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 Director for Registration Services

### Profile

We are an academic support group that continuously coordinates with various academic units for efficient registration, records processing and management, records evaluation and graduation of students.

### Location

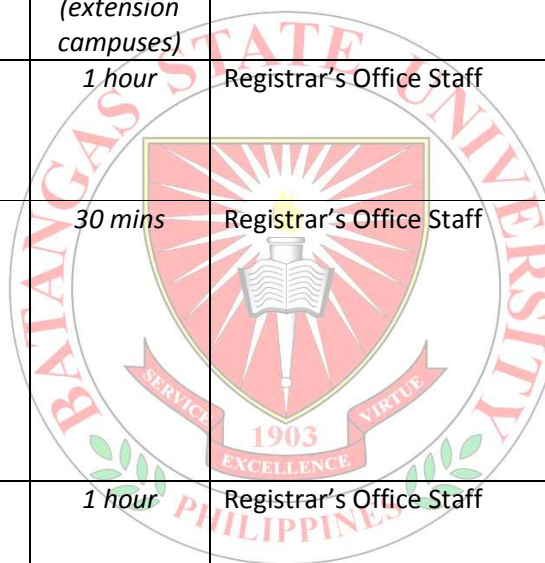
1<sup>st</sup> Floor, Student Services Building, BSU Main Campus I

### Contact Details

(043) 980-0385 loc. 126;1849 and 1933

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/LOCATION
1.Enrolment for freshmen/new students	Freshmen	<ul style="list-style-type: none"> <li>a. Original report card</li> <li>b. Certificate of Good Moral Character</li> <li>c. NSO-authenticated birth certificate</li> <li>d. Admission Slip</li> <li>e. Notice of Passing</li> <li>f. 2 pcs 2 x 2 ID pictures</li> </ul>	Monday-Saturday 8:00 AM – 5:00 PM	See Schedule of Fees	Registration Form	1 hour	Testing and Admission Office, Colleges/Departments Registrar's Office Cashier Registrar's Office
2. Enrolment for Old Students	Sophomores, Juniors, Seniors	Print of Grades Proposal Slip	Monday-Saturday 8:00 AM – 5:00 PM	See Schedule of Fees	Registration Form	1 hour	Colleges/Departments Cashier Registrar's Office

3. Enrolment for transferees/shifters	Student Transferees	<ul style="list-style-type: none"> <li>a. Evaluation form</li> <li>b. Honorable dismissal</li> <li>c. Transcript of Records</li> <li>d. Certificate of Good Moral Character</li> <li>e. 2 pcs 2x2 ID pictures</li> <li>f. NSO-birth certificate</li> <li>g. Admission slip</li> </ul>	Monday-Saturday 8:00 AM – 5:00 PM	See Schedule of Fees	Registration form, Evaluation form, Proposal slip	<p>2 hours (Transferees)</p> <p>1 hour (Shifters)</p>	Testing and Admission Office Colleges/Departments Registrar's Office Cashier Registrar's Office
4. Issuance of Transcript of Records	Students, any authorized persons	Clearance Documentary Stamp	Monday-Saturday 8:00 AM – 5:00 PM	P50/page	Request Form Clearance	1 day (Main Campus) 3 days (extension campuses)	Registrar's Office Staff
5. Issuance of Official Certification	Students, any authorized persons	Clearance Documentary Stamp	Monday-Saturday 8:00 AM – 5:00 PM	P30/page	Request Form Clearance	1 hour	Registrar's Office Staff
6. Issuance of Authenticated documents	Students, any authorized persons	Original copy of documents to be authenticated Clearance Official Receipt Documentary stamp and long brown envelope (for CAV)	Monday-Saturday 8:00 AM – 5:00 PM	P20/page P30 (certification for CAV)	Request form Clearance	30 mins	Registrar's Office Staff
7. Issuance of Form 137A	Students, any authorized persons	Clearance Official Receipt	Monday-Saturday 8:00 AM – 5:00 PM	P100.00	Request form	1 hour	Registrar's Office Staff
8. Issuance of	Students,	Clearance	Monday-	P100.00	Request	2 hours	Registrar's Office Staff



Honorable Dismissal	any authorized persons	Official Receipt <i>Exit Interview Form</i> Form 137A NSO birth certificate Documentary stamp	Saturday 8:00 AM – 5:00 PM		form Exit interview Form		
9. Issuance/Printing of Grades	Students, any authorized persons	Latest Registration form	Monday-Saturday 8:00 AM – 5:00 PM	None	None	2 mins	Registrar's Office Staff
10. Issuance of Diploma	Graduate of any program from the university, any authorized person	Clearance Documentary stamp Official Receipt	Monday-Saturday 8:00 AM – 5:00 PM	P400.00	None	1 day	Registrar's Office Staff
11. Issuance of Evaluation of Record	Student transferees, returnees and shifters	Evaluation form Course curriculum	Monday-Saturday 8:00 AM – 5:00 PM	None	Evaluation form Course curriculum	1 hour	Department evaluators Registrar's Office Staff
12. Issuance of Dropping, Adding and Changing Form	Enrolled students	Current registration form	Monday-Saturday 8:00 AM – 5:00 PM	None	None	30 mins	Int'l Linkages Office Staff Dean's Office Registrar's Office
13. Issuance of Cross Enrolment Form	Students	None	Monday-Saturday 8:00 AM – 5:00 PM	None	None	30 mins	Dean's Office Registrar's Office



## Enrolment for Freshmen/New Students

### Schedule of Availability of Service

January to December

Monday-Saturday

8:00-5:00 pm without noon break

### Who May Avail of the Service

Freshmen

### What are the Requirements

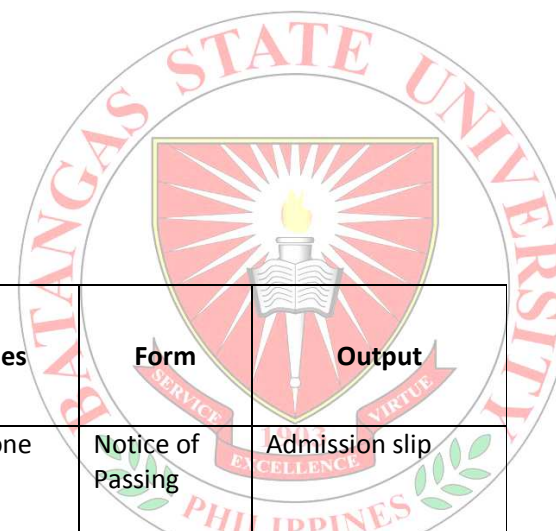
- a. Original Report of Card (Form 138)
- b. Certificate of Good Moral Character
- c. 2 pcs 2x2 ID pictures
- d. NSO-authenticated birth certificate
- e. Notice of passing
- f. Admission slip

