The logo of Batangas State University is a circular emblem. It features a central shield with a sunburst and a quill pen. Below the shield is a banner with the text 'SERVICE VIRTUE' and '1903 EXCELLENCE'. The outer ring of the emblem contains the text 'BATANGAS STATE UNIVERSITY' at the top and 'PHILIPPINES' at the bottom, separated by green laurel branches.

# **Batangas State University Citizens' Charter**

**Revised 2015**

# Office of the Assistant Director for Guidance and Counseling

**Profile**

The Office of Guidance and Counseling ensures meeting the students’ academic, career and personal-social needs and promoting students’ competence through the development and implementation of comprehensive guidance and counseling program. It implements activities covered by the policies and plans set by the Office of Student Affairs and Services (OSAS).

The Office offers activities that support and complement the mission and vision of the University in maximizing the growth and development of the students. Office of Guidance and Counseling (OGC) as one of the offices of Student Services provides assistance for the holistic development of students- academic, career, personal-social. Specifically, OGC works to develop well-functioning individual by helping the students make important choices and helping them make changes.

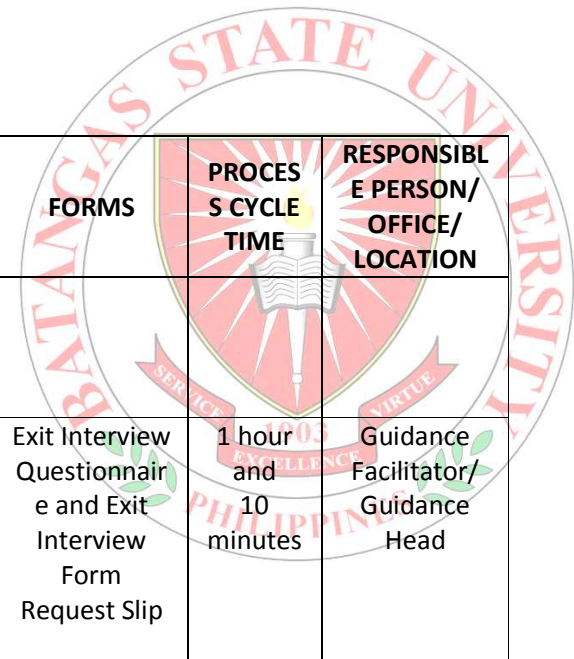
**Location**

OSAS Central Office

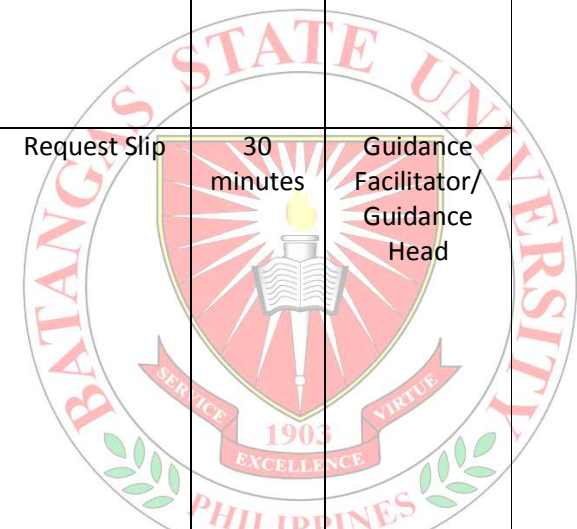
**Contact Details**

(043) 980-0385; 980-0392 to 0394 loc 105, 1147 (MAIN)

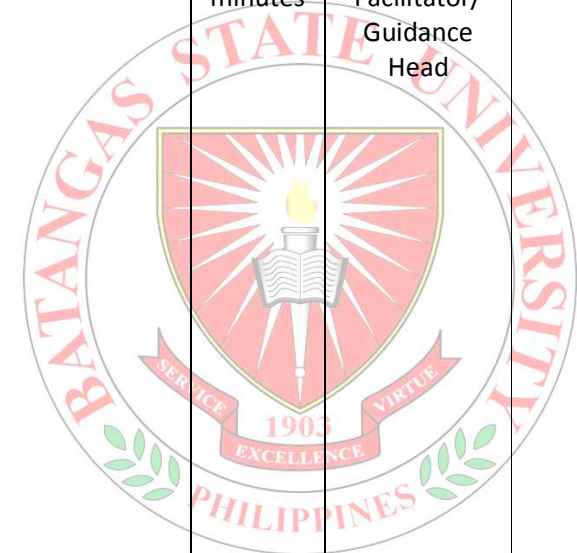
FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/LOCATION
1. Request for the Certificate of Good Moral Character (CGMC)							
For School Requirement	Transferees	1. Accomplished Exit Interview Questionnaire 2. Accomplished Exit Interview Form 3. Request Slip signed by the OSD	Monday to Friday 8:00am-5:00pm	Php30	Exit Interview Questionnaire and Exit Interview Form Request Slip	1 hour and 10 minutes	Guidance Facilitator/ Guidance Head



