Batangas State University
Citizens’ Charter
Revised 2015
**Office of the OIC- Director for Culture and Arts**

**Profile**

The Culture and Arts Office aims to provide quality theoretical and practical learning opportunities in the field of cultural, to cultivate potentials of BatStateU students and personnel. It aims to produce competitive students, trainers, choreographers, and officials with a strong sense of personal discipline, wholesome values and behaviour, and excellence for the development of a healthy and alert citizenry.

**Location**

2nd Floor – Gov. Feliciano “Sanoy” Leviste Memorial Multi-Purpose Gymnasium, Main Campus I

**Contact Details**
(043) 980-0385; 980-0392 to 0394 local 220 or 1146

<table>
<thead>
<tr>
<th>Frontline Service</th>
<th>Target</th>
<th>Requirements</th>
<th>Schedule of Availability of Service</th>
<th>Fees</th>
<th>Forms</th>
<th>Process Cycle Time</th>
<th>Responsible/Person/Office/Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Dissemination of information regarding Cultural and Arts Scholarship.</td>
<td>Students, Faculty and Public</td>
<td>None</td>
<td>Monday, 8:00am-6:00pm Without noon break Tuesday-Friday, 7:00am-6:00pm Without noon break Saturday, 8:00am-5:00pm With noon break Monday-Friday, 8:00am-5:00pm With noon break (Extension Campuses)</td>
<td>None</td>
<td>Flyers Tarpaulin</td>
<td>Every semester Twice a month 2hrs/day</td>
<td>Cultural and Arts Staff/Cultural and Arts Office/Extension Campuses</td>
</tr>
<tr>
<td>2 Answering queries regarding</td>
<td>Students, Faculty and Public</td>
<td>None</td>
<td>Monday, 8:00am-6:00pm Without noon break</td>
<td>None</td>
<td>None</td>
<td>4-10 minutes</td>
<td>Cultural and Arts Staff/Cultural and Arts Office/Extension</td>
</tr>
</tbody>
</table>

*Profile*

The Culture and Arts Office aims to provide quality theoretical and practical learning opportunities in the field of cultural, to cultivate potentials of BatStateU students and personnel. It aims to produce competitive students, trainers, choreographers, and officials with a strong sense of personal discipline, wholesome values and behaviour, and excellence for the development of a healthy and alert citizenry.

*Location*

2nd Floor – Gov. Feliciano “Sanoy” Leviste Memorial Multi-Purpose Gymnasium, Main Campus I

*Contact Details*
(043) 980-0385; 980-0392 to 0394 local 220 or 1146
<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Participants</th>
<th>Approval Process</th>
<th>Duration</th>
<th>Responsible Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Conducting try-outs of auditions and trainings of Cultural groups</td>
<td>Old and new students</td>
<td>Registration form, Health Certificate and Parental Waiver</td>
<td>Monday-Friday, 4:00pm-6:00pm Saturday 8:00am-5:00pm</td>
<td>None</td>
</tr>
<tr>
<td>4</td>
<td>Issuance of application form to qualified performers.</td>
<td>Students who are qualified in the auditions</td>
<td>NSO, 4 pcs. pictures (2x2) Reports of Grades, Certification of passing the audition</td>
<td>Monday 8:00am-6:00pm without noon break Tuesday-Friday 7:00am-6:00pm without noon break Saturday 8:00am-5:00pm with noon break</td>
<td>None</td>
</tr>
<tr>
<td>5</td>
<td>Issuance of application form to performers who will avail for the continuance of their scholarship</td>
<td>Performers who will avail for the continuance of their scholarship</td>
<td>NSO, 4 pcs. (2x2) Reports of Grades of the previous semester</td>
<td>Monday 8:00am-6:00pm without noon break Tuesday-Friday 7:00am-6:00pm without noon break Saturday 8:00am-5:00pm with noon break</td>
<td>None</td>
</tr>
<tr>
<td>6</td>
<td>Receiving of</td>
<td>Performers</td>
<td>Statement of</td>
<td>Monday – Friday</td>
<td>None</td>
</tr>
<tr>
<td>7</td>
<td>Conducting of in house training</td>
<td>Performers, Trainers and Officials</td>
<td>Health and Parental Waiver</td>
<td>In – house Training by Campus (Three times a week) In-house training university-wide (Twice a year)</td>
<td>None</td>
</tr>
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</tr>
<tr>
<td>8</td>
<td>Participation in Cultural Competitions and programs in all levels.</td>
<td>Performers</td>
<td>NSO, 4 pcs. (2x2) pictures, Registration Form, Reports of Grades, TOR, Health and Parental Waiver and Certificate Form if Graduating Students</td>
<td>Year Round USCAA SCUAA IV-A&amp;B Olympics PASUC Olympics Batangas City Town Fiesta Batangas City Foundation Day BatStateU programs/events and activities LGU’s and NGO’s programs/events and activities/invitations</td>
<td>None</td>
</tr>
</tbody>
</table>
**Dissemination of Information Regarding Cultural and Arts Scholarship**

