The logo of Batangas State University is a circular emblem. It features a central shield with a sunburst at the top, a quill pen in the center, and a banner at the bottom with the year '1903' and the word 'EXCELLENCE'. The shield is flanked by two banners: the left one says 'SERVICE' and the right one says 'VIRTUE'. The entire emblem is surrounded by a circular border containing the text 'BATANGAS STATE UNIVERSITY' at the top and 'PHILIPPINES' at the bottom, with green laurel leaves on the sides.

Batangas State University

Citizens' Charter

Revised 2016

INTRODUCTION

Republic Act 9485, known as the Anti Red Tape Act of 2007, mandates all government agencies and instrumentalities to deliver public service in the most efficient manner for the sake of the convenience of the public. It intends to remove red tape by doing away with cumbersome procedures in the government agencies' provision of services to the public.

This Act aims to promote accountability, the proper management of the public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in the government.

With the above as premise, a Citizen's Charter is hereby established for every government sector where the commitment of every official and employee be placed to serve as a service standard that communicates information on the services provided by the government to its citizens.

With the concern for the good of its constituents as its utmost priority, Batangas State University creates and hereby adopts its own Citizen's Charter in order that the transacting public particularly the students, employees and other stakeholders be given a guide as to the different frontline services being offered by the different offices. Improvements that resulted from the process review of frontline services delivery by the offices concerned include among others, as shown here, process improvements such as streamlining of procedures, shortened turn around time, reduction in the number of signatories and other relevant changes. Such improvements were gathered, validated and documented through the Citizen's Charter Review Committee.

The mission, vision and core values of the University were enhanced as per BatStateU Board of Regents Resolution No. 945, S. 2014.



The Charter describes the step-by-step procedure in availing a particular service. Further, it will serve as an operation manual of the employees of the University. It will also serve as a reference on how to go about their work in the level of performance that is expected of them by the public.

Mindful of the improved service delivery, following are the improvements made in the procedures of different frontline services at BatStateU. Note that such improvements are italicized.

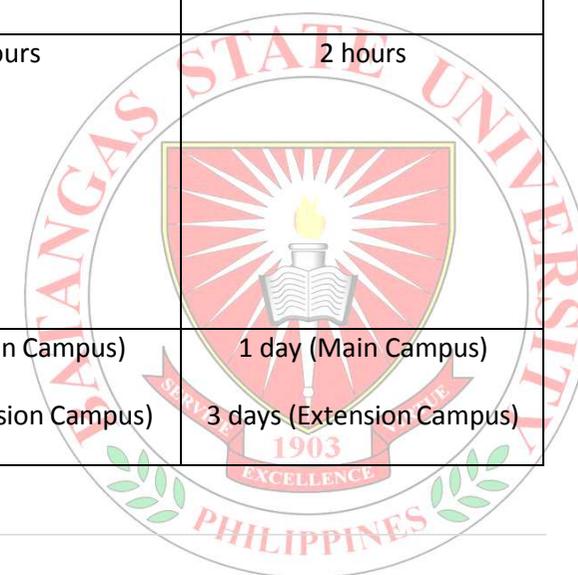
OFFICE OF THE UNIVERSITY LIBRARIAN

FRONTLINE SERVICE	CHANGES	
	SCHEDULE OF AVAILABILITY OF SERVICE	
	BEFORE	AFTER
1. Library Reference Assistance Guidance	Monday to Saturday, 8:00AM – 5:00 PM	Monday to Friday, 7:00AM –8:00 PM Saturday & Sunday, 8:00AM – 5:00PM
2. Circulation – Lending Services	Monday to Saturday, 8:00 AM – 5:00 PM	Monday to Friday, 7:00AM –8:00 PM Saturday & Sunday, 8:00AM – 5:00PM
3. Circulation – Returning of Books	Monday to Saturday, 8:00 AM – 5:00 PM	Monday to Friday, 7:00AM –8:00 PM Saturday & Sunday, 8:00AM – 5:00PM
4. Photocopying of Materials	Monday to Saturday, 8:00 AM – 5:00 PM	Monday to Friday, 7:00AM –8:00 PM Saturday & Sunday, 8:00AM – 5:00PM
5. Library Signing of Clearance (for Faculty and Staff)	Monday to Saturday, 8:00 AM – 5:00 PM	Monday to Friday, 7:00AM –8:00 PM Saturday & Sunday, 8:00AM – 5:00PM
6. Library Issuance of Referral Letter	Monday to Saturday, 8:00 AM – 5:00 PM	Monday to Friday, 8:00AM –5:00 PM Saturday & Sunday, 8:00AM – 5:00PM

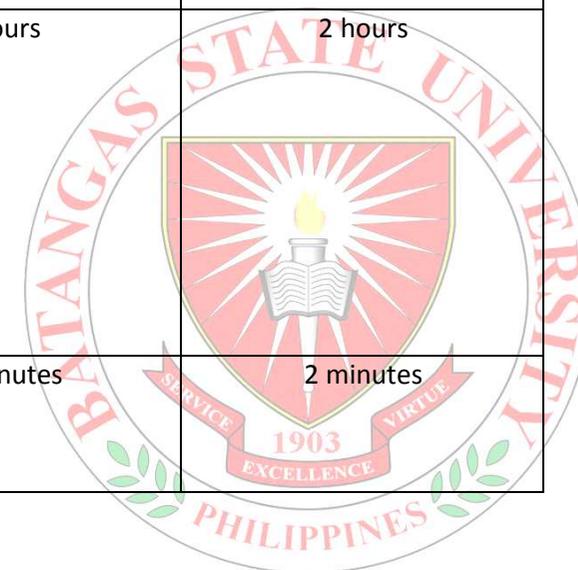


REGISTRAR'S OFFICE

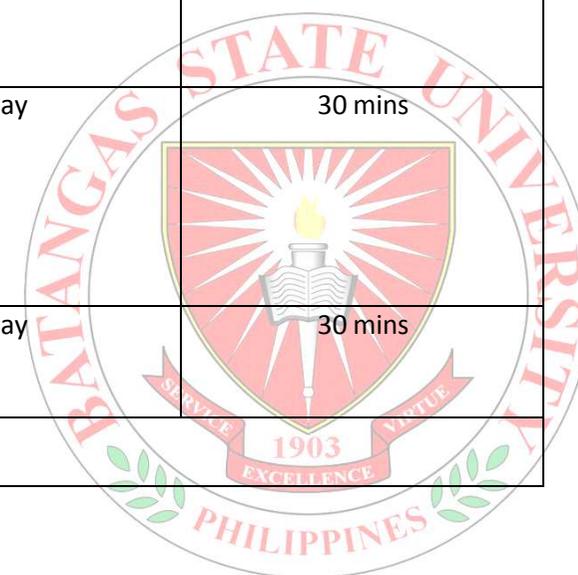
FRONTLINE SERVICE	CHANGES		
	SYSTEM and REQUIREMENTS	PROCESS CYCLE TIME	
		BEFORE	AFTER
1. Enrolment for Freshmen/New Students	Blank forms, Chest X-ray result and proposal slip are no longer needed (Step 1 deleted) Students do not have to apply for ID, instead, ID can be processed upon generation of SR Code in the ICT Services (steps 11 and 12 deleted)	3 hours	1 hour
2. Enrolment for Old Students	Paper clearance is no longer needed; instead, students have to present their print of grades before encoding of subjects. Step 1 and 2 are deleted Student's grades cannot be printed if they have existing liabilities in any office/organization in the university. Proposal slip is already attached with print of grades; therefore, students do not have to fill up for a separate form. (Step 4 deleted) Students do not have to request for a new ID. (Steps 9-12 deleted)	2 hours	1 hour
3. Enrolment for Transferees and Shifters	Preliminary evaluation is done in the department so the task of the Registrar's Office was simplified into verification and approval of evaluation form. Step 1 deleted Chest X-ray result is no longer required. For transferees, ID can be processed upon generation of SR Code in the ICT Services. Steps 14 and 15 deleted.	5 hours	2 hours
4. Issuance of Transcript of Records	Batstate-U System of recordkeeping makes the encoding of grades easier Inserted step 3	3 days (Main Campus) 5 days (Extension Campus)	1 day (Main Campus) 3 days (Extension Campus)



5. Issuance of Official Certification	Preparation is easier with the aid of Batstate-U System. (for applicants/clients whose records can be found in the system) Request and clearance form can be secured directly from the Registrar's Office. The client/applicant is asked to have himself cleared in the Accounting Office only. Inserted step 3	2 hours	1 hour
6. Issuance of Authenticated Documents	For CAV, photocopy of commencement program is no longer required by CHED. The electronic copies of student's records makes verification easier. Request and clearance form can be secured directly from the Registrar's Office. The client/applicant is asked to have himself cleared in the Accounting Office only. Inserted step 3	2 hours	1 hour
7. Issuance of Form 137A	There is more systematic scheme followed in locating for the original copy and encoding of Form 137A. Request and clearance form can be secured directly from the Registrar's Office. The client/applicant is asked to have himself cleared in the Accounting Office only. Inserted step 3	1 day	1 hour
8. Issuance of Honorable Dismissal	Registrar's Office must provide a request letter so that the applicant can secure form 137A from the high school institution where he/she graduated. Step 1 deleted Step 6 inserted Request and clearance form can be secured directly from the Registrar's Office. The client/applicant is asked to have himself cleared in the Accounting Office only. Inserted step 3	3 hours	2 hours
9. Issuance/Printing of grades	Request and clearance forms are no longer needed. Students just have to present their latest registration form.	10 minutes	2 minutes



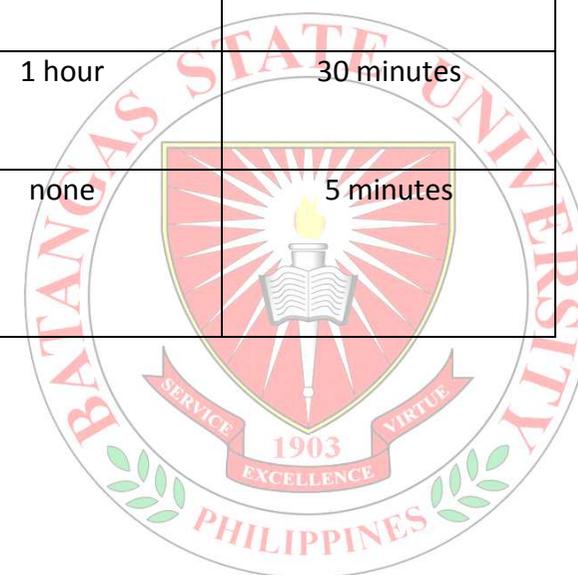
	<p>Steps 1-3 deleted www.hera.batstate-u.edu.ph makes searching of student's grades faster All steps were revised.</p>		
10. Issuance of Diploma	<p>Documentary stamp is an additional requirement that can add to the authenticity of the document. Inserted step 3 Request and clearance form can be secured directly from the Registrar's Office. The client/applicant is asked to have himself cleared in the Accounting Office only.</p>	3 days	1 day
11. Issuance of Evaluation of Record	<p>Evaluation forms will be secured from the Dean's Office where the preliminary evaluation will also take place. Step 3 was inserted Preliminary evaluation is done in the department so the task of the Registrar's Office was simplified into verification and approval of evaluation form. Evaluation form can be downloaded from the student's portal. Total revision of the steps Alternative mode of securing evaluation form: downloading it from student portal</p>	1 day	1 hour
12. Issuance of Dropping, Adding and Changing Form	<p>The latest version of Batstate-U System is a significant tool in changing, adding and dropping of the student's subjects Steps 1 and 2 were deleted Alternative mode of securing dropping/adding/changing form: Dropping, Adding and Changing form can be downloaded from the student's portal</p>	1 day	30 mins
13. Issuance of Cross enrolment Form	<p>Cross enrolment form can be downloaded from the student's portal Step 6 deleted</p>	1 day	30 mins
14. Issuance of CAV (for red ribbon)	Added frontline service		



15. Issuance of Application for Graduation Form	Discontinued (the Registrar's Office evaluates and identify the candidates for graduation)
16. Issuance of Clearance Form	Discontinued (The university currently implements paperless clearance system)

CULTURAL AND ARTS OFFICE

FRONTLINE SERVICE	CHANGES		
	SYSTEM and REQUIREMENTS	PROCESS CYCLE TIME	
		BEFORE	AFTER
1. Inquiring and securing application form regarding scholarship	Issuance of application forms for cultural scholarship	10 minutes	5 minutes
2. Issuance of application form to qualified performers	Same requirements apply; Statement of Commitment/ Certification for Passing Explain the terms and condition stated in the Statement of Commitment Explain how to fill-up application form and to comply with the requirements	10 minutes	5 minutes
3. Dissemination of information regarding the In- house training	Same requirements apply; Recommendation Form/ Health and Parental Waiver issued and Information disseminated	1 hour	30 minutes
4. Queries regarding the Participation in the Cultural Competitions in all levels	Same requirements apply; NSO, 4 pcs (2x2) pictures, Registration Form, Report of grades (TOR), Health and Parental Waiver, Certification Form if graduating	none	5 minutes



OFFICE OF GUIDANCE AND COUNSELING

FRONTLINE SERVICES	CHANGES		
	SYSTEM and REQUIREMENTS	PROCESS CYCLE TIME	
		BEFORE	AFTER
1. Request for the Certificate of Good Moral Character (CGMC)			
For School Requirement	The entire process was revised from the 7-step process to 8-step process (For School Requirement).	2 hours & 10 minutes	1 hour and 10 minutes
For Employment, Board Examinations, Further Studies	The entire process was revised (the entire client activity was changed). The required student clearance was replaced with Request Slip signed by the OSD Coordinator.	1 hour & 40 minutes	25 minutes
For Scholarship	The person in-charge was changed from Office Personnel/Public Help Desk Office Staff to Guidance Facilitator/Guidance Head.	1 hour & 40 minutes	25 minutes
For OJT	Payment of Php55 (For School requirement) was corrected to Php30.	1 hour & 40 minutes	25 minutes
For TOSA and Other Honors/Awards		1 hour & 40 minutes	25 minutes
2. Exit Interview	The entire process was revised. The Public Help Desk Office is no longer involved in the process	1 hour & 40 minutes	1 hour & 10 minutes
3. Counseling (Walk-in)	Added to the old ARTA		20-45 minutes
4. Request for Counseling/Consultation/ Group Guidance/Home Visit/ Referral	The entire process was revised from procedures for the Use of OPGC Forms to request for Counseling/Consultation/ Group Guidance/Home Visit/ Referral	50 minutes	30 minutes
5. Request for Admission Slip	The entire process was revised from the 6-step process to 4-step process Report of absences was added as one of the requirement	50 minutes	30 minutes
6. Request for Recommendation Letter	Added to the old ARTA	NA	30-45 minutes
7. Procedures for the Use of OGC Form (SIS and SIUF)	Removed. The activity is not included in the frontline service of the office.	20 days	NA



JOB PLACEMENT OFFICE

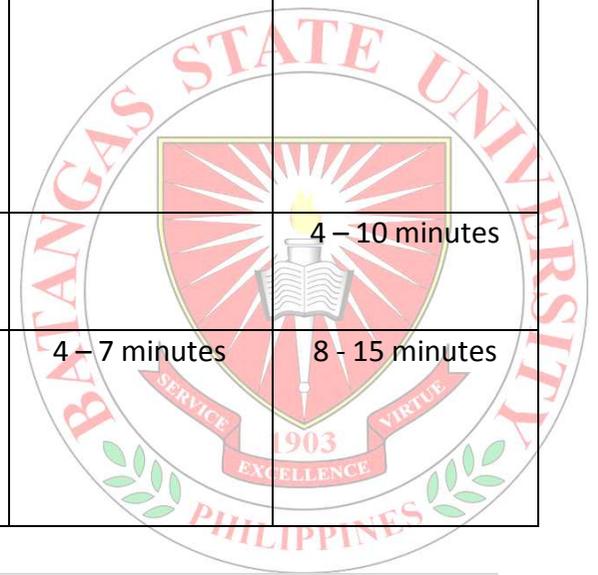
FRONTLINE SERVICES	CHANGE		
	SYSTEM and REQUIREMENTS	PROCESS CYCLE TIME	
		BEFORE	AFTER
1. Securing approval for list of graduates/alumni/topnotchers of the University	new	n.a.	1-2 mins.
2. Requesting for appointment of various industries/agencies/ establishments for possible partnership with the University	new	n.a.	1-2 mins.
3. Accepting walk-in inquiries from different industries/agencies/establishments for possible partnership with the University	new	n.a.	30 mins
4. Accepting inquiries of graduates/alumni about possible job vacancies	new	n.a	5 mins.