### Duration

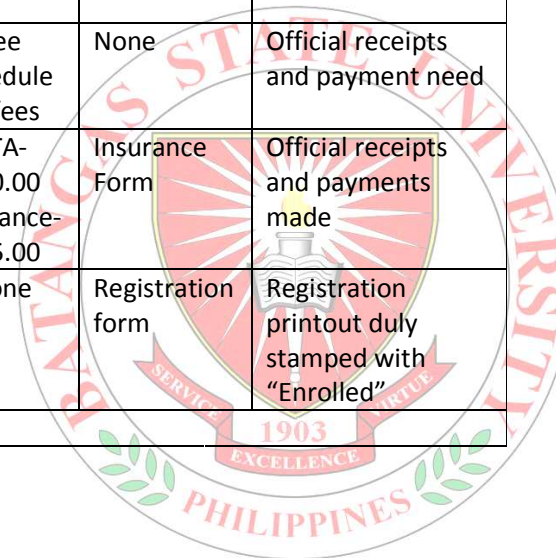
1 hour

### How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Secure Admission Slip from the Testing and Admission Office	Issue Admission slip to client	5 mins	Testing and Admission Office's Staff	None	Notice of Passing	Admission slip
2	Proceed to Infirmary for medical examination and X-ray	Conducts physical and dental examination	15 mins	University Physician	P135.00	Medical Form	Medical check up conducted with recommendation



3	Generate an account (SR Code) from the Information and Communication Technology	Give SR Code to the client	3 mins	ICT Services Staff	None	None	SR Code and ID
4	For scholars, present all scholarship requirements to Scholarship Office and Financial Assistance Office (SFAO) and claim a Certification of Scholarship	Advise student to proceed to Scholarship Office for any scholarship grant	10 mins	Scholarship Office's Staff	None	None	Approved Scholarship
5	Go to the Department for encoding, assessment and printing of subjects to be enrolled	Encodes the subjects and corresponding schedule	5 mins	Encoding Office Staff	None	None	Encoded Subjects with schedule printout
6	Pay fees	Receives payment and issues official receipt	3 mins	Cashier's Office Staff	See Schedule of fees	None	Official receipts and payment need
7	Pay other related fees (PTA, Insurance)	Receives payment and issues official receipt	10 mins	Assigned collectors/Cashier	PTA-P20.00 Insurance-P55.00	Insurance Form	Official receipts and payments made
8	Have the Registration forms printed at the Registrar's Office and submit all credentials	Validates enrolment	3 mins	Registrar's Staff	None	Registration form	Registration printout duly stamped with "Enrolled"
END OF TRANSACTION							



## Enrolment for Old Students

### Schedule of Availability of Service

January to December

Monday-Saturday

8:00-5:00 pm without noon break

### Who May Avail of the Service

Sophomores, Juniors and Seniors

### What are the Requirements

Print of Grades

Proposal Slip

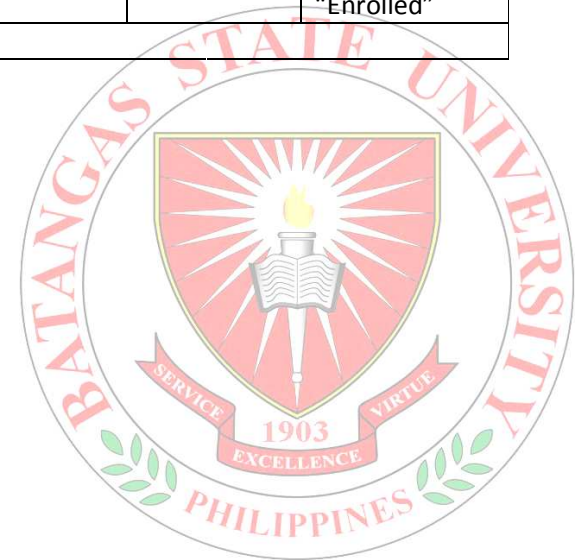
### Duration

1 hour

### How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Go to the Department for the printing of grades	Print grades	2 mins (regular student)	Registrar's Office Staff	None	None	Print of Grades with attached proposal slip
	Go to the Department for encoding, assessment and printing of subjects to be enrolled	Encodes the subjects and corresponding schedule	5 mins (regular student)  10 mins (irregular students)	Encoding Office Staff/Faculty	None	None	Print of Grades with attached proposal slip  Encoded subjects with schedule printout

2	For scholars, present all scholarship requirements to Scholarship Office and Financial Assistance Office (SFAO) and claim a Certification of Scholarship	Evaluate the documents submitted by the student	10 mins	Scholarship Office's Staff	None	Scholarship Form	Approved Scholarship
2	Pay fees	Receives payment and issues official receipt	10 mins.	Cashier's Office Staff	See Schedule of fees	None	Official receipts and payment need
3	Pay other related fees (PTA, Insurance)	Receives payment and issues official receipt	10 mins	Assigned collectors/Cashier	PTA- P20.00 Insurance- P55.00	None	Official receipts and payments made
4	Have the Registration forms printed at the Registrar's Office and submit all credentials	Validates enrolment	3 mins	Registrar's Staff	None	Registration form	Registration printout duly stamped with "Enrolled"
END OF TRANSACTION							