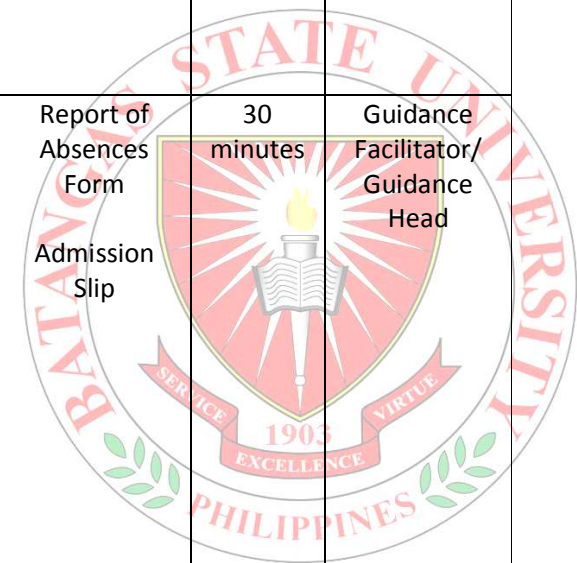
		Coordinator 4. Official Receipt of payment 5. One (1) Documentary Stamp					
For Employment, Board Examinations, Further Studies	Graduates/Alumni	1. Photocopy of any proof of graduation (e.g. Diploma, TOR, etc.) 2. Request Slip signed by the OSD Coordinator 3. Official Receipt of payment 4. One (1) Documentary Stamp	Monday to Friday 8:00am-5:00pm	Php30	Request Slip	30 minutes	Guidance Facilitator/ Guidance Head
For Scholarship	Student-Applicants	1. Photocopy of Certification from the Scholarship Office 2. Request Slip signed by the OSD Coordinator 3. Official Receipt of payment 4. One (1) Documentary Stamp	Monday to Friday 8:00am-5:00pm	Php30	Request Slip	30 minutes	Guidance Facilitator/ Guidance Head
For On-the-Job-Training	Students enrolled in Internship/OJT	1. Request Slip signed by the OJT Coordinator (as	Monday to Friday 8:00am-	Not Applicable	Request Slip	30 minutes	Guidance Facilitator/ Guidance



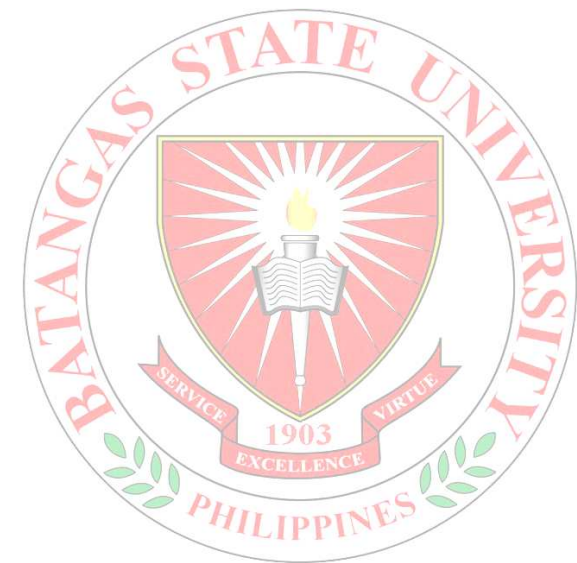
		<p>proof that the student attended the OJT orientation seminar) and Discipline coordinator (to certify that the student has/ has no records of discipline case/s).</p> <ol style="list-style-type: none"> <li>2. Official Receipt of payment</li> <li>3. One (1) Documentary Stamp</li> </ol>	5:00pm				Head
For TOSA and Other Honors/Awards	Student-Applicants	<ol style="list-style-type: none"> <li>1. Photocopy of TOSA Application Form/ any proof of application of honor/award to any organization (e.g. invitation, application form, etc.)</li> <li>2. Photocopy of Registration form (Current Semester)</li> <li>3. Request Slip signed by the OSD Coordinator</li> <li>4. Official Receipt of payment</li> <li>5. One (1) Documentary</li> </ol>	Monday to Friday 8:00am-5:00pm	Php30	Request Slip	30 minutes	Guidance Facilitator/ Guidance Head