**Schedule of Availability of Service**
January to December
- Monday 8:00 a.m. – 6:00p.m. With noon break (Main Campus)
- Tuesday-Friday 7:00a.m. - 6:00p.m. Without noon break (Main Campus)
- Saturday 8:00 a.m. – 5:00p.m. With noon break (Main Campus)
- Monday-Friday 8:00a.m. - 5:00p.m. With noon break (Extension Campuses)

**Who May Avail of the Service**
Students, Faculty, Public

**What are the Requirements**
None

**Duration**
Every Semester / Twice a Month
2 hrs/day

**How to Avail of the Services**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client Activity</th>
<th>Service Provider Activity</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person In Charge</th>
<th>Fees</th>
<th>Forms</th>
<th>Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Read announcement through posted tarpaulin and distribute flyers</td>
<td>Posting of Tarpaulin of announcement on Cultural Scholarship and distribution of flyers.</td>
<td>5 mins</td>
<td>Cultural and Arts Staff/ Cultural and Arts Office</td>
<td>None</td>
<td>None</td>
<td>Tarpaulin posted</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Flyers given out</td>
</tr>
<tr>
<td>2</td>
<td>Inquire and secure application form</td>
<td>Issuance of application form</td>
<td>10 mins</td>
<td>Cultural and Arts Staff/ Cultural and Arts Office</td>
<td>None</td>
<td>None</td>
<td>Application Form</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
Answering queries regarding Cultural and Arts matters

Schedule of Availability of Service
January to December
Monday
8:00 a.m. – 6:00p.m. With noon break (Main Campus)
Tuesday-Friday
7:00a.m. - 6:00p.m. Without noon break (Main Campus)
Saturday
8:00 a.m. – 5:00p.m. With noon break (Main Campus)
Monday-Friday
8:00a.m. - 5:00p.m. With noon break (Extension Campuses)

Who May Avail of the Service
Students, Faculty, Public

What are the Requirements
None

Duration
4 - 10 minutes

How to Avail of the Services

<table>
<thead>
<tr>
<th>Step</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>State the inquiry to the Office Staff</td>
<td>Answers and explains matters clearly &amp; politely</td>
<td>5 mins</td>
<td>Cultural and Arts Staff/ Cultural and Arts Office</td>
<td>None</td>
<td>None</td>
<td>Queries answered and cultural and arts matters well explained</td>
</tr>
<tr>
<td>2</td>
<td>Verify the next steps depending on the nature of the inquiry</td>
<td>Explain fully what to do</td>
<td>2-5 mins</td>
<td>Cultural and Arts Staff/ Cultural and Arts Office</td>
<td>None</td>
<td>None</td>
<td>Properly disseminated information</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
Conducting of auditions and trainings of cultural groups

Schedule of Availability of Service
January to December
Monday-Friday
4:00am– 6:00pm
Saturday
8:00 am – 5:00 pm

Who May Avail of the Service
Old and New Students

What are the Requirements
Registration Form & Medical Certificate

Duration
2-8 hours

How to Avail of the Services

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</thead>
<tbody>
<tr>
<td>1</td>
<td>Inquire the scheduled auditions of the different cultural groups</td>
<td>Announce/Post scheduled of try-outs and auditions with requirements</td>
<td>2-5 mins</td>
<td>Cultural and Arts Staff/ Cultural and Arts Office</td>
<td>None</td>
<td>None</td>
<td>Fully understood the requirements and scheduled of auditions</td>
</tr>
<tr>
<td>2</td>
<td>Participate in the auditions conducted by the trainors of each cultural group</td>
<td>Conduct series auditions</td>
<td>2-4 hours</td>
<td>Cultural and Arts Staff/ Cultural and Arts Office Trainors of different Cultural Groups</td>
<td>None</td>
<td>None</td>
<td>Properly disseminated information</td>
</tr>
<tr>
<td></td>
<td>Read announcement</td>
<td>Posting on the bulletin board</td>
<td></td>
<td></td>
<td></td>
<td>Recommendation</td>
<td>Issued of</td>
</tr>
<tr>
<td></td>
<td>posted on bulletin board of the list of names who passed the auditions</td>
<td>of the list of names who passed the try-outs and auditions</td>
<td>2-5 mins</td>
<td>Cultural and Arts Staff/ Cultural and Arts Office</td>
<td>None</td>
<td>Form/ Health and Parental Waiver</td>
<td>certification of passing to the qualifiers</td>
</tr>
<tr>
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</tbody>
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**END OF TRANSACTION**
Issuance of application form to qualified performers

