Avail		Students, Fa	acuity and inoi	n-Academic Staff		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
A. For Incoming Stu	dents					
1. Registration Form (RF); and 2. Laboratory Results of the following: a. SCBC b. Urinalysis c. Stool Exam d. Chest X-Ray			Office of Students Affairs Services/Office of the University Registrar and Admission  Medical/Hospital Institution of Choice			
B. For Faculty and N	lon-Academic	c Staff				
1. Laboratory Results of the following: a. Blood Test; b. Urinalysis; c. Chest X-Ray; d. Drug Test; and e. Neuro-Psychiatric Examinaion. 2. CS Form 211 Revised 2017		Medical/Hospital Institution of Choice  Downloadable at <a href="https://www.csc.gov.ph">www.csc.gov.ph</a> or Human Resource Management Office				
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
A. Incoming Students						
Part I.  1. Present RF and sign at the logbook.	1. Check er logbook	•	None	3 minutes	Medical Clinic Staff Medical Clinic	
Ask for Laboratory     Request Form.	give instr specimer collection	Form and ruction on n	None	1 minute	Medical Clinic Staff Medical Clinic	
	10	TAL	None	4 minutes		



Part II.				
Present RF and	1. Open MRIS and	None	2 minutes	Medical Clinic
submit Laboratory	complete patient's			Staff
Results.	data.			Medical Clinic
2. Submit self for	2. Measure vital	None	10 minutes	Nurse
physical	signs:			Medical Clinic
examination.	- Blood pressure			
	- Pulse rate	None	30 minutes	University
	2.1 Conduct physical examination.	None	30 minutes	University Physician/Nurse
	examination.			Medical Clinic
	2.2 Issue Medical	None	5 minutes	University
	Certificate/Slip.	110110		Physician/Nurse
	,			Medical Clinic
Receive Medical	3. Release Medical	None	3 minutes	Medical Clinic
Certificate/Slip.	Certificate/Slip.			Staff
				Medical Clinic
	TOTAL	None	50 minutes	
B. For Faculty and Non-				
Academic Staff				
Present Laboratory	Check Laboratory	None	5 minutes	Nurse
Results together with	Results and CS	NOHE	3 minutes	Medical Clinic
CS Form 211	Form 211.			Woodood Ollino
Revised 2017.				
2. Submit self for	2. Measure vital	None	10 minutes	Nurse
physical	signs:			Medical Clinic
examination.	- Blood pressure			
	- Pulse rate	Mana	45	Hariana wa Mar
	2.1. Conduct physical examination.	None	15 minutes	University Physician/Nurse
	examination.			Medical Clinic
	2.2. Sign CS Form	None	4 minutes	University
	211 Revised 2017.	140110	1 1111111111111111111111111111111111111	Physician
				Medical Clinic
3. Receive signed CS	3. Release signed CS	None	1 minute	Medical Clinic
Form 211 Revised	Form 211 Revised			Staff
2017.	2017.			Medical Clinic
	TOTAL	None	35 minutes	



# **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.

Office or Division	Administrative Serv	ices – Hum	an Resource Man	agement Office		
Classification	Simple					
Type of Transaction	G2G – Governmen	G2G – Government to Government				
Who May Avail	Faculty and Staff	Faculty and Staff				
CHECKLIST OF F			WHERE TO SE			
Request Form (QF-HRMO-	31)	Administra	ative Services Offi	ce		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit filled-out     Request Form.	Receive request form.	None	10 minutes	HRMO I Human Resource Management Office		
	1.1. Check corresponding document being requested Service Record; - Certificate of Employment; - Other employee records.	None	30 minutes	HRMO I Human Resource Management Office		
	1.2. Prepare requested records/documents.	None	3 hours	HRMO I Human Resource Management Office		
Receive requested records/documents.	Release the requested records/documents.	None	20 minutes	HRMO I Human Resource Management Office		
	TOTAL	None	4 hours			



### **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.

Office or Division		Administrative S	ervices – R	lecords Office		
Classification		Simple				
Type of Transaction		G2G - Governm	ent to Gove	ernment		
Who May Avail		Faculty and Staff				
CHECKLIST OF R	EQUIRE	MENTS	S WHERE TO SECURE			
Original Copy of Re	cord/s an	d/or	Faculty/S	taff		
Document/s	I		FFFO	DDOOESSING	DEDCON	
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present     Records/Documents to     be "Certified Machine     Copy" and the original     copy.	Receive records/documents.      1.1. Check records/documents based on original copy.		None	5 minutes	Records Officer Records Office	
			None	45 minutes	Records Officer Records Office	
Stamp name of signatory.	Sign     records/documents     as "Certified Machine     Copy".      2.1. Record transaction     in the logbook.		None	30 minutes	Records Officer Records Office	
			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	
		TOTAL	None	2 hours		



# **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.

Office or Division	MIS/EDP				
Classification	Simple				
Type of Transaction	G2G – Gove	rnment to Gov	vernment		
Who May Avail	Faculty and	Staff			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
Service Request		MIS/EDP			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit filled-out     Service Request     Form.	Receive Service     Request Form.	None	1 minute	MIS Customer Service Staff Management Information System Office/ Electronic Data Processing	
	<ul> <li>1.1. Evaluate and categorize as to nature of request:</li> <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	MIS Customer Service Staff Management Information System Office/ Electronic Data Processing	
	1.2. Provide services according to the nature of request:	None	computer/lapt op and printer installation or	MIS Technical Staff Management	

Sect. A	TECH	NOLOGA	
MONTOS			WERSIT'S
	1905	, 2265	

	<ul> <li>computer/laptop and printer installation or troubleshooting;</li> <li>network-related issues;</li> <li>information system installation;</li> </ul>		troubleshootin g – 1 day  • network- related issues – 1 day  • information system installation – 30 minutes	Information System Office/ Electronic Data Processing
	<ul> <li>telephone         installation and         troubleshooting;         and</li> <li>ICT-related         issue/concern.</li> </ul>		<ul> <li>telephone installation and troubleshootin g – 2 days</li> <li>ICT-related issue/concern – 1 day</li> </ul>	
Sign the Service     Request Form.	Let the requestor sign the Service request Form.	None	1 minute	MIS Technical Staff Management Information System Office/ Electronic Data Processing
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	MIS Technical Staff Management Information System Office/ Electronic Data Processing
	TOTAL	None	computer/lap top and printer installation or troubleshoot ing – 1 day and 6 minutes      network-related issues – 1 day and 6	



minutes	
• information system installation – 36 minutes	
• telephone installation and troubleshoot ing – 2 days and 6 minutes	
• ICT-related issue/ concern – 1 day and 6 minutes	



# **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.

Office or Division		Human Re	esource Manag	gement Office	
Classification		Simple			
Type of Transaction		G2C – Go	G2C – Government to Citizen		
Who May Avail	Who May Avail Filipino Citize				
CHECKLIST OF RI	EQUIREME	NTS		WHERE TO SECU	JRE
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 down	loaded at www.csc	c.gov.ph	
3. Work Experience				loaded at www.csc	·
Certificate of Elig     Professional Lice	nse, applica	ble to the	Certificate of	Office/Agency that Eligibility or Rating	
position applied for		• •	License	1 1 0	L. C. C
5. Transcript of Rec			•	concerned education	
	6. Photocopy of Performance Rating of at least VS in the last rating period, if applicable		Human Resource Management Office of concerned agency		
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit job     application together     with complete set of     requirements (walk-     in or email)     addressed to the     University President.	1. Receive job app	e/Retrieve lications.	None	8 hours	HRMO II Human Resource Management Office
	1.1. Check comple docume	teness of	None	8 hours	HRMO II Human Resource Management Office
Receive     acknowledgment     letter of job     application.	2. Send le to appli email.	etter reply cant thru	None	8 hours	HRMO II Human Resource Management Office
	TOT	TAL	None	3 working days	



### 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.

Office or Division Classification Type of Transaction Who May Avail	Office of the Campus Registrar Simple G2C – Government to Citizen Old and New Students (Senior High School Graduates and		
CHECKLIST OF REQUIREME	Transferee NTS	WHERE TO SECURE	
FOR NEW STUDENTS:  SENIOR HIGH SCHOOL GRADUATI  1. Original Senior High School Rep 2. Original Certification of Good Monotonic Character 3. Photocopy of PSA/NSO Authent Live Birth Certificate	oort Card oral	DepEd High School From previous school attended Philippine Statistics Authority (PSA)	
TRANFEREE STUDENTS:  1. Original Transcript of Records 2. Original Certificate of Transfer Credentials 3. Original Certification of Good Moral Character 4. Photocopy of PSA/NSO Authenticated Live Birth Certificate		From previous school attended From previous school attended From previous school attended Philippine Statistics Authority (PSA)	
ALS PASSERS:  1. Original Certification of Rating (for ALS/PEPT Passers)  2. Photocopy of PSA/NSO Authenticated Live Birth Certificate		DepEd ALS School Philippine Statistics Authority (PSA)	
FOR OLD STUDENTS:  1. Original Copy of Completely 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
Enrolment     Committee     submits the     students     Registration Form     and other     requirements to     the Office of the     Registrar for     confirmation of     enrolment.	Receives     students     Registration     Forms and other     requirements     from the     Enrolment     Committee.	None	5 minutes	Registrar Staff Office of the Campus Registrar
Note: If situation permits, students may be allowed to submit their own Registration Forms and enrolment requirements at the Office of the Registrar.	1.1. Reviews the completeness of Registration Form and enrolment requirements.	None	10 minutes	Registrar Staff Office of the Campus Registrar
	1.2. Confirms students enrolment using valid student Identification Number through the Registration System.	None	5 minutes	Registrar Staff Office of the Campus Registrar
	TOTAL	None	20 minutes	



#### 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)

Office or Division	Office of the Campus Registrar
Classification	Simple to Technical
Type of Transaction	G2C - Government to Citizen
Who May Avail	Active and In-active Students and Other Authorized
	Parties
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR EVALUATION AND	
SCHOLARSHIP:	
<ol> <li>Semestral Clearance</li> <li>Validated School ID</li> <li>Registration Form (if School ID is not available)</li> </ol>	Clearances can be secured from the Office of Instruction; School ID are validated at the Office of Student Affairs and Services.
FOR EMPLOYMENT, BOARD EXAMINATION, DISMISSAL:	
Exit Clearance     School ID	Student Student



	1905, 200
3. 2X2 ID Picture	Student
4. Form 137-A *	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
F OTD W I NO ( IOATIN	going to the concerned school.
5. OTR with remarks "Copy for ISAT U" (for transferees)	Registrar, School of Origin
6. Certificate of Transfer Credentials*	Registrar, School of Origin
7. Certificate of Good Moral Character*	Principal/Registrar, School of Origin
8. Photocopy of PSA/NSO	Philippine Statistics Authority (PSA)
Authenticated Live Birth	
9. Photocopy of PSA/NSO Authenticated Marriage Certificate (if applicable)	Philippine Statistics Authority (PSA)
10. Affidavit of Loss/Damage (for	Affidavit of Loss/Damage, Special Power of Attorney
reissuance of Diploma, Certificate	and Authorization Letter shall be personally executed
and CTC, if needed).	by the student concerned and have it Notarized by
	Notary Public.
*These requirements are	
requested/required by the Registrar	
during the student's first enrolment in	
the university. Proper information shall	
be given by the Registrar's Office Staff	
upon request.	

FOR AUTHORIZED PERSON(S):

1. Special Power of Attorney (SPA) or Notarized Authorization Letter.

2. Photocopy of any valid ID of requesting party and the authorized representative/person.

For CAV – original and photocopy of TOR and Diploma.

Requesting Party

Requesting Party and Authorized Representative/Person

Tork and Diploma.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Counter Request Form (QF-ORA- BC-21).	1. Receives Counter Request Form and retrieve hard file of client (if needed).	None	2 minutes	Registrar Staff Office of the Campus Registrar
	1.1. Check requirements for the	None	3 minutes	Registrar Staff Office of the Campus

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1	T	T		
	corresponding request of academic records. Requests other requirements as necessitates.			Registrar
2. Pay required fees.	2. Receives payment and issues official receipt.	• TOR- Php30.00/ page	5 minutes	Cashier Cashier's Office
		Certifications- Php30.00/cert.		
		Re-issuance of Diploma and Certificate - Php100.00		
		<ul> <li>Cert. of         Transfer         Credential         (CTC) -         PHP25.00 +         TOR fee</li> <li>Certification,         Authentication,         Verification         (CAV) -         Php30.00</li> </ul>		
		New Electronic     Generated RF     - Php30.00		
		• Report Card - Php10.00/sem.		
		• Report of Grades - Php30.00		
		Authentication of Academic Records -		



		Php30.00/set		
3. Submits Counter Request Form and Official Receipt of Payment.	3. Receives OR and schedules the releasing of request.	None	<ul> <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>	Registrar's Staff 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	Registrar's Staff Office of the Campus Registrar
4. Returns on the scheduled date of release.	Releases     requested     records.	None	5 minutes	Registrar's Staff Office of the Campus



<del></del>			
			Registrar
TOTAL	TOR-Php30.00/page  Certifications-Php30.00/cert  Re-issuance of Diploma and Certificate - Php100.00  Cert. of Transfer Credential (CTC) - PHP25.00 + TOR fee  Certification, Authentication, Verification (CAV) - Php30.00  New Electronic Generated RF - Php30.00  Report Card - Php10.00/sem  Report of Grades - Php30.00  Authentication of Academic Records - Php30.00/set	<ul> <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,         Authenticatio         n, 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>Authenticatio         n 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.