## Enrolment for Transferees

### Schedule of Availability of Service

January to December

Monday-Saturday

8:00-5:00 pm without noon break

### Who May Avail of the Service

Student transferees

### What are the Requirements

Accomplished Evaluation form

Course Curriculum

Honorable Dismissal

Transcript of Records

Certificate of Good Moral Character

2 pcs. 2 x 2 ID pictures

NSO-authenticated birth certificate

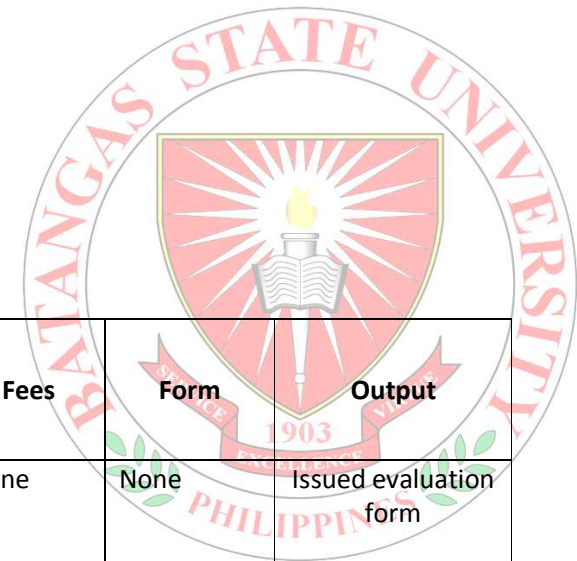
Admission slip

### Duration

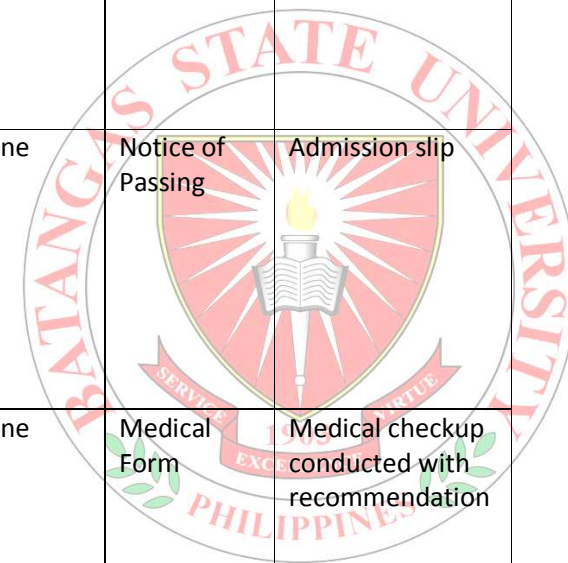
2 hours

### How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Secure evaluation form and course curriculum from the Dean's Office	Issue form to client	2 mins	Any authorized staff in the Dean's Office	None	None	Issued evaluation form
2	Go to the Program	Evaluates the	15 mins	Department/College/Program	None	Evaluation	Evaluation form



	Chair/assigned evaluator in the department and have the TOR evaluated.	record for crediting of subjects		Evaluator		Form Course Curriculum	with evaluated subjects to be given credit
3	Have the evaluation form for transferees verified and approved by the Registrar's Office.	Verify and check for the correctness of the evaluation done in the department.  Approves the accreditation of subjects	10 mins	Registrar's Staff/Campus Head for Registration  University Registrar	None	Evaluation Form	Verified and Approved Evaluation form
4	Proceed to Testing and Admission Office to secure Application form for entrance examination.	Gives out application form for entrance examination	10 mins	Testing and Admission Office's Staff	None	None	Issued Application form
5	After examination and securing the Notice of Passing from Testing and Admission Office, secure Admission Slip from the same office	Issue Admission slip to client	5 mins	Testing and Admission Office's Staff	None	Notice of Passing	Admission slip
6	Proceed to Infirmary for medical examination and X-ray	Conducts physical and dental examination	15 mins	University Physician	None	Medical Form	Medical checkup conducted with recommendation
7	Generate an account (SR Code)	Give SR Code to the client	3 mins	ICT Services Staff	None	None	SR Code



	from the Information and Communication Technology						
8	For scholars, present all scholarship requirements to Scholarship Office and Financial Assistance Office (SFAO) and claim a Certification of Scholarship	Evaluate the documents submitted by the student	10 mins	Scholarship Office's Staff	None	Scholarship form	Approved Scholarship
9	Fill up proposal slip and submit to Program Chair for checking and evaluation	Check filled up proposal slip	10 mins	Program Chair	None	Proposal Slip	Checked Proposal slip
10	Go to the Department for encoding, assessment and printing of subjects to be enrolled	Encodes the subjects and corresponding schedule	5 mins	Encoding Office Staff	None	None	Encoded Subjects with schedule printout
11	Pay fees	Receives payment and issues official receipt	10 mins.	Cashier's Office Staff	See Schedule of fees	None	Official receipts and payment need
12	Pay other related fees (PTA, Insurance)	Receives payment and issues official receipt	10 mins	Assigned collectors/Cashier	PTA- P20.00 Insurance- P55.00	None	Official receipts and payments made
13	Have the Registration forms	Validates enrolment	3 mins	Registrar's Staff	None	Registration form	Registration printout duly

	printed at the Registrar's Office and submit all credentials					stamped with "Enrolled"
END OF TRANSACTION						



## Enrolment for Shifters

### Schedule of Availability of Service

January to December

Monday-Saturday

8:00-5:00 pm without noon break

### Who May Avail of the Service

Student shifters

### What are the Requirements

Evaluation form

Course Curriculum

Official Report/Print of Grades

Admission slip (if the student was advised to take an entrance examination for the course he/she intends to enroll)

### Duration

1 hour

### How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Secure evaluation form and course curriculum from the Dean's Office	Issue form to client	2 mins	Any authorized staff from the Dean's Office	None	None	Issued evaluation form
2	Proceed to the Program Chair/ assigned evaluator in the department and have the Report of Grades evaluated	Evaluates the record for crediting of subjects	15 mins	Program Chair	None	Evaluation form Course curriculum	Evaluation form signed by the Program Chair/Evaluator and the Dean

3	Have the evaluation form for shifters verified and approved by the Registrar's Office.	Verify and check for the correctness of the evaluation done in the department.  Approves the accreditation of subjects	10 mins	Registrar's Staff/Campus Head for Registration  University Registrar	None	Evaluation Form	Verified and Approved Evaluation form
4	For scholars, present all scholarship requirements to Scholarship Office and Financial Assistance Office (SFAO) and claim a Certification of Scholarship	Evaluate the documents submitted by the student	10 mins	Scholarship Office's Staff	None	Scholarship Form	Approved Scholarship
5	Fill up proposal slip and submit to Program Chair for checking and evaluation	Check filled up proposal slip	10 mins	Program Chair	None	Proposal Slip	Checked Proposal slip
6	Go to the Department for encoding, assessment and printing of subjects to be enrolled	Encodes the subjects and corresponding schedule	10 mins	Encoding Office Staff	None	None	Encoded Subjects with schedule printout
7	Pay fees	Receives payment and issues official receipt	2 mins	Cashier's Office Staff	See Schedule of fees	None	Official receipts and payment need
8	Pay other related fees (PTA, Insurance)	Receives payment and issues official receipt	2 mins	Assigned collectors/ Cashier	PTA-P20.00 Insurance-P55.00	None	Official receipts and payments made
9	Have the Registration forms printed at the Registrar's Office and submit all credentials	Validates enrolment	3 mins	Registrar's Staff	None	Registration form	Registration printout duly stamped with "Enrolled"
END OF TRANSACTION							