Schedule of Availability of Service
January to December
- Monday: 8:00 a.m. – 6:00p.m. With noon break (Main Campus)
- Tuesday-Friday: 7:00a.m. - 6:00p.m. Without noon break (Main Campus)
- Saturday: 8:00 a.m. – 5:00p.m. With noon break (Main Campus)

Who May Avail of the Service
Performers who qualified in auditions

What are the Requirements
NSO-authenticated Birth Certificate, 4 pcs. (2x2) pictures, Reports of Grades, Registration form, Certification of Passing the audition

Duration
5 – 10 minutes

How to Avail of the Services

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<th>Step</th>
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<th>Forms</th>
<th>Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Secure application form</td>
<td>Issues application form</td>
<td>5 mins</td>
<td>Cultural and Arts Staff/ Cultural and Arts Office</td>
<td>None</td>
<td>Statement of Commitment/ Certification for Passing</td>
<td>Application forms given out</td>
</tr>
<tr>
<td>2</td>
<td>Inquire what to do</td>
<td>Explain the terms and condition stated in the Statement of Commitment</td>
<td>5-10 mins</td>
<td>Cultural and Arts Staff/ Cultural and Arts Office</td>
<td>None</td>
<td>Statement of Commitment/ Certification for Availing</td>
<td>Fully understood the terms and conditions, requirements and filling up process</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
Issuance of application form to qualified performers who will avail for the continuance of their scholarship

Schedule of Availability of Service
January to December
Monday
8:00 a.m. – 6:00 p.m. With noon break (Main Campus)
Tuesday-Friday
7:00a.m. - 6:00 p.m. Without noon break (Main Campus)
Saturday
8:00 a.m. – 5:00 p.m. With noon break (Main Campus)

Who May Avail of the Service
Performers who will avail for the continuance of their scholarship

What are the Requirements
NSO-authenticated Birth Certificate, 4 pcs. (2x2) pictures, Reports of Grades of the previous semester and Registration form
5 – 10 minutes

How to Avail of the Services

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client Activity</th>
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<th>Person In Charge</th>
<th>Fees</th>
<th>Forms</th>
<th>Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Secure application form</td>
<td>Issues application form</td>
<td>2-5 mins</td>
<td>Cultural and Arts Staff/ Cultural and Arts Office</td>
<td>None</td>
<td>Statement of Commitment/Certification for Passing</td>
<td>Application forms given out</td>
</tr>
<tr>
<td>2</td>
<td>Inquire what to do</td>
<td>Explain the terms and condition stated in the Statement of Commitment Explain how to fill-up application form and to comply with the requirements</td>
<td>5-10 mins</td>
<td>Cultural and Arts Staff/ Cultural and Arts Office</td>
<td>None</td>
<td>Statement of Commitment/Certification for Availing</td>
<td>Fully understood the terms and conditions, requirements and filling up process</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
Receiving of filled-up application forms

Schedule of Availability of Service
January to December
Monday
8:00 a.m. – 6:00p.m. With noon break (Main Campus)
Tuesday-Friday
7:00a.m. - 6:00p.m. Without noon break (Main Campus)
Saturday
8:00 a.m. – 5:00p.m. With noon break (Main Campus)

Who May Avail of the Service
Old and New Performers

What are the Requirements
NSO-authenticated Birth Certificate, 4 pcs. (2x2) pictures, Registration form, Reports of Grades of the previous semester

Duration
5-10 minutes

How to Avail of the Services

<table>
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<tr>
<th>Step</th>
<th>Applicant/ Client Activity</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person In Charge</th>
<th>Fees</th>
<th>Forms</th>
<th>Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submit filled up application form</td>
<td>Accepts and evaluates submitted application form</td>
<td>2-5 mins</td>
<td>Cultural and Arts Staff/ Cultural and Arts Office</td>
<td>None</td>
<td>Statement of Commitment / Certification for Availing or Continuance</td>
<td>Application filed</td>
</tr>
<tr>
<td>2</td>
<td>Present Reports of Rating during the previous semester (Old Members)</td>
<td>Evaluation of Grades</td>
<td>5-10 hours</td>
<td>Cultural &amp; Arts Staff/ Cultural &amp; Arts Office</td>
<td>None</td>
<td>Reports of Rating</td>
<td>Properly Evaluated</td>
</tr>
<tr>
<td></td>
<td>Inquire what to do</td>
<td>Inform performers regarding their training, practices, rehearsals, presentations and competition.</td>
<td>5 - 10 mins</td>
<td>Cultural and Arts Staff/ Cultural and Arts Office</td>
<td>None</td>
<td>None</td>
<td>Fully explained the schedule of cultural activities</td>
</tr>
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</tr>
</tbody>
</table>