OFFICE OR DIVISION:	University Guidance and Counseling Center			
on the organization		(UGCC)		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C – Government to Citizen		
WHO MAY AVAIL:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated Identification Card (ID)/		Office of Student Affairs and Services		
Registration Form (RF)		Office of the University Registrar and Admission		
2. Filled Up Consent Form		Guidance Counselor		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1. Present ID Card or	Welcomes and	None	10 minutes	Guidance
RF and the filled-	accommodates the			Counselor
up Consent Form	counselee and give			University
and Student	Consent Form to fill-			Guidance and
Information Profile.	up.			Counseling
0.01.11.611.1	0.5		40 : (	Center
2. Submits filled-up	2. Receives filled-up	None	10 minutes	Guidance
Consent Form and	forms.			Counselor
Student				University
Information Profile.  Narrates the	Lietene ettentively			Guidance and
matter for	Listens attentively			Counseling Center
	to the personal concerns of the			Center
counseling needs.	counselee.			
3. Receives	3. Synthesizes,	None	40 minutes	Guidance
counseling.	clarifies, analyses,	140116	TO MINIULES	Counselor
Courisoning.	and summarizes the			University
	issues, concerns, or			Guidance and
	problems of the			Counseling
	counselee.			Center
	Provide alternative			
	solutions or options			
	best suited to			
	resolve the matter.			
	TOTAL	None	1 hour	



# **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 fess of students, requests for academic records, purchase of bid documents, remittances from income generating projects and return of excess cash advance.

Office or Division	1	Cashier's Office			
Classification		Simple	limple		
Type of Transact	ion	G2C – Governmer	nt to Citizen		
		G2B – Government to Business			
		G2G – Government to Government			
Who May Avail		Students, Parents,	Guardians, Benefac	ctors, IGP	
	REQUIREMENTS	V	WHERE TO SECURI	E	
A. Academic Reco	ord				
- Counter Re	equest Form	Registrar's Office			
B. Payment of Sch	nool and Other Fees	_			
- Request for	r Payment Form	Cashier's Office			
C. IIRGP Collectio	n				
- Billing State	ement	IIRGP			
D. BID Documents	3				
- BAC Billing	Form	BAC Office			
E. Refund of Excess Cash Advance					
	- Liquidation Report				
CLIENT STEPS	AGENCY ACTION				
		PAID	TIME	RESPONSIBLE	
Get priority	Provide priority	None	2 minutes	Collecting	
number at the	number.			Officer / Cashier	
counter and				Cashier's Office	
wait for the					
number to be					
called.			4 1 4	0 " "	
2. Present	2. Get priority	None	1 minute	Collecting	
priority	number and			Officer / Cashier	
number and	check			Cashier's Office	
hand-in	appropriate				
appropriate	request				
document.	document.				
A. Request for	Check Counter	Amount	5 minutes	Collecting	
A. Request for Academic	Request Form.	indicated by the	ว เกเเนเซอ	Officer / Cashier	
Record.	rtequest i oiii.	Registrar in the		Cashier's Office	
ixecoid.		Counter Request		Cashler's Office	
		Form.			
		. 5.1111.			
B. Payment of	Check Request	Fees/Payment	30 minutes	Collecting	



School and Other Fees	for Payment Form thru:  MIS for the students detailed account balances (SY 2016-2017 onwards).  Old system for the students detailed account balances (SY 2011-2015).  Ledgers for old students (SY 2009-2010 and beyond).	according to balances reflected in the system (for new students) or ledger (for old students).		Officer / Cashier Cashier's Office
C. IIRGP Collection	Check billing statement.	Approved billing from IIRGP.	5 minutes	Collecting Officer / Cashier Cashier's Office
D. BID Documents	Check signed BAC billing form.	As per billing form from BAC Office.	5 minutes	Collecting Officer / Cashier Cashier's Office
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	Collecting Officer / Cashier Cashier's Office
3. Hand over payment to the Collecting Officer / Cashier.	Check and count the received cash.	None	3 minutes	Collecting Officer / Cashier Cashier's Office
4. Receive Official	Issue Official     Receipt/s.     Give back	None	5 minutes	Collecting Officer / Cashier



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



### **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.

Office or Division		Dental C	linic			
Classification	Classification Simple		ole			
Type of Transaction			overnment to Citi	zen		
		G2G - G	overnment to Go	vernment		
Who May Avail			, Faculty, and Sta			
CHECKLIST OF F		NTS		VHERE TO SECU	IRE	
Referral / Reques	t Slip		Dental Clinic			
CLIENT STEPS	AGENCY	ACTION	FEES TO BE	PROCESSING	PERSON	
			PAID	TIME	RESPONSIBLE	
Informs Dentist of his/her complaint.      Receives medicine or	Conducts     interview on     medical history     and records     data.      Conduct first aid     treatment or		None	4 minutes  10 minutes	Dentist Dental Clinic  Dentist Dental Clinic	
referral/request slip.	gives available medication and prescription.					
3. Signs logbook.	3. Requires the		None	1 minute	Dentist	
	student to sign in				Dental Clinic	
	the logb	ook.				
	TOT	AL	None	15 minutes		



## **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.

Office or Division	Integrated Income and Resource Generation Program (IIRGP)			
Classification	Simple			
Type of Transaction	G2C - Gov	ernment to Citizen		
	G2G - Gov	ernment to Government		
Who May Avail	Students, F	Faculty, Staff and the General Public		
CHECKLIST OF REQUIREM	ST OF REQUIREMENTS WHERE TO SECURE			
1. 1 copy Rental Permit		Rental Services Project Manager		
1 copy Official Receipt	ceipt Cashier			
3. 1 copy Billing Statement		Rental Services Project Manager		
FEES:				
Multi-Purpose Hall	Php3,	000.00/day		
TablePhp100.00/day				
Monoblock ChairsPhp5.00/day				
Note: Please see the Rental Rates for the complete information. All rates may subject to change without prior notice.				

	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Inquires for the availability of the Physical Facilities to be reserved.	Check the availability of the requested facility as to documents being requested.      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	Rental Services Staff/Project Manager/ Integrated Income and Resource Generation Program
2.	Secures and fills out Rental Permit Form	Reserves the facility to the paying client upon submission of the filled-out Rental Permit Form.      Forward the filled-out forms to the PDAS Office for the	None	1 hour	Rental Services Staff/Project Manager Integrated Income and Resource Generation Program



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



#### 25. 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.

Office or Division	Integrated	Income and Resource Generation Program (IIRGP)		
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
	G2G - Government to Government			
Who May Avail	Students, Faculty, Staff and General Public			
CHECKLIST OF REQUIREM	MENTS	WHERE TO SECURE		
1. 1 copy of Event Contract		Front Desk Clerk		
<ol><li>1 copy of Food Menu P</li></ol>	ackages	Front Desk Clerk		
<ol><li>3. 3 copies of Official Rec</li></ol>	eipts	Cashier		

#### FEES:

- A. Package A (P300)
  - Choices of Rice, Soup, Vegetable/Noodles, Fish, Chicken or Pork, Pasta, Dessert and Drink
- B. Package B (P350)
  - Choices of Rice, Soup, Vegetable, Fish, Chicken, Pork or Beef, Pasta, Dessert, Drinks
- C. Package C (P400)
  - Choices of Rice, Soup, Salad, Vegetable/Noodles, Fish, Chicken, Pork, Beef, Pasta, Dessert, Drinks
- D. Package D (450)
  - Choices of Rice, Soup, Salad, Vegetable/Noodles, Fish, Chicken, Pork, Beef, Pasta, 2 Dessert, Drinks

Note: Please see the Food Packages Rates for the complete information. All rates may subject to change without prior notice.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquires     availability for     event/function.	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, and suggests	None	3 minutes	Front Desk Clerk Integrated Income and Resource Generation Program



	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	Front Desk Clerk 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	Staff Clerk Integrated Income and Resource Generation Program
	5.1. Receives and processes	(Please see corresponding	2 minutes	Cashier Cashier's Office
	payments.	Fees.)	15 minutes	
	TOTAL	(Please see	15 minutes	
		corresponding		
		Fees.)		



## **Library Services**

### 26. Lending/Borrowing of Library Materials

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

Office or Division	Library	Library			
Classification	Simple				
Type of Transaction	G2C - Gove	rnment to Ci	tizen		
	G2G - Gove	rnment to Go	overnment		
Who May Avail	Students, Fa	aculty, and S	taff		
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
LENDING OF BOOKS:					
<ol> <li>Library ID Card</li> <li>Book Card</li> <li>Date Due Slip</li> <li>QF-LIB-BC-02 Library Daily Utilizatio</li> <li>QF-LIB-BC-03 Library Utilization Summary</li> </ol>			arotac Nuevo Cam		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Presents the     Library ID Card.	Ensures that it is properly validated for the semester.	None	1 minute	Library Personnel Library	
2. Fill out book card.	2. Receives the book.	None	1 minute	Library Personnel Library	
3. Waits for the book.	3. Attach the Library ID Card to the book card.  Checks on the due date and stamp date due on the due date slip.	None	1 minute	Library Personnel Library	
4. Receives the book.	4. Releases the book to the student.	None	1 minute	Library Personnel Library	
	TOTAL	None	4 minutes		



### **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.

Office or Division	Office or Division Medical (			Clinic		
Classification Simple						
Type of Transaction G2C – G		Government to Citizen				
		G2G – G	Sovernment to Government			
Who May Avail	_		, Faculty, and Sta			
CHECKLIST OF	·	INTS	V	VHERE TO SECU	IRE	
Validated School II     Registration Form facademic year.		t	Student			
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present ID Card or Registration Form.	Check II     Registra     Form.		None	5 minutes	Nurse Medical Clinic	
Submit self for evaluation.	2. Conduct Physica Assessr Evaluati If patien medical refer to a specialistic issues results the District Hospital If patien hospital admission case of emerger	ment and on.  t need care, medical st and eferral ation at rict .  t need .	None	15 minutes	Nurse Medical Clinic  Nurse/Driver 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	Nurse Medical Clinic
	TOTAL	None	22 minutes	



## 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.

Office or Division		Medical (	Clinic		
			Online		
Classification		Simple	0:1	•	
Type of Transaction			overnment to Cit		
			overnment to Go		
Who May Avail			, Faculty, and Sta		
CHECKLIST OF F		ENTS		VHERE TO SECU	IRE
Referral / Request	Slip		Medical Clinic		
CLIENT STEPS	AGENCY	ACTION	FEES TO BE	PROCESSING	PERSON
			PAID	TIME	RESPONSIBLE
1. Informs nurse of	1. Conduct	ts	None	4 minutes	Nurse
his/her	interviev	v on			Medical Clinic
complaint.	medical	history			
	and reco	•			
	data.	Jiuo			
O Deseives	0.0.10	1 C 1 - ! -l	NI	40	A /
2. Receives	2. Conduc		None	10 minutes	Nurse
medicine or	treatme				Medical Clinic
referral/request	gives av	/ailable			
slip.	medicat	ion and			
	prescrip	tion.			
	· '				
<ol><li>Signs logbook.</li></ol>	3. Requires the		None	1 minute	Nurse
	student to sign in				Medical Clinic
	the logb	ook.			
	TOT	AL	None	15 minutes	



# **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.

Office or Division	H	luman Resour	ce Management Office		
Classification		Simple			
Type of Transaction	n G	62G - Governn	nent to Government		
Who May Avail	R	Regular and Pa	art-Time Faculty, Employe	ees and Job Hires	
CHECKLIST OF R	EQUIREMENTS		WHERE TO SECU	RE	
1. Completely filled-	· · ·	Human Resource Management Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Secure request form from the Human Resource Administrative Office Clerk.	Gives request Form.	None	10 minutes	Administrative Clerk/HRMO I Human Resource Management Office	
2. Submit to Admin. Clerk filled-up request document.	2. Verify completeness of the submitted request.	None	10 minutes	Administrative Clerk/ HRMO I Human Resource Management Office	
	2.1. Prepares requested document.	None	20 minutes	Administrative Clerk/ HRMO I Human Resource Management Office	
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	Administrative Clerk/ HRMO I Human Resource Management Office	
	TOTAL	None	42 minutes		