## Issuance of Transcript of Records

### Schedule of Availability of Service

January to December

Monday-Saturday

8:00-5:00 pm without noon break

### Who May Avail of the Service

Students, any authorized persons

### What are the Requirements

Clearance

Documentary Stamp

Official Receipt

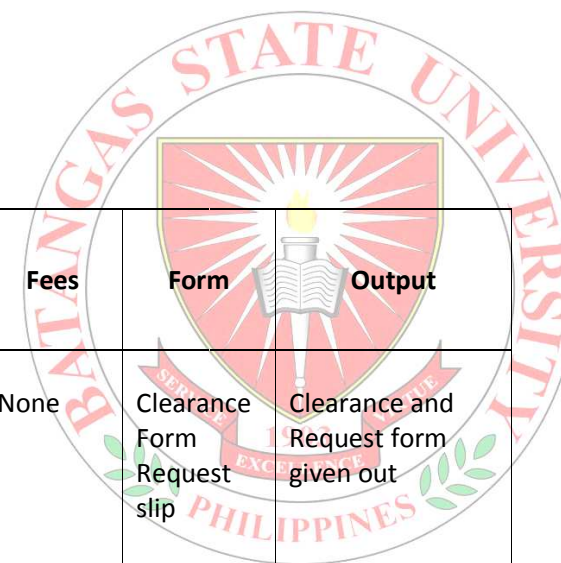
### Duration

1 day (Main Campus)

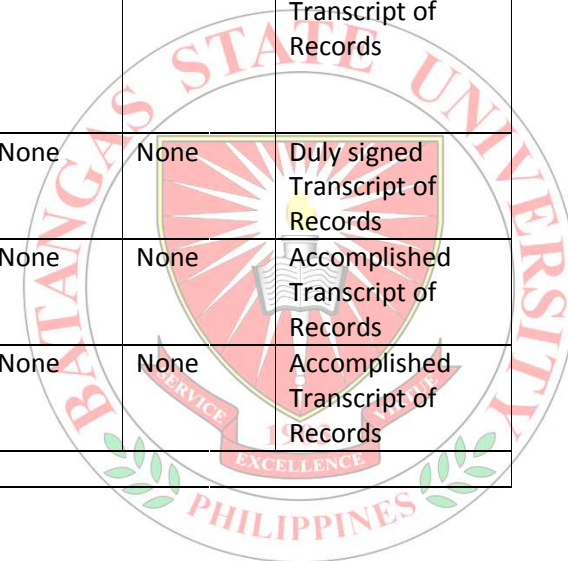
3 days (Extension Campuses)

### How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Secure Clearance form and Request slip	Gives out clearance form and request slip	1 min	Registrar's Staff	None	Clearance Form Request slip	Clearance and Request form given out
2	Fill up clearance and request slip as to the	Check filled up form and indicate the purpose and	2 mins	Registrar's Staff	None	Clearance form	Filled up clearance and



	student/client's information	number of pages of the requested TOR				Request form	request form
3	<i>Proceed to the Assessment Office for Clearance signing</i>	<i>Check if the student/client is cleared from any financial liability from the university</i>	2 mins	<i>Assessment Office's Staff</i>	None	<i>Clearance form</i>	<i>Signed clearance form</i>
4	Pay fees	Receives payment and official receipt	3 mins	Cashier	P50/page	None	Official receipts and payments made
5	Present official receipts and clearance	Post OR No. and record approved clearance	2 mins	Registrar's Staff	None	None	Official receipts and approved clearance
6	Preparation of Transcript of Records	Encode subjects taken and grades obtained	40 mins	Registrar's Staff	None	None	Prepared Transcript of Records
7	Verify Transcript of Records	Check TOR for correctness and accuracy	10 mins	Registrar's Staff <i>Campus Head for Registration</i>	None	None	Verified Transcript of Records
8	Approval of Transcript of Records	Sign Transcript of Records	2 mins	University Registrar	None	None	Duly signed Transcript of Records
9	Affixing of documentary stamp and university dry seal	Placing documentary stamp and university dry seal	5 mins	Registrar's Staff	None	None	Accomplished Transcript of Records
10	Release of Transcript of Records	Recording of TOR in the logbook for release	3 mins	Registrar's Staff	None	None	Accomplished Transcript of Records
END OF TRANSACTION							





## Issuance of Official Certification

### Schedule of Availability of Service

January to December

Monday-Saturday

8:00-5:00 pm without noon break

### Who May Avail of the Service

Students, any authorized persons

### What are the Requirements

Clearance

Documentary Stamp

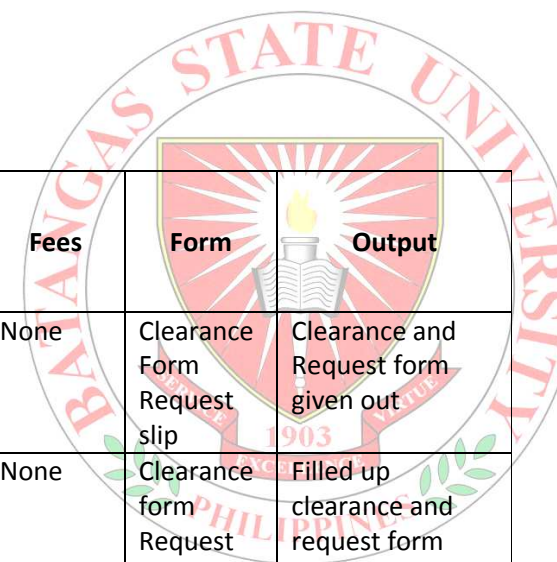
Official Receipt

### Duration

1 hour

### How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Secure Clearance form and Request slip	Gives out clearance form and request slip	1 min	Registrar's Staff	None	Clearance Form Request slip	Clearance and Request form given out
2	Fill up clearance and request slip as to the student/client's information	Check filled up form and indicate the purpose and the kind of certification requested by the client/student	2 min	Registrar's Staff	None	Clearance form Request form	Filled up clearance and request form
3	<i>Proceed to the</i>	<i>Check if the student/client</i>	<i>2 mins</i>	<i>Assessment</i>	<i>None</i>	<i>Clearance</i>	<i>Signed clearance</i>