OFFICE OF THE NATIONAL SERVICE TRAINING PROGRAM

FRONTLINE SERVICES	CHANGES		
	SYSTEM and REQUIREMENTS	PROCESS CYCLE TIME	
		BEFORE	AFTER
1. Training	Subject is enrolled, NSTP students will be assigned to section/classes depending on the chosen component. Forms Needed	None	Registration Form and Personal Data Sheet
2. Issuance of certificate of completion of the training	Upon completion of the training, a student will be issued a certificate of completion.	4-10 mins	3-10 mins
3. Letter of Endorsement to take NSTP in other BatStateU Campuses		5-10 mins	Discontinued due to problems in the uploading of grades.

OFFICE OF ON-THE-JOB TRAINING

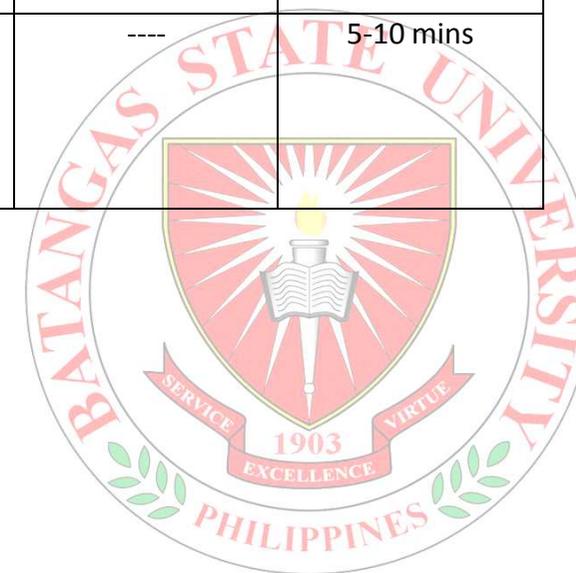
FRONTLINE SERVICES	CHANGES		
	System & Requirements	Process Cycle Time	
		Before	After
1. Signing of Endorsement Letter for OJT by OJT Coordinator	<p>Before, this process is included in securing endorsement letter for local OJT. In that process, the endorsement letter was prepared by the Office. Right now, the student is the one who prepared the letter and they bring it to the office to secure the signature of their respective coordinators.</p> <p>Securing endorsement letter for local OJT has been deleted because it is not the practice on the existing process.</p>	86 - 117 minutes	4-10 minutes
2. Signing of Endorsement Letter for OJT by Assistant Director, OJT	<p>Before, this process is included in securing endorsement letter for local OJT. In that process, the endorsement letter was prepared by the Office. Right now, the student is the one who prepared the letter and they bring it to the office to secure the signature of the Assistant Director for OJT.</p> <p>Securing endorsement letter for local OJT has been deleted because it is not the practice on the existing process.</p> <p>Other procedures such as; securing the signature of the respective dean in the endorsement letter was also removed because that procedure is applicable office of the College Dean</p>		4-10 minutes
3. Securing Training Agreement and Liability Waiver	<p>On the existing procedure, the issuance of personal history statement is removed because the student trainees right now are encouraged to prepare their own resume.</p>		4 – 10 minutes
4. Securing Related Learning Experience (RLE) Journal	<p>There are additional requirements that are included in the process. These requirements are certificate of good moral character, medical certificate, location map form, copy of OJT time frame and copy of *business permit of the dormitory/boarding house.</p>	4 – 7 minutes	8 - 15 minutes



	*Applicable only to student – trainees who will rent dormitories/boarding houses in the conduct of their on-the-job training.		
5. Answer Queries about OJT concerns	This is a frontline service which is added to the new system.		4 – 10 minutes

OFFICE OF THE REVIEW CENTER

FRONTLINE SERVICES	CHANGES		
	System & Requirements	Process Cycle Time	
		Before	After
1. Entertain queries regarding review schedules.	Alumni were added to target clients.	30 mins	30 mins
2. Entertain queries/appointments from different private review centers applying for possible partnership with Batangas State University	This frontline service was added to the original list of services. The interested private review center should write a letter of application addressed to the University President.	----	30 mins
3. Enrolment for In-House Review Classes	Instead of processing the enrolment for in-house review classes, the Review Center will just take charge of informing the clients of the step-by-step procedure of the enrolment. The IGP is the one in-charge of the enrolment for review classes as of present practice.	----	5-10 mins



SCHOLARSHIP AND FINANCIAL ASSISTANCE OFFICE

FRONTLINE SERVICES	CHANGES		
	System & Requirements	Process Cycle Time	
		Before	After
1. Receiving of students' scholarship forms from new scholarship / grants applicants.	Same requirements except for the ledgers that will be based in the system of the office. *Report of Ratings (based on the sponsors of scholarship except for Freshmen) * Notice of Passing (for Freshmen only)	10 minutes	3-5 minutes
2. Receiving of students' scholarship forms from renewing applicants.	Latest Registration Form Certification of Continuance from Sponsors (if applicable)	10 – 15 minutes	3-5 minutes
3. Releasing of the approved/ disapproved registration forms	Instead of manual computation of grades from the ledgers of scholars, the student will just present their proposal slip/assessment of fees and after the approval in the system, the discount will automatically appeared in their registration form Proposal Slip/ Assessment of Fees / Registration form *Report of Ratings (based on the sponsors of scholarship except for Freshmen)	10 minutes	3-5 minutes
4. Signing and releasing of clearance with ledgers and report of ratings.	Instead of signing of the scholars' clearance, the scholars will be cleared online.	10 minutes	5 minutes
5. Issuance of certificates (Scholarship and Honors)	The scholars will accomplish the requisition slip for the request of certificate for scholarship. Registration Form / Student's ID	3 days	45 minutes
6. Application of Candidates for Graduation with Honors	Applicants will submit accomplished application forms for honors. The grades / records of the students will be requested by SFAO Heads/ Coordinator to Registrar's Office	1 week	1 week
7. Assisting sponsors in the signing of Memorandum of Agreement (MOA)	Added requirement: Copy of Reviewed MOA by the BSU Legal Office.	3-4 hours	3-4 hours



OFFICE OF SPORTS DEVELOPMENT PROGRAM

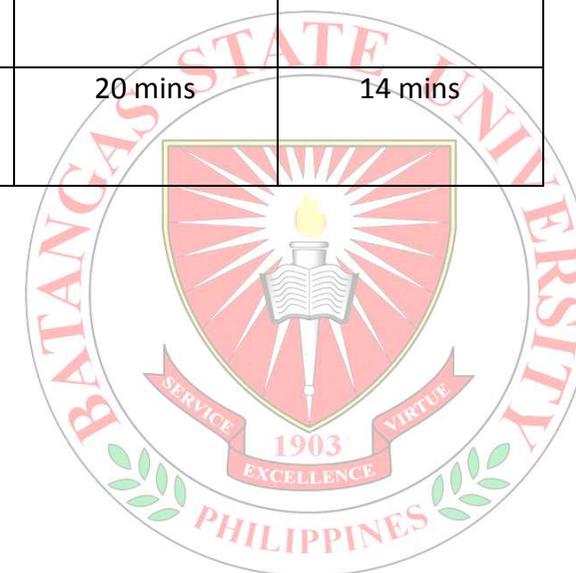
FRONTLINE SERVICES	CHANGES		
	System & Requirements	Process Cycle Time	
		Before	After
Provide Documents Needed for Accreditation & Other Similar Purposes	Inquire and submit request letter approved by their respective immediate supervisor or its equivalent.	None	10-30 mins.
	Securing and releasing the requested document	None	2 mins.
Conduct Activities for Physical Fitness, Recreation and Wellness for faculty & Employees of the University	Read announcement through posted scheduled of activities and approved letter of dissemination.	None	5 mins.
	Securing medical certificate approved by the University Physician	None	2 mins.
	Participation to the program and activities fitted to them.	None	At least 30 mins. - Two (2) hours per session
Conduct Try-outs for Faculty & Employees When it is Necessary	Read announcement at bulletin board and letter of dissemination	None	5 mins.
	Inquire and get the scheduled time and date of try-out	None	5 mins.
	Participation to the scheduled try-outs for faculty and employee.	None	At least 30 mins.- One (1) hour per session
Disseminate Information Regarding Athletes' Try-out for Sports	Read announcement through posted tarpaulin and distributed flyers	None	5 mins.
	Inquire and get the scheduled time and date of try-out	None	10 mins



Assists & Encourage Varsity Athletes to Organize Sports Club Association	Post Tarpaulin of announcement regarding to the organization of Sports Varsity club/association and distribute flyers.	None	5 mins.
	Provide necessary information regarding the details of the activity	None	5 mins.
	Assist and provide the necessary documents in formulating their club/associations.	None	At least 30 mins.- One (1) hour per session

OFFICE OF THE STUDENT DISCIPLINE

FRONTLINE SERVICES	CHANGES		
	System & Requirements	Process Cycle Time	
		Before	After
1. Filing of complaint against a student	The incident report form is accomplished instead of the compliant form. Oral report of the incident to the OSD Coordinator follows so that the hearing or fact finding (if necessary) could be scheduled.	30 mins	20 mins
2. Request for Temporary Exemption from wearing the School Uniform	The same requirements apply: Non-wearing of Uniform From duly signed by the signatories.	20 mins	14 mins



OFFICE OF STUDENT ORGANIZATIONS AND ACTIVITIES

FRONTLINE SERVICES	CHANGES		
	SYSTEM & REQUIREMENTS	Process Cycle Time	
		Before	After
1. Request for gate pass	The entire process is revised. The student shall proceed to SOA and present the needed requirements; the SOA personnel will then checked and processed the request.	20 minutes	10 minutes
2. Lost and Found	Public Help Desk Office is no longer part of the service, instead of the lost and found form the student proceed to SOA Office and register in the logbook provided. For found items, the student surrenders the items/belongings for safekeeping.	7 minutes	5 minutes
3. Request for Approval of Posters	No need to secure Approval of Posters Form, instead register in the logbook provided.	15 minutes	10 minutes
4. Request for Approval of Banners/Tarpaulins	No need to secure Approval of Banners/Tarpaulins Form, instead register in the logbook provided.	20 minutes	12-15 minutes
5. Request of Student Organization Adviser/Officer for Certification	If the request for the Student Organization Adviser/Officer for Certification is justifiable, the certificate is processed and released. *No need to present/buy documentary stamp.	20 minutes	13 minutes



OFFICE OF THE ADMINISTRATION SERVICES

FRONTLINE SERVICES	CHANGES		
	System & Requirements	Process Cycle Time	
		Before	After
1. Hiring and Recruitment of Faculty member-Contractual	Checking and verification of documents submitted, initial interview, examination and evaluation of results.	10-12 working days	8-10 working days
2. Hiring and Recruitment of Non-Academic Personnel-Contractual		7 working days	6 working days
3. Hiring and Recruitment of Job Order Staff		5 working days	4 working days
4. Issuance of Certificate of Employment and Service Record	Purpose of Certification and Clearance (for separated faculty members and employees only)	20-30 minutes	15-25 minutes

OFFICE OF THE MEDICAL AND DENTAL SERVICES

FRONTLINE SERVICES	CHANGES		
	SYSTEM and REQUIREMENTS	PROCESS CYCLE TIME	
		BEFORE	AFTER
1. Medical Services	Schedule of Office Hours	Monday-Saturday 8:00 am – 5:00 pm	Monday – Sunday Monday – Friday (7:00 am – 8:00 pm) Saturday – Sunday (8:00 am – 5:00 pm)
	Operating Clinics	6	9
	Number of Health Personnel	10	28
	- Number of Physician	- 1 Full time	- 1 Full time & 2 Part time
	- Number of Dentist	- 1 Full time	- 1 Full time & 2 Part time
	Mobile Chest x-ray	None	Yes
	Location of Clinic in Alangilan Campus	Old CIT Building	Separate Building

	Alangilan Clinic	2 bed capacity	Male ward – 2 beds Female – 2 beds
	Dental clinic in Alangilan Campus	None	Yes
2. Accomplish Medical/ Dental Form	History Taking Physical Examination Assessment	20 minutes	15 minutes
	In case of findings; - Communicable – defer enrolment - Non-communicable – give treatment/refer - Follow up of cases referred to specialist	45 minutes 20 minutes 20 minutes	30 minutes 15 minutes 15 minutes
	Signing of CSC Form 211	2 minutes	1 minute

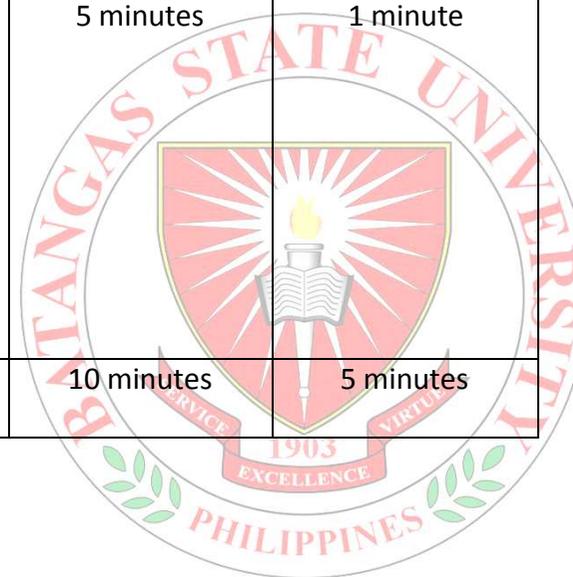
OFFICE OF THE DIRECTOR FOR FINANCE
Accounting/Assessment Office

FRONTLINE SERVICES	CHANGES		
	System & Requirements	Process Cycle Time	
		Before	After
1. Signing of Student's Clearance*	Paperless clearance system is implemented. Only those students needing reassessment need to avail of the service of Assessment Staff. Student's ID, ORs and registration form are required.	5 minutes	2-3 minutes
2. Issuance of Student's Assessment	ICT system is improved resulting to faster assessment. Only students who cannot afford to settle amount pre-determined need to be served assessment time is also reduced. Reassessment is less done due to scholarships and discounts availed by the students.	3 minutes	2.5 minutes

3. Answering Queries	Due to increasing population, queries are equally increasing but we can still manage to give them clear explanations and concrete answers.	10 minutes	2-3 minutes
4. Issuance of Statement of Accounts	Processing time is reduced. Student's ID and purpose of request are necessary.	10 minutes	6 minutes
5. Filling out of billing forms	Processing time is reduced. Student's ID, Scholarship form and registration form are required.	3-5 minutes	2-4 minutes
6. Accepting Promissory notes	Recommending Approval of Deans is not required. Registration forms and promissory note are the requirements.	10 minutes	3 minutes

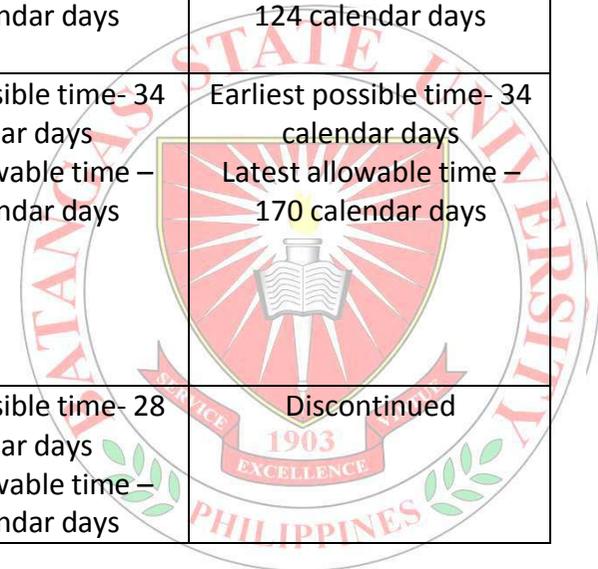
CASHIER'S OFFICE

FRONTLINE SERVICES	CHANGES		
	System & Requirements	Process Cycle Time	
		Before	After
1. Payment of Tuition Fees	<p>Instead of registration form, the assessment form (during enrolment period) and the payment slip (when paying the balance) is checked and verified. Acceptance of payment followed next. Official receipt is issued.</p> <p>Accountant's copy of the registration form is no longer detached since registration form is processed by the registrar after payment of tuition fees.</p> <p>Payment option: Over the counter – direct payment to the Cashier's Office Thru deposit to BSU Land Bank Account</p>	5 minutes	1 minute
2. Releasing of Checks	The identity of the claimant/payee is checked and verified upon presentation of ID and if claimed by a representative, an authorization letter is required.	10 minutes	5 minutes