## 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.

Office or Division		Human Re	esource Manage	ement Office	
Classification		Simple			
Type of Transaction			vernment to Go	vernment	
Who May Avail		Faculty an	d Staff		
CHECKLIST OF	CHECKLIST OF REQUIREMENTS			WHERE TO SEC	URE
1. Request Slip	1. Request Slip			rce Management	Office
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit filled-out     Request form.	Receive request form.		None	10 minutes	HRMO I Human Resource Management Office
	1.1. Check corresponding documents being requested: • Service Record; • Certificate of Employment; • Other Employee records.		None	30 minutes	HRMO I Human Resource Management Office
	1.2. Prepare requested /documer	d records	None	7 hours	HRMO I Human Resource Management Office
Receive requested records/ documents.	documen	d records/ ts.	None	20 minutes	HRMO I Human Resource Management Office
	TOT	AL	None	8 hours	



# **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.

OFFICE OR DIVISIO	N:	Guidance and Counseling Center			
CLASSIFICATION:	···	Simple			
TYPE OF TRANSACTION:		G2C – Government to Citizen			
WHO MAY AVAIL:		Students			
CHECKLIST F	REQUIREMENTS	,	WHERE TO SECU	RE	
1.) Validated Identific		Student			
Registration Forn	` ,				
2.) Filled Up Consent	Form	Guidance Coun	selor – Designate		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIBLE	
1. Presents ID	1. Welcomes and	None	5 minutes	Guidance	
Card or RF and	accommodates the			Counselor	
fills up Consent	counselee and			Guidance and	
Form.	gives Consent			Counseling	
	Form to fill up.			Center	
2. Submits filled up	2. Receives filled up	None	25 minutes	Guidance	
Consent Form	Consent Form and			Counselor	
and narrates the	listens attentively			Guidance and	
matter for	to the personal			Counseling	
counseling	concerns of the			Center	
needs.	counselee.	N	20 : 1	0.11	
3. Receives	3. Facilitates/	None	30 minutes	Guidance	
counseling.	Synthesizes/Clarifi			Counselor	
	es the counselee's			Guidance and	
	problems.			Counseling	
4. Decides on the	Assists students	None	30 minutes	Center Guidance	
	to decide on the	None	30 minutes	Counselor	
proper course of action to be				Guidance and	
taken regarding	problem through suggested			Counseling	
the issues	alternatives or			Center	
raised.	options towards			OGIILGI	
าสเจนน์.	the solution of the				
	tile solution of the				



problem.			
TOTAL	None	1 hour and 30	
		minutes	



## **Human Resource Management Office**

### 32. Reply to Job Applications

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

Off	ice or Division		Human Reso	urce Manage	ement Office	
Cla	ssification		Simple			
Typ	oe of Transaction		G2C - Government to Citizen			
Wh	o May Avail		Filipino Citizens			
	CHECKLIST OF R	EQUIREME	ENTS		WHERE TO SEC	CURE
<ol> <li>Application Letter</li> <li>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>Work Experience Sheet, if applicable;</li> <li>Certificate of Eligibility or Rating or Professional License, applicable to the position applied for (photocopy)</li> <li>Transcript of Records (photocopy)</li> <li>Photocopy of Performance Rating of at least VS in the last rating period, if</li> </ol>		Applicant Can be downloaded at <a href="https://www.csc.gov.ph.">www.csc.gov.ph.</a> Can be downloaded at <a href="https://www.csc.gov.ph.">www.csc.gov.ph.</a> Government Office/Agency that granted the Cert. of Eligibility or Rating or Professional License Registrar of concerned educational institution Human Resource Management Office of concerned agency				
	applicable		· · · ·		g)	
	CLIENT STEPS	AGENC	Y ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit job application together with the complete set of requirements (walk-in or email) addressed to the University President.		ive/ Retrieve oplications.	None	8 hours	HRMO II Human Resource Management Office
	22.2. <b>.,</b>		k leteness of ments.	None	8 hours	HRMO II Human Resource Management Office
2.	Receive acknowledgment letter of job application.	2. Send le applica email.	etter reply to ant thru	None	8 hours	HRMO II Human Resource Management



			Office
TOTAL	None	3 working days	



## Office of the Campus Registrar

### 33. Student Enrollment

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

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



Information Sheet (QF-ORA-DC-02)				
FOR OLD STUDENTS:				
Fully signed clearar	nce	Student		
2. University ID		Student		
	A. ENROLLMENT PRO	CESS FOR N	NEW STUDENT	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits original credentials.	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).	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.			
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
	TOTAL	None	17 minutes	
	B. ENROLLMENT PRO	CESS FOR C	LD STUDENTS	3
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
	TOTAL	None	13 minutes	



## 34. Request for Academic Records

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

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



1. Duly Notarized Affidavit
Additional Requirement for Request of OTR,
Diploma, Cert. of Transfer, Credentials, Cert.
of Graduation, CAV: Documentary Stamps
P30 00 value for every document

Requesting Party

Bureau of Internal Revenue

P30.00 value for every document.					
С	LIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON
			PAID	TIME	RESPONSIBLE
1.	Presents ID, Clearance Authorization.	Check validity of submitted requirements.	None	3 minutes	Registrar Staff Office of the Campus Registrar
2.	Fills up Counter Request Form and submits the same at the request section	Provide Counter     Request Form.	None	3 minutes	Registrar Staff Office of the Campus Registrar
		2.1. Receives Counter Request Form and retrieve hard file of client.	None	5 minutes	Registrar Staff Office of the Campus Registrar
		2.2. Check requirements for the corresponding request of academic records. Request other requirements as necessitates.	None	5 minutes	Registrar Staff Office of the Campus Registrar
3. fee	Pay required s.	3. Indicate in the Counter Request Form the amount to be paid and instruct client to pay.	<ul> <li>Transcript of Records/Form 137-A- Php30.00 per page</li> <li>Certifications- Php30.00 per Certification</li> <li>Re-Issuance of</li> </ul>	2 minutes	Registrar Staff Office of the Campus Registrar



		Diploma and Certificate - Php100.00  Certificate of Transfer Credential - Php25.00  Certification, Authentication and Verification - Php30.00  New Electronic Generated Registration Form - Php30.00 per sem  Report Card - Php100.00 per sem  Report of Grades - Php30.00 per sem  Authentication of Academic Records - Php30.00 per sem		
4. Give back the Counter Request Form and OR.	4. Accepts the forms and schedules request.	None	<ul> <li>Transcript of Records/Form 137 - 5 working days</li> <li>Certifications - 3 working days</li> <li>Re-Issuance of Diploma and Certificate - 10 working days</li> <li>Certificate of Transfer</li> </ul>	Registrar Staff Office of the Campus Registrar



				_
			Credential - 5 working days Certification, Authentication and Verification - 5 working days New Electronic Generated Registration Form - 30 minutes Report Card - 30 minutes Report of Grades - 30 minutes Authentication of Academic Records - 30 minutes	
5. Returns on scheduled date of release and receive requested record/documnt.	records.	None	2 minutes	Registrar Staff Office of the Campus Registrar
	TOTAL	Transcript of Records/Form 137-A-Php30.00 per page Certifications-Php30.00 per Certification Re-Issuance of Diploma and Certificate -Php100.00 Certificate of	Transcript of Records/Form 137 - 5 working days and 20 minutes Certifications - 3 working days and 20 minutes Re-Issuance of Diploma	





# **DUMANGAS CAMPUS**

# **External/Internal Services**



## **Integrated Income and Resource Generation Program**

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

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

Office or Division	Integrated Income and Resource Generation Program (IIRGP) – Dumangas Campus			
Classification	Simple			
Type of Transaction	G2C - (	Government to Citizen		
	G2G -	Government to Government		
Who May Avail	Studen	nts, Faculty, Staff and the General Public		
CHECKLIST OF REQUIREMEN	TS	WHERE TO SECURE		
1. 1 copy Transaction Form		Rental Services Project Manager		
1 copy Rental Permit		Rental Services Project Manager		
1 copy Official Receipt		Cashier		
4. 1 copy Billing Statement		Rental Services Project Manager		

### FEES:

Facility/ Equipment	Time/ Duration	Amount
Chairs	1 day	P7.00
Sound System	8 hours	P2, 500.00 (Day) P3,000.00 (Night) P1,000.00 (succeeding hours)
Speakers (2 units) and 1 Microphone	8 hours	P1,500.00
Multi- Purpose Hall (Covered Gym)	4 hours	P3, 000.00
Function Hall (2nd Floor of	4 hours	P8,000.00
Admin Building	w/ tables and chairs for 50 pax	(P1, 500.00 exceeding hour/s)
Multimedia Projector	3 hours	P1,000.00

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

	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Inquires for the availability of the Physical Facilities to be reserved	Check the     availability of the     requested     facility.	None	10 minutes	Rental Services Staff / Project Manager Integrated



in alcoding a secretal		1		I
including rental rates inquiry.	1.1 Reserves the facility immediately to the non-paying client if it is available and proceed to the submission of the needed documents.			Income and Resource Generation Program
Secures and fills out Transaction Form.	2. Transaction form will be signed by the client, IIRGP Personnel, and Campus Administrator	None	10 minutes	Rental Services Staff / Project Manager Integrated Income and Resource Generation Program
Request for Billing     Statement.	3. The Project Manager will prepare the billing statement to be signed by the Project Manager and IIRGP Head.	(Please see correspo nding Fees.)	5 minutes	Rental Services Staff / Project Manager Integrated Income and Resource Generation Program
3.1. Pay to the Cashier.	3.1. Receive payment.	None	7 minutes	Cashier Cashier's Office
Submit copy of     Official Receipt to     IIRGP Office.	Confirm booking to the respective area.	None	2 minutes	Rental Services Staff / Project Manager Integrated Income and Resource Generation Program
5. Secure Rental Permit.	5. Prepare and release approved rental permit.	None	10 minutes	Rental Services Staff / Project Manager Integrated Income and Resource



			Generation Program
TOTAL	(Please	44 minutes	
	see		
	correspo		
	nding		
	Fees.)		



### 36. 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.

Office or Division	_	d Income and Resource Generation Program Dumangas Campus		
Classification	Simple	Dumangas Gampus		
		overnment to Citizen		
Type of Transaction				
140 44 4 11		overnment to Government		
Who May Avail		, Faculty, Staff and General Public		
CHECKLIST OF REQUIREMENT	NTS	WHERE TO SECURE		
1. 1 copy of Event Contract		Front Desk Clerk		
<ol><li>1 copy of Food Menu Packag</li></ol>	ges	Front Desk Clerk		
3. 3 copies of Official Receipts		Cashier		
FEES:				
A. Breakfast		(P180.00) per pax		
B. Snacks AM & PM				
C. Lunch/Dinner Package 1		(P180.00) per pax		
D. Lunch/Dinner Package 2				
E. Event Package 1				
2 Main Course, 1 Soup, 1 Veg		` ' '		
F. Event Package 2				
2 Main Course, 1 Finger Food Dish (Lumpia), 1 Pasta, 1 Dessert, Rice, Drinks G. Event Package 3(P330.00) per pax				
1		2 Finger Food Dish (Fried Chicken, Lumpia),		
	Z Desseit,	2 i inger i ood Dish (i ned Chicken, Lumpia),		
Drinks				
	<b>-</b>			

Note: Please see the Food Packages Rates for the complete information. All rates may subject to change without prior notice.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquires for Event/Function.	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.	Assists the client for the type of event / function.	None	1 minute	Front Desk Clerk Integrated Income and Resource Generation



				Program
Selects the Food Menu Package.	3. Assists the guest in the selection of food package, and suggests best menu for the event.	None	3 minutes	Front Desk Clerk Integrated Income and Resource Generation Program
4. Fills out Event Contract.	4. Assists guests in filling up forms and checks essential information in the event contract. Ensure guests understand the details of the contract.	None	5 minutes	Front Desk Clerk Integrated Income and Resource Generation Program
5. Pay 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 correspo nding Fees.)	3 minutes	Staff Clerk Integrated Income and Resource Generation Program
	5.1. Receives and processes payments.	(Please see correspo nding Fees.)	2 minutes	Cashier Cashier's Office
	TOTAL	(Please see correspo nding Fees.)	15 minutes	



### 37. Room Accommodation Services

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

Office or Division	Integrated Income and Resource Generation Program – Dumangas Campus		
Classification	Simple		
Type of Transaction	G2C - Government to Citizen		
	G2G - Government to Government		
Who May Avail	no May Avail Students, Faculty, Staff and General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. 1 copy of ID		Client	
1 copy of Official Receipts		Cashier	
<ol><li>1 copy Transaction Form</li></ol>		Staff/Project Manager	
1 copy Billing Statement		Staff/Project Manager	
<ol><li>1 copy rental permit</li></ol>		Staff/Project Manager	
FFFS.			

