The logo of Batangas State University is a circular emblem. It features a central shield with a sunburst at the top and a quill pen in the center. Below the shield is a banner with the words "SERVICE", "VIRTUE", and "EXCELLENCE" and the year "1903". 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 Scholarship and Financial Assistance

Profile

The Scholarship and Financial Assistance Office (SFAO) assists the University in providing access to Quality Education to the poor but deserving students through scholarship and financial assistance.

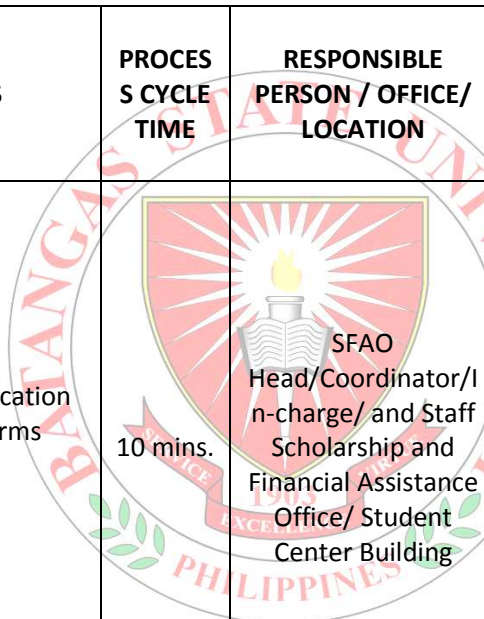
Location

Student Center, Gov. Pablo Borbon Main Campus I.

Contact Details

(043) 980-0385; 980-0392 to 0394 local.105, 1147

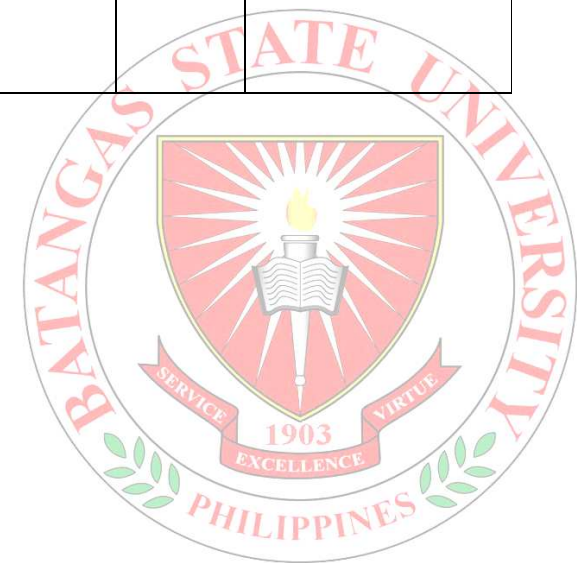
0998-535-4992

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON / OFFICE/ LOCATION
1. Receiving and evaluation of students' scholarship documents from new scholarship / grants applicants.	Students/ scholars	In a long brown envelope <ul style="list-style-type: none"> • 1x1 picture • Course prospectus • photocopy of NSO Birth Certificate • registration form / Proposal Slip • Notice of Passing (freshmen transferees or 	Monday – Friday 7:00 am – 6:00 pm Without noon break Saturday 8:00 am – 5:00 pm (Main Campus I only)	None	<ul style="list-style-type: none"> • Application Forms 	10 mins.	 SFAO Head/Coordinator/In-charge/ and Staff Scholarship and Financial Assistance Office/ Student Center Building