	<i>Assessment Office for Clearance signing</i>	<i>is cleared from any financial liability from the university</i>		<i>Office's Staff</i>		<i>form</i>	<i>form</i>
4	Pay fees	Receives payment and official receipt	3 mins	Cashier	P30/page	None	Official receipts and payments made
5	Present official receipt and clearance	Post OR No. and record approved clearance	2 mins	Registrar's Staff	None	None	Official receipts and approved clearance
6	Preparation of Certification	Encoding of certification	30 mins	Registrar's Staff	None	None	Prepared certification
7	Verify certification	Check certification for correctness and accuracy	5 mins	Registrar's Staff	None	None	Verified certification
8	Approval of certification	Sign certification	2 mins	University Registrar	None	None	Duly signed certification
9	Affixing documentary stamp and University dry seal	Placing of documentary stamp and university dry seal	2 mins	Registrar's Staff	None	None	Accomplished certification
10	Release of certification	Recording of certification in the logbook for release	2 mins	Registrar's Staff	None	None	Accomplished certification
END OF TRANSACTION							



## Issuance of Form 137A

### Schedule of Availability of Service

January to December

Monday-Saturday

8:00-5:00 pm without noon break

### Who May Avail of the Service

Students/Clients who graduated from the Laboratory/Integrated School of the University, any authorized persons

### What are the Requirements

Clearance

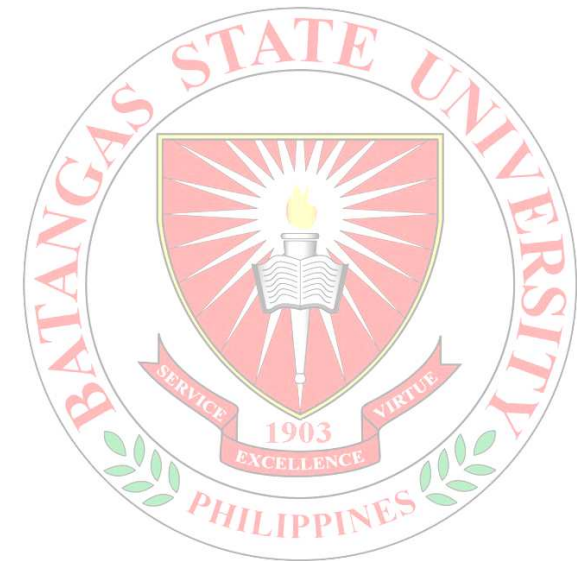
### Duration

1 hour

### How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Secure Clearance form and Request slip	Gives out clearance form and request slip	1 min	Registrar's Staff	None	Clearance Form Request slip	Clearance and Request form given out
2	Fill up clearance and request form	Check filled up form	1 min	Registrar's Staff	None	Clearance form Request slip	Filled up clearance and request form
3	<i>Proceed to the Assessment Office for Clearance signing</i>	<i>Check if the student/client is cleared from any financial liability from the university</i>	<i>2 mins</i>	<i>Assessment Office's Staff</i>	<i>None</i>	<i>Clearance form</i>	<i>Signed clearance form</i>

4	Pay fees	Receives payment and official receipt	3 mins	Cashier	P100.00	None	Official receipts and payments made
5	Present official receipts and clearance	Post OR No. and record approved clearance	2 mins	Registrar's Staff	None	None	Official receipts and approved clearance
6	Preparation of Form 137A	Encoding of Form 137A	20 mins	Registrar's Staff	None	None	Prepared Form 137A
7	Verify Form 137A	Check Form 137A for correctness and accuracy	10 mins	Registrar's Staff	None	None	Verified Form 137A
8	Approval of Form 137A	Signing of Form 137A	5 mins	University Registrar	None	None	Duly signed Form 137A
9	Affixing University dry seal	Placing of university dry seal	1 min	Registrar's Staff	None	None	Accomplished Form 137A
10	Release of Form 137A	Recording of Form 137A in the logbook for release	2 mins	Registrar's Staff	None	None	Recorded released Form 137A
END OF TRANSACTION							



## Issuance of Honorable Dismissal

### Schedule of Availability of Service

January to December

Monday-Saturday

8:00-5:00 pm without noon break

### Who May Avail of the Service

Students, any authorized persons

### What are the Requirements

Exit interview

Clearance

Form 137A/Transcript of Records

NSO Birth Certificate

Documentary Stamp

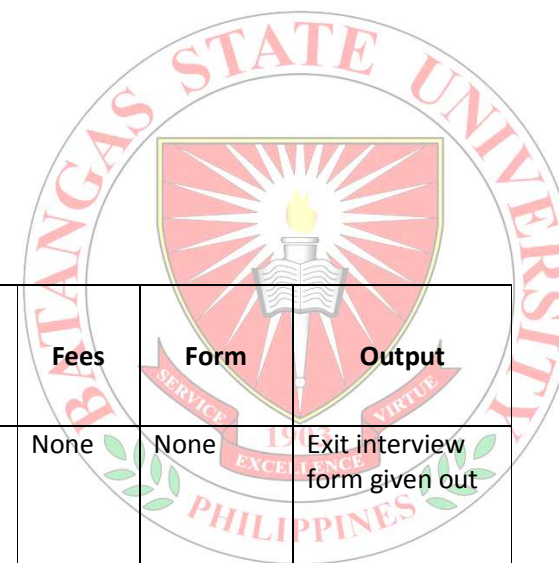
Official Receipt

### Duration

2 hours

### How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Secure Exit interview form from the Department/Dean's office	Gives out exit interview form	1 min	Any authorized staff in the Dean's Office	None	None	Exit interview form given out
2	Undergo exit interview	Conduct Exit interview	80 mins	College Dean and	None	Exit Interview	Duly signed exit interview form



				University Guidance Counselor		Form	
3	Present the accomplished Exit Interview Form	Check the accomplished exit interview form	1 min	Registrar's Staff	None	None	Checked exit interview form
4	<i>Secure Clearance form and Request slip</i>	<i>Gives out clearance form and request slip</i>	<i>1 min</i>	<i>Registrar's Staff</i>	<i>None</i>	<i>Clearance Form Request slip</i>	<i>Clearance and Request form given out</i>
5	Fill up clearance and request form	Check filled up form	1 min	Registrar's Staff	None	Clearance form Request slip	Filled up clearance and request form
6	<i>Proceed to the Assessment Office for Clearance signing</i>	<i>Check if the student/client is cleared from any financial liability from the university</i>	<i>2 mins</i>	<i>Assessment Office's Staff</i>	<i>None</i>	<i>Clearance form</i>	<i>Signed clearance form</i>
7	Pay fees	Receives payment and official receipt	3 mins	Cashier	P100.00	None	Official receipts and payments made
8	Present official receipts and clearance	Post OR No. and record approved clearance	2 mins	Registrar's Staff	None	None	Official receipts and approved clearance
9	<i>Ask request letter for Form 137A/TOR</i>	<i>Provide request letter/form for Form 137A/TOR addressed to the school/university where the student/applicant attended his/her high school course/college</i>	<i>2 mins</i>	<i>Registrar's Staff</i>	<i>None</i>	<i>None</i>	<i>Request letter for Form 137A/TOR</i>
10	Preparation of Honorable Dismissal	Encoding of Honorable Dismissal	10 mins	Registrar's Staff	None	None	Prepared Honorable Dismissal
11	Verify Honorable Dismissal	Check Honorable Dismissal for correctness and accuracy	3 mins	Registrar's Staff	None	None	Verified Honorable Dismissal