		Stamp					
2. Exit Interview	Shifters and Transferees	1. Accomplished Exit Interview Questionnaire 2. Exit Interview Form	Monday to Friday 8:00am-5:00pm	Not Applicable	Request Slip		Guidance Facilitator/ Guidance Head
3. Counseling (Walk-in)	Students	None	Monday to Friday 8:00am-5:00pm	Not Applicable	Counseling Form	20-45 minutes	Guidance Facilitator/ Guidance Head
4. Request for Counseling/Consultation/ Group Guidance/Home Visit/ Referral	Students, Advisers, Faculty Members, Administrators, Parents/Guardians	1. Letter of request address to the Guidance Head/ Guidance Facilitators 2. Accomplished Referral Form (Referral)	Monday to Friday 8:00am-5:00pm	Not Applicable	Referral Form	30-45 minutes	Guidance Facilitator/ Guidance Head
5. Request for Admission Slip	Students	1. Medical Certificate/ Excuse letter from the Parent and/or Guardian/Organization Adviser and/or College/department Authority 2. Accomplished Report of Absences signed by the Faculty requesting the admission slip	Monday to Friday 8:00am-5:00pm	Not Applicable	Report of Absences Form Admission Slip	30 minutes	Guidance Facilitator/ Guidance Head
6. Request for	Transferees,	1. Letter of Request	Monday to	Not		30-45	Guidance



Recommendation Letter	Students, Graduates/Alumni	and/or any proof of the need for recommendation letter (e.g. photocopy of the recommendation form from the requesting institution, list of requirements with the name of the institution requiring, etc.) 2. Photocopy of TOR/Diploma (Graduates)	Friday 8:00am- 5:00pm	Applicable		minutes	Facilitator/ Guidance Head
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## Request for the Certificate of Good Moral Character (CGMC) (For School Requirement)

### Schedule of Availability of Service

January to December  
Monday-Friday  
7:00am-6:00pm

### Who May Avail of the Service

Transferees

### What are the Requirements

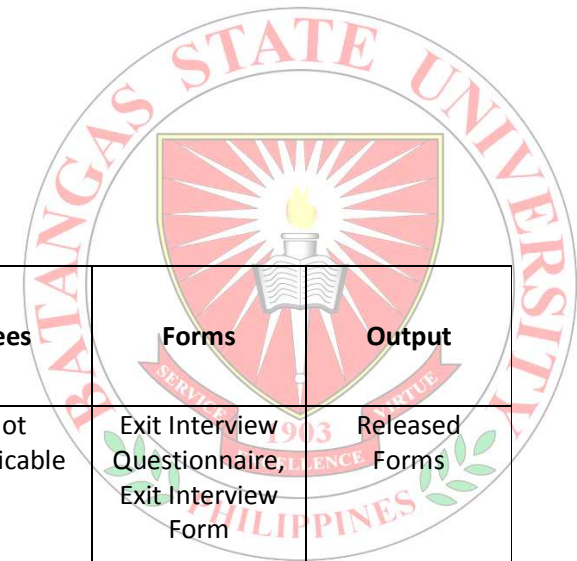
1. Accomplished Exit Interview Questionnaire
2. Accomplished Exit Interview Form
3. Request Slip signed by the OSD Coordinator
4. Official Receipt of payment
5. One (1) Documentary Stamp

### Duration

1 hour and 20 minutes

### How to Avail of the Service

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Forms	Output
1	Secure and answer the Exit Interview Questionnaire and fill out the Exit Interview Form	Office of Guidance and Counseling	20 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Exit Interview Questionnaire, Exit Interview Form	Released Forms
2	Secure signature of the Adviser and the	Department/College	20 minutes	Adviser College	Not Applicable	Exit Interview Form	Accomplished Exit Interview