		<ul style="list-style-type: none"> shiftery) • Certificate of Scholarship from sponsors (if applicable) <p>*Report of Ratings *Report of Grades * except for Freshmen, transferees and shifters</p>					
2. Receiving of students' scholarship forms and evaluation of grades from renewing applicants.	Students/scholars	<ul style="list-style-type: none"> • BSU Identification Card/Latest Registration Form • Certification of Continuance from Sponsors (if applicable) 	<p>Monday – Friday 7:00 am – 6:00 pm Without noon break (Main Campus)</p> <p>Saturday 8:00 am – 5:00 pm (Main Campus)</p>	None	None	5 mins.	SFAO Head/Coordinator/in-charge/ and Staff Scholarship and Financial Assistance Office/ Student Center Building
3. Issuance of certificates (Scholarship and Honors)	Students/scholars, Representative & public in general	<ul style="list-style-type: none"> • Registration Form/BSU ID 	<p>Monday – Friday 7:00 am – 6:00 pm Without noon break (Main Campus)</p> <p>Saturday 8:00 am – 5:00 pm</p>	None	Requests Slip	10 mins	Scholarship Staff / Scholarship Office / Student Center



			With noon break (Main Campus)				
4. Answering queries regarding scholarship matters	Students/scholars, sponsors, parents, Public in general	None	Monday – Friday 7:00 am – 6:00 pm Without noon break (Main Campus) Saturday 8:00 am – 5:00 pm With noon break (Main Campus)	None	None	3 mins.	Scholarship Staff / Scholarship Office / Student Center



Receiving of Student's scholarship forms from new scholarship grant applicants

Schedule of Availability of Service

January to December

Monday – Friday 7:00 am – 6:00 pm without noon break (Main Campus)

Saturday 8:00 am – 5:00 pm (Main Campus)

Who may avail of the services

Students / Scholars

Duration

10 mins.

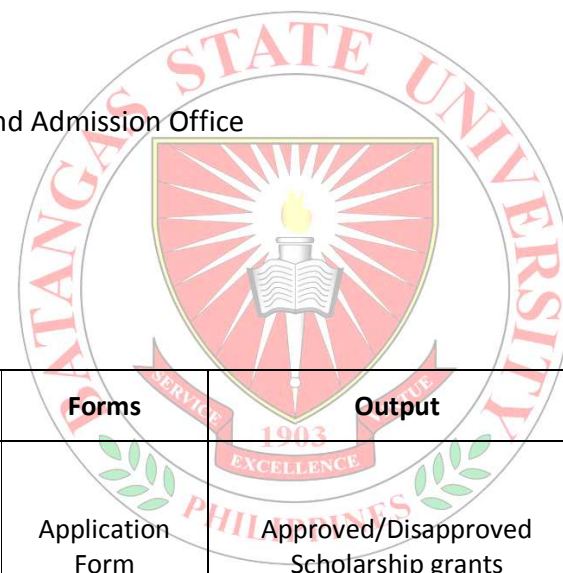
What are the requirements

In a long brown envelope:

- Course prospectus from the College/Department
- photocopy of NSO Birth Certificate
- registration form / Proposal Slip
- Notice of Passing (freshmen transferees or shifters) to be secure from the Testing and Admission Office
- Certificate of Scholarship/Continuance from sponsors (if applicable)
- * Report of Ratings
- * Report of Grades
- * except for Freshmen, transferees and shifters

How to Avail of the Services

Step	Applicant / Client Activity	Service Provider	Duration of Activity	Person in Charge	Fees	Forms	Output
1	Submit all the required documents and duly accomplished application form to the Scholarship and Financial Assistance Office for evaluation.	SFAO	10 mins.	SFAO Head/Coordinator/In-charge	None	Application Form	Approved/Disapproved Scholarship grants



Receiving of Scholarship Records from Renewing Applicants

Schedule of Availability of Service

January to December

Monday – Friday

7:00 am – 6:00 pm without noon break (Main Campus)

Saturday

8:00 am – 5:00 pm (Main Campus)