12	Approval of Honorable Dismissal	Assess Honorable Dismissal for signature	2 mins	University Registrar	None	None	Duly signed Honorable Dismissal
13	Affixing documentary stamp and university dry seal	Placing of documentary stamp and university dry seal	1 min	Registrar's Staff	None	None	Accomplished Honorable Dismissal
14	Release of Honorable Dismissal	Recording of HD in the logbook for release	2 mins	Registrar's Staff	None	None	Recorded releases Honorable Dismissal
END OF TRANSACTION							



## Printing of Grades/Issuance of Report of Grades

### Schedule of Availability of Service

January to December

Monday-Saturday

8:00-5:00 pm without noon break

### Who May Avail of the Service

Students, any authorized persons

### What are the Requirements

Latest Registration form

### Duration

2 mins

### How to Avail of the Services

<i>Step</i>	<i>Applicant/Client Activity</i>	<i>Service Provider</i>	<i>Duration of Activity (under normal circumstances)</i>	<i>Person In-Charge</i>	<i>Fees</i>	<i>Form</i>	<i>Output</i>
1	Present registration form	Receive and check the registration form of the student	30 s	Registrar's Staff	None	Registration form	None
2	Request for the report of grades for particular semester/s	Search student's record in <a href="http://www.hera.batstate-u.edu.ph">www.hera.batstate-u.edu.ph</a> and print the requested grades	1 min	Registrar's Staff	None	None	Printed Report of Grades
3	Release of grades	Record the date and the semester/s wherein the student had his/her grades printed in the student's registration form	30 sec	Registrar's Staff	None	None	Registration form noted with the details of the printing of grades
END OF TRANSACTION							



## Issuance of Diploma

### Schedule of Availability of Service

January to December

Monday-Saturday

8:00-5:00 pm without noon break

### Who May Avail of the Service

Students, any authorized persons

### What are the Requirements

Clearance

Documentary stamp

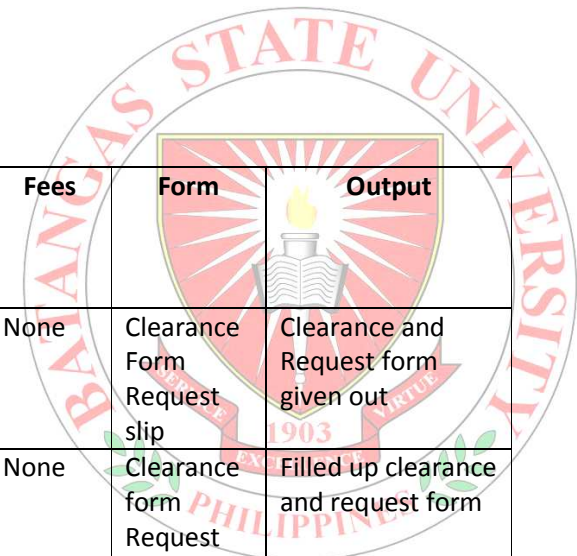
Official Receipt

### Duration

1 day

### How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Secure Clearance form and Request slip	Gives out clearance form and request slip	1 min	Registrar's Staff	None	Clearance Form Request slip	Clearance and Request form given out
2	Fill up clearance and request form	Check filled up form	1 min	Registrar's Staff	None	Clearance form Request slip	Filled up clearance and request form
3	<i>Proceed to the Assessment Office for</i>	<i>Check if the student/client is cleared from any</i>	<i>2 mins</i>	<i>Assessment Office's Staff</i>	<i>None</i>	<i>Clearance form</i>	<i>Signed clearance form</i>



	<i>Clearance signing</i>	<i>financial liability from the university</i>					
4	Pay fees	Receives payment and official receipt	3 mins	Cashier	P400.00	None	Official receipts and payments made
5	Present official receipt and clearance	Post OR No. and record approved clearance	2 mins	Registrar's Staff	None	None	Official receipts and approved clearance
6	Preparation of Diploma	Encode name, course and date of graduation	10 mins	Registrar's Staff	None	None	Prepared Diploma
7	Verify Diploma	Check Diploma for correctness and accuracy		Registrar's Staff	None	None	Verified Diploma
8	Approval of Diploma	Sign diploma	4 hrs	University President	None	None	Duly signed Diploma
9	Affixing gold seal, documentary stamp and University dry seal	Placing of gold seal, documentary stamp and university dry seal	5 mins	Registrar's Staff	None	None	Accomplished Diploma
10	Release of Diploma	Recording of Diploma in the log book for release	2 mins	Registrar's Staff	None	None	Recorded released Diploma
END OF TRANSACTION							



## Issuance of Authenticated Documents

### Schedule of Availability of Service

January to December

Monday-Saturday

8:00-5:00 pm without noon break

### Who May Avail of the Service

Students, any authorized persons

### What are the Requirements

Clearance

Original Copy of the documents to be certified/authenticated

Official Receipt

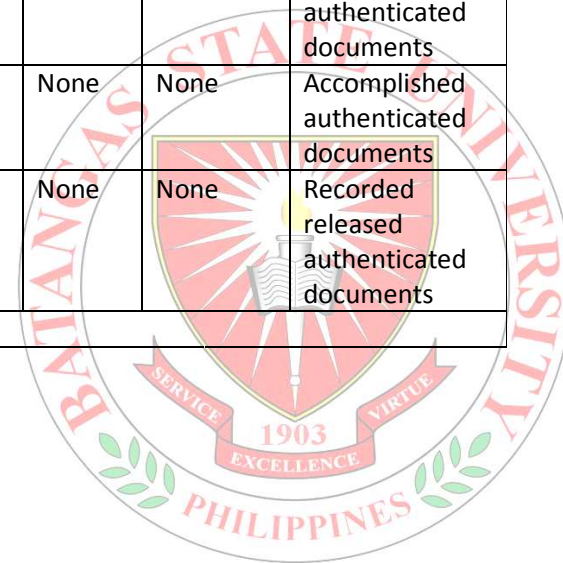
### Duration

30 minutes

### How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Secure Clearance form and Request slip	Gives out clearance form and request slip	1 min	Registrar's Staff	None	Clearance Form Request slip	Clearance and Request form given out
2	Fill up clearance and request form and present the original copy of the documents to be certified/authenticated	Check filled up form and indicate the number of pages of the documents to be certified/authenticated  Check and verify the	3 mins	Registrar's Staff	None	Clearance form Request slip	Filled up clearance and request form