OFFICE OF THE CHAIRMAN FOR BIDS AND AWARDS COMMITTEE

FRONTLINE SERVICES	CHANGES		
	System & Requirements	Process Cycle Time	
		Before	After
1. Public Bidding for the Procurement of Civil Works	<p>Aside from the Letter of Intent, there are other requirements needed as required by RA 9184 (ITB Clause 12, 13 and 28)</p> <p>During the Pre-Bid Conference, matters pertaining to the Procuring Entity's Rules and Regulations, preparation of bid documents, Bill of Quantities, Scope of Works, Plans and Drawings and Specifications of Finishes and Materials.</p> <p>BAC Resolution and Notice of Award are endorsed for the approval of the University President.</p>	<p>Earliest possible time- 34 calendar days Latest allowable time – 170 calendar days</p>	<p>Earliest possible time- 28 calendar days Latest allowable time – 113 calendar days</p>
2. Public Bidding of the Procurement of Goods	<p>Construction agreement is prepared upon the receipt of performance bond.</p> <p>Documents are prepared and submitted to COA Office.</p>	<p>Earliest possible time- 34 calendar days Latest allowable time – 170 calendar days</p>	<p>Earliest possible time- 28 calendar days Latest allowable time – 124 calendar days</p>
3. Public Bidding for the Procurement of Consulting Services	<p>Letter of Intent and other requirements as per RA 9174 are needed.</p> <p>Request for expression interest is advertised at the PhilGEPS and University Website and at the conspicuous places at the premises of the University.</p> <p>BAC Resolution and Notice of Award are endorsed for the approval of the University President.</p>	<p>Earliest possible time- 34 calendar days Latest allowable time – 170 calendar days</p>	<p>Earliest possible time- 34 calendar days Latest allowable time – 170 calendar days</p>
4. Public Bidding for the Rentals of University Facilities		<p>Earliest possible time- 28 calendar days Latest allowable time – 124 calendar days</p>	<p>Discontinued</p>



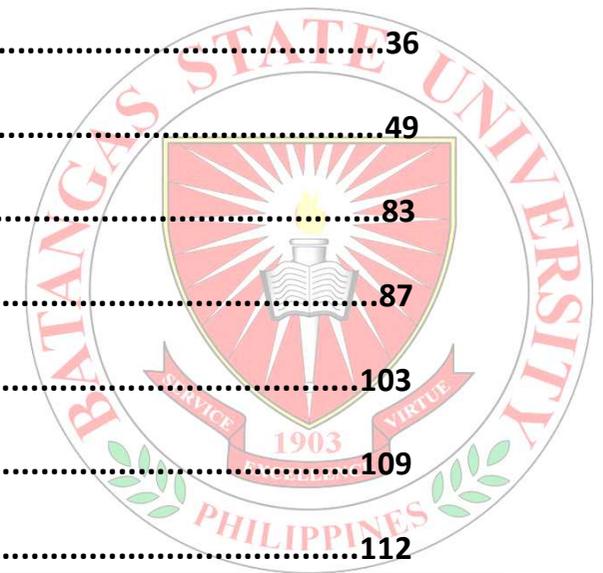
OFFICE OF THE DIRECTOR FOR AUXILIARY SERVICES

FRONTLINE SERVICES	CHANGES		
	System & Requirements	Process Cycle Time	
		Before	After
1. Sales of Uniform	Instead of registration form, the order slip is being checked and verified for the availability of the size of uniforms. Then the order slip will be encoded followed by payment. Official receipt is issued before claiming of the uniform.	15 minutes	10 minutes
2. Sales of Books	Instead of registration form, the order slip is being checked and verified for the availability of books. Then the order slip will be encoded followed by payment. Official receipt is issued followed by claiming of the books.	15 minutes	10 minutes
3. Sales of other BatStateU merchandise: OB Bag, Mugs and Umbrellas	Instead of registration form, the order slip is being checked and verified for the availability of the merchandise. Then the order slip will be encoded followed by payment. Official receipt is issued before claiming of merchandise.	10 minutes	10 minutes
4. Rental of spaces	A letter of intent should be submitted to the IGP Office for the approval of VPRGEA. Once it is approved, availability of the space being rented should be checked. If it is still available, billing statement will be prepared to be approved by proper authorities and lastly, payment should be made before the event.	One week	3 days
5. Dormitory Services	Registration form should be presented to the office followed by availability of the dormitory room. Once it is available, ocular inspection is made and contract is prepared.	1 day	30 minutes
6. Payment of Insurance	Payment should be made at the Cashier's Office. The student should go to the IGP Office for the insurance form. Afterwards, the said form should be given to the Registrar's Office for their record. Lastly, the form should be kept by the student.	10 minutes	10 minutes

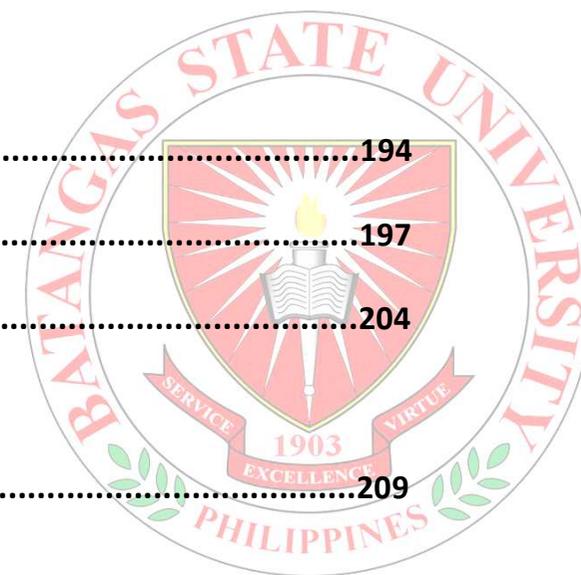


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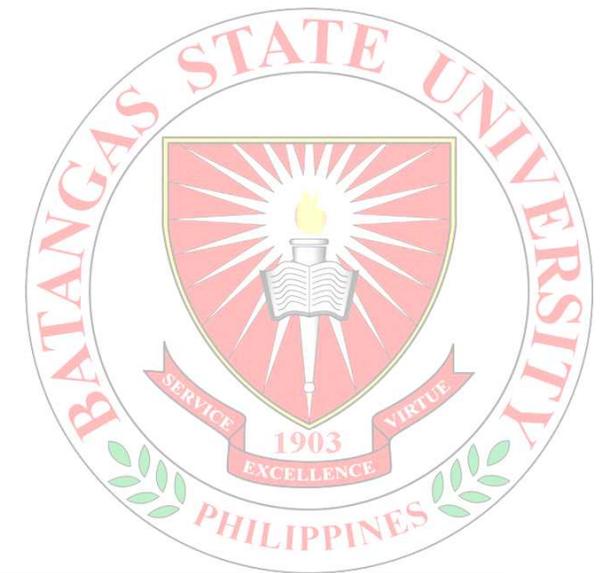
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Batangas State University

Vision

A globally recognized institution of higher learning that develops competent and morally upright citizens who are active participants in nation building and responsive to the challenges of 21st century.

Mission

Batangas State University is committed to the holistic development of productive citizens by providing a conducive learning environment for the generation, dissemination and utilization of knowledge through innovative education, multidisciplinary research collaborations, and community partnership that would nurture the spirit of nationhood and help fuel national economy for sustainable development.

Core Values

The university passionately strives to achieve its vision and carry out its mission by adhering to the following core values:

- *Faith*
- *Patriotism*
- *Human Dignity*
- *Integrity*
- *Mutual Respect*
- *Excellence*



Pledge of Commitment

We, the officials, faculty members and employees of Batangas State University commit our wholehearted support to the vision and mission of our Institution, specifically to promote global and value-laden quality education and to implement the University's mandates of quality and excellence, relevance and responsiveness, access and equity, and efficiency and effectiveness through instruction, research, extension and production.

We pledge to remain steadfast to the University's vision, mission and core values to make our Institution a strong partner through excellent education and public service in the attainment of national developments, goals and objectives.

In fulfillment thereof, we acknowledge the vital role of our stakeholders as partners to the continuous improvement of our services.

Leading Innovation, Transforming Lives.



Procedure for Filing Complaints

Please let us know how we can serve you better by performing any of the following:

- Accomplish Feedback/Complaint Form available at the front desk and drop in the Feedback/Suggestion Box at the office where you transact business.
- Call our hotline # (043) 980-0385; 0387; 0393; 0394 local 1104 or 1105
- Send at batstateuhrmo@gmail.com
- Write suggestions/complaints addressed to the Asst. Director of Human Resource Management Office, Mrs. Lydia M. Macatangay.
- Make representation with Ms. Elsie A. Mojica at the Public Assistance and Complaint Desk (PACD) located at the Ground Floor of the Student Center building.

Thank you for helping us improve our service, we're happy to serve you the best way we can.



Office of University President

Profile

The office serves as the foundation of all academic and administration functions of the University. It represents the whole academe in fulfilling its vision and mission towards quality service to the public.

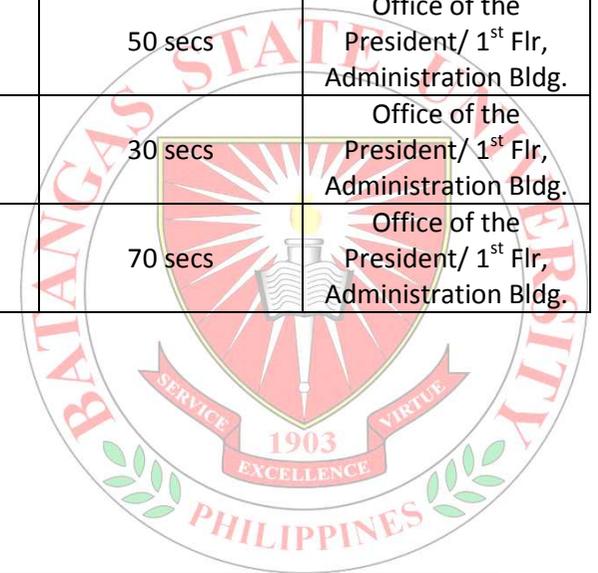
Location

2nd Floor of the CABEIHM Building, Main Campus I

Contact Details

(043) 980-0385; 980-0387 or 980-0392-0394 local 1546, 1822 and 1122

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
1. Receiving of Request letters	Public	Letter of Request (3 copies)	Monday - Friday 8:00 AM – 5:00 PM	None	None	50 secs	Office of the President/ 1 st Flr, Administration Bldg.
2. Receiving of invitations	Public	Letter of Invitation (2 copies)	Monday - Saturday 8:00 AM – 5:00 PM	None	None	30 secs	Office of the President/ 1 st Flr, Administration Bldg.
3. Receiving of complaints	Public	Complaint Letter (2 copies)	Monday - Saturday 8:00 AM – 5:00 PM	None	None	70 secs	Office of the President/ 1 st Flr, Administration Bldg.



Receiving of Request Letters

Schedule of Availability of Service

January to December
 Monday-Friday
 8:00 am – 5:00 pm without lunch break

Who May Avail of the Service

Public

What are the Requirements

Letter of Request (3 copies)

Duration

50 seconds

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	Gives the request letter in triplicate	Check the document as to formalities, e.g. completeness as to signatories or attachments	10 secs	Office Clerk	None	None	Documents were verified
2	Waits for the letter to be recorded by the office clerk	Letter will be given file number and will be encoded in the database for the purpose of tracking	30 secs	Office Clerk	None	None	Letter was recorded in the database with a file number
3	Accepts the receiving copy	Copies of the letter will be evaluated / classified for decision of the University President	10 secs	Office Clerk	None	None	Copy of the request letter stamped with "Received" (with file number, name of the receiving clerk and date)

4	Releasing of the letter request with the decision of the President	Processing/evaluation of the request	1 day upon receipt	Office Clerk	None	None	Letter of request with decision, e.g. approval/disapproval / comments of the University President to be endorsed to the proper office for implementation.
END OF TRANSACTION							



Receiving of Invitations

Schedule of Availability of Service

January to December
 Monday-Friday
 8:00 am – 5:00 pm without lunch break

Who May Avail of the Service

Public

What are the Requirements

Letter of Invitation

Duration

30 seconds

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	Gives the invitation letter	Accepts the invitation, assigns file number, and encodes for the purpose of tracking.	20 secs	Office Clerk	None	None	Recorded invitation letter
2	Accepts the receiving copy	Copies of the letter will be evaluated / classified for approval of the University President	10 secs	Office Clerk	None	None	Copy of the invitation letter stamped with "Received" (with file number, name of the receiving clerk and date)
3	Releasing of the decision of the President	Processing/evaluation of the request	1 day upon receipt	Office Clerk	None	None	Letter of request with approval / comments of the University President to be endorsed to the proper office for implementation.
END OF TRANSACTION							

Receiving of Complaints

Schedule of Availability of Service

January to December
Monday-Friday
8:00 am – 5:00 pm without lunch break

Who May Avail of the Service

Public

What are the Requirements

Letter of Invitation

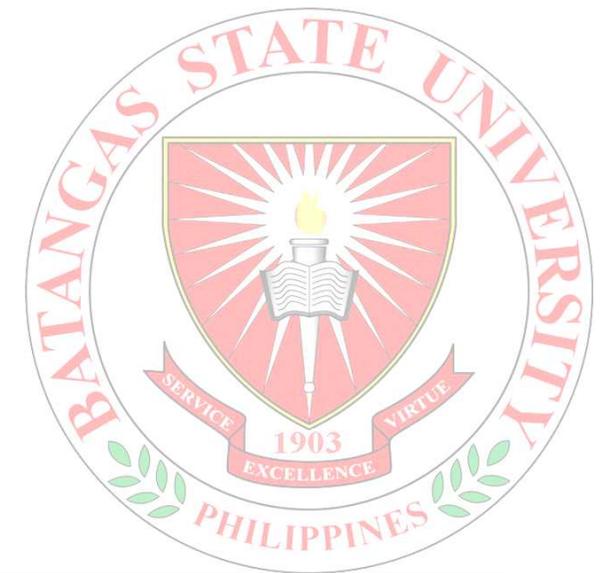
Duration

70 seconds

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	Gives the complaint letter	Check the substance of the complaint (e.g. name of the complainant, person being complained and nature of complaint)	30 secs	Office Clerk	None	None	Verified complaint letter
2	Waits for the letter to be recorded by the office clerk.	Letter will be given file number and will be encoded in the database for the purpose of tracking	30 secs	Office Clerk	None	None	Complaint letter was recorded in the database with a file number
3	Accepts the receiving copy	Copies of the letter will be evaluated / classified for the proper action of the University President	10 secs	Office Clerk	None	None	Copy of the complaint letter stamped with "Received" (with file number, name of the

							receiving clerk and date)
4	Releasing of the decision of the President	Processing/evaluation of the request	1 day upon receipt	Office Clerk	None	None	Letter of request with approval / comments of the University President to be endorsed to the proper office for implementation.
END OF TRANSACTION							



Office of the Director for Public Relations

Profile

Directly under the Office of the President, we liaise with the general public and our target constituent groups to develop and enhance the University's good name through carefully planned exchanges.

Location

Second Floor, CITE Building

Contact Details

(043) 980-0385; 980-0387 or 980-0392 to 0394 local 1822

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
1. Request for visit	Academic Institutions, Foundations, International Agencies, Foreign Students, Representatives of Foreign Universities and Agencies, Communities, Alumni, Media	Request letter addressed to the University President stating therein: a. Purpose of the visit b. Persons/Offices to be visited c. No. of persons coming for the visit d. Preferred time and date of visit (Request letters should be sent at least two weeks ahead of scheduled visit)	Monday - Friday 8:00 Am – 5:00 PM	None	None	10-15 minutes	Office/Clerk



Request for Visit to the University

Schedule of Availability of Service

January to December, Monday-Friday
8:00-5:00 pm with noon break

Who May Avail of the Service

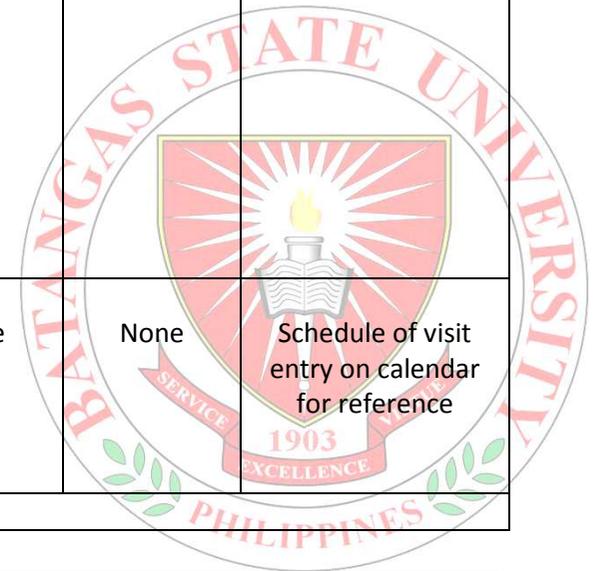
Academic Institutions, Foundations, International Agencies, Foreign Students,
Representatives of Foreign Universities and Agencies, Communities, Alumni, Media

Duration

10-15 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	Writes letter of request to University President stating therein: a. Purpose of the visit b. Persons/Offices to be visited c. No. of persons coming for the visit d. Preferred time and date of visit (Request letters should be sent at least two weeks ahead of scheduled visit)						
2		As soon as letter granting visit request is received for President's Office, schedules the visit and informs concerned offices and officials of forthcoming visit	10-15 minutes	Clerk	None	None	Schedule of visit entry on calendar for reference
END OF TRANSACTION							



Academic Affairs



Office of the University Librarian

Profile

We are an academic group that continuously supports the academic community by providing relevant, quality and updated collection of library materials in line with the curricular programs of the university.