	College Dean/Head			Dean/Department Head			Form
3	Submit the accomplished Exit Interview Questionnaire and Exit Interview Form to the Guidance Facilitator/Guidance Head and undergo exit interview	Office of Guidance and Counseling	15 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Exit Interview Questionnaire, Exit Interview Form	Exit Interview Data
4	Secure request slip for CGMC from the Guidance Office	Office of Guidance and Counseling	2 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Request Slip	Filled out Request Slip
5	Pay Php30 to the Cashier	Cashier's Office	5 minutes	Cashier	Php30	Request Slip Official Receipt	Issued Official Receipt
6	Present the official receipt of payment and submit one (1) documentary stamp to the Guidance Facilitator/ Guidance Head	Office of Guidance and Counseling	10 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Request Slip	CGMC (printed)
7	Receive CGMC from the Guidance Facilitator/Guidance Head and log in the record book for released CGMC	Office of Guidance and Counseling	5 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Request Slip	CGMC (Released)
8	Secure dry seal from the Registrar's office	Registrar's Office	3 minutes	Office Personnel	Not Applicable	Not Applicable	Official Sealed CGMC
<b>END OF TRANSACTION</b>							



## Request for the Certificate of Good Moral Character (CGMC) (For Employment, Board Examinations, Further Studies)

### Schedule of Availability of Service

January to December

Monday-Friday

7:00am-6:00pm

### Who May Avail of the Service

Graduates/Alumni

### What are the Requirements

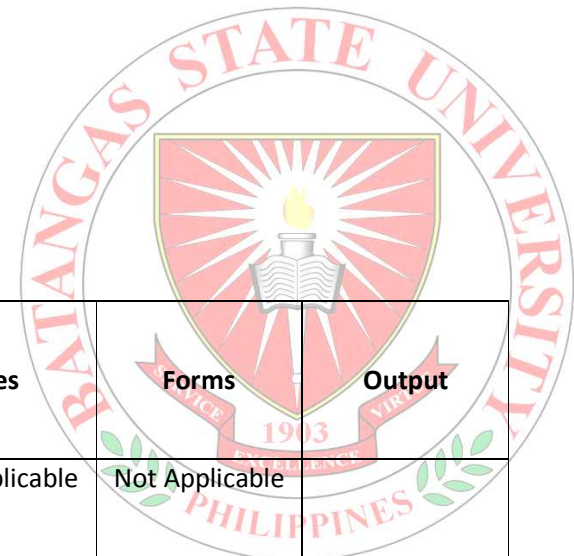
1. Photocopy of any proof of graduation (e.g. Diploma, TOR, etc.)
2. Request Slip signed by the OSD Coordinator
3. Official Receipt of payment
4. One (1) Documentary Stamp

### Duration

42 minutes

### How to Avail of the Service

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Forms	Output
1	Secure request slip for CGMC	Office of Guidance and Counseling	2 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Not Applicable	
2	Secure signature from the OSD Coordinator	Office of Guidance and	5 minutes	Guidance Facilitator/	Not Applicable	Request Slip	Filled out Request Slip



		Counseling		Guidance Head			
3	Pay Php30 to the Cashier	Cashier's Office	15 minutes	Cashier	Php30	Request Slip Official Receipt	Issued Official Receipt
4	Present the official receipt of payment and submit photocopy of any proof of graduation and one (1) documentary stamp to the Guidance Facilitator/ Guidance Head	Office of Guidance and Counseling	10 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Request Slip	CGMC (printed)
5	Receive CGMC from the Guidance Facilitator/Guidance Head and log in the record book for released CGMC	Office of Guidance and Counseling	5 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Request Slip	CGMC (Released)
6	Secure dry seal from the Registrar's office	Registrar's Office	5 minutes	Office Personnel	Not Applicable	Not Applicable	Official Sealed CGMC
<b>END OF TRANSACTION</b>							