		authenticity of the documents presented					
3	Verification of student record	Check student's record for further verification	10 mins	Registrar's Staff	None	None	Verified student's record
4	<i>Proceed to the Assessment Office for Clearance signing</i>	<i>Check if the student/client is cleared from any financial liability from the university</i>	<i>2 mins</i>	<i>Assessment Office's Staff</i>	<i>None</i>	<i>Clearance form</i>	<i>Signed clearance form</i>
5	Pay fees	Receives payment and official receipt	3 mins	Cashier	P20.00/page	None	Official receipts and payments made
6	Present official receipts and clearance	Post OR No. and record approved clearance	2 mins	Registrar's Staff	None	None	Official receipts and approved clearance
7	Stamp verified documents	Imprinting of documents	5 mins	Registrar's Staff	None	None	Stamped documents
8	Approve authenticated documents	Sign authenticated documents per page	5 mins	University Registrar	None	None	Duly signed authenticated documents
9	Affixing university dry seal	Placing of university dry seal	2 mins	Registrar's Staff	None	None	Accomplished authenticated documents
10	Release authenticated documents	Recording authenticated documents in the log book for release	2 mins	Registrar's Staff	None	None	Recorded released authenticated documents
END OF TRANSACTION							



## Issuance of Certification and Verified and Authenticated Documents (CAV) (For Red Ribbon)

### Schedule of Availability of Service

January to December

Monday-Saturday

8:00-5:00 pm without noon break

### Who May Avail of the Service

Students, any authorized persons

### What are the Requirements

Clearance

Original Copy of Transcript of Records and Diploma

Documentary Stamp

Long brown envelope

Official Receipt

### Duration

1 hour

### How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Secure Clearance form and Request slip	Gives out clearance form and request slip	1 min	Registrar's Staff	None	Clearance Form Request slip	Clearance and Request form given out
2	Fill up clearance and request form and present the original copy of the documents to be	Check filled up form and indicate the number of pages of the documents to be	1 min	Registrar's Staff	None	Clearance form Request slip	Filled up clearance and request form

	certified/authenticated (Diploma and Transcript of Records)	certified/authenticated					
3	Proceed to the Assessment Office for Clearance signing	Check if the student/client is cleared from any financial liability from the university	2 mins	Assessment Office's Staff	None	Clearance form	Signed clearance form
4	Pay fees	Receives payment and official receipt	3 mins	Cashier	P20.00/page P100.00 (for the Certification)	None	Official receipts and payments made
5	Present official receipts and clearance	Post OR No. and record approved clearance	2 mins	Registrar's Staff	None	None	Official receipts and approved clearance
6	Prepare Certification	Encoding of the Certification	15 mins	Registrar's Staff	None	CAV template prescribed by CHED	Prepared Certification
7	Verify Certification	Check and verify the correctness and accuracy of the prepared certification	5 mins	Registrar's Staff	None	None	Verified Certification
8	Stamp verified documents	Imprinting of documents	10 mins	Registrar's Staff	None	None	Stamped documents
9	Approve authenticated documents	Sign authenticated documents per page	5 mins	University Registrar	None	None	Duly signed authenticated documents
10	Approve Certification	Sign prepared Certification	3 mins	University Registrar	None	None	Duly signed Certification
11	Affixing university dry seal	Placing of university dry seal	5 mins	Registrar's Staff	None	None	Accomplished authenticated documents
12		Placing of Certification and Authenticated Documents in the	5 mins	Registrar's Staff	None	None	Sealed envelope with Certification

		envelope Placing of signature across the seal to ensure the security of the documents inside		University Registrar			and Authenticated documents inside
13	Release of CAV	Recording of CAV in the log book for release	2 mins	Registrar's Staff	None	None	Recorded released CAV
END OF TRANSACTION							



## Issuance of Adding/Changing/Dropping of Subjects Form

Schedule of Availability of Service

January to December

Monday-Saturday

8:00-5:00 pm without noon break

Who May Avail of the Service

Enrolled students

What are the Requirements

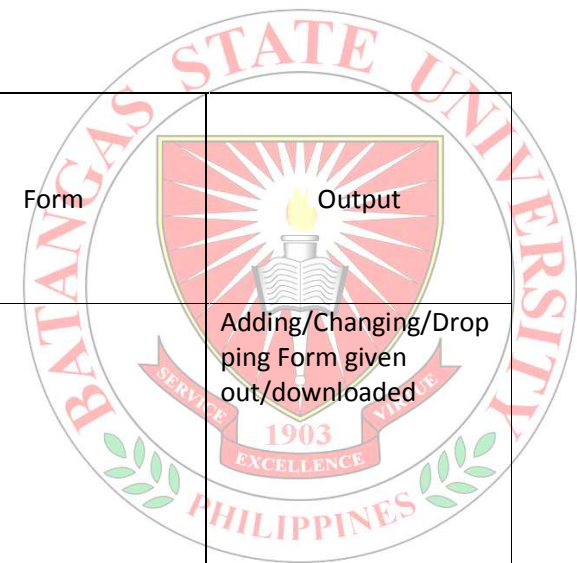
Dropping/Adding/Changing form signed by the College Dean

Duration

30 minutes

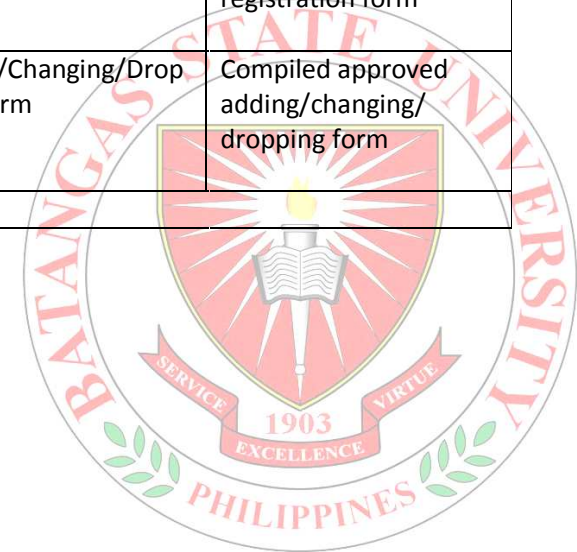
How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Secure adding/dropping/changing form from International Linkages Office Or Download the Adding/Changing/Dropping Form from the student portal	Gives out clearance form and request slip	1 min	Int'l Linkages Office's Staff/ Student	None	None	Adding/Changing/Dropping Form given out/downloaded
2	Fill up request for adding, changing and	Check filled up form and sign form for	5 mins	College Dean	None	Adding/Changing/Dropping Form	Filled up and approved adding/changing/dropp