Location

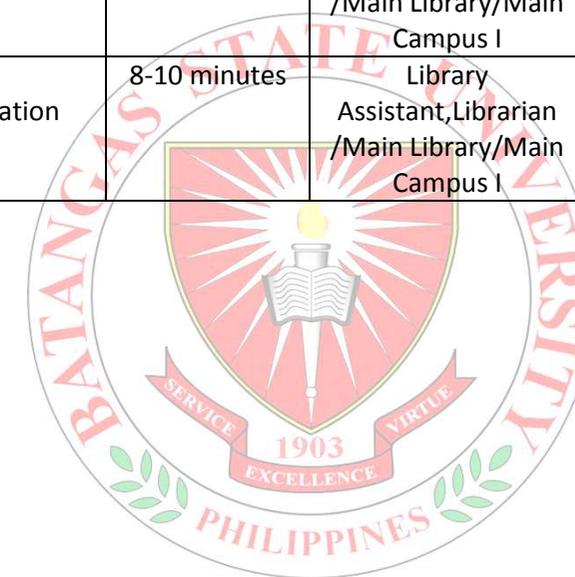
BatStateU Main Campus I

Contact Details

(043) 980-0385; 980-0387 or 980-0392 to 0394 local 1150

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
1. Library Reference Assistance Guidance	Students, Faculty, Non-Teaching Personnel, Public	Student ID, Employee ID, Registration Forms	Monday : 7:00AM – 4:00PM Tuesday – Friday : 7:00AM – 8:00PM Saturday & Sunday: 8:00AM – 5:00PM	None	Forms for public	6 minutes	Library Assistant, Librarian /Main Library/Main Campus I
2. Circulation – Lending Services	Students, Faculty, Non-Teaching Personnel, Public	Student ID, Employee ID	Monday : 7:00AM – 4:00PM Tuesday – Friday : 7:00AM – 8:00PM Saturday & Sunday: 8:00AM – 5:00PM	None	Book card	8-10 minutes	Library Assistant, Librarian /Main Library/Main Campus I
3. Circulation – Returning of Books	Students, Faculty, Non-Teaching Personnel, Public	Student ID, Employee ID	Monday : 7:00AM – 4:00PM Tuesday – Friday : 7:00AM – 8:00PM Saturday & Sunday: 8:00AM – 5:00PM	Depends on overdue or lost books in client account	Book card	3-5 minutes	Library Assistant, Librarian /Main Library/Main Campus I
4. Activation of Student/Faculty in the Library Database	Students, Faculty, Non-Teaching Personnel	Student ID, Employee ID, Registration Forms	Monday : 7:00AM – 4:00PM Tuesday – Friday : 7:00AM – 8:00PM Saturday & Sunday: 8:00AM – 5:00PM	None	None	4-5 minutes	Library Assistant, Librarian /Main Library/Main Campus I

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
5. Activation of E-Library Accounts	Students, Faculty, Non-Teaching Personnel	Student ID, Employee ID, Registration Forms	Monday : 7:00AM – 4:00PM Tuesday – Friday : 7:00AM – 8:00PM Saturday & Sunday: 8:00AM – 5:00PM	None	None	4 minutes	IT-In Charge/Main Library/Main Campus I
6. Computer/Internet Access in the E-Library	Students, Faculty, Non-Teaching Personnel	Student ID, Employee ID	Monday : 7:00AM – 4:00PM Tuesday – Friday : 7:00AM – 8:00PM Saturday & Sunday: 8:00AM – 5:00PM	None	Logbook	65-70 minutes	IT-In Charge/Main Library/Main Campus I
7. Photocopying of Materials	Students, Faculty, , Non-Teaching Personnel, Public	Student ID, Employee ID, Registration Forms	Monday : 7:00AM – 4:00PM Tuesday – Friday : 7:00AM – 8:00PM Saturday & Sunday: 8:00AM – 5:00PM	Depends on the number of copies	Logbook	6-7 minutes	IT-In Charge/Main Library/Main Campus I
8. Library Signing of Clearance	Faculty/, Non-Teaching Personnel	Employee's ID	Monday : 7:00AM – 4:00PM Tuesday – Friday : 7:00AM – 8:00PM Saturday & Sunday: 8:00AM – 5:00PM	None	Clearance	9-10 minutes	Library Assistant, Librarian /Main Library/Main Campus I
9. Library Issuance of Referral Letter	Students, Faculty, Non-Teaching Personnel	Student ID, Employee ID, Registration Forms	Monday : 7:00AM – 4:00PM Tuesday – Friday : 7:00AM – 8:00PM Saturday & Sunday: 8:00AM – 5:00PM	None	Referral Letter	8-10 minutes	Library Assistant, Librarian /Main Library/Main Campus I
10. Issuance of Certification for submission of theses and dissertations	Students, Faculty, Non-Teaching Personnel	Student ID, Employee ID, Registration Forms	Monday : 7:00AM – 4:00PM Tuesday – Friday : 7:00AM – 8:00PM Saturday & Sunday: 8:00AM – 5:00PM	None	Certification	8-10 minutes	Library Assistant, Librarian /Main Library/Main Campus I



Library Reference Assistance / Guidance

Schedule of Availability of Service

January to June

Monday, 7:00AM –4:00 PM

Tuesday to Friday, 7:00AM –8:00 PM

Saturday & Sunday

8:00AM – 5:00PM

Who May Avail of the Service

Students, Faculty, Staff and Outside Researchers

What are the Requirements

1. Student ID
2. Employee ID

Duration

6 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	Presents the valid ID	Verifies the validity of the ID	1 minute	Assistant Librarian Library Staff	None	Forms for public	Clients ID verified
2	Asks the reference librarian regarding the policies and regulation	Provides library guide	2 minutes	Reference librarian / Library Staff	None	None	Library guide provided
3	Asks the reference librarian regarding the library holdings	Provide information need of the client	3 minutes	Reference librarian	None	None	Information disseminated
END OF TRANSACTION							

Circulation Lending Services

Schedule of Availability of Service

January to June

Monday, 7:00AM –4:00 PM

Tuesday to Friday, 7:00AM –8:00 PM

Saturday & Sunday

8:00AM – 5:00PM

Who May Avail of the Service

Students, Faculty and Staff

What are the Requirements

1. Student ID
2. Employee ID

Duration

8-10 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	Present the valid ID	Verifies the validity	1 minute	Assistant Librarian / Library Assistant	None	None	Clients ID verified
2	Asks the location of library materials	Assists the clients need	5 minutes	Library Staff	None	None	Client Assisted
3	Presents the books / materials	Check the library material	1 minute	Library Staff	None	None	Library materials checked
4	Sign the book card	Check the book card	1 minute	Assistant Librarian / Library Staff	None	Book card	Book cards checked and filed
END OF TRANSACTION							

Circulation – Returning of Books

Schedule of Availability of Service

January to June

Monday, 7:00AM –4:00 PM

Tuesday to Friday, 7:00AM –8:00 PM

Saturday & Sunday

8:00AM – 5:00PM

Who May Avail of the Service

Students, Faculty and Staff

What are the Requirements

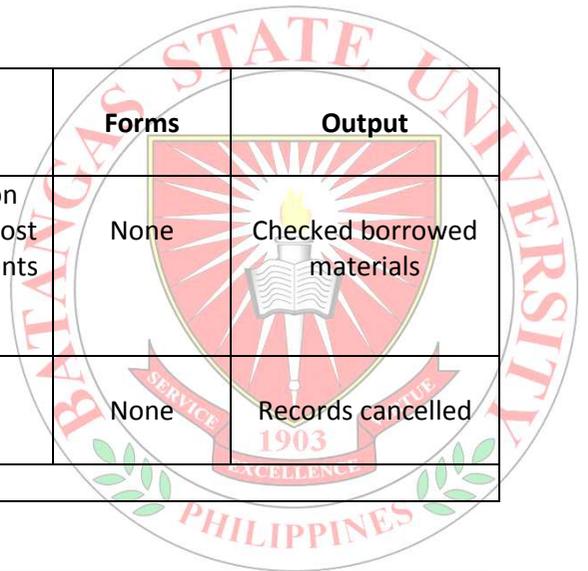
1. Student ID
2. Employee ID

Duration

3-5 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	Present the borrowed materials / books	Checks borrowed materials	1 minute	Assistant Librarian/ Library Staff	Depends on overdue or lost books in clients depends account	None	Checked borrowed materials
2	Claims ID / Registration forms	Return the ID / Registration forms	2minutes	Assistant Librarian/ Library Staff	None	None	Records cancelled
END OF TRANSACTION							



Activation of Student / Faculty in the Library Database

Schedule of Availability of Service

January to June

Monday to Friday, 8:00 AM – 5:00 PM

Who May Avail of the Service

Students, Faculty and Staff

What are the Requirements

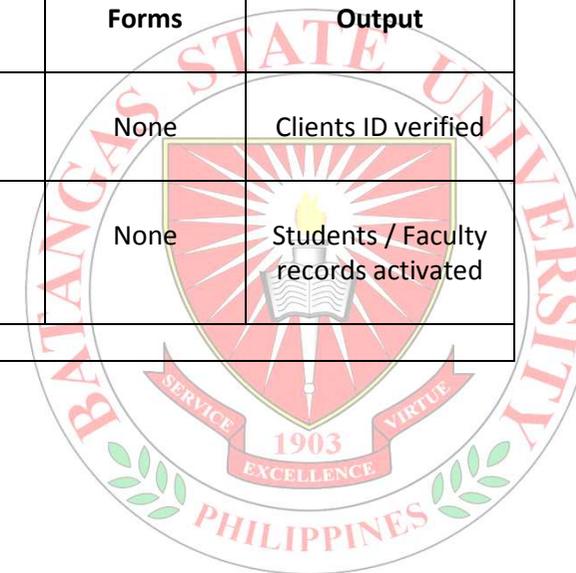
1. Student ID
2. Employee ID

Duration

4-5 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	Present the valid ID	Checks the validity of the ID	2 minutes	Assistant Librarian / Clerk	None	None	Clients ID verified
2	Scans ID in the computer using barcode scanner	Verifies the student / faculty records in the computer	2 minutes	Assistant Librarian / Clerk	None	None	Students / Faculty records activated
END OF TRANSACTION							



Activation of E- Library Accounts

Schedule of Availability of Service

January to June

Monday to Friday, 8:00 AM – 5:00 PM

Who May Avail of the Service

Students, Faculty and Staff

What are the Requirements

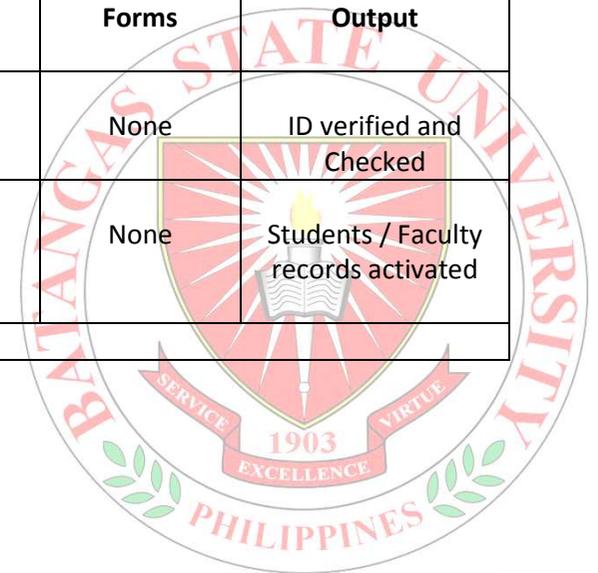
1. Student ID
2. Employee ID

Duration

4 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	Presents the valid ID	Checks the validity of the ID	2 minutes	Library Staff / IT-in-charge	None	None	ID verified and Checked
2	Scans ID in the computer using barcode scanner	Verifies the student / faculty records in the computer	2 minutes	Library Staff / IT-in-charge	None	None	Students / Faculty records activated
END OF TRANSACTION							



Computer / Internet Access in the E-Library

Schedule of Availability of Service

January to June

Monday to Friday, 8:00 AM – 5:00 PM

Who May Avail of the Service

Students, Faculty and Staff

What are the Requirements

1. Student ID
2. Employee ID

Duration

65-70 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	Present the valid ID	Checks the Validity of the ID	2 minutes	IT-in-charge	None	None	Id verified and checked
2	Sign in the logbook and indicate the time started	Assists the clients in using the computer	2 minutes	IT-in-charge	None	Logbook	E-Library clients guided
3	Access the internet	Assists internet users as the need arise	60 minutes	IT-in-charge	None	None	Accessed in the internet
4	Informs the IT-in-charge that his/her time is over	Records cancelled in the logbook	1 minute	IT-in-charge	None	Logbook	Delivered services in the E-Library
END OF TRANSACTION							

Photocopying of Materials

Schedule of Availability of Service

January to June

Monday, 7:00AM –4:00 PM

Tuesday to Friday, 7:00AM –8:00 PM

Saturday & Sunday

8:00AM – 5:00PM

Who May Avail of the Service

Students, Faculty and Staff

What are the Requirements

1. Student ID
2. Employee ID

Duration

6-7 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	Present the valid ID	Checks the Validity of the ID	1 minute	Library Staff / Clerk	None	None	Id verified and checked
2	Get books / library materials in the shelves and sign the book cards	Check the book cards	2 minutes	Assistant Librarian / Library Staff	None	Book card	Book cards checked
3	Signs in the logbook for photocopying	Check the logbook	1 minute	Library Staff	Depends on the copy made	Logbook	Books and other materials photocopied
4	Return the books / library materials borrowed	Cancelled the record in the book card	2minutes	Library Staff	Depends on the copy made	None	Books / materials photocopied
END OF TRANSACTION							

Library Signing of Clearance

Schedule of Availability of Service

January to June

Monday - Friday, 8:00AM –5:00 PM

Who May Avail of the Service

Faculty and Non-Teaching Personnel

What are the Requirements

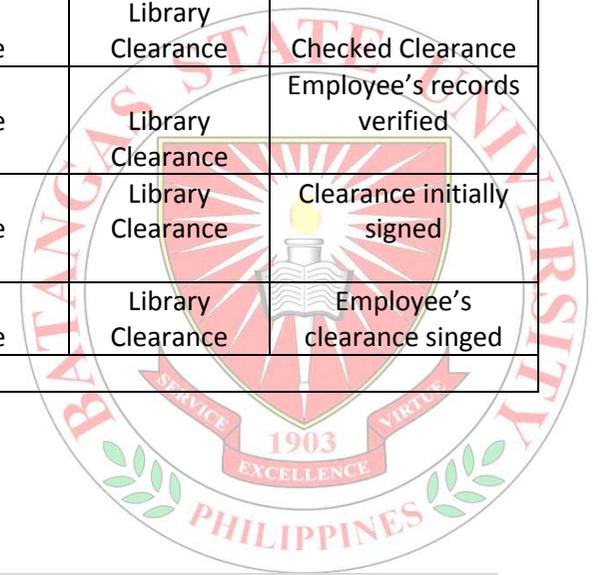
1. Employee's ID

Duration

9-10 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	Present the clearance form	Checks the clearance	2 minutes	Library Staff	None	Library Clearance	Checked Clearance
2		Checks the employee's records	5 minutes	Assistant Librarian / Library Staff	None	Library Clearance	Employee's records verified
3		Initial signing of clearance	1 minute	Assistant Librarian / Library Staff	None	Library Clearance	Clearance initially signed
4		Signs clearance	1 minute	University Librarian	None	Library Clearance	Employee's clearance signed
END OF TRANSACTION							