#### **FEES**

Facility/ Equipment	Time/ Duration	Amount	
Guestroom 1	2:00 pm- 12:00 noon the next day (overnight) w/ free breakfast for	P1, 500.00	
Guestroom 2	two	P1, 500.00	
Guestroom 3		P2, 000.00	
Guestroom 4 (Dorm Type)	Additional extra breakfast - <b>Php150.00/pax</b>	P300.00/ Head (Minimum of 8 pax)	
Extra Bed w/ pillow and blanket	Overnight	P250.00	
Mini-Hotel Function Hall	4 hours with chairs and tables for 30 pax	P4,000.00 (P1,500.00 exceeding hours)	

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

(	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Inquire for Room Accommodation including Rental Rates inquiry.	Checks the availability of the rooms and provide and provide information regarding rental rates.	None	10 minutes	Staff/Project Manager Income and Resource Generation Program
2.	Reservation of Room.	Front desk/Project     Manager will reserve     the available room if     needed.	None	3 minutes	Staff/Project Manager Integrated Income and Resource Generation Program
3.	Fill out the	3. Assists the guest in	None	8 minutes	Front Desk Clerk



Transaction Form.	filling out transaction form upon arrival.			Integrated Income and Resource Generation Program
4. Present Identification Card.	4. Photocopy and Checks valid I.D. for verification of information he/she filled out in the registration form. If senior citizen, pwd, alumni, faculty, employee and students of ISAT U a 20% discount will be given.	None	2 minutes	IIRGP Staff/Project Manager Integrated Income and Resource Generation Program
5. Request Billing Statement.	Project Manager/ Staff will prepare billing statement.	None	5 minutes	IIRGP Staff/Project Manager Integrated Income and Resource Generation Program
6. Pay to the Cashier.	6. Receive payment.	(Please see correspondi ng Fees.)	7 minutes	Cashier Cashier's Office
7. Secure Rental Permit.	7. Prepare and Release approved rental permit.	None	10 minutes	IIRGP Staff / Project Manager Integrated Income and Resource Generation Program
8. Proceed to Hotel Room.	Hand in room key and assists the client to the guest room.	None	2 minutes	IIRGP Staff/Project Manager Integrated Income and Resource Generation Program
	TOTAL	(Please see correspondi ng Fees.)	47 minutes	



# **Library Services**

### 38. Lending/Borrowing of Library Materials

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

Office or Division		Libra	ry		
Classification	ation Simp		ple		
Type of Transaction		G2C	- Governmen	t to Citizen	
		G2G	- Governmen	t to Government	
Who May Avail		Stud	ents, Faculty,	Staff and External Re	esearchers
CHECKLIST OF RE	QUIREMENT			WHERE TO SEC	
Student:					
Validated Librar	y ID Card		Student		
Faculty and Staff:				_	
1. Faculty/Staff ID	Card		Faculty/Staf	f	
External Researchers:	D (		1.9	- D	
Approved Letter     Dogged	Request		•	e Requesting Party	
2. ID Card	A 0 = 1:0	·	Researcher/		DEDGON
CLIENT STEPS	AGENC		FEES TO	PROCESSING	PERSON
	ACTIO		BE PAID	TIME	RESPONSIBLE
1. Clients* presents	1. Checks II	D	None	1 minute	Library Staff
her/his ID Card and	card of				Library
library material/s to	student o				
be borrowed.	faculty or				
*Student validated	staff.				
library card.					
*Faculty/Staff ID					
Card.	Chaolea				
*External	- Checks				
researchers	approved				
presents an	letter and	טו			
approved letter and ID.	card.				
ID.					
NB: New student					
borrower shall					
accomplish the					
Borrower's Profile					
Slip					
	l .		l .		



2. Signs the logbook/ logsheet.	Books for Library use: Let the client sign in the logbook/ logsheet.  (Note: External researchers are only allowed to use books in the Library, not for		2 minutes	Library Staff Library
Signs in the logbook/ logsheet and receive borrowed book/s.	Books for Loan Out:  Write the due date on the book card/s and check out in the library system.  Release the borrowed book/s.		5 minutes	Library Staff Library
	TOTAL	None	Library use: 3 minutes Loan Out: 6 minutes	



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

### 39. 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.

Office or Division	MIS/EDP			
Classification	Simple			
Type of Transaction	G2C – Govern	nment to Citize	en	
•	G2G – Gover	ment to Government		
Who May Avail	Students, Fac	ulty and Staff		
CHECKLIST OF REQU	JIREMENTS		WHERE TO SEC	CURE
I. Issuance of New ID				
For New Baccalaureate Studer  1. Schedule of ID Printing 2. Photo and Signature F Portal; or 3. Student ID Information is not uploaded in the v		ident Affairs Servi ss (enrollment.isa	, ,	
For Faculty / Employee:	website)			
1. Employee Slip     2. Employee ID Information	on Form	Human Res MIS/EDP	ource Manageme	nt Office (HRMO)
II.Replacement of ID				
A. For Students:     1. Notarized Affidavit of Lo     ID;	oss, in case of lost	Student		
2. Old ID, in case of worn- 3. Schedule of ID Printing 4. Official Receipt 5. Student ID Information I	Student OSAS Cashier's O MIS/EDP	ffice		
B. For Faculty and Staff: 1. Employee ID Information	on Form	MIS/EDP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Issuance of New ID  A. New Baccalaureate Students  1. Submit Schedule of Printing Slip secured from OSAS and duly accomplished Student Information Slip (if	Receive forms     and access     uploaded picture     and signature or     check     information.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing



information is not uploaded in the website).				
,	1.1. Encodes data.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
	(Photo capture and signature if not uploaded in the website.)		(5 minutes)	
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
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
	TOTAL	None	25 minutes	
B. Faculty and Staff 1. Submit Employee Slip and duly accomplished Employee ID Information Form.	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
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 release with instruction to the lanyard a ID protector OSAS.		None	25 minutes	MIS Staff Management Information System Office/Electronic Data Processing
W. D. J. (1D.	TOTAL	None	45 minutes	
II. Replacement of ID  A. Students  1. Secure from OSAS Schedule of ID Printing Slip and pay to the Cashier the corresponding fee.	1. Give ID Printing Slip.	None	5 minutes	OSAS Staff Office of the Student Affairs and Services
	1.1. Receive payment.	ID Card- P81.00 Lanyard- P99.00 Protector- 20.00	5 minutes	Cashier Cashier's Office
2. Submit the following:  a. Schedule of ID Printing Slip;  b. Official Receipt c. ID Information Form (if there is change of information); and d. Notarized Affidavit of Loss or Old ID as the case may be.	Receive and check completeness of documents.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
	2.1. Retrieve information from database. Update if there is any change of information.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing



3. Confirms correct	3. If there is	None	5 minutes	MIS Staff
information.	information			Management
	update, show to			Information
	student the			System
	information for			Office/Electronic
	confirmation.			Data Processing
4. Receive ID Card and	4. Print and release	None	5 minutes	MIS Staff
sign in the releasing	ID Card and			Management
logbook.	instruct student			Information
	to get lanyard			System
	and ID Card			Office/Electronic
	protector at			Data Processing
	OSAS.			
	TOTAL	Php	30 minutes	
D. Faculty and Ctaff		200.00		
B. Faculty and Staff 1. Fill-up Employee	Receive and	None	5 minutes	MIS Staff
Information Slip and	check entries in	NOHE	5 minutes	Management
submit.	the Employee			Information
Submit.	Information Slip.			System
	inionnation onp.			Office/Electronic
				Data Processing
	1.1 Retrieve	None	5 minutes	MIS Staff
	information from	None	5 minutes	Management
	database.			Information
	Update if there is			System
	any change of			Office/Electronic
	information.			Data Processing
2. Confirms correct	2. If there is	None	5 minutes	MIS Staff
information.	information			Management
	update, show to			Information
	faculty or staff for			System
	confirmation.			Office/Electronic
				Data Processing
3. Receive ID Card and	3. Print and release	None	5 minutes	MIS Staff
sign in the releasing	ID Card. Tell the			Management
logbook.	faculty or staff to			Information
	get the lanyard			System
	and ID Card			Office/Electronic
	protector at			Data Processing
	OSAS.			
	TOTAL	None	20 minutes	



### **Medical Clinic**

#### 40. Medical Consultation, Examination, Treatment and 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.

Of	Office or Division		Medi	Medical - Academic Building- ground floor - Left Wing			
Cla	<b>Classification</b> S		Simp	Simple			
Ту	<b>7</b> 1			- Governmen			
14/1	M A!I				t to Government		
IVV	ho May Avail	NUDEMENTS		ents, Faculty,	WHERE TO SEC	NDC	
_	CHECKLIST OF REC			01 1 1	WHERE TO SEC	JUKE	
1.	Validated School ID of Form for the current a	•		Student			
	CLIENT STEPS	AGENC		FEES TO	PROCESSING	PERSON	
		ACTION	l	BE PAID	TIME	RESPONSIBLE	
1.	Present ID Card or	1. Check ID/	'	None	5 minutes	Nurse/Clinic Staff	
	Registration Form.	Registration	n			Medical Clinic	
		Form.					
2.	Submit self for	2. Conduct		None	15 minutes	Nurse	
	evaluation.	Physical				Medical Clinic	
		Assessme	nt				
		and					
		Evaluation					
		Provide					
		available					
		treatment.					
		If patient n	eed				
		medical ca	are,				
		refer to					
		medical					
		specialist a	and				
		issues refe	erral				
		slip for					
		consultation	n at				



	the District Hospital  If patient needs hospital admission in case of emergency, he/she shall be accompanied by a nurse and will be provided transportation using the university vehicle.			Nurse/ Driver Medical Clinic/Transportatio n Unit
Receive referral slip and sign in the logbook	3. Release referral slip and have patient sign in the logbook	None	2 minutes	Nurse Medical Clinic
	TOTAL	None	22 minutes	



# **DUMANGAS CAMPUS**

# **Internal Services**



#### 41. 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.

Office or Division		Human Res	ource Manac	gement Office		
Classification Simple						
Type of Transaction	Type of Transaction G2G - Gove			rnment to Government		
Who May Avail						
CHECKLIST OF	REQUIREM	EMENTS WHERE TO SECURE				
1. Request Slip			Human Re	source Manageme	ent Office	
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit filled-out     Request Form.	1. Receive request form.  1.1. Check corresponding document being requested.  • Service Record;  • Certificate of Employment;  • Other employee records.  1.2. Prepare requested records/documents.		None	10 minutes	HRMO Personnel Human Resource Management Office	
			None	30 minutes	HRMO Personnel Human Resource Management Office	
			None	7 hours	HRMO Personnel Human Resource Management Office	
2. Receive requested records/documents	Release the requested records/documents.		None	20 minutes	HRMO Personnel Human Resource Management Office	
	TO <sup>-</sup>	ΓAL	None	1 working day		



# **LEON CAMPUS**

**External Services** 



# 42. Reply to Job Applications

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

0	ffice or Division		Human Res	ource Manag	gement Office	
CI	Classification Simple					
Ty	Type of Transaction G2C – Gove			rnment to C	itizen	
	ho May Avail		Filipino Citiz	ens		
	CHECKLIST OF R	EQUIREME	NTS		WHERE TO SE	CURE
1.	Application Letter			Applicant		
2.				Can be dov	vnloaded at <u>www.</u>	csc.gov.ph
	Personal Data Sheet	•				
	2017) with 3.5cmX4cr					
	size) taken within the					
3.					vnloaded at <u>www.</u>	
4.	<b>.</b>				nt Office/Agency	•
	Professional License,		to the		of Eligibility or Rat	ting or
-	position applied for (p		.\	Professiona		- 4' 1 ' 4'44'
5.					f concerned educa	
6.			•		source Manageme	ent Office of
	VS in the last rating po		Y ACTION	concerned FEES TO	PROCESSING	PERSON
	CLIENT STEPS	AGENC	ACTION			
L.				BE PAID	TIME	RESPONSIBLE
1.	Submit job		es/Retrieve	None	8 hours	HRMO II
	application together	job app	lications.			Human
	with the complete set					Resource
	of requirements					Management
	(walk-in or email)					Office
	addressed to the					
	University President.					
	ominorally in recidentia	1.1. Check	,	None	8 hours	HRMO II
			teness of	INOILE	O Hours	Human
		docume				
		docume	HIIS.			Resource
						Management
						Office
2.	Receive	2. Send le	tter reply to	None	8 hours	HRMO II
	acknowledgment	applica	nt thru			Human
	letter of job	email.				Resource
	application.					Management
	• •					Office
		TO	TAL	None	3 working	
					days	