	dropping form and secure approval of the dean	approval					ing form
3	Submit approved adding/changing/dropping form	Accept approved form	1 min	Registrar's Staff	None	Adding/Changing/Dropping Form	
4	Review submitted approved adding/changing/dropping form	Check subject sequences for corrections in the students record	3 mins	Registrar's Staff	None	Adding/Changing/Dropping Form	Check subject sequences
5	Approve adding/changing/dropping form	Stamp adding/changing/dropping form and sign form	1 min	Registrar's Staff	None	Adding/Changing/Dropping Form	Approved Adding/Changing/Dropping Form
6	Correct student records	Check record of the students in the system and print the re-assessed copy of registration form	10 mins	Registrar's Staff	None	Adding/Changing/Dropping Form	Corrected Student record and Printout of Re-assessed copy of registration form
7	File student's approved adding/changing/dropping form	Place approved adding/changing/dropping form in the student's envelope	3 mins	Registrar's Staff	None	Adding/Changing/Dropping Form	Compiled approved adding/changing/dropping form
END OF TRANSACTION							



## Issuance of Cross Enrolment Form

### Schedule of Availability of Service

January to December

Monday-Saturday

8:00-5:00 pm without noon break

### Who May Avail of the Service

Enrolled students

### What are the Requirements

None

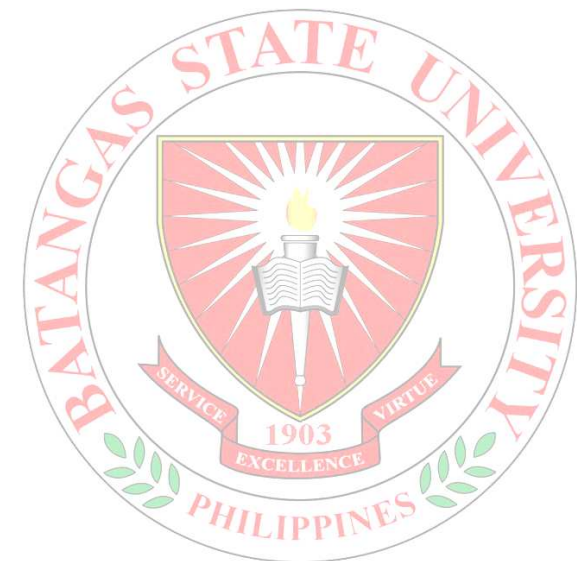
### Duration

30 minutes

### How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Secure three copies of cross enrolment form from Int'l Linkages Office or Download the from the student portal	Gives out clearance form and request slip	1 min	Int'l Linkages Office Staff/ Student	None	None	Adding/Changing/ Dropping Form given out/downloaded
2	Fill up Cross Enrolment Form	Check filled up Cross Enrolment Form	2 mins	Registrar's Staff	None	Cross Enrolment Form	Filled up and checked cross enrolment form
3	Secure approval for cross enrolment	Review submitted cross enrolment form and sign for	10 mins	College Dean	None	Cross Enrolment Form	Approved Cross enrolment form

		approval					
4	Present the cross enrolment form approved by the Dean	Review the submitted cross enrolment form approved by the College Dean and sign for approval	10 mins	University Registrar	None	Cross enrolment form approved by the Dean	Approved Cross Enrolment form
5	File student's copy of the Cross Enrolment Form	Place approved copy of Cross enrolment form in the student's folder	3 mins	Registrar's Staff	None	Approved Cross Enrolment form	Compiled approved cross enrolment form
END OF TRANSACTION							



## Issuance of Evaluation of Record

### Schedule of Availability of Service

January to December

Monday-Saturday

8:00-5:00 pm without noon break

### Who May Avail of the Service

Student Transferees or Shifters

### What are the Requirements

Print of grades (for Shifters)

Transcript of Records (for Transferees)

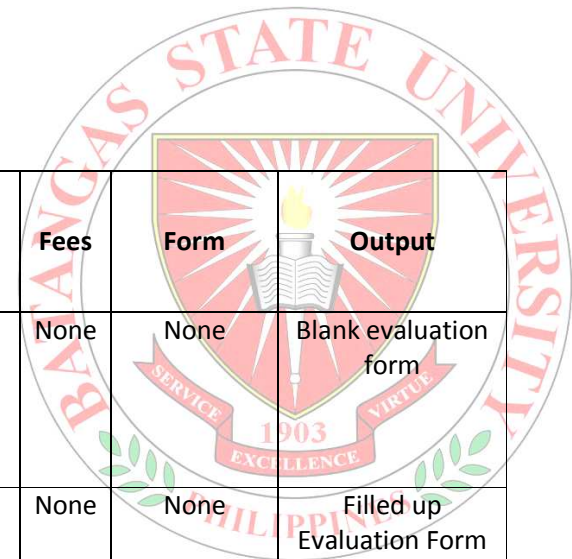
Course Curriculum

### Duration

1 hour

### How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form	Output
1	Secure Evaluation Form from the Dean's Office/Department Or Download the form from the student portal	Giving out of Evaluation Form	1 min	Any authorized Staff in the Dean's Office/Department	None	None	Blank evaluation form
2	Preparation of Student Record	Filling up of the evaluation form with the subjects to be credited and the grades obtained for	20 mins	Program Chair/ Assigned evaluator in the Department/College	None	None	Filled up Evaluation Form signed by the Evaluator



		those subjects					
3	Seek for the approval of the College Dean	Review the submitted evaluation form and sign for approval	10 mins	College Dean	None	Filled Up Evaluation form	Evaluation form signed by the College Dean
4	Proceed to the Registrar's Office for verification of the evaluation form	Review and check for the accuracy of the evaluation done in the Department  Indicate a note if the student has to take an entrance examination or English Proficiency Test	20 mins	Registrar's Staff/ Campus Head for Registration	None	Filled Up Evaluation Form	Verified Evaluation Form
5	Seek for the approval of the University Registrar	Review the verified Evaluation form and sign for approval	5 mins	University Registrar	None	Verified Evaluation Form	Accomplished Evaluation Form
END OF TRANSACTION							