END OF TRANSACTION
Conducting of In-house training

Schedule of Availability of Service
January to December
Monday
8:00 a.m. – 6:00 p.m. With noon break (Main Campus)
Tuesday-Friday
7:00 a.m. - 6:00 p.m. Without noon break (Main Campus)
Saturday
8:00 a.m. – 5:00 p.m. With noon break (Main Campus)

Who May Avail of the Service
Old and New Performers

What are the Requirements
Registration Form & Medical Certificate

Duration
In- House Training – 2 hours
In- House Training/ Every Day – 8 hours

How to Avail of the Services

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client Activity</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person In Charge</th>
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<th>Output</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Secure Health and Parental Waiver</td>
<td>Issuance of Health and Parental Waiver</td>
<td>2-5 mins</td>
<td>Cultural and Arts Staff/ Cultural and Arts Office</td>
<td>None</td>
<td>Health and Parental Waiver</td>
<td>Form given out</td>
</tr>
<tr>
<td></td>
<td>Secure Letter of Excuse</td>
<td>Issuance of Letter of Excuse</td>
<td>2 - 5 mins</td>
<td>Cultural and Arts Staff/ Cultural and Arts Office</td>
<td>None</td>
<td>Letter of Excuse</td>
<td>Excuse Letter given out</td>
</tr>
<tr>
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</tr>
<tr>
<td>2</td>
<td>Inquire what to do</td>
<td>Inform the venue dates, time of the in-house training. Tell the things to bring and inform the house rules during the in-house training</td>
<td>1 hr</td>
<td>Cultural and Arts Staff/ Cultural and Arts Office</td>
<td>None</td>
<td>Recommendation Form/ Health and Parental Waiver</td>
<td>Fully explained the Information regarding the training</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
Participating in the Cultural Competitions in all levels

Schedule of Availability of Service
January to December
Monday
8:00 a.m. – 6:00p.m. With noon break (Main Campus)
Tuesday-Friday
7:00a.m. - 6:00p.m. Without noon break (Main Campus)
Saturday
8:00 a.m. – 5:00p.m. With noon break (Main Campus)

Who May Avail of the Service
Old and New Performers

What are the Requirements
NSO-authenticated Birth Certificate
4 pcs. (2x2) pictures
Registration Form
Report of Grades
Health and Parental Waiver

Duration
As scheduled

How to Avail of the Services

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client Activity</th>
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<th>Forms</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Secure Health and Parental Waiver</td>
<td>Issuance of Health and Parental Waiver</td>
<td>2-5 mins</td>
<td>Cultural and Arts Staff/ Cultural</td>
<td>None</td>
<td>Health and Parental Waiver</td>
<td>Form given out</td>
</tr>
<tr>
<td></td>
<td>Action</td>
<td>Time</td>
<td>Required Documents</td>
<td>Staff/Office</td>
<td>Notes</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Submit the required credentials</td>
<td>5 – 10 mins</td>
<td>Cultural and Arts Office</td>
<td>None</td>
<td>Letter of Excuse</td>
<td>Excuse Letter given out</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Ask queries regarding the in-house training</td>
<td>1 hr</td>
<td>Cultural and Arts Office</td>
<td>None</td>
<td>NSO, 4 pcs. (2x2) pictures, Registration Form, Report of Grades (TOR), Health and Parental Waiver Certification Form if Graduating</td>
<td>Properly check and sort out the credentials</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Secure Letter of Excuse</td>
<td>2 - 5 mins</td>
<td>Cultural and Arts Office</td>
<td>None</td>
<td>Letter of Excuse</td>
<td>Forms given out</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Participate in the scheduled competitions</td>
<td>As Scheduled 8 hrs / day</td>
<td>Cultural and Arts Office</td>
<td>None</td>
<td>None</td>
<td>Participated in the different Cultural Competitions</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Inquire what to do</td>
<td>Give the dates, venue, time, events and schedule of Competitions</td>
<td>10 mins</td>
<td>Cultural and Arts Staff/ Cultural and Arts Office</td>
<td>None</td>
<td>None</td>
<td>Fully given and explained the information</td>
</tr>
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**END OF TRANSACTION**