# Office of the Campus Registrar

#### 43. Confirmation of Enrollment

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

Office or Division		Office of the Campus Registrar				
Classification		Simple				
Type of Transaction		G2C – G	G2C – Government to Citizen			
Who May Avail			(High School Grad			
		Transfer	ees, ALS/PEP	T Passers, Cross-	enrollees	
CHECKLIST OF R	EQUIREME	NTS		WHERE TO SEC	CURE	
FOR INCOMING NEW S						
1. DepEd Form SF 9- S		Card) for	School of C	Origin		
New First Year Stud		ion /for	Dogiotron (	Cobool of Origin		
2. Transcript of Record Transferees)	s ioi evaluati	101) 1101	Registial, S	School of Origin		
3. Certificate of Transfe	er Credential	(for	Registrar, S	School of Origin		
Transferees)		(	J. 2. 3. 2. 2. 2. 3. 2. 2. 3. 2. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3. 3.			
4. Certificate of Good N	Moral Charac	ter	School of C	)rigin		
5. Certificate of Rating	(for ALS/PEF	PT	Principal, S	chool of Origin		
Passers			DI II · · · ·	N. (' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '		
6. Photocopy of PSA B	irth Certificat	e	Philippine S	Statistics Authority		
FOR OLD STUDENTS:						
1. Clearance			Student			
			LOTAGOLIC			
CLIENT STEPS	AGENCY A	ACTION	FEES TO	PROCESSING	PERSON	
	AGENCY A	ACTION		PROCESSING TIME	PERSON RESPONSIBLE	
1. Enrollment	AGENCY A	-	FEES TO			
1. Enrollment Committee submits	Receives     students	3	FEES TO BE PAID	TIME	RESPONSIBLE	
CLIENT STEPS     1. Enrollment     Committee submits     student registration	Receives     students     Registrati	ion	FEES TO BE PAID	TIME	RESPONSIBLE Registrar Staff	
CLIENT STEPS      Enrollment     Committee submits     student registration     form and other	Receives     students     Registrati     Forms ar	ion nd other	FEES TO BE PAID	TIME	RESPONSIBLE  Registrar Staff  Office of the	
CLIENT STEPS      Enrollment     Committee submits     student registration     form and other     requirements to	Receives     students     Registrati     Forms ar     requirem	ion nd other	FEES TO BE PAID	TIME	RESPONSIBLE  Registrar Staff  Office of the  Campus	
1. Enrollment Committee submits student registration form and other requirements to Office of the	Receives     students     Registrati     Forms ar	ion nd other ents	FEES TO BE PAID	TIME	RESPONSIBLE  Registrar Staff  Office of the  Campus	
CLIENT STEPS      Enrollment     Committee submits     student registration     form and other     requirements to	Receives     students     Registrati     Forms ar     requirement     from the	ion nd other ents	FEES TO BE PAID	TIME	RESPONSIBLE  Registrar Staff  Office of the  Campus	
CLIENT STEPS  1. Enrollment    Committee submits    student registration    form and other    requirements to    Office of the    Registrar for	Receives students     Registrati Forms ar requirement from the Enrollme Committee	ion nd other ents nt ee.	FEES TO BE PAID None	TIME 5 minutes	RESPONSIBLE  Registrar Staff  Office of the  Campus  Registrar	
CLIENT STEPS  1. Enrollment    Committee submits    student registration    form and other    requirements to    Office of the    Registrar for    confirmation of	Receives students     Registrati Forms ar requirem from the Enrollme Committe      1.1. Confirm	ion nd other ents nt ee.	FEES TO BE PAID	TIME	RESPONSIBLE  Registrar Staff Office of the Campus Registrar  Registrar	
CLIENT STEPS  1. Enrollment    Committee submits    student registration    form and other    requirements to    Office of the    Registrar for    confirmation of	Receives students Registrati Forms ar requirement from the Enrollme Committe      1.1. Confirm students	ion nd other ents nt ee.	FEES TO BE PAID None	TIME 5 minutes	RESPONSIBLE  Registrar Staff Office of the Campus Registrar  Registrar Staff Office of the	
CLIENT STEPS  1. Enrollment    Committee submits    student registration    form and other    requirements to    Office of the    Registrar for    confirmation of	Receives students Registrati Forms ar requirement from the Enrollme Committe      1.1. Confirm students enrollmer	ion and other ents ant ee.	FEES TO BE PAID None	TIME 5 minutes	RESPONSIBLE  Registrar Staff Office of the Campus Registrar  Registrar Staff Office of the Campus	
CLIENT STEPS  1. Enrollment    Committee submits    student registration    form and other    requirements to    Office of the    Registrar for    confirmation of	Receives students Registrati Forms ar requirement from the Enrollme Committe      1.1. Confirm students	ion nd other ents nt ee.	FEES TO BE PAID None	TIME 5 minutes	RESPONSIBLE  Registrar Staff Office of the Campus Registrar  Registrar Staff Office of the	
CLIENT STEPS  1. Enrollment    Committee submits    student registration    form and other    requirements to    Office of the    Registrar for    confirmation of	Receives students Registrati Forms ar requirement from the Enrollme Committe      1.1. Confirm students enrollmer valid students	ion and other ents  nt ee.  s  nt using dent tion	FEES TO BE PAID None	TIME 5 minutes	RESPONSIBLE  Registrar Staff Office of the Campus Registrar  Registrar Staff Office of the Campus	
CLIENT STEPS  1. Enrollment    Committee submits    student registration    form and other    requirements to    Office of the    Registrar for    confirmation of	1. Receives students Registrati Forms ar requirement from the Enrollme Committe  1.1. Confirm students enrollmer valid studentifica	ion and other ents ant ee. as ant using dent tion through	FEES TO BE PAID None	TIME 5 minutes	RESPONSIBLE  Registrar Staff Office of the Campus Registrar  Registrar Staff Office of the Campus	
CLIENT STEPS  1. Enrollment    Committee submits    student registration    form and other    requirements to    Office of the    Registrar for    confirmation of	1. Receives students Registrati Forms ar requirement from the Enrollme Committe  1.1. Confirm students enrollmer valid students Identifica Number to	ion and other ents  nt ee.  s  dent tion through stration	FEES TO BE PAID None	TIME 5 minutes	RESPONSIBLE  Registrar Staff Office of the Campus Registrar  Registrar Staff Office of the Campus	



#### 44. Request for Student Academic Records

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

Office or Division	Office of the Campus Registrar			
Classification	Simple to Technical			
Type of Transaction	G2C - Government to Citizen			
Who May Avail	Active and Inactive Students, Alumni, other authorized			
	parties, general public			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Exit Clearance	Program Coordinator /Head of Instruction (HOI)			
2. School ID	Student			
3. 2"X 2" ID Picture	Program Coordinator /Head of Instruction (HOI)			
4. Form 137-A/ SF 10-SHS	Principal/Registrar, School of Origin			
5. OTR with remarks "Copy for: ISAT U"	Registrar, School of Origin			
(for transferees)	-			
6. Authorization Letter (for authorized	Requesting Party			
person)				
7. Photocopy of any valid ID	Requesting Party			
8. Affidavit of Loss/Damage (for 2nd	Requesting Party			
issuance of Diploma)				

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

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up counter request form and claim stub.	Provide counter request form and claim stub.	None	5 minutes	Frontline Staff Office of the Campus Registrar
	1.1. Checks requirements for the corresponding request of academic records. Requests other	None	10 minutes	Frontline Staff Office of the Campus Registrar



	requirements as			
	necessitates.  2. Accepts payment and issues official receipt.  3. Receives OR	<ul> <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 request</li> <li>Certificate of Registration-Php 30.00 per semester</li> <li>Certifications-Php 30.00 per Cert.</li> <li>Certification, Authentication, Verification (CAV)- Php 30.00</li> <li>Certificate of Transfer Credentials (CTC) Php 25.00</li> <li>TOR fee</li> <li>Transcript of Records/Form 137-A- Php 30.00 per page</li> <li>Re-issuance of Diploma and Certificate-Php 100.00 None</li> </ul>	<ul> <li>Authentication of Academic Records- 30 minutes</li> <li>Report Card-30 minutes</li> <li>Report of Grades- 30 minutes</li> <li>Certificate of Registration-30 minutes</li> <li>Certifications-3 working days</li> <li>Certification (CAV)- 3 working days</li> <li>Certificate of Transfer Credentials (CTC) - 3 working days</li> <li>Transcript of Records/Form 137-A- 7 working days</li> <li>Re-issuance of Diploma and Certificate- 10 working days</li> <li>20 minutes</li> </ul>	Cashier's Office  Registrar Staff
Request Form and Official Receipt of payment.	and schedules the releasing of request.			Office of the Campus Registrar



	3.1 Returns Counter Request Form and Claim Stub and informs the schedule releasing of request made.			Registrar Staff Office of the Campus Registrar
	3.2. Forwards student folder with OR to the encoder for processing.			Encoder Office of the Campus Registrar
	3.3 Receives, prepares and processes the requested academic record.			Encoder Office of the Registrar
Returns on the schedule day of releasing.	4. Receives Counter Request Form and Claim Stub.	None	5 minutes	Frontline Staff Office of the Campus Registrar
5. Receives the requested records.	5. Releases the requested records.	None	10 minutes	Frontline Staff Office of the Campus Registrar
	TOTAL	<ul> <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 request</li> <li>Certificate of Registration-Php 30.00 per semester</li> <li>Certifications-Php 30.00 per semester</li> </ul>	Authenticati on of Academic Records - 1 hour and 20 minutes     Report Card - 1 hour and 20 minutes     Report of Grades - 1 hour and 20 minutes     Certificate of Registration - 1 hour and 20 minutes     Certification	



Auti n, V (CA 30.0  Cert Trar Crec (CTC 25.0 fee  Trar Rec m 1: 30.0 pag  Re-i of D and Cert	days and 50 minutes  • Certification, Authenticati on, Verification (CAV) - 3 working days and 50 minutes  • Certification (CAV) - 3 working days and 50 minutes  • Certification (CAV) - 3 working days and 50 minutes
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# **LEON CAMPUS**

# **External/Internal Services**



### **Dental Clinic**

### 45. 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.

Office or Division	Dent	tal Clin	ic			
Classification	Simp	ole				
Type of Transaction	G2C	– Gov	ernment to C			
			ernment to G			
Who May Avail			aculty and No	on-Academic Staff,	, Community	
		nbers	l			
CHECKLIST OF R				WHERE TO SEC	URE	
Validated Univers	•		Student			
2. One (1) copy of D	ental Health Rec	ord	Dental Clinic	0		
(QF-DEN-04) 3. Medical Slip			Dontal Clinia	•		
3. Medical Slip CLIENT STEPS	AGENCY ACT	TON	Dental Clinic	PROCESSING	PERSON	
CLIENT STEPS	AGENCI ACI	ION	BE PAID	TIME	RESPONSIBLE	
Sign at the logbook	Check entry	in	None	3 minutes	Dental	
and present	the logbook a		INOTIC	5 minutes	Assistant	
validated University	ID card.	ariu			Dental Clinic	
ID.						
2. Fill out Dental Health	2. Provide patie	ent	None	10 minutes	Dental	
record.	with Dental F				Assistant	
	Record.				Dental Clinic	
3. Submit self for	3. Perform		None	15 minutes	Dentist	
dental/oral	examination				Dental Clinic	
examination.	diagnose hea	alth				
	issues.					
	3.1. Prepare					
1 Descive prescription	treatment pla		None	20 minutes	Dentist	
Receive prescription form or referral or	Issue prescri     form with	puon	ivone	20 minutes	Dental Clinic	
dental slip/certificate.	instruction ar	nd			Dental Clinic	
derital supreertineate.	give medicine					
	necessary.	·,				
	4.1. Issue Refer	ral or				
	Dental					
	Slip/Certificate,					
	as the case	may				
50: : : : :	be.				5	
5. Sign in the logbook	5. Have the pat	tient	None	2 minutes	Dentist	
and monthly	sign on the				Dental Clinic	
treatment record.	logbook.		A.I	F0 : 1		
	TOTAL		None	50 minutes		



## **Integrated Income and Resource Generation Program**

#### 46. Food Reservation

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

Office or Division		Income and Resource Generation Program (IIRGP) -		
	Leon Campus			
Classification	Simple			
Type of Transaction	G2C - Go	vernment to Citizen		
	G2G - Go	vernment to Government		
Who May Avail	Students, Faculty, Staff and General Public			
CHECKLIST OF REQUIREM	MENTS	WHERE TO SECURE		
2 copies of Approved		Office Concerned		
Proposal/Communication Le	etter			
2. 2 copies of Menu Budget Ro	equest	Canteen-In-Charge		
Form		-		
3. 2 copies of Attendance She	et	Office Concerned		
4. 2 copies of Pictures/Documentation		Office Concerned		
during Event/Function				
FEES:				
A. Package A (180)				