## Request for the Certificate of Good Moral Character (CGMC) (For Scholarship)

### Schedule of Availability of Service

January to December

Monday-Friday

7:00am-6:00pm

### Who May Avail of the Service

Student-Applicants

### What are the Requirements

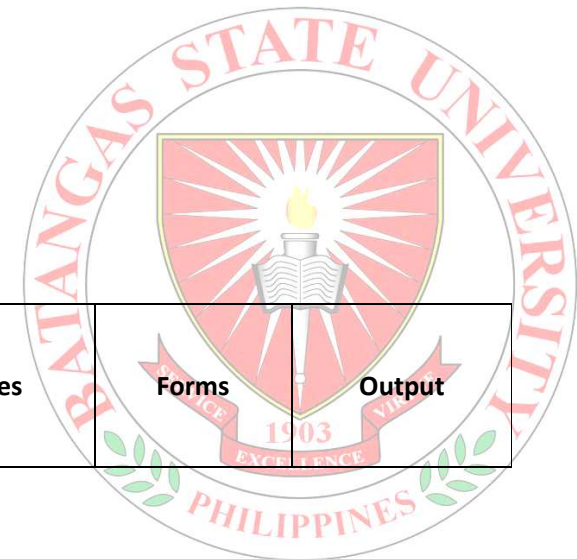
1. Photocopy of Certification from the Scholarship Office
2. Request Slip signed by the OSD Coordinator
3. Official Receipt of payment
4. One (1) Documentary Stamp

### Duration

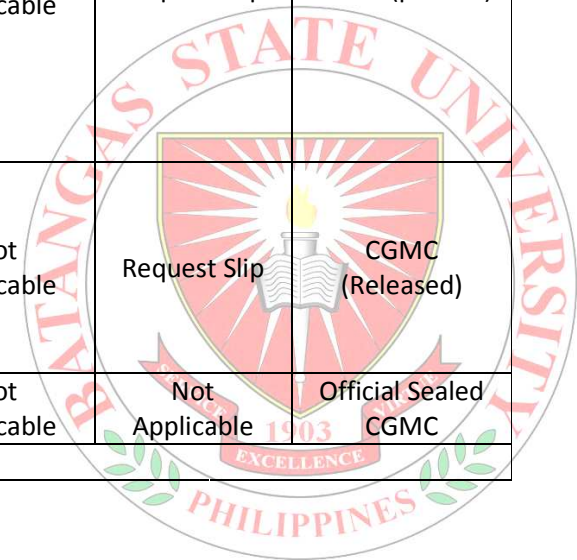
45 minutes

### How to Avail of the Service

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Forms	Output



1	Present Certification from the Scholarship Office to the Guidance Facilitator/Guidance Head and secure request slip for CGMC	Office of Guidance and Counseling	5 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Request Slip	Filled out Request Slip
2	Secure signature from the OSD Coordinator	Office of Student Discipline	5 minutes	OSD Coordinator/OSD Head	Not Applicable	Request Slip	Accomplished Request Slip
3	Pay Php30 to the Cashier	Cashier's Office	15 minutes	Cashier	Php30	Request Slip Official Receipt	Issued Official Receipt
4	Present the official receipt of payment and submit photocopy of Certification from the Scholarship Office, accomplished request slip and one (1) documentary stamp to the Guidance Facilitator/ Guidance Head	Office of Guidance and Counseling	10 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Request Slip	CGMC (printed)
5	Receive CGMC from the Guidance Facilitator/Guidance Head and log in the record book for released CGMC	Office of Guidance and Counseling	5 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Request Slip	CGMC (Released)
6	Secure dry seal from the Registrar's office	Registrar's Office	5 minutes	Office Personnel	Not Applicable	Not Applicable	Official Sealed CGMC
<b>END OF TRANSACTION</b>							