Who may avail of the services

Students / Scholars

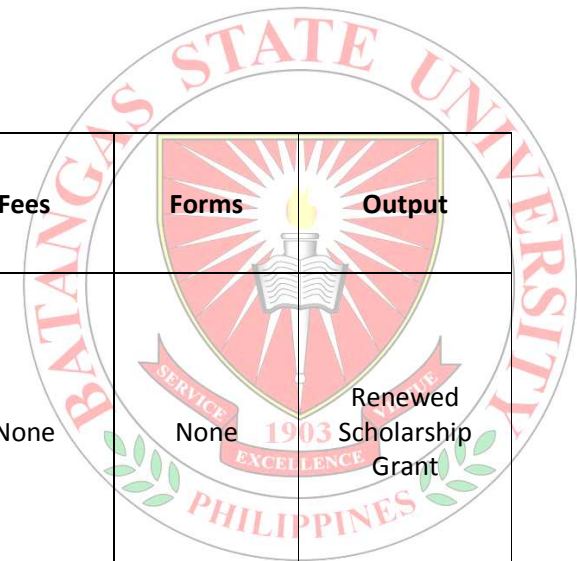
What are the requirements

- BSU Identification Card/Latest Registration Form
- Certification of Continuance from Sponsors (if applicable)

Duration

5 minutes

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under Normal Circumstances)	Person – in – Charge	Fees	Forms	Output
1	Present the BSU Identification Card/Latest Registration form and Certificate of Continuance to the Scholarship and Financial Assistance Office for verification.	SFAO	10 mins.	SFAO Head/Coordinator/In-charge	None	None	Renewed Scholarship Grant



Issuance of Certificates (Scholarship & Honors)

Schedule of Availability of Service

January to December

Monday – Friday

7:00 am – 6:00 pm without noon break (Main Campus)

Saturday

8:00 am – 5:00 pm with noon break (Main Campus)

Who may avail of the services

Scholars

What are the requirements

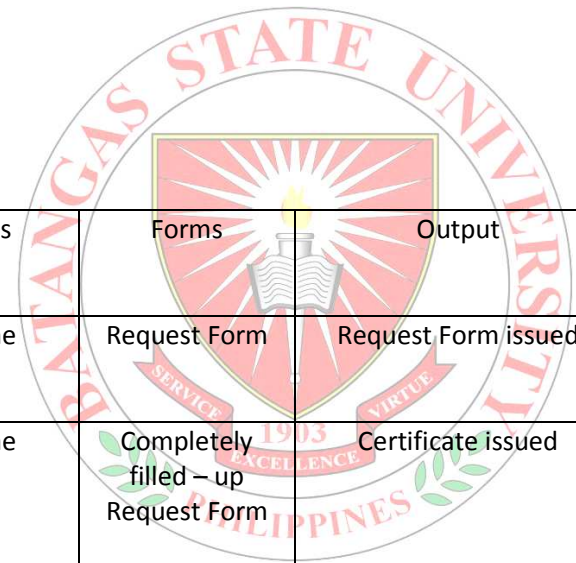
- Request Slip
- *BSU ID*/Registration Form

Duration

- 45 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (under Normal Circumstances)	Person – in – Charge	Fees	Forms	Output
1	Secure request slip from Scholarship Office Staff	SFAO	1 minute (day 1)	SFAO Administrative Aide III (JO)	None	Request Form	Request Form issued
2	Submit the completely filled – up request slip to the Scholarship and Financial Assistance Office	SFAO	45 minutes	SFAO Administrative Aide III (JO)	None	Completely filled – up Request Form	Certificate issued



Answering Queries Regarding Scholarship Matters

Schedule of Availability of Service

January to December

Monday – Friday

7:00 am – 6:00 pm without noon break (Main Campus)

Saturday

8:00 am – 5:00 pm with noon break (Main Campus)

Who may avail of the services

Scholars, scholar’s parents, representatives, sponsors, public in general

What are the requirements

None

Duration

10 – 15 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	Approach any of the Scholarship and Financial Assistance Office staff and ask questions regarding scholarship matters.	SFAO	10 – 15 minutes	SFAO Head/Coordinator/In-charge SFAO Administrative Aide III (JO)	None	None	Queries answered and scholarship matters well explained