Rice, Soup, Chicken/Fish/Pork, Dessert, Drinks

B. Package B (150)

Rice, Soup, Chicken/Pork, Dessert/Drinks

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the	1. Checks the	None	5 minutes	Canteen In-
availability of	availability.			Charge/Canteen
food service.				Personnel
				Integrated Income
				and Resource
				Generation
				Program
2. Discuss the	2. Assist the	None	5 minutes	Canteen In-
details of the	client.			Charge/Canteen
event.				Personnel
				Integrated Income
				and Resource
				Generation
				Program
3. Select food	3. Assist the	None	5 minutes	Canteen In-
menu and filling	client.			Charge/Canteen
out forms.				Personnel



				Integrated Income and Resource Generation Program
4. Pay the total cost of event.	4. Give the client the forms to be paid at cashier's office. Assist in filling out forms.	(Please see corresponding Fees)	5 minutes	Canteen In-Charge Integrated Income and Resource Generation Program
	TOTAL	(Please see corresponding Fees)	20 minutes	



# **Library Services**

## 47. Lending/Borrowing of Library Materials

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

Office or Division	Li	Library			
Classification	S	imp	le		
Type of Transaction	G	2C	- Governmen	t to Citizen	
	G	2G	- Governmen	t to Government	
Who May Avail	S	tude	ents, Faculty,	Staff and External Re	esearchers
CHECKLIST OF RE	CHECKLIST OF REQUIREMENTS			WHERE TO SEC	CURE
Student:					
Validated Libra	ry ID Card		Student		
Faculty and Staff	_			_	
Faculty/Staff ID	Card		Faculty/Staf	<u>f</u>	
External Researchers:					
<ol> <li>Approved Lette</li> </ol>	r Request		•	e Requesting Party	
2. ID Card	T		Researcher/		
CLIENT STEPS	AGENCY		FEES TO	PROCESSING	PERSON
	ACTION		BE PAID	TIME	RESPONSIBLE
1. Clients* presents her/his ID Card and library material/s to be borrowed. *Student validated library card. *Faculty/Staff ID Card. *External researchers presents an approved letter and ID.  NB: New student borrower shall accomplish the Borrower's Profile Slip.	1. Checks ID card of student or faculty or staff.  - Checks approved lett and ID card.	er	None	1 minute	Library Staff Library
2. Signs the logbook/ log sheet.	Books for Library use: Let the client sign in the logbook/		None	2 minutes	Library Staff Library



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



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

#### 48. 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.

Office or Division	MIS/EDP				
Classification	Simple				
Type of Transaction	G2C – Gov	ernment to Citize	en		
	G2G – Gov	rnment to Government			
Who May Avail	aculty and Staff				
CHECKLIST OF REQU		WHERE TO SEC	URE		
I. Issuance of New ID					
For New Baccalaureate Studer	nts:				
Schedule of ID Printing			dent Affairs Servic	,	
<ol><li>Photo and Signature F Portal; or</li></ol>	iles via Online ID	Online acces	s (enrolment.isat.o	edu.ph)	
3. Student ID Information	Slin (if information	MIS/EDP			
is not uploaded in the		IVIIO/LDI			
For Faculty / Employee:					
Employee Slip		Human Resc	urce Managemen	t Office (HRMO)	
<ol><li>Employee ID Informati</li></ol>	on Form	MIS/EDP	-	, ,	
II.Replacement of ID					
A. For Students:					
Notarized Affidavit of Lo	oss, in case of lost	Student	Student		
ID;					
2. Old ID, in case of worn-	-out ID;	Student			
3. Schedule of ID Printing		OSAS Coobier's Off	Cashier's Office		
<ul><li>4. Official Receipt</li><li>5. Student ID Information</li></ul>	Eorm		MIS/EDP		
5. Student ib iniornation	FUIII	WIIS/EDF			
B. For Faculty and Staff:					
Employee ID Informati	on Form	MIS/EDP			
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
I. Issuance of New ID					
A. New Baccalaureate					
Students					
Submit Schedule	1. Receive forms	None	5 minutes	MIS Staff	
of Printing Slip and access				Management	
secured from	uploaded			Information	
OSAS and duly	picture and			System Office/Floatronic	
accomplished Student	signature or check			Office/Electronic	
Information Slip (if	information.			Data Processing	
iiiioiiiialioii Siip (II	iiiioiiiialioii.				



information is not uploaded in the website).				
,	1.1. Encodes data.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
	(Photo capture and signature if not uploaded in the website.)		(5 minutes)	
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
	TOTAL	None	25 minutes	
B. Faculty and Staff 1. Submit Employee Slip and duly accomplished Employee ID Information Form.	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
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
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	25 minutes	MIS Staff Management Information System Office/Electronic Data Processing
	TOTAL	None	45 minutes	
II. Replacement of ID  A. Students  1. Secure from OSAS Schedule of ID Printing Slip and pay to the Cashier the corresponding fee.	Give Schedule     of ID Printing     Slip.	None	5 minutes	OSAS Staff Office of the Student Affairs and Services
	1.1. Receive payment.	ID Card- P81.00 Lanyard- P99.00 Protector- 20.00	5 minutes	Cashier Cashier's Office
2. Submit the following:  a. Schedule of ID Printing Slip;  b. Official Receipt c. ID Information Form (if there is change of information); and d. Notarized Affidavit of Loss or Old ID as the case may be.	2. Receive and check completeness of documents.	None	5 minutes	MIS Staff Management Information System Office/Electronic Data Processing
	2.1. Retrieve information from database. Update if there	None	5 minutes	MIS Staff Management Information System



	is any change			Office/Electronic
	of information.			Data Processing
3. Confirms correct	3. If there is	None	5 minutes	MIS Staff
information.	information			Management
	update, show to			Information
	student the			System
	information for			Office/Electronic
	confirmation.			Data Processing
4. Receive ID Card and	4. Print and	None	5 minutes	MIS Staff
sign in the releasing	release ID Card			Management
logbook.	and instruct			Information
	student to get			System
	lanyard and ID			Office/Electronic
	Card protector at OSAS.			Data Processing
	TOTAL	Php 200.00	30 minutes	
B. Faculty and Staff	IOIAL	F11p 200.00	30 minutes	
1. Fill-up Employee	Receive and	None	5 minutes	MIS Staff
Information Slip and	check entries in	110110	·	Management
submit.	the Employee			Information
	Information			System
	Slip.			Office/Electronic
				Data Processing
	1.1 Retrieve	None	5 minutes	MIS Staff
	information from			Management
	database.			Information
	Update if there			System Office/Electronic
	is any change of information.			Data Processing
	or inionnation.			Data Frocessing
2. Confirms correct	2. If there is	None	5 minutes	MIS Staff
information.	information			Management
	update, show to			Information
	faculty or staff			System
	for confirmation.			Office/Electronic
				Data Processing
3. Receive ID Card and	3. Print and	None	5 minutes	MIS Staff
sign in the releasing	release ID			Management
logbook.	Card. Tell the			Information
	faculty or staff			System
	to get the			Office/Electronic
	lanyard and ID Card protector			Data Processing
	at OSAS.			
	TOTAL	None	20 minutes	
	1	l		



#### **Medical Clinic**

## 49. Medical Consultation and Request for Referral

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

Office or Division	Medical - Academic Building- ground floor - Left Wing				
Classification		Simple			
Type of Transaction		G2C - Government to Citizen			
1871 BA A '1		G2G - Government to Government			
Who May Avail	DECHIDEM		aculty, and St		UDE
CHECKLIST OF	REQUIREN	ENIS	WHERE TO SECURE		
Validated School     Registration Form		nt	Student		
Registration Form academic year	ioi the curre	THL			
CLIENT STEPS	AGENCY	ACTION	FEES TO	PROCESSING	PERSON
			BE PAID	TIME	RESPONSIBLE
Present ID Card	1. Check II	D/	None	5 minutes	Nurse
or Registration Form.	Registra	tion Form			Medical Clinic
2. Submit self for	2. Conduct	Physical	None	15 minutes	Nurse
evaluation.	Assessr	ment and			Medical Clinic
	Evaluati	on.			
	If patien	t need			
	-	care, refer			
	to medic	al			
	specialis	st and			
	issues re	eferral slip			
	for cons	ultation at			
		J/District			
	Hospital				
	If patien	t need			
	hospital	admission			
	in case	of			Nurse/Driver
	_	ncy, he/she			Medical
	shall be				Clinic/Transport
	-	anied by a			ation Unit
		nd will be			
	provided	t			



	transportation using University Vehicle/Municipal Ambulance/Respo nder.			
3. Receive referral slip and sign in the logbook.	3. Release referral slip and have patient sign in the logbook.	None	2 minutes	Nurse Medical Clinic
	TOTAL	None	22 minutes	



# **LEON CAMPUS**

# **Internal Services**



## 50. Request of Employee Records and Certifications

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

Office or Division	ı	Administrative Services - Human Resource Management Office		Resource
Classification		Simple		
Type of Transact	ion	G2G - Government to Government		nt
Who May Avail		Faculty and Staff		
CHECKLIST (	OF REQUIREMENTS	-	WHERE TO SEC	URE
1. Request Form			Services Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit filled- out Request Slip.	Receive request form	None	10 minutes	HRMO I Human Resource Management Office
	1.1. Check corresponding documents being requested. • Service Record; • Certificate of Employment; • Other employee records.	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/docu ments.	Release the requested records/documents.	None	20 minutes	HRMO I Human Resource Management Office
	TOTAL	None	1 working day	



# **MIAGAO CAMPUS**

**External Services** 



### **Guidance and Counseling Center**

#### 51. 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.

OFFICE OR DIVISION	l:	Guidance and Counseling Center		enter	
CLASSIFICATION:		Simple			
TYPE OF TRANSACTION:		G2C – Government to Citizen			
WHO MAY AVAIL:		Students			
	REQUIREMENTS		WHERE TO SE		
1.) Identification Card	,	Office of Student Affairs and Services			
Registration Form	` ,	Office of the Registrar			
2.) Filled Up Consent I			and Counseling Ce		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
_	ACTION	BE PAID	TIME	RESPONSIBLE	
Present ID Card	1. Welcomes and	None	5 minutes	Guidance	
or RF and the	accommodates the			Counselor	
client fills up	counselee and give			Guidance and	
Consent Form.	Consent Form to fill-			Counseling Center	
0.000-004-611-400-	up.	Maria	05	Outdones	
Submits filled up     Consent Form	2. Listens attentively to	None	25 minutes	Guidance Counselor	
and narrates the	the personal concerns of the			Guidance and	
matter for	counselee.			Counseling Center	
counseling	Couriscies.			Couriseinig Ceriler	
needs.					
noodo.					
3. Interacts and	3. Synthesizes,	None	20 minutes	Guidance	
process oneself	clarifies, analyses,			Counselor	
during disclosure.	and summarizes the			Guidance and	
	issues, concerns, or			Counseling Center	
	problems of the			-	
	counselee.				
4. Discerns or	4. Provide alternative	None	20 minutes	Guidance	
decides on the	solutions or options			Counselor	
proper course of	best suited to			Guidance and	
action to be taken	resolve the matter.			Counseling Center	
regarding the					
issues raised.	C Duandala de la fallac	Me:	F	0	
5. Requests for	5. Provides the follow-	None	5 minutes	Guidance	



follow-up schedule of another counseling session as the need arises.	up counseling schedule as needed.			Counselor Guidance and Counseling Center
	5.1. Records the counseling process for follow up and evidence practice based research.	None	15 minutes	Guidance Counselor Guidance and Counseling Center
	TOTAL	None	1 hour and 30 minutes	



### 52. Reply to Job Applications

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

Office or Division	Human Re	Human Resource Management Office		
Classification	Simple			
Type of Transaction		G2C – Government to Citizen		
Who May Avail	Filipino Ci			
CHECKLIST OF REQU		WHERE TO SECURE		
Application Letter ad		Applicant		
Campus Administrator				1
2. Fully accomplished a	•	Can be down	loaded at www.csc	<u>c.gov.pn</u>
Personal Data Sheet Revised 2017) with 3				
picture (passport size				
last 6 months;	o) takon within the			
3. Work Experience Sh	eet, if applicable:	Can be down	loaded at www.csc	c.gov.ph
4. Certificate of Eligibility			Office/Agency that	_
Professional License		Cert. of Eligib	oility or Rating or Pi	rofessional
position applied for (		License		
5. Transcript of Records			concerned education	
6. Photocopy of Perform			urce Management	Office of
least VS in the last ra	ating period, if	concerned ag	jency	
applicable 7. Other documentary r	roquiromonto	leaving a regress as a regress of		
-	7. Other documentary requirements necessary to the position Issuing agency concerned			
	AGENCY ACTION	FEES TO	PROCESSING	PERSON
	102110171011011	BE PAID	TIME	RESPONSIBLE
1. Submits job 1.	. Receives job	None	8 hours	HRMO II/
application together	applications.			Assigned Staff
with the complete set	11			Human
of requirements				Resource
(walk-in or email).				Management
(				Office
1.	.1. Checks	None	8 hours	HRMO II/
	completeness of			Assigned Staff
	documents.			Human
				Resource
				Management
				Office
2. Receives 2.	Issues	None	8 hours	HRMO II/
acknowledgment	acknowledgeme			Assigned Staff



letter of job	nt letter			Human
application.	personally or			Resource
	thru email.			Management
				Office
	TOTAL	None	3 working	
			days	