Library Issuance of Referral Letter

Schedule of Availability of Service

January to June

Monday to Friday, 8:00AM –5:00 PM

Who May Avail of the Service

Students, Faculty and Staff

What are the Requirements

1. Student ID
2. Employee ID

Duration

8-10 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	Presents valid ID	Checks the validity of the ID	1 minute	Library Staff / Assistant Librarian	None	None	Verified ID
2	Inform the library staff of the purpose	Interviews the students/faculty seeking referral letter	2 minutes	Assistant Librarian / Library Staff	None	None	Clients interviewed
3		Checks the availability of the schools where to conduct research	4 minutes	Library Staff	None	None	School availability checked
4		Encodes the referral letter	2 minutes	Library Staff	None	Referral Letter	Referral letter encoded
5		Checks and sign referral letter	2 minutes	University Librarian	None	Referral letter	Referral letter checked and signed
END OF TRANSACTION							

Issuance of Certification for Submission of Theses and Dissertations

Schedule of Availability of Service

January to June

Monday to Friday, 8:00AM –5:00 PM

Who May Avail of the Service

Students, Faculty and Staff

What are the Requirements

1. Student ID
2. Employee ID

Duration

8-10 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	Signs in the logbook	Checks the theses / dissertations	3 minutes	Assistant Librarian Library Staff	None	Logbook	Theses / dissertation checked
2	Submits theses and dissertation	Records the theses / dissertations submitted	2 minutes	Assistant Librarian / Library Staff	None	None	Theses / dissertation recorded
3		Encodes certification of theses / dissertation	3 minutes	Library Staff	None	Certification	These / dissertation certificate encoded
4		Check and signs certification	2 minutes	University Librarian	None	Certification	Certification signed
END OF TRANSACTION							

BATANGAS STATE UNIVERSITY
ANTI – FIXER CAMPAIGN
SUPPORT THE ZERO CORRUPTION CAMPAIGN IN THE UNIVERSITY
PENALIZE THE FIXERS

Please report any possible violation of the Anti – Red Tape Act 2007 to the following offices:

Civil Service Commission
(02) 932 – 0111
0917 839 8272
0917 TEXTTSC

Office of the Ombudsman
(02) 927 – 4102
(02) 927 – 2404
0926 699 4703



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

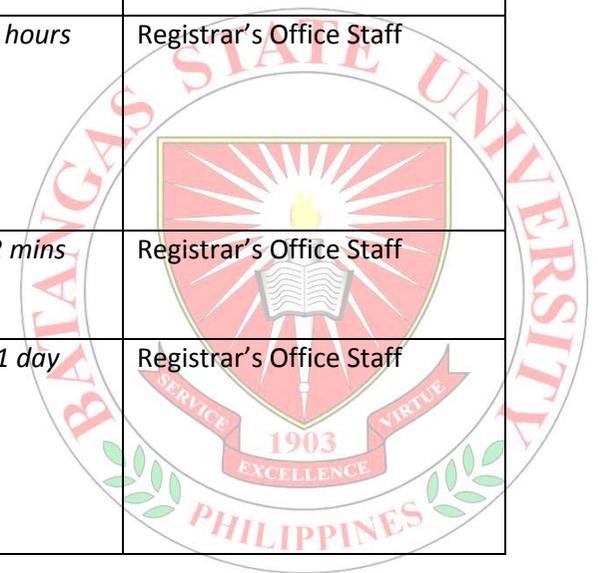
1st Floor, Student Services Building, BSU Main Campus I

Contact Details

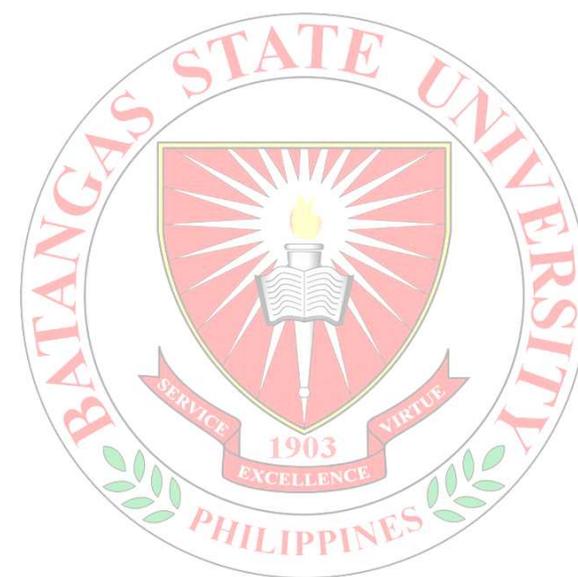
(043) 980-0385; 980-0387 or 980-0392 to 0394 local 1849 and 1933

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/LOCATION
1.Enrolment for freshmen/new students	Freshmen	<ul style="list-style-type: none"> a. Original report card b. Certificate of Good Moral Character c. NSO-authenticated birth certificate d. Admission Slip e. Notice of Passing f. 2 pcs 2 x 2 ID pictures 	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"> a. Evaluation form b. Honorable dismissal c. Transcript of Records d. Certificate of Good Moral Character 	Monday-Saturday 8:00 AM – 5:00 PM	See Schedule of Fees	Registration form, Evaluation form, Proposal slip	2 hours (Transferees) 1 hour (Shifters)	Testing and Admission Office Colleges/Departments Registrar's Office Cashier Registrar's Office

		e. 2 pcs 2x2 ID pictures f. NSO-birth certificate g. Admission slip					
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 Honorable Dismissal	Students, any authorized persons	Clearance Official Receipt Exit Interview Form Form 137A NSO birth certificate Documentary stamp	Monday-Saturday 8:00 AM – 5:00 PM	P100.00	Request form Exit interview Form	2 hours	Registrar's Office Staff
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

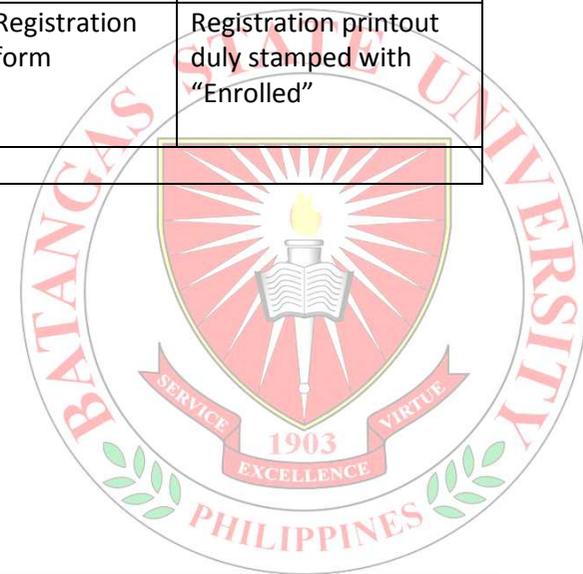
Duration

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	Evaluate the documents submitted by the student	10 mins	Scholarship Office's Staff	None	Scholarship Form	Approved Scholarship

	Financial Assistance Office (SFAO) and claim a Certification of 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

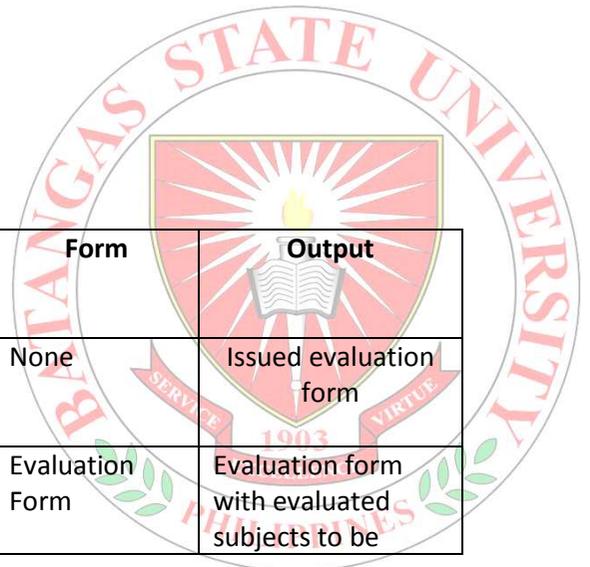
Admission slip

Duration

2 hours

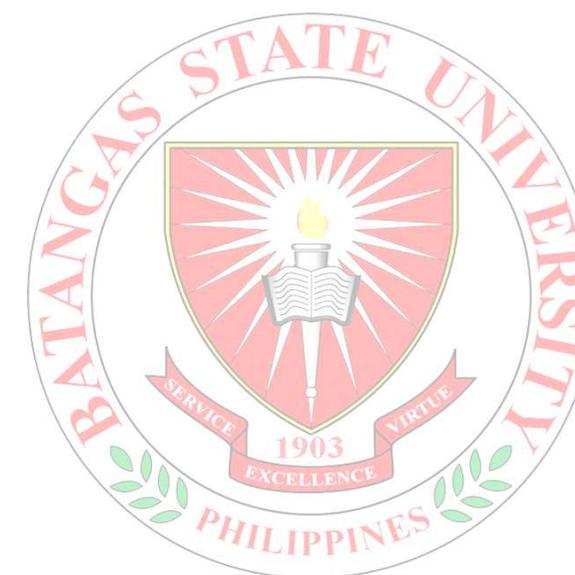
How to Avail of the Services

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 Chair/assigned evaluator in the department and have the TOR	Evaluates the record for crediting of subjects	15 mins	Department/College /Program Evaluator	None	Evaluation Form	Evaluation form with evaluated subjects to be



	evaluated.					Course Curriculum	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) from the Information and Communication Technology	Give SR Code to the client	3 mins	ICT Services Staff	None	None	SR Code
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 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 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		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

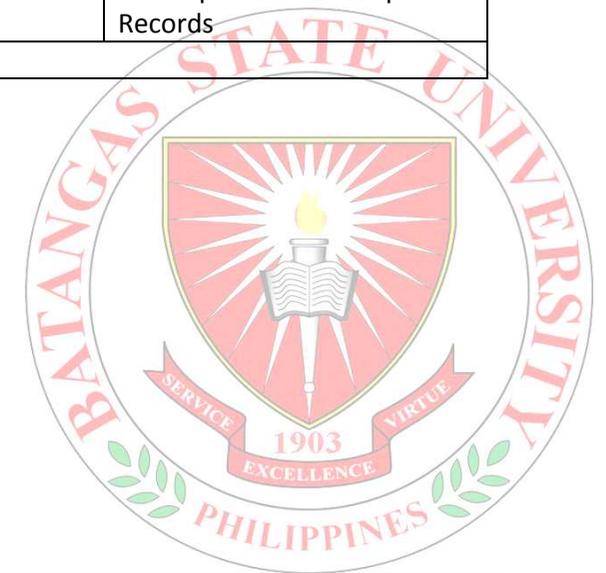
Duration

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 student/client's information	Check filled up form and indicate the purpose and number of pages of the requested TOR	2 mins	Registrar's Staff	None	Clearance form Request form	Filled up clearance and request form

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	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 Campus Head for Registration	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

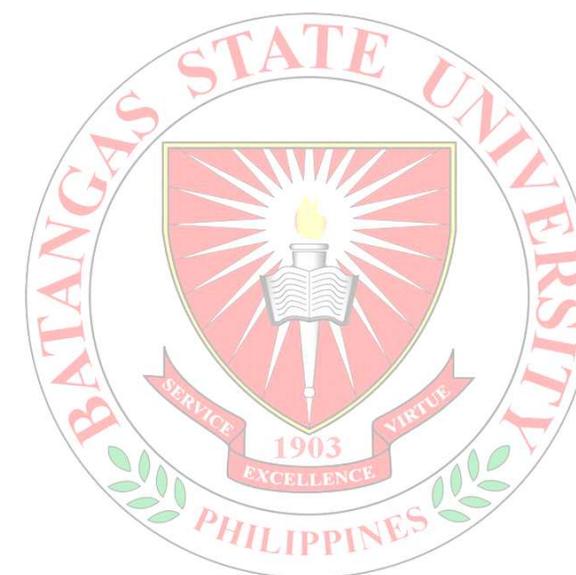
Duration

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 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	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

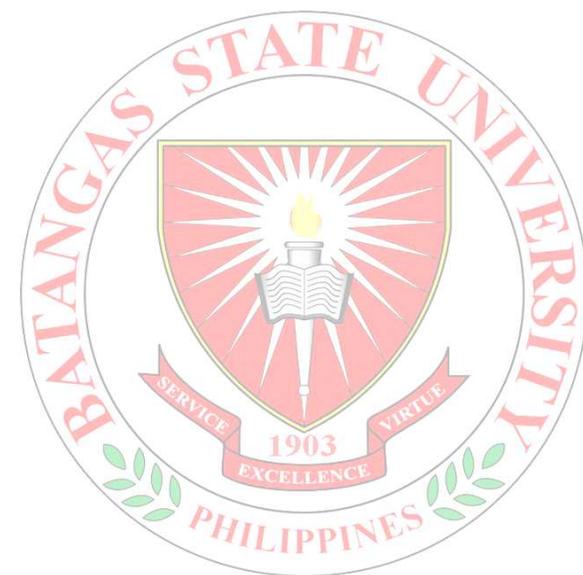
Duration

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

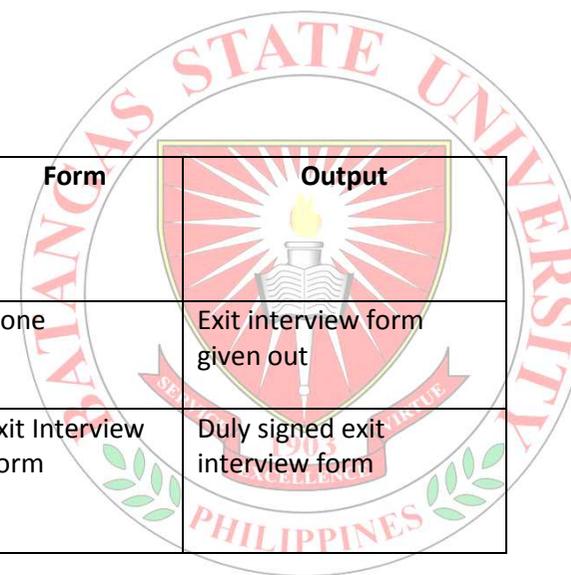
Exit interview
 Clearance
 Form 137A/Transcript of Records
 NSO Birth Certificate
 Documentary Stamp
 Official Receipt

Duration

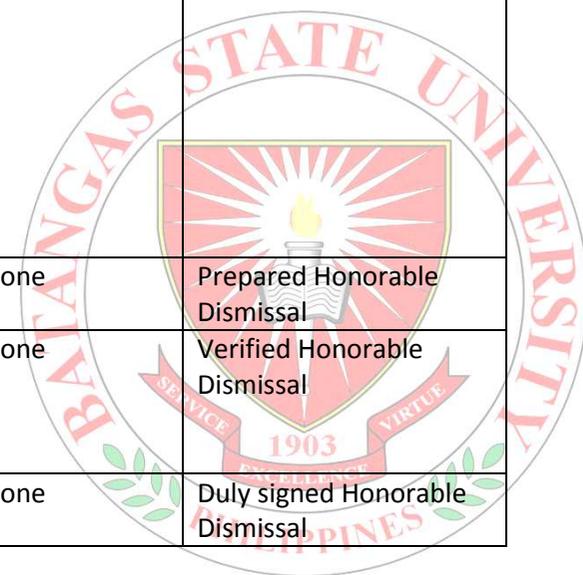
2 hours

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 University Guidance Counselor	None	Exit Interview Form	Duly signed exit interview 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 www.hera.batstate-u.edu.ph 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 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	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

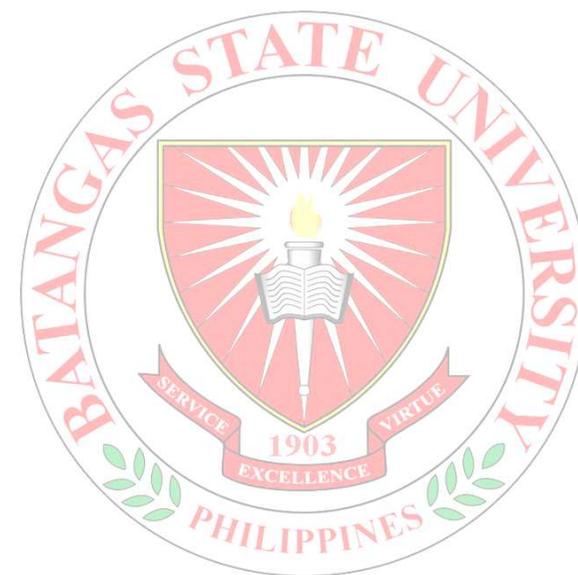
Duration

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 authenticity of the documents presented	3 mins	Registrar's Staff	None	Clearance form Request slip	Filled up clearance and request form