## Request for the Certificate of Good Moral Character (CGMC) (For TOSA and Other Honors/Awards)

### Schedule of Availability of Service

January to December  
Monday-Friday  
7:00am-6:00pm

### Who May Avail of the Service

Student-Applicants

### What are the Requirements

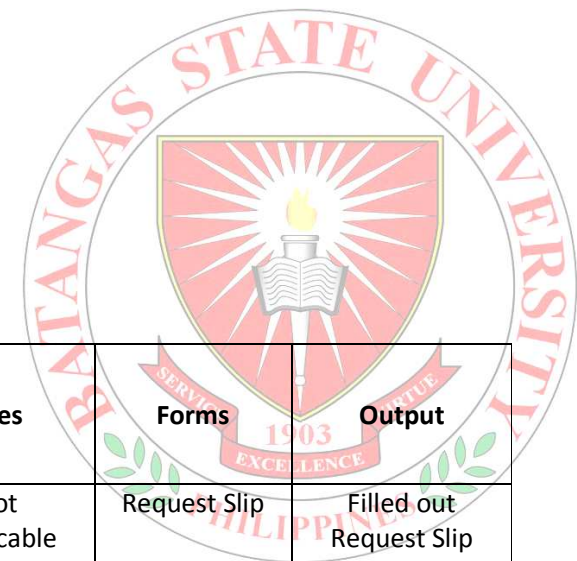
1. Photocopy of TOSA Application Form/ any proof of application of honor/award to any organization (e.g. invitation, application form, etc.)
2. Photocopy of Registration form (Current Semester)
3. Request Slip signed by the OSD Coordinator
4. Official Receipt of payment
5. One (1) Documentary Stamp

### Duration

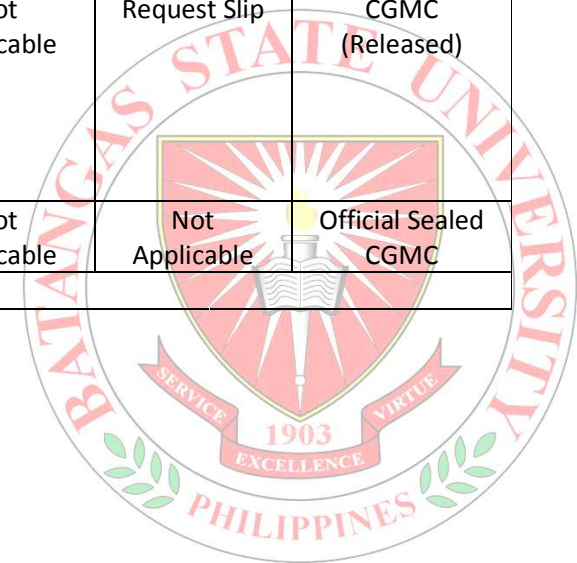
45 minutes

### How to Avail of the Service

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Forms	Output
1	Present proof of application of honor/award to the Guidance Facilitator/Guidance	Office of Guidance and Counseling	5 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Request Slip	Filled out Request Slip



	Head and secure request slip for CGMC						
2	Secure signature from the OSD Coordinator	Office of Student Discipline	5 minutes	OSD Coordinator/OSD Head	Not Applicable	Request Slip	Accomplished Request Slip
3	Pay Php30 to the Cashier	Cashier's Office	15 minutes	Cashier	Php30	Request Slip Official Receipt	Issued Official Receipt
4	Present the official receipt of payment and submit photocopy of proof of application, accomplished request slip and one (1) documentary stamp to the Guidance Facilitator/ Guidance Head	Office of Guidance and Counseling	10 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Request Slip	CGMC (printed)
5	Receive CGMC from the Guidance Facilitator/Guidance Head and log in the record book for released CGMC	Office of Guidance and Counseling	5 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Request Slip	CGMC (Released)
6	Secure dry seal from the Registrar's office	Registrar's Office	5 minutes	Office Personnel	Not Applicable	Not Applicable	Official Sealed CGMC
<b>END OF TRANSACTION</b>							