### Office of the Campus Registrar

#### 53. Confirmation of Enrollment

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

Office or Division		Office of th	e Campus Regist	rar
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who May Avail	Who May Avail			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE
For SHS Graduates 1. Original SHS Report 2. Original Certification 3. Photocopy of PSA/N Certificate	From Previ	Ed High School lous School Attend Statistics Authority		
For Transferees				
Original Transcript     Transferees)	of Records (for	From Previ	ious School Attend	ded
1	f Transfer Credential (for	From Previ	ious School Attend	ded
3. Original Certification	of Good Moral Character NSO Authenticated Birth	From Previous School Attended Philippine Statistics Authority		
For ALS Passers				
Passers) 2. Photocopy of PSA/N	of Rating (for ALS/PEPT NSO Authenticated Birth	From DepEd ALS Schools  Philippine Statistics Authority		
Certificate				
Old Students				
Original copy of Cor Semestral Clearance	npletely signed Students	Blank For Instruction	m is available	at the Office of
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Enrollment         Committee submits         student registration         form and other         requirements to         OCR for</li> <li>Receives students         Registration Forms         and other         requirements from         the Enrollment         Committee.</li> </ol>		None	5 minutes	Assigned Staff Office of the Campus Registrar
confirmation of enrollment.	1.1. Reviews the completeness of Registration Form	None	5 minutes	Assigned Staff Office of the Campus



Note: If situation permits, students may	and other enrollment			Registrar
be allowed to submit	requirements.			
their own Registration Forms and enrollment requirements at the Office of the Registrar.	1.2. Confirms students enrollment using valid student Identification Number through the Registration System.	None	5 minutes	Assigned Staff Office of the Campus Registrar
	TOTAL	None	15 minutes	



# **MIAGAO CAMPUS**

## **External/Internal Services**



## **Dental Clinic**

#### 54. Oral Examination and Assessment/Consultation

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

Office or Division		Dental Cl	inic		
Classification		Simple			
Type of Transaction		G2C - Go	vernment to Citi	zen;	
			- Government to Government		
Who May Avail			, Faculty, and Sta		
CHECKLIST OF I		ENTS		VHERE TO SECU	IRE
1. Validated School		1071011	OSAS	55665661116	252221
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents School	1. Checks	for	None	1 minute	Dental
ID.	proper				Assistant
	identifica				Dental Clinic
2. Fills out Health	2. Provide		None	5 minutes	Dental
Screening Form	patients				Assistant
and Dental		Screening			Dental Clinic
Record.		F-DSD-			
	MC 11)				
	Dental F (QF-DS				
	01).	D-IVIC-			
3. Submits self for	3. Conduct	s oral	None	1 hour	Dentist
Dental	health	.o orar	140110	Triodi	Dental Clinic
Examination.	assessn	nent.			
		ation and			
	record in	n the			
	Dental (	Chart			
	(QF-DS	D-MC-			
	02).				
4. Discusses oral	4. Writes		None	15 minutes	Dentist
health findings	assessment in				Dental Clinic
and receives	patient's				
prescription of	Records	•			
medicine.	DSD-M		M -	4 1	
	ТОТ	AL	None	1 hour and	
				21 minutes	



### **Integrated Income and Resource Generation Program**

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

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

Office or Division	Integrated Income and Resource Generation Program		
	(IIRGP) – Miagao Campus		
Classification	Simple		
Type of Transaction	G2C - Government to Citizen;		
	G2G - Government to Government		
Who May Avail	Studen	ts, Faculty, Staff and the General Public	
CHECKLIST OF REQUIREMEN	TS	WHERE TO SECURE	
1. 1 copy Rental Permit		Rental Services Project Manager	
1 copy Official Receipt		Cashier	
1 copy Billing Statement		Rental Services Project Manager	

#### FEES:

#### **CLASSROOMS**

Room Location (Capacity)	Area Capacity (Persons)	Venue with Basic Facililites <sub>1</sub> (PhP)	Additional Charges (PhP) per Excess Hours
D – Building	30-40	500.00	150.00
E – Building	30-40	500.00	150.00
F – Building	30-40	500.00	150.00
G – Building	30-40	500.00	150.00

#### **FUNCTION ROOMS / SPACES**

Rooms / Area (Capacity)	Area Capacity (Persons)	Venue Only (PhP)	Venue with Basic Facilties <sub>1</sub> (PhP)	Additional Charge (Php) per excess hour
Covered Court	800	6,000.00	8,000.00	500.00
P.E Fitness Gym	700	5,500.00	7,500.00	400.00

#### **EQUIPMENT**

Equipment	Rates (PhP)	Additional Charges (PhP) per Excess Hours
Table	100/pc /9 hours	20.00
Monoblock Chairs	20.00/ pc/ 9 hours	5.00

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



CLIENT STEDS	DEDSON			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquires for the availability of the Physical Facilities to be reserved.	1. Submit Letter of Intent to rent space/equipment/ facilities for recommendation and approval of the Campus Administrator.  1.1. Check the availability of the requested facility.  1.2. Reserves the facility immediately to the non-paying client if it is available and proceed to the submission of the needed documents.	None	3 minutes	Rental Services Staff / Project Manager/ Integrated Income and Resource Generation Program
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 assignment of personnel.  2.2. The PDAS Office forwards the form to IIGRP Office.	None	1 hour	Rental Services Staff / Project Manager Integrated Income and Resource Generation Program
3. Receive billing statement.	3. Give billing statement.	None	5 minutes	Rental Services Staff / Project Manager Integrated Income and Resource Generation Program
3.1. Pay to the Cashier.	3.1. Receive payment.	(Please	5 minutes	Cashier



	1		1	
		see		Cashier's Office
		correspon		
		ding		
		Fees.)		
3.2. Receive approved	3.2. Release approved	None	2 minutes	Rental Services
permit.	permit.			Staff / Project Manager Integrated
				_
				Income and
				Resource
				Generation
				Program
Submits needed	4. Confirm booking to the	None	2 minutes	Rental Services
documents (Copy of	respective area or	110110	2	Staff / Project
the receipt for paying	facilities in charge.			Manager
client and approved				_
activity for non-				Integrated
paying client).				Income and
				Resource
				Generation
				Program
5. Booking/	5. Records confirmed	None	1 minute	Rental Services
Reservation	booking and distribute			Staff / Project
Confirmation.	copies of approved			Manager
	permit to concerned			Integrated
	offices.			Income and
				Resource
				Generation
				Program
	TOTAL	(Please	1 hour and 18	
		see	minutes	
		correspo		
		nding		
		Fees.)		



#### 56. 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.

Office or Division	Integrated Income and Resource Generation Program (IIRGP)- Miagao Campus			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
	G2G - Government to Government			
Who May Avail	Students	, Faculty, Staff and General Public		
CHECKLIST OF REQUIREMEN	STN	WHERE TO SECURE		
1. 1 copy of Event Contract		Front Desk Clerk		
<ol><li>1 copy of Food Menu Packages</li></ol>		Front Desk Clerk		
3. 3 copies of Official Receipts		Cashier		

#### FEES:

- A. Package A (P180) Plated
  - Choice of 1 Soup, Choice 1 Entrees, Choice of 1 Dessert, Steamed Rice, 1 Round Drink
- B. Package B (P200) Plated
  - Choice of 1 Soup, Choice 2 Entrees, Choice of 1 Dessert, Steamed Rice,1 Round Drink
- C. Package C (P 250) Assisted Buffet
  Choice of 1 Soun Choice 2 Entrees
  - Choice of 1 Soup, Choice 2 Entrees, Choice of 1 Dessert, Choice of Side Dish, Steamed Rice, One Round Drink
- D. Package D (350) Assisted Buffet
  - Choice of 1 Soup, Choice 3 Entrees, Choice of 1 Dessert, Choice of Side Dish, Steamed Rice, One Round Drink

Note: Please see the Event Reservation Rates for the complete information. All rates may subject to change without prior notice.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire for     Event/Function.	Checks for the availability of the date and venue.	None	1 minute	Front Desk Clerk Integrated Income and Resource Generation Program
Ask for details     of Event/     Function.	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 Packages.	3. Assists the guest in the selection of food	None	3 minutes	Front Desk Clerk Integrated Income and Resource



		packages, and suggest best menu for the event.			Generation Program
C	Fills out Event Contract.	4. Assists guests in filling up forms and checks essential information in the event contract. Ensure guests understand the details of the contract.	None	5 minutes	Front Desk Clerk Integrated Income and Resource Generation Program
C	Pay 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.	None	3 minutes	Staff/Clerk Integrated Income and Resource Generation Program
		5.1. Receives and processes payments.	(Please see corresponding Fees.)	5 minutes	Cashier Cashier's Office
		TOTAL	(Please see corresponding Fees.)	18 minutes	



#### 57. Room Accommodation Services

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

Office or Division	Integrated Income and Resource Generation Program – Miagao Campus		
Classification	Simple		
Type of Transaction	G2C - G	overnment to Citizen;	
	G2G - G	Sovernment to Government	
Who May Avail	Students, Faculty, Staff and General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. 1 copy of ID		Client	
2. 1 copy of Guest Registration	Form	Front Desk Clerk	
3. 3 copies of Official Receipts		Cashier	
<ol><li>4. 1 copy Reservation Form</li></ol>		Front Desk Clerk	
FEES:			
A. De Luxe Room with Balcony		Php 900.00	
B. De Luxe Room		Php 1,350.00	
C. Standard Room	Php 800.00		
D. Economy Room		Php 500.00	

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire for Room     Accommodation.	Checks for the availability of the Rooms.	None	3 minutes	Front Desk Clerk Integrated Income and Resource Generation Program
Reservation of Room.	Reserve     the available room     if needed.	None	2 minutes	Front Desk Clerk Integrated Income and Resource Generation Program
3. Fill out the Guests Registration Form.	Assists the guest in filling out Registration Form upon arrival.	None	2 minutes	Front Desk Clerk Integrated Income and Resource Generation Program
Present     Identification     Card.	4. Photocopy and Checks valid I.D. for verification of information he/she	None	2 minutes	Front Desk Clerk



	filled out in the registration form. If senior citizen, PWD, alumni, faculty, employee and students of ISAT U a 20% discount will be given.			
5. Pay the Accommodation Cost.	5. Receives the payment from the guest and give the official receipt copy.	(Please see correspondin g Fees.)	2 minutes	Front Desk Clerk Integrated Income and Resource Generation Program
6. Proceed to Hotel Room.	6. Hand in room key and assists the client to the guest room.	None	2 minutes	Front Desk Clerk Integrated Income and Resource Generation Program
	TOTAL	(Please see	13 minutes	
		correspondi		
		ng Fees.)		