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 certified/authenticated (Diploma and Transcript of Records)	Check filled up form and indicate the number of pages of the documents to be certified/authenticated	1 min	Registrar's Staff	None	Clearance form Request slip	Filled up clearance and request form

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 envelope Placing of signature across the seal to ensure the security of the documents inside	5 mins	Registrar's Staff University Registrar	None	None	Sealed envelope with Certification 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

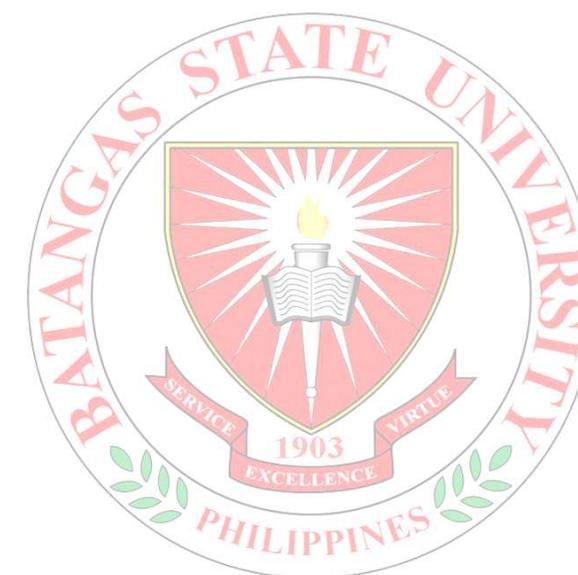
Duration

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 dropping form and secure approval of the dean	Check filled up form and sign form for approval	5 mins	College Dean	None	Adding/Changing/Dropping Form	Filled up and approved adding/changing/dropping 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	Check subject sequences for	3 mins	Registrar's Staff	None	Adding/Changing/Dropping Form	Check subject

	adding/changing/dropping form	corrections in the students record				Dropping Form	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 approval	10 mins	College Dean	None	Cross Enrolment Form	Approved Cross enrolment form
4	Present the cross enrolment form approved by the Dean	Review the submitted cross enrolment form approved by the College	10 mins	University Registrar	None	Cross enrolment form approved by the Dean	Approved Cross Enrolment form

		Dean and sign for approval					
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

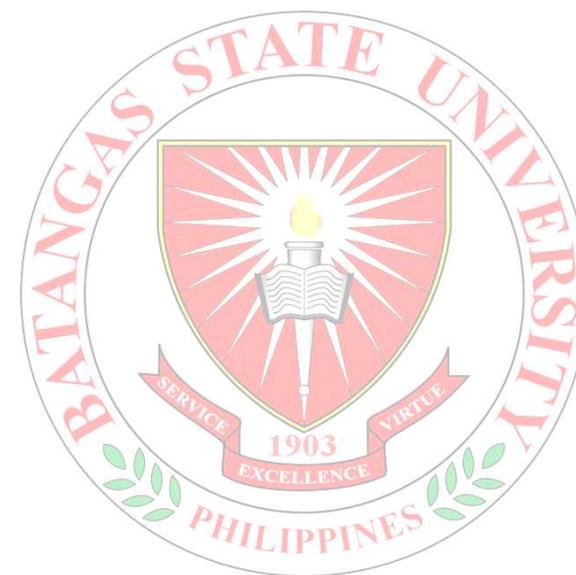
Duration

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 those subjects	20 mins	Program Chair/ Assigned evaluator in the Department/College	None	None	Filled up Evaluation Form signed by the Evaluator

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							



Office of the Director for Student Affairs and Services

Profile

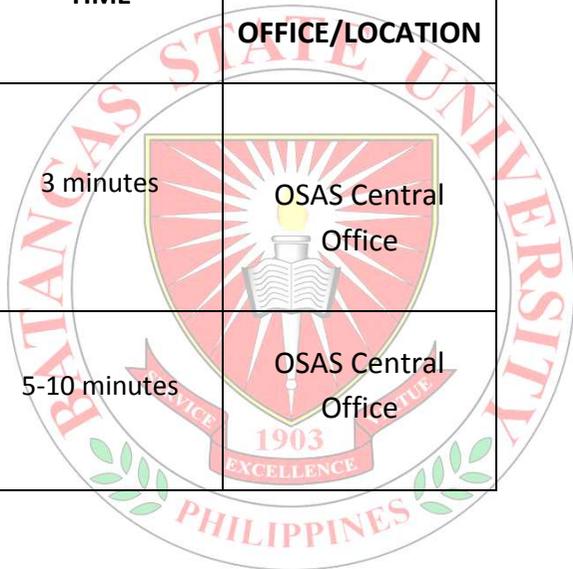
The Office of Student Affairs and Services (OSAS) aims to mold globally competent and value-laden citizens by striving to enrich students through a holistic approach in providing Student Welfare and Development Programs and Services in consonance with the vision, mission, goals and objectives of Batangas State University and the mandates of the Commission on Higher Education (CHED). These basic services and programs ensure and promote student well-being and are designed to explore, enhance and develop the student's full potential in leadership and social responsibility through various institutional and student-initiated activities that upholds the core values of the university.

Location

Office of Student Affairs and Services Central Office, Gov. Pablo Borbon Main Campus I, Rizal Avenue, Batangas City, 4200

Contact Details

(043) 980-0385; 980-0387 or 980-0392 to 0394 local 1134 or 1147

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	PERSON RESPONSIBLE/ OFFICE/LOCATION
1. Receiving of Request letters/document	Students/ Faculty/Employee & Public in general	Letter of Request and Receiving copy/Logbook	Mondays to Fridays 7:00 am-6:00 pm without noon break	None	None	3 minutes	 OSAS Central Office OSAS Central Office
2. Answering queries regarding Student Affairs and Services matters	Students/ Faculty/Employee & Public in general	None	Mondays to Fridays 7:00 am-6:00 pm without noon break	None	None	5-10 minutes	

Receiving of Request Letters

Schedule of Availability of Service

January to December

Mondays-Fridays

7:00 am-6:00 pm without noon break

Who May Avail of the Service

Students/Faculty/Employee & Public in general

What are the Requirements

Request letters

Receiving copy/Logbook

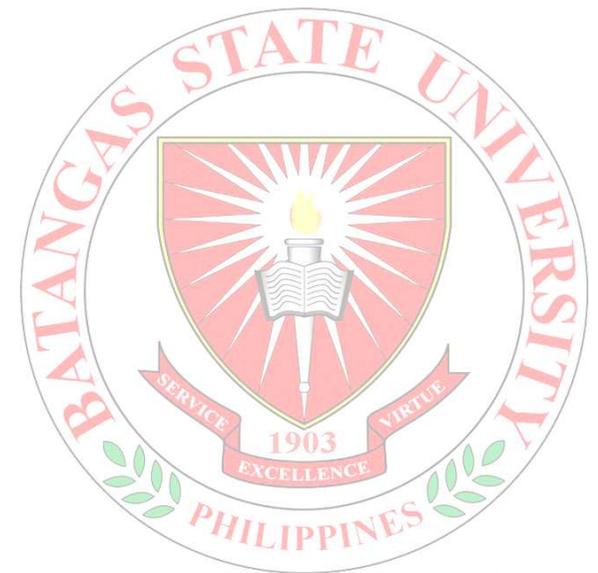
Duration

3 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	Gives the Request Letter	Check/Verify the document as to its content and completeness of its signatories or attachments.	1 minute	Office Staff	None	None	Documents were verified.
2	Waits for the letter to be recorded by the person-in-charge	Letter will be given file number/code and will be encoded to database for the purpose of tracking.	1 minute	Office Staff	None	None	Letter was recorded in the database with a file number.

3	Gives the Receiving copy/logbook	Receiving copy or logbook will be evaluated by the person-in-charge before signing.	1 minute	Office Staff	None	None	Receiving copy/ Logbook was signed as proof for the receipt of the request/document and was returned to the client.
Note: The request letter/document will be forwarded to the proper recipient or next signatory after being signed/commented/approved by the OSAS Director.							
END OF TRANSACTION							



Answering Queries Regarding Student Affairs and Services

Schedule of Availability of Service

January to December
 Mondays-Fridays
 7:00 am-6:00 pm without noon break

Who May Avail of the Service

Students/Faculty/Employee & Public in general

What are the Requirements

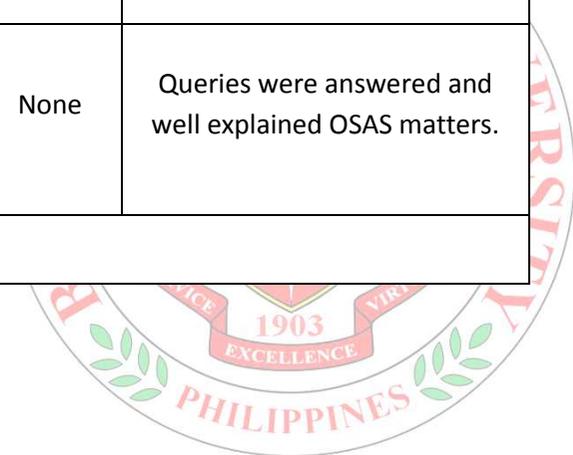
None

Duration

5-10 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	Asks questions regarding Student Affairs and Services matters	Answers and explains matters clearly & politely	5 – 10 minutes	Office Staff	None	None	Queries were answered and well explained OSAS matters.
END OF TRANSACTION							



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

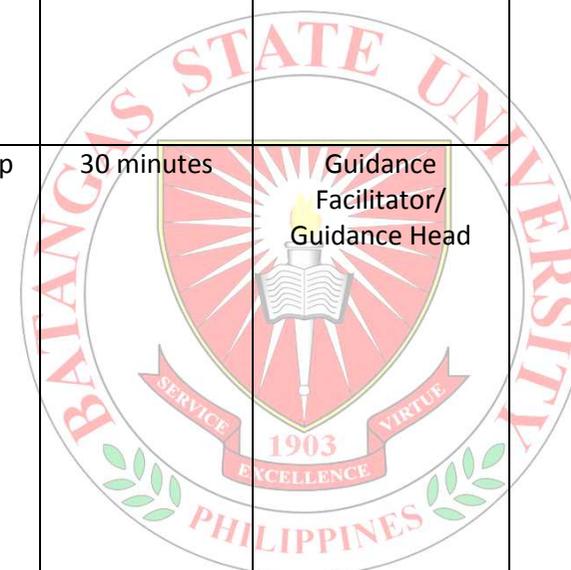
OSAS Central Office

Contact Details

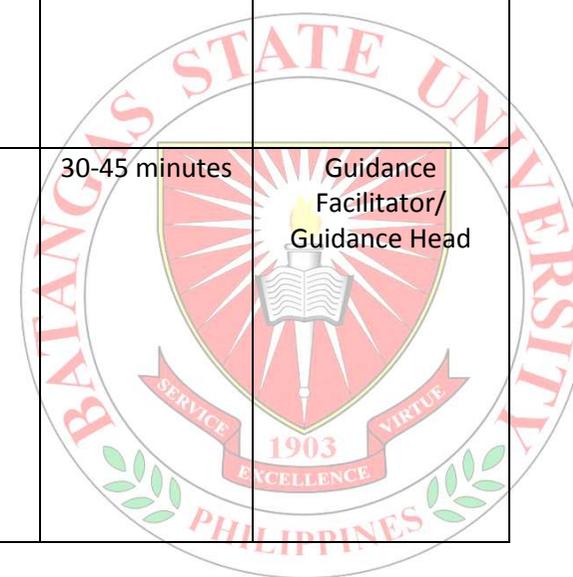
(043) 980-0385; 980-0387; 980-0392 to 0394 loc 1147 (MAIN)

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	<ol style="list-style-type: none"> 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 	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

For Employment, Board Examinations, Further Studies	Graduates/Alumni	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 1. Request Slip signed by the OJT Coordinator (as 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). 2. Official Receipt of payment 3. One (1) Documentary Stamp 	Monday to Friday 8:00am-5:00pm	Not Applicable	Request Slip	30 minutes	Guidance Facilitator/ Guidance Head
For TOSA and Other Honors/Awards	Student-Applicants	<ol style="list-style-type: none"> 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 	Monday to Friday 8:00am-5:00pm	Php30	Request Slip	30 minutes	Guidance Facilitator/ Guidance Head



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 Facilitator 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 Recommendation Letter	Transferees, Students, Graduates/Alumni	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)	Monday to Friday 8:00am-5:00pm	Not Applicable		30-45 minutes	Guidance Facilitator/ Guidance Head



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

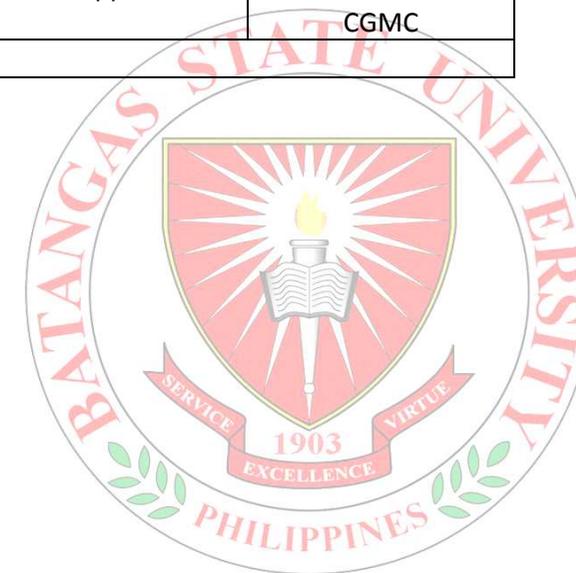
Duration

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 College Dean/Head	Department/College	20 minutes	Adviser College Dean/Department Head	Not Applicable	Exit Interview Form	Accomplished Exit Interview 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
END OF TRANSACTION							



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

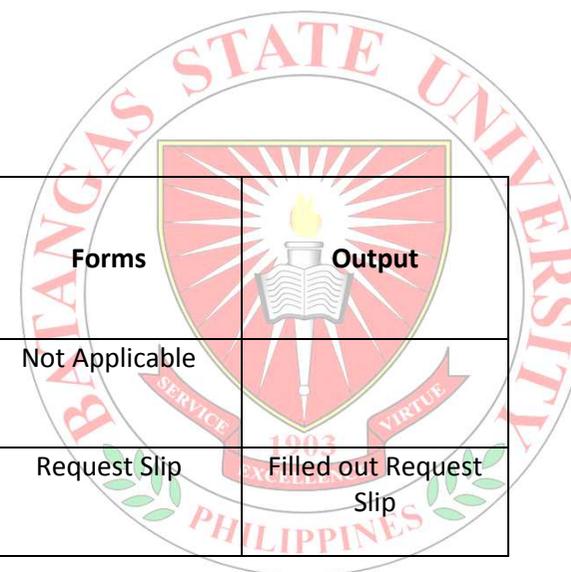
1. Photocopy of any proof of graduation (e.g. Diploma, TOR, etc.)
2. Request Slip signed by the OSD Coordinator
3. Official Receipt of payment
4. One (1) Documentary Stamp

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 Counseling	5 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Request Slip	Filled out 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 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
END OF TRANSACTION							



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

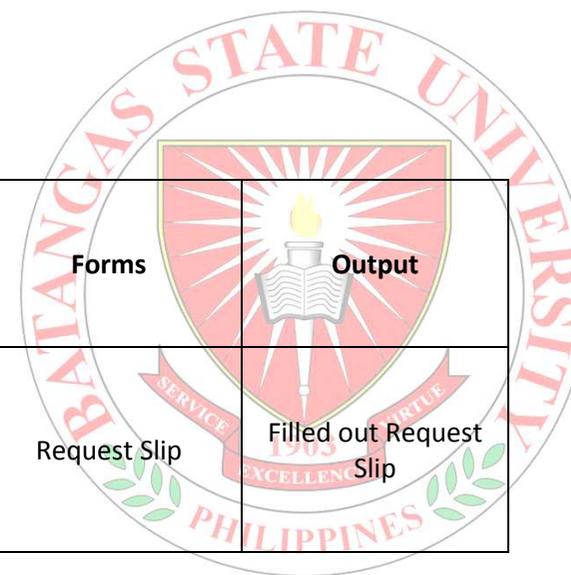
1. Photocopy of Certification from the Scholarship Office
2. Request Slip signed by the OSD Coordinator
3. Official Receipt of payment
4. One (1) Documentary Stamp