## Counseling: Walk-in

**Schedule of Availability of Service**

January to December  
 Monday-Friday  
 7:00am-6:00pm

**Who May Avail of the Service**

Students

**What are the Requirements**

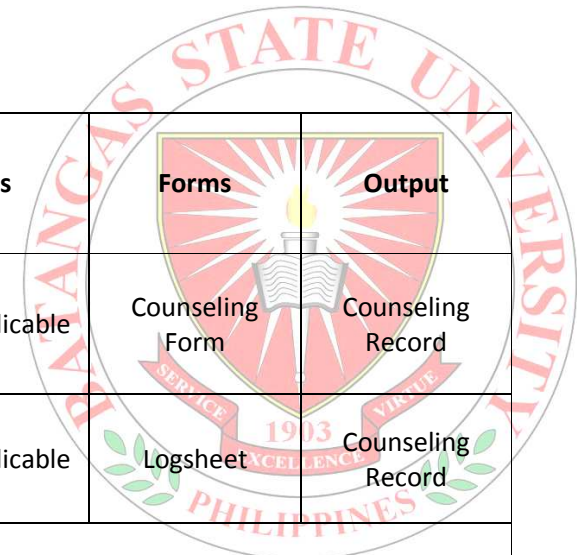
None

**Duration**

20-45 minutes

**How to Avail of the Service**

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Forms	Output
1	Visit the Guidance Facilitator/ Guidance Head and undergo counseling session	Office of Guidance and Counseling	20-40 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Counseling Form	Counseling Record
2	Log the visit in the counseling record book	Office of Guidance and Counseling	5 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Logsheet	Counseling Record
<b>END OF TRANSACTION</b>							



## Request for Counseling/Consultation/ Group Guidance/Home Visit/ Referral

### Schedule of Availability of Service

January to December

Monday-Friday

7:00am-6:00pm

### Who May Avail of the Service

Students, Advisers, Faculty Members, Administrators, Parents/Guardians

### What are the Requirements

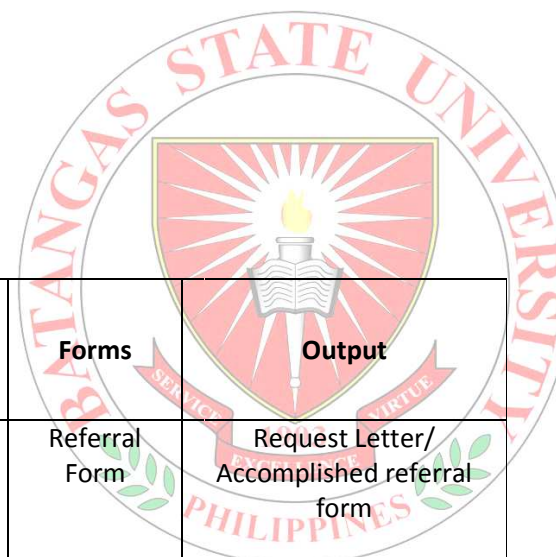
1. Letter of request address to the Guidance Facilitator/Guidance Head
2. Accomplished Referral Form (Referral)

### Duration

30 minutes

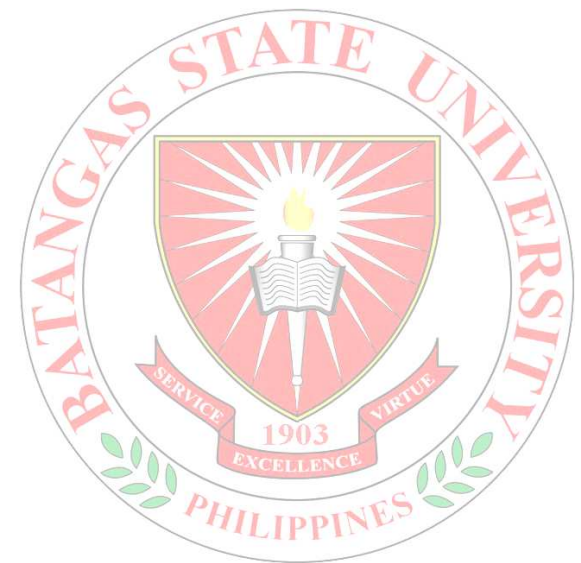
### How to Avail of the Service

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Forms	Output
1	Submit request letter and/or accomplished referral form to the Guidance Facilitator/Guidance Head	Office of Guidance and Counseling	5 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Referral Form	Request Letter/ Accomplished referral form
2	Secure the schedule, venue, persons involve, etc. Of Counseling/Consultation/	Office of Guidance and	25 minutes	Guidance Facilitator/ Guidance	Not Applicable	Not Applicable	Detailed Plan of Counseling/Consultation/ Group Guidance/Home





	Group Guidance/Home Visit/ Referral	Counseling		Head			Visit/ Referral
<b>END OF TRANSACTION</b>							