## **Library Services**

## 58. Lending/Borrowing of Library Materials

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

Office or Division		Library			
Classification		Simple			
Type of Transactio	<b>3</b> 1			o Citizen	
				o Government	
Who May Avail		Studen	ts, Faculty, S	taff and External F	Researchers
CHECKLIST (	OF REQUIREMENT	S		WHERE TO SE	CURE
1. Library ID Card			Library		
CLIENTS STEPS	AGENCY ACT	ION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents the     Library ID card.	Ensures that Library     ID card is properly     validated for the     semester.		None	1 minute	Library Personnel Library
2. Fills out the book card.	2. Receives the book.  2.1. Attach the Library ID Card to the book card.  2.2. Checks on the due date and stamps date due on the date due slip.		None	4 minute	Library Personnel Library
3. Receives the book.	Releases the books     to the     students/faculty/ staff.		None	1 minute	Library Personnel Library
	TOTAL		None	6 minutes	



#### **Medical Clinic**

#### 59. Medical Consultation and Request for Referral

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

Office or Division		Medical Clinic			
Classification		Simple			
Type of Transaction			ernment to Citi		
			ernment to Go		
Who May Avail	DEGLUDEM		Faculty, and Staff		
CHECKLIST OF	•	ENIS		WHERE TO SEC	UKE
Validated Sch     Degistration F		urront	Student		
Registration F academic yea		urrent			
				I	
CLIENT STEPS	AGENCY	ACTION	FEES TO	PROCESSING	PERSON
			BE PAID	TIME	RESPONSIBLE
1. Presents ID Card	1. Checks		None	5 minutes	Medical Staff
or Registration Form.	Registr	ation Form			Medical Clinic
2. Submits self for	2. Conduc	ets .	None	15 minutes	Nurse/Medical
medical	Physical		110110	To mindeo	Staff
evaluation.		ment and			Medical Clinic
	Evalua				
	Lvaida				
	In case	of			Nurse/Medical
	emerge	ency,			Staff/Class
	patient	who needs			Adviser
	immed	ate			Medical Clinic
	medica	l care will			
	be tran	sferred to			
	the Mu	nicipal First			
	Aid Clir	nic.			
Patients with					
	special cases				
he/she will be					
referred to a					
		l specialist			
	and iss				
	referral	slip for			



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



## Office of the Campus Registrar

#### 60. Issuance of Student Academic Records and Forms

Disclosure of student academic records is governed by very strict policies as reflected in the OURA Manual of Operations approved per BOR Res. No. 50-2019. Students and graduates shall personally request their academic records. In the event they cannot make the request personally, they shall authorize a proxy to do the said request.

Office or Division	Office of the Campus Registrar
Classification	Simple to Complex
Type of Transaction	G2C - Government to Citizen;
	G2B - Government to Business;
	G2G - Government to Government
Who May Avail	Active and Inactive Students and Other Authorized Parties
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Evaluation and Scholarship:	
Semestral Clearance	Clearances can be secured from the Office of Instruction;
Validated School ID	School ID are validated at the Office of Student Affairs and
Registration Form (if School ID is not)	Services.
available)	
For Employment, Board Examination,	
Dismissal:	Student
Exit Clearance	Student
School ID	Student
2x2 ID picture	
• Form 137-A*	Registrar, School of Origin
<ul> <li>OTR with remarks "Copy for: ISAT U" (for transferees)*</li> </ul>	Registrar, School of Origin
<ul> <li>Certificate of Transfer Credential*</li> </ul>	Registrar, School of Origin
<ul> <li>Certification of Good Moral Character*</li> </ul>	Principal/Registrar, School of Origin
<ul> <li>Photocopy of PSA/NSO</li> </ul>	Philippine Statistics Authority (PSA)
Authenticated Live Birth*	
Photocopy of PSA/NSO	Philippine Statistics Authority (PSA)
Authenticated Marriage Certificate (if	
applicable)*	
Affidavit of Loss/Damage (for re-	Affidavit of Loss/Damage, Special Power of Attorney and
issuance of Diploma, Certificate and	Authorization Letter shall be personally executed by the
CTC, if needed)	student concerned and have it Notarized by Notary Public
For Authorized Person(s):	
<ul> <li>Special Power of Attorney (SPA) or</li> </ul>	Authorized Representative
Notarized Authorization Letter	
<ul> <li>Photocopy of any valid ID</li> </ul>	Authorized Representative/Person
	· ·



For Issuance of Completion Forms – INC must be within the completion period of 1 year

For Issuance of Adding and Dropping Form – Student must be officially enrolled

For CAV – original and photocopy of TOR and Diploma

# Records and Forms that can be requested:

- Transcript of Records (TOR)
- Certification(s) of Enrolment, Good Moral Character, General Weighted Average, Honor Graduate, Graduation
- Certificate of Transfer Credentials or Honorable Dismissal (CTC or HD)
- Diploma
- Proficiency Certificate
- Certification, Authentication, Verification (CAV)
- Report of Grades/Copy of Grades (ROG/COG)
- Report Card/Report of Rating (RC/ROR)
- Certificate of Registration (COR)
- Authentication of Academic Records
- Re-issuance of Diploma/Certificate
- Secondary Permanent Record (for High School Graduates)
- Completion of INC Form (CF)
- Adding and Dropping of Subjects Enrolled Form (ADF)

	),,,,,,,			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up counter request form and submits the same at the request section.	1. Provides Counter Request Form.	None	2 minutes	Frontline Staff Office of the Campus Registrar
	1.1. Checks requirements	None	5 minutes	Frontline Staff Office of the

159



	for the correspondin g request of academic records Requests other requirements as necessitates.			Campus Registrar
2. Pays required fees.	2. Receives payment and issues official receipt.	<ul> <li>Authentication of Academic Records- Php 30.00 per page</li> </ul>	5 minutes	Cashier Cashier's Office
		<ul> <li>Report Card- Php 10.00 per semester</li> </ul>		
		<ul> <li>Report of Grades- Php 30.00 per semester</li> </ul>		
		<ul> <li>Registration         Form- Php 30.00         per semester     </li> </ul>		
		<ul> <li>Completion Form- Php10.00/ subject</li> </ul>		
		<ul> <li>Adding and Dropping Form- Php 10.00/pc</li> </ul>		
		<ul> <li>Certifications- Php 30.00 per Cert.</li> </ul>		
		<ul> <li>Certification, Authentication, Verification (CAV)- Php 30.00</li> </ul>		
		Transcript of Records/ Form 137- A- Php 30.00 per page		
		<ul> <li>Certificate of</li> </ul>		



				1905
		Transfer Credential- Php 30.00 + TOR		
		<ul> <li>Re-Issuance of Diploma and Certificate- Php 100.00</li> </ul>		
3. Submits Counter Request Form and Official Receipt of payment.	3. Receives OR and schedules the releasing of request.	None	2 minutes	Frontline Staff 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	Frontline Staff Office of the Campus Registrar
	3.2. Forwards student folder with OR to the Encoder for processing.	None	3 minutes	Frontline Staff Office of the Campus Registrar
	3.3.Receives, prepares and processes the requested academic	None	<ul> <li>Authentication of Academic Records - 5 minutes</li> </ul>	Encoder/ Registrar Office of the Campus Registrar
	record.		Report Card - 5     minutes	
			<ul> <li>Report of Grades - 5 minutes</li> </ul>	
			• Registration Form- 5 minutes	
			Completion Form- 5 minutes	
			<ul> <li>Adding and Dropping Form- 5</li> </ul>	



			minutes	
			Certifications- 5     minutes	
			<ul> <li>Certification, Authentication, Verification (CAV)- 5 working days</li> </ul>	
			Transcript of Records/ Form 137- A- 5 working days	
			<ul> <li>Certificate of Transfer</li> <li>Credential- 5 working days</li> </ul>	
			<ul> <li>Re-Issuance of Diploma and Certificate- 5 working days</li> </ul>	
4. Returns on the scheduled day	4. Receives the Counter	None	2 minutes	Frontline Staff Office of the
of releasing.	Request Form and Claim Stub.			Campus Registrar
5. Receives the requested record.	5. Releases the requested records.	None	3 minutes	Frontline Staff Office of the Campus Registrar
	TOTAL	Authentication of Academic Records- Php 30.00 per page	Authentication of Academic Records- 30 minutes	
		Report Card- Php 10.00 per	Report Card- 30 minutes	
		semester • Report of	Report of Grades- 30 minutes	
		Grades- Php 30.00 per	Registration     Form- 30 minutes	
		semester • Registration	Completion Form- 30 minutes	
		Form- Php 30.00 per semester  • Completion Form- Php10.00/	<ul> <li>Adding and Dropping Form- 30 minutes</li> <li>Certifications- 30</li> </ul>	



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subject  • Adding and Dropping Form- Php 10.00/pc  • Certifications- Php 30.00 per Cert.  • Certification,	minutes  • Certification, Authentication, Verification (CAV)- 5 working days and 25 minutes  • Transcript of Records/ Form 137- A- 5 working	
<ul> <li>Adding and Dropping Form- Php 10.00/pc</li> <li>Certifications- Php 30.00 per Cert.</li> </ul>	<ul> <li>Certification,         Authentication,         Verification (CAV)-         5 working days         and 25 minutes</li> <li>Transcript of</li> </ul>	
Certificate- Php 100.00		



# **MIAGAO CAMPUS**

## **Internal Services**



## **Accounting Office**

### 61. Request for Reimbursement

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

Office or Division	l A	Accour	ting Office			
Classification	(	Complex				
Type of Transaction			Government to Government			
Who May Avail	Who May Avail Teaching		ing and Non-Teaching			
CHECKLIST OF	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Request for Reimbursement For (3		or (3	Accounting Office			
2. Approved Re	copies)  2. Approved Request for Reimbursement (3 copies)		Campus Administrator			
<ol><li>Purchase Request for Reimbursable/Cash Advance</li></ol>		BAC Office				
4. Request for	1 \ 3		BAC Office Service Provider			
• •	Reimbursement Expense Receipt		Administration Office			
<ol> <li>Inventory Custodian Slip/Property         Acknowledgement Receipt (if applicable- 3 copies)     </li> </ol>		Supply Office				
8. Inspection and Acceptance Report (3 copies)		Supply Office				
9. Obligation Re	9. Obligation Request (3 copies)		Accounting Office			
10. Disbursemer	10. Disbursement Voucher (3 copies)		Accounting Office			
CLIENT STEPS	AGENCY ACTI	ION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits approved requirements to Accounting Office.	Prepares     Obligation     Requests and     Status.		None	1 day	Budget Officer Accounting Office	
Office.	1.1. Prepares Disbursement		None		Clerk Accounting Office	
	1.2. Signs on box ORS.	k B of	None	3 days	Budget Officer Accounting Office	



1.3. Signs on box A of	None		Admin Officer
ORS and box A of			Administrative
Disbursement			Office
Voucher.			
1.4. Certifies as to	None		Accountant
availability of cash,			Accounting Office
checks as to			
completeness of			
supporting			
documents, signs			
box C of			
Disbursement			
Voucher.			
1.5. Checks, reviews	None	1 day	Campus
and approve for			Administrator
payment on box D			Office of the
of Disbursement			Campus
Voucher.			Administrator
1.6. Assigns	None	1 day	Budget Officer
Obligation			Accounting Office
Number.			
1.7. Assigns	None	]	Accountant
Disbursement			Accounting Office
Voucher.			
1.8. Transfers	None	1 day	Cashier
documents to			Cashier's Office
Cashier's Office for			
check issuance.			
TOTAL	None	7 working days	



## **Human Resource Management Office**

#### 62. Issuance of Employee Records

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

Office or Division	Human Resource Management Office
Classification	Simple
Type of Transaction	G2G - Government to Government
Who May Avail	Faculty and Staff
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Slip	Human Resource Management Office

### Records that can be requested:

- 1. Service record
- 2. Certificate of Employment
- 3. Certificate of Leave Without Pay
- 4. Certificate of Leave Credits
- 5. Other certificates required for specific official or personal purposes

CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
Submit filled-out	Receive request	None	10 minutes	Administrative
Request Form.	form.			Clerk/Assigned
				Staff
				Human Resource
				Management Office
	1.1. Check	None	30 minutes	HRMO/ Assigned
	corresponding			Staff
	document being			Human Resource
	requested.			Management Office
	<ul> <li>Service Record;</li> </ul>			
	Certificate of			
	Employment;			
	Other employee			
	records.			
	1.2. Prepare	None	7 hours	HRMO/ Assigned
	requested			Staff
	records/documents			Human Resource
				Management Office
2. Receives copy of	2. Releases	None	20 minutes	Administrative
requested	requested			Clerk/Assigned
document/s.	document.			Staff
				Human Resource
	TOTAL	None	1 working day	Management Office
	IOIAL	NOHE	I WOINING day	



# **VI.** Feedback and Complaints

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



	Or send your written complaint to the following: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> <a href="mailto:8888admin@malacanang.gov.ph">8888admin@malacanang.gov.ph</a>
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# VII. List of Campuses

Position/Campus	Name	Contact Details/Address
SUC President III Main Campus	Gabriel M. Salistre, Jr., PEE, DIT	Tel. # 033-3207190  Burgos St. La Paz, Iloilo City  mail@isatu.edu.ph
Campus Administrator Barotac Nuevo Campus	Dr. Nilde S. Alderete	CP No. 09171603550  Barotac Nuevo, Iloilo barotacnuevo@isatu.edu.ph
Campus Administrator Dumangas Campus	Dr. Ramil G. Lumauag	Tel. # 326-2018  Dumangas, Iloilo  dumangas@isatu.edu.ph
Campus Administrator Leon Campus	Dr. Gilbert Stanly D. Baylosis	Tel # 033-3310040; 3310179 Leon, Iloilo leon@isatu.edu.ph
Campus Administrator Miagao Campus	Dr. Ramon N. Emmanuel, Jr.	Tel. # 033-3158164; 3159960; 3159755 Miagao, Iloilo miagao.gas@isatu.edu.ph