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
END OF TRANSACTION							



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

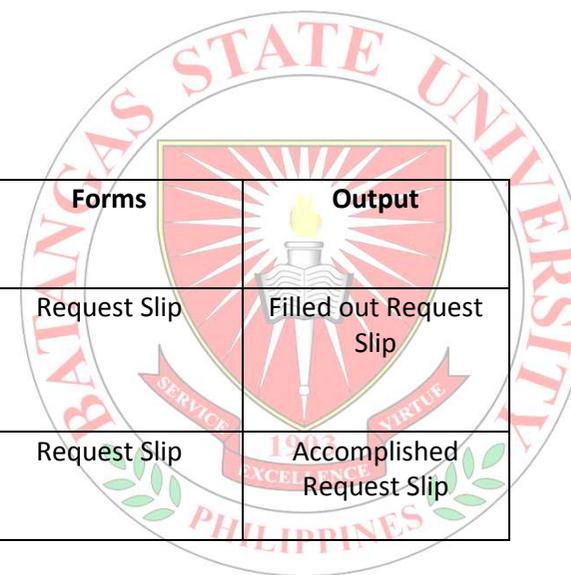
1. Photocopy of TOSA Application Form/ any proof of application of honor/award to any organization (e.g. invitation, application form, etc.)
2. Photocopy of Registration form (Current Semester)
3. Request Slip signed by the OSD Coordinator
4. Official Receipt of payment
5. One (1) Documentary Stamp

Duration

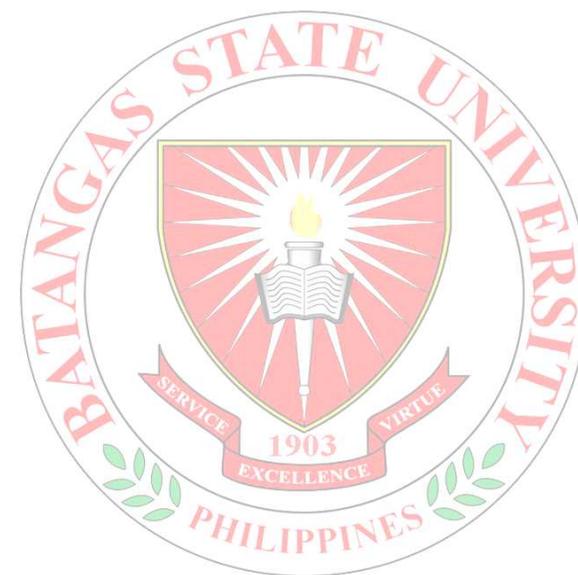
45 minutes

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 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 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
END OF TRANSACTION							



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

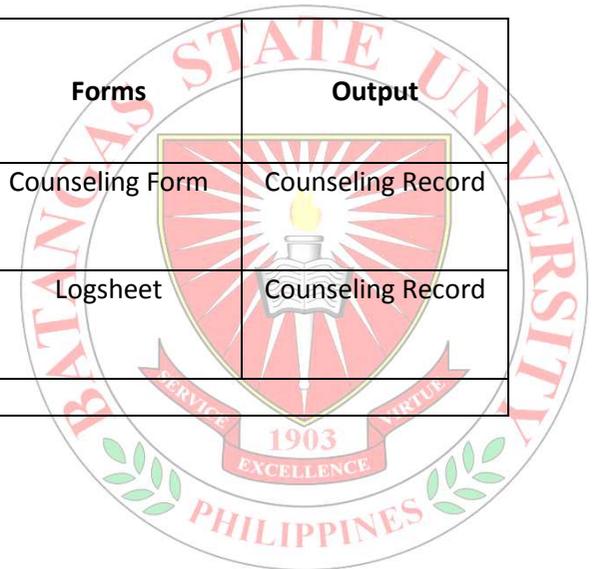
None

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	Logsheets	Counseling Record
END OF TRANSACTION							



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/ Group Guidance/Home Visit/ Referral	Office of Guidance and Counseling	25 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Not Applicable	Detailed Plan of Counseling/Consultation/ Group Guidance/Home Visit/ Referral
END OF TRANSACTION							

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
END OF TRANSACTION							



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)
END OF TRANSACTION							

Office of the Assistant Director for Job Placement

Profile

It is the aim of the Job Placement Office to provide useful assistance to both alumni, graduating and undergraduate students of the University in their search for employment related to their field of education, and compatible to their skills and specialization. The office also responds to the needs and request of various industries in their search for top/quality graduates that can fill-in their manpower needs usually by asking list of graduates/topnotchers.

Location

Office of Student Affairs and Services Central Office, GPB Main Campus 1, Batangas State University, Rizal Avenue, Batangas City, 4200

Contact Details

(043) 980 0385; 980-0387; 980-0392 to 0394 loc. 1147

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	PERSON RESPONSIBLE/ OFFICE/LOCATION
1. Requesting for appointment of various industries/agencies/ Establishments for possible partnership with the University	Various Industries/Agencies/ Establishments, both public and private	Request letter addressed to the University President	Mondays to Fridays 8:00 am-5:00 pm (via e-mail or letter, facebook, via post office)	None	None	1-2 minutes	University President, Director of OSAS, Assistant Director of Job Placement Office/ OSAS Office, GPB Main Campus 1



2. Securing approval for list of graduates/alumni/topnotchers of the University	Various Industries/Agencies/ Establishments, both public and private	Request letter addressed to the University President	Mondays to Fridays 8:00 am-5:00 pm (via e-mail or letter, facebook, via post office)	None	None	1-2 minutes	University President, Director of OSAS, Assistant Director of Job Placement Office/ OSAS Office, GPB Main Campus 1
3. Accepting walk-in inquiries from different industries/agencies/ establishments for possible partnership with the University	Various Industries/Agencies/ Establishments, both public and private	N.A.	Mondays to Fridays 8:00 am-5:00 pm	None	None	30 minutes	Director of OSAS, Assistant Director of Job Placement Office/ OSAS Office, GPB Main Campus 1
4. Accepting inquiries of graduates/alumni about possible job vacancies	Students, Public	N.A.	Mondays to Fridays 8:00 am-5:00 pm (via e-mail, telephone call and facebook)	None	None	5 minutes	Assistant Director of Job Placement Office/ OSAS Office, GPB Main Campus 1



Requesting of Appointment of Various Industries/Agencies/Establishments for Possible Partnership

Schedule of Availability of Service

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

Who May Avail of the Service

Various Industries/Agencies/Establishments (both public and private)

What are the Requirements

Request letter addressed to: Dr. Tirso A. Ronquillo
University President, Batangas State University

Duration

1-2 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	Present request letter addressed to the University President to the Job Placement Office	Job Placement Office	1-2 minutes	Mr. Gerard B. Remo Asst. Director, Job Placement Office	None	None	Request letter received and to be forwarded to the Office of the President for approval
Note: Upon approval of the request, the list of graduates/alumni/board topnotchers will be forwarded to e-mail address of the requesting party.							
END OF TRANSACTION							

Securing Approval for List of Graduates/Alumni/Topnotchers of the University

Schedule of Availability of Service

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

Who May Avail of the Service

Various Industries/Agencies/Establishments (both public and private)

What are the Requirements

Request letter addressed to: Dr. Tirso A. Ronquillo
University President, Batangas State University

Duration

1-2 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	Present request letter addressed to the University President to the Job Placement Office	Job Placement Office	1-2 minutes	Mr. Gerard B. Remo Asst. Director, Job Placement Office	None	None	Request letter received and to be forwarded to the Office of the President for approval
Note: Upon approval of the request, the Job Placement Office will confirm with the requesting party of their appointment request.							
END OF TRANSACTION							

Walk-in Inquiries for Appointment with Industries/Various Agencies/Establishments for Possible Partnership

Schedule of Availability of Service

Monday-Friday
7:00am-6:00pm

Who May Avail of the Service

Various Industries/Agencies/Establishments (both public and private)

What are the Requirements

On-the-spot verbal inquiry with the Job Placement Office

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	FORMS	OUTPUT
1	Present request letter addressed to the University President to the Job Placement Office	Job Placement Office	30 minutes	Mr. Gerard B. Remo Asst. Director, Job Placement Office	None	None	Client enlightened regarding their inquiry
Note: Walk-in clients will be entertained on the spot at the Job Placement Office							
END OF TRANSACTION							

Accepting inquiries of graduates/alumni about possible job vacancies

Schedule of Availability of Service

Monday-Friday
7:00am-6:00pm

Who May Avail of the Service

Students/Alumni

What are the Requirements

None

Duration

5 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	Students/Alumni will ask of industries in need of manpower related to his/her field of specialization	Job Placement Office	5 minutes	Mr. Gerard B. Remo Asst. Director, Job Placement Office	None	None	Students informed of the vacancies in various industries/agencies/establishments
Note: Students inquiring will be provided with the vacancies available and other pertinent information in applying for the job.							
END OF TRANSACTION							



Office of the Assistant Director for National Service Training Program (NSTP)

Profile

National Service Training Program (NSTP) is the service training mandated under Republic Act 9163 (NSTP Act of 2001). According to the law, all tertiary level students taking baccalaureate or vocational courses must take one of the three components of this service training program, namely, Reserve Officers' Training Corps (ROTC), Civic welfare Training Service (CWTS) and Literacy Training Service (LTS). It is for this purpose that the NSTP Office manages the 307th NROTC Unit in Gov. Pablo Borbon Campuses 1 and 2, Rosario and in Malvar and the 401st ROTC Unit in ARASOF, Lemery and Balayan campuses. The office also supervises CWTS and LTS programs in all campuses of the University.

Location

GPB Campus 1, Rizal Avenue, Batangas City

Contact details

(043) 980-0385; 980-0387; 980-0392 to 0394 loc 1141

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/LOCATION
1. Training	Students	None	Monday to Friday 8:00AM – 5:00PM	None	<i>Registration Form</i> <i>Personal Data Sheet</i>	Two semesters	Office Personnel/Office of the Director for NSP/Main Campus 1
2. Issuance of certificate of completion of the training	Students	Grade	Monday to Friday 8:00AM – 5:00PM	None	None	3-10 mins	Office Personnel/Office of the Director for NSP/Main Campus 1



Training

Schedule of Availability of Service

Weekends of every semester

Who May Avail of the Service

Students

What are the requirements

None

Durations

Two Semesters

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	Report to respective colleges for the schedule of NSTP orientation	Office of the NSTP	1 hr	Administrative Aide	None	None	Informed students
2	Attend NSTP orientation	Office of the NSTP	4 hrs	NSTP Personnel	None	None	Properly oriented students
3	Accomplish forms required by the components; ROTC, CWTS and LTS	Office of the NSTP	1 hr	Administrative Aide	None	Registration Form Personal Data Sheet	Accomplished forms
4	Attend training/classes as posted or scheduled in the NSTP office	Office of the NSTP	1 hr	Administrative Aide	None	None	Disseminated information
5	Undergo training	Office of the NSTP	Two semester	NSTP Instructors	None	None	Trained Students
END OF TRANSACTION							

Issuance of Certificate of Completion of NSTP Training

Schedule of Availability of Service

Monday-Friday: 8:00AM-5:00PM

Who May Avail of the Service

Students

What are the requirements

Application Form

Durations

3-10 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	Filing application for certification	Office of the NSTP	2-5 mins	Administrative Aide	None	Application Form	Attended application
2	Issuance of certificate	Office of the NSTP	2-5 mins	Administrative Aide	None	None	Issued certificate
END OF TRANSACTION							



Office of the Assistant Director for On-the-Job Training

Profile

This Office strives to facilitate local and international practical exposure for student trainees for them to gain related learning experiences and opportunities to become better professionals of global standard. It also- intends to cater quality, relevant and responsive related learning experiences for all bona fide students through a carefully planned, progressive and closely monitored actual work experiences required in a globally competitive labor market.

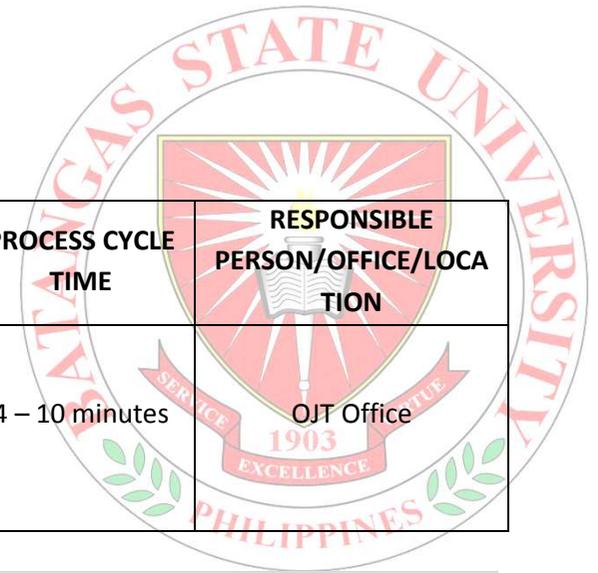
Location

OJT Office

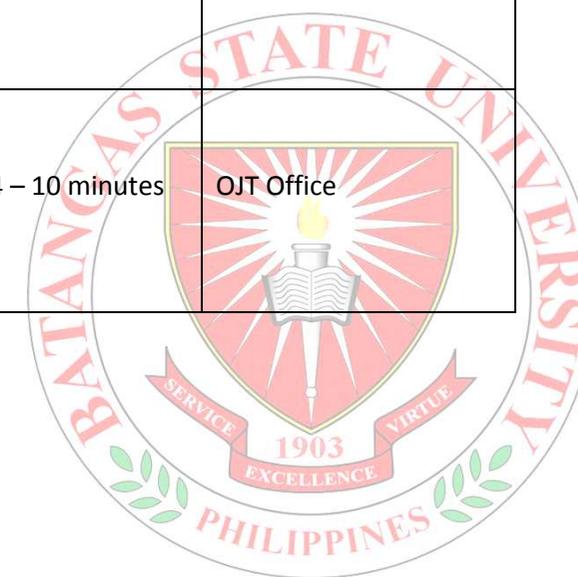
Contact Details

Main Campus 1 (043) 980 0385; 980-0392 to 0394 loc 1147
 Main Campus 2 (043) 425 – 0139 loc 2147
 Lipa Campus (043) 980 – 0385; 980-0392 to 0394 loc 3104
 Rosario Campus (043) 980 – 0385; 980-0392 to 0394 loc 4201
 San Juan Campus (043) 980 – 0385; 980-0392 to 0394 loc 4102
 Balayan Campus (043) 980 – 0385; 980-0392 to 0394 loc 1201
 Malvar Campus (043) 778 – 2170 loc 113
 Lobo Campus
 Nasugbu Campus
 Lemery Campus

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/LOCATION
1. Signing of Endorsement Letter for OJT by OJT Coordinator	Student trainees	Certificate of Good Moral Character, Medical Certificate	January – December Monday – Friday 8:00 AM – 5:00 PM No Noon Break Excluding Holidays	None	None	4 – 10 minutes	OJT Office



2. Signing of Endorsement Letter for OJT by Assistant Director, OJT	Student trainees	Certificate of Good Moral Character, Medical Certificate	January – December Monday – Friday 8:00 AM – 5:00 PM No Noon Break Excluding Holidays	None	None	4 – 10 minutes	OJT Office
3. Securing Related Learning Experience (RLE) Journal	Student trainees	Current Student Registration Form, Received Copy of the Endorsement Letter for OJT, Notarized Training Agreement and Liability Waiver, <i>Certificate of Good Moral Character, Photocopy of Medical Certificate, Accomplished Location Map Form, Photocopy of Insurance Certificate, Copy of OJT -Time Frame, *Copy of Dormitory/Boarding House's Business Permit</i>	January – December Monday – Friday 8:00 AM – 5:00 PM No Noon Break Excluding Holidays	None	None	8 – 15 minutes	OJT Office
4. Answer Queries about OJT concerns	Student trainees, public	None	January – December Monday – Friday 8:00 AM – 5:00 PM No Noon Break Excluding Holidays	None	None	4 – 10 minutes	OJT Office



Signing of Endorsement Letter for OJT by the OJT Coordinator

Schedule of Availability of Service

January – December

Monday – Friday

7:00 AM – 6:00 PM (No Noon Break)

Excluding Holidays

Who May Avail of the Service

Student Trainees

What are the Requirements

Certificate of Good Moral Character, Medical Certificate

Duration

4 – 10 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 the endorsement letter for OJT with attached Medical Certificate and Certificate of Good Moral Character	OJT Office	2 – 5 minutes	Administrative Aide III	None	None	Received Endorsement Letter for OJT with attached Medical Certificate and Good Moral Certificate
2	Register at the Log book	OJT Office	2 – 5 minutes	Administrative Aide III	None	None	Signed Endorsement Letter for OJT by OJT Coordinator
END OF TRANSACTION							