## Request for Admission Slip

### Schedule of Availability of Service

January to December

Monday-Friday

7:00am-6:00pm

### Who May Avail of the Service

Students

### What are the Requirements

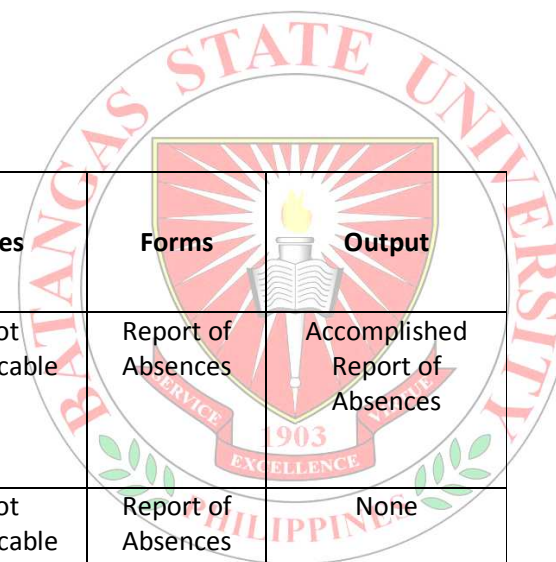
1. Medical Certificate/Excuse letter from the Parent and/or Guardian/Organization Adviser and/or College/Department Authority
2. Accomplished Report of Absences signed by the Faculty requesting the admission slip

### Duration

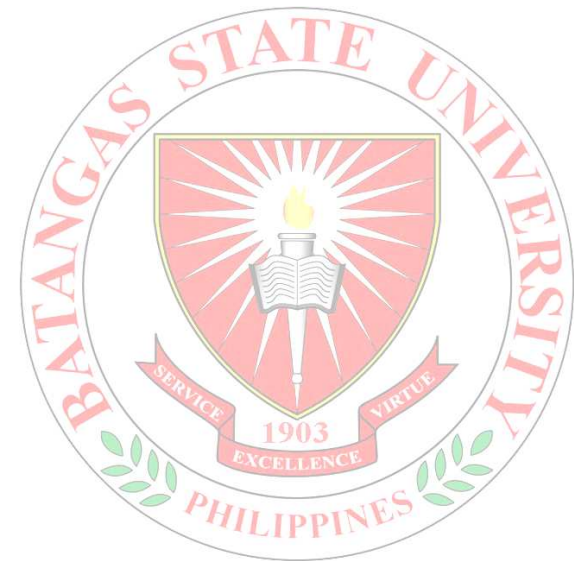
25 minutes

### How to Avail of the Service

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Forms	Output
1	Accomplish the report of absences and secure the signature of the faculty requesting the admission slip	College/Department	5 minutes	Faculty	Not Applicable	Report of Absences	Accomplished Report of Absences
2	The student must present an excuse letter and/or medical certificate to the OGC with photocopy of his/her parents or	Office of Guidance and Counseling	5 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Report of Absences	None



	guardian/s I.D. who signed the excuse letter						
3	Submit the medical certificate/excuse letter and the accomplished report of absences to the Guidance Facilitator/Guidance Head and secure the admission slip	Office of Guidance and Counseling	10 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Report of Absences	Accomplished admission slip
4	Receive admission letter from the Guidance Facilitator/Guidance Head and log in the record book for released admission slip	Office of Guidance and Counseling	5 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Admission slip	Admission Letter
<b>END OF TRANSACTION</b>							



## Request for Recommendation Letter

### Schedule of Availability of Service

January to December  
Monday-Friday  
7:00am-6:00pm

### Who May Avail of the Service

Transferees, Students, Graduates/Alumni

### What are the Requirements

1. Letter of Request and/or any proof of the need for recommendation letter (e.g. photocopy of the recommendation form from the requesting institution, list of requirements with the name of the institution requiring, etc.)
2. Photocopy of TOR/Diploma (Graduates)
3. Photocopy of Report of grades (Transferees)
4. Photocopy of Registration Form (Students)

### Duration

35 minutes

### How to Avail of the Service

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Forms	Output
1	Submit letter of request/ any proof of the need for recommendation letter and photocopy of documents to Guidance Facilitator/Guidance Head	Office of Guidance and Counseling	30 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Report of Absences	None
2	Receive recommendation letter from the Guidance Facilitator/Guidance Head and log in the record book	Office of Guidance and Counseling	5 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Recommendation Letter	Recommendation Letter (Released)
<b>END OF TRANSACTION</b>							