Signing of Endorsement Letter for OJT by the Assistant Director, On-the-Job Training

Schedule of Availability of Service

January – December
 Monday – Friday
 7:00 AM – 6:00 PM
 No Noon Break
 Excluding Holidays

Who May Avail of the Service

Student Trainees

What are the Requirements

Certificate of Good Moral Character, Medical Certificate

Duration

4 – 10 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 the endorsement letter for OJT signed by their respective OJT Coordinator and College Dean with attached Medical Certificate and Certificate of Good Moral Character	OJT Office	2 – 5 minutes	Administrative Aide III	None	None	Received Endorsement Letter for OJT with attached Medical Certificate and Good Moral Certificate
2	Register at the Log book	OJT Office	2 – 5 minutes	Administrative Aide III	None	None	Signed Endorsement Letter for OJT by Assistant Director, OJT
END OF TRANSACTION							

Securing Related Learning Experience Journal (RLE) for OJT

Schedule of Availability of Service

January – December
 Monday – Friday
 8:00 AM – 5:00 PM
 No Noon Break
 Excluding Holidays

Who May Avail of the Service

Student Trainees

What are the Requirements

Current Student Registration Form, Received Copy of the Endorsement Letter for OJT, Notarized Training Agreement and Liability Waiver, Certificate of Good Moral Character, Photocopy of Medical Certificate, Accomplished Location Map Form, Photocopy of Insurance Certificate, Copy of OJT Time Frame, *Copy of Dormitory/Boarding House’s Business Permit

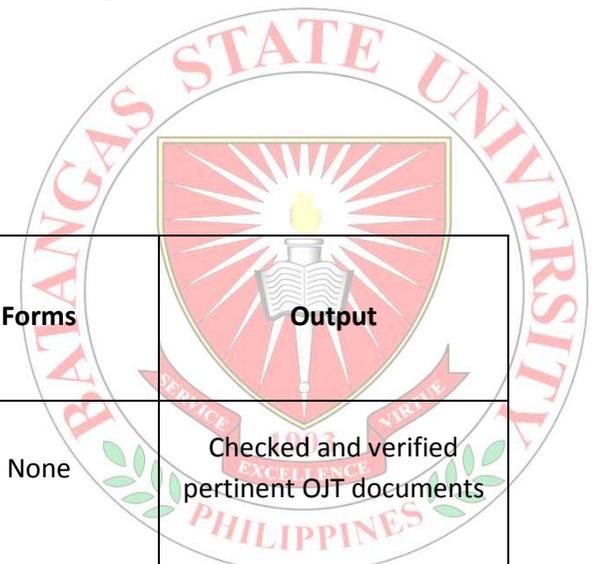
*Applicable only to those student trainees who are renting dormitories or boarding houses in the conduct of their on-the-job training

Duration

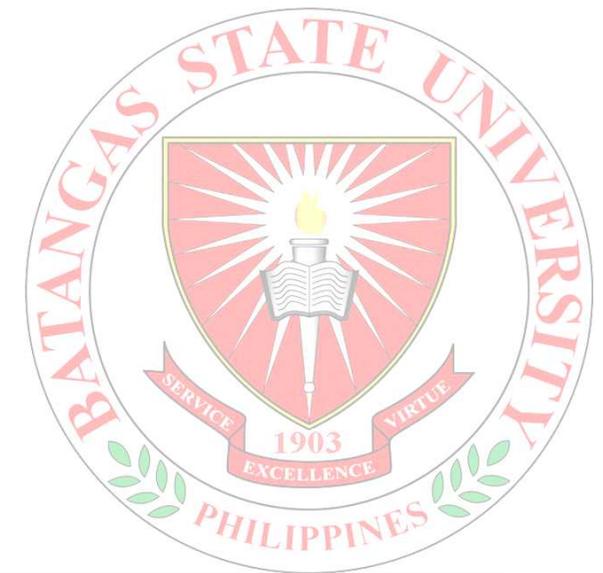
8 – 15 minutes

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	Submit the following documents in a long brown envelope: Current Student Registration Form, Received Copy of the	OJT Office	5 – 10 minutes	Administrative Aide III	None	None	Checked and verified pertinent OJT documents



	Endorsement Letter for OJT, Notarized Training Agreement and Liability Waiver, Certificate of Good Moral Character, Photocopy of Medical Certificate, Accomplished Location Map Form, Photocopy of Insurance Certificate, Copy of OJT Time Frame, *Copy of Dormitory/Boarding House's Business Permit						
2	Register at the Logbook	OJT Office	3 – 5 minutes	Administrative Aide III	None	None	Related Learning Experience (RLE) Journal
END OF TRANSACTION							



Answer Queries about OJT Concerns

Schedule of Availability of Service

January – December
 Monday – Friday
 8:00 AM – 5:00 PM
 No Noon Break
 Excluding Holidays

Who May Avail of the Service

Student Trainees, Public

What are the Requirements

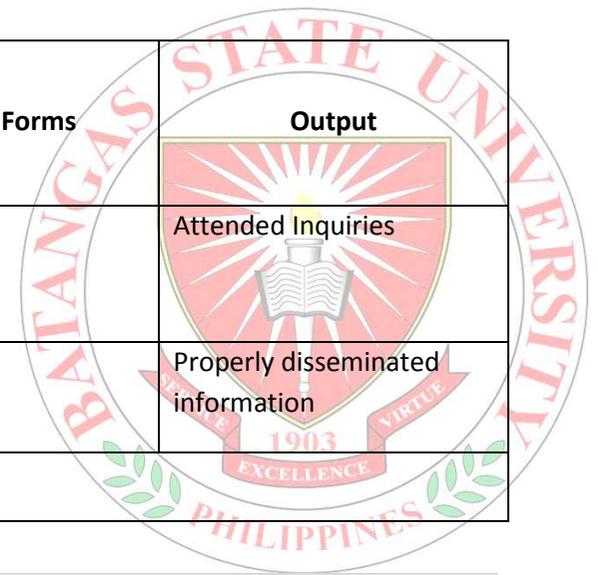
None

Duration

4 – 10 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	State the inquiry about OJT concerns	OJT Office	2 – 5 minutes	Administrative Aide III	None	None	Attended Inquiries
2	Verify the next steps depending on the nature of the inquiry	OJT Office	2 – 5 minutes	Administrative Aide III	None	None	Properly disseminated information
END OF TRANSACTION							



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; 980-0387; 980-0392 to 0394 local 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	<p>In a long brown envelope</p> <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 shifters) • Certificate of Scholarship from sponsors (if applicable) <p>*Report of Ratings *Report of Grades * except for Freshmen, transferees and shifters</p>	<p>Monday – Friday 7:00 am – 6:00 pm Without noon break</p> <p>Saturday 8:00 am – 5:00 pm (Main Campus I only)</p>	None	<ul style="list-style-type: none"> • Application Forms 	10 mins.	<p style="text-align: center;">SFAO Head/Coordinator/In-charge/ and Staff Scholarship and Financial Assistance Office/ Student Center Building</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 With noon break (Main Campus)</p>	None	Requests Slip	10 mins	Scholarship Staff / Scholarship Office / Student Center
4. Answering queries regarding scholarship matters	Students/ scholars, sponsors, parents, Public in general	None	<p>Monday – Friday 7:00 am – 6:00 pm Without noon break (Main Campus)</p> <p>Saturday 8:00 am – 5:00 pm With noon break (Main Campus)</p>	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.

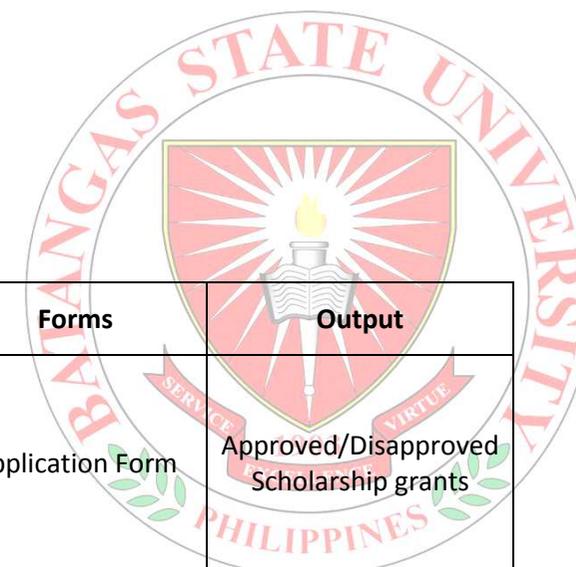
What are the requirements

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

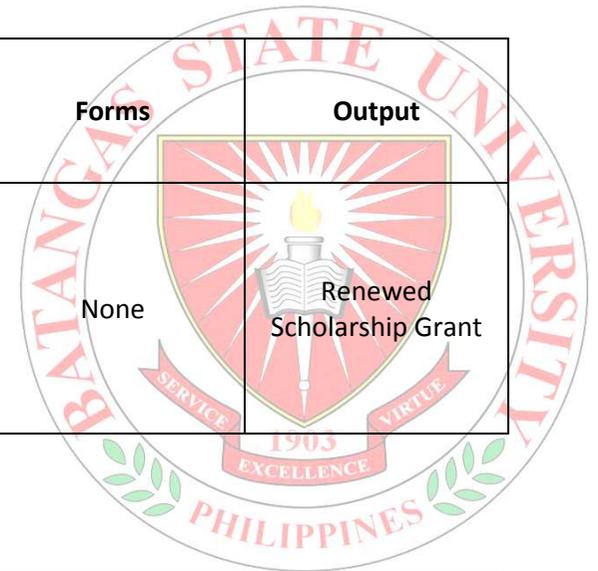
What are the requirements

- 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

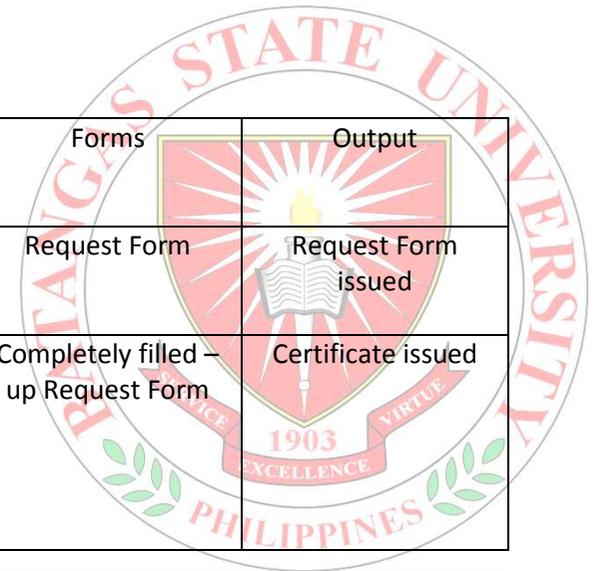
- Request Slip
- *BSU ID*/Registration Form

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

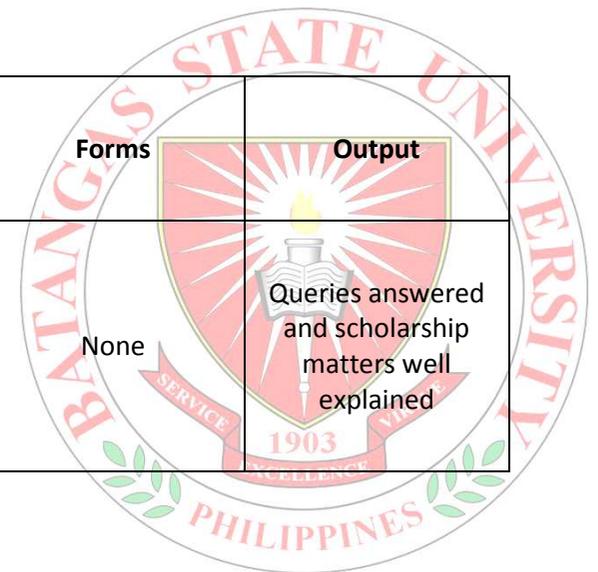
None

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



Office of the Assistant Director Students with Special Needs and PWDs

Profile

The Office of Services for Students with Special Needs and Persons with Disabilities (SSSN and PWD) was established to provide programs and activities designed to offer equal opportunities to PWDs, indigenous people, solo parent, etc. (ChEd Memorandum No. 09, series of 2013).

The Office as an integral part of the University is mandated to ensure that academic accommodation is made available to persons with disabilities and learners with special needs with proper consultation and conference with students with disabilities themselves, together with their teachers, parents/guardians, personal assistants and other concerned professionals, whenever necessary.

The Office offers services on life skills development. Services offered include Individual Inventory and Planning, Information Service, Counseling, Referral and Consultation and Social Support.

Location

OSAS Building

Contact Details

(043) 980-0385; 980-0387 or 980-0392 to 0394 local 1147

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/LOCATION
1. Consultation/Counseling/Advising (Walk-in)	Students with Special Needs and PWDs	None	Monday to Friday 8:00am-5:00pm	Not Applicable	Counseling Form	20-45 minutes	SSN and PWD Coordinator
2. Referral	Students, Advisers, Faculty Members, Administrators, Parents/Guardians	Accomplished Referral Form	Monday to Friday 8:00am-5:00pm	Not Applicable	Referral Form	30 minutes	SSN and PWD Coordinator

Consultation/Counseling/Advising: Walk-in

Schedule of Availability of Service

January to December
Monday-Friday
8:00am-5:00pm

Who May Avail of the Service

Students with Special Needs and PWD

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 SSN and PWD Coordinator for consultation/advising/ undergo counseling session	Office of Students with Special Needs and PWD	20-40 minutes	SSN and PWD Coordinator	Not Applicable	Counseling Form	Accomplished Counseling Form/Counseling Record
2	Log the visit in the counseling record book	Office of Students with Special Needs and PWD	5 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Logsheets	Counseling Record
END OF TRANSACTION							

Referral

Schedule of Availability of Service

January to December
Monday-Friday
8:00am-5:00pm

Who May Avail of the Service

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

What are the Requirements

Accomplished Referral Form

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 accomplished referral form to the SSN and PWD Coordinator	Office of Students with Special Needs and PWD	5 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Referral Form	Request Letter/ Accomplished referral form
2	Secure the schedule, venue, persons involve, etc. of the intervention	Office of Students with Special Needs and PWD	25 minutes	Guidance Facilitator/ Guidance Head	Not Applicable	Not Applicable	Detailed Plan of the Intervention
END OF TRANSACTION							

Office of the Assistant Director for Student Discipline

Profile

The main function of the Office of the Student Discipline is the implementation of policies and plans set by the Office of Student Affairs in terms of student formation and the propagation of the basic tenet that is anchored on the principle of self-respect, acceptance of legitimate authority, and respect for the rights of others.

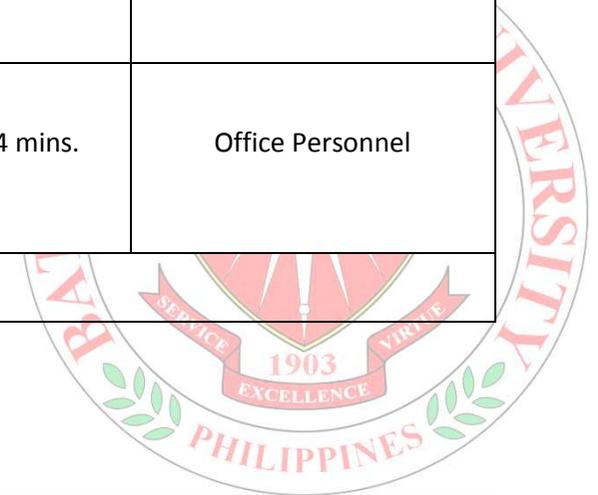
Location

OSAS Central Office Building

Contact Details

(043) 980-0385; 980-0387; 980-0392 to 0394 loc. 1147

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/LOCATION
1. Filing of complaint against a student	Anyone aggrieved or offended by a student	Accomplished Incident Report Form	Monday to Friday, 7:00 AM – 6:00PM	None	Incident Report Form or Letter of Complaint	20 mins.	Office Personnel, OSD Coordinator, OSD Asst. Director
2. Request for Temporary Exemption from wearing the School Uniform	Students	Filled-up Form	Monday to Friday 7:00 AM – 6:00 PM	None	Form for Non-Wearing of Uniform	14 mins.	Office Personnel
END OF TRANSACTION							



Filing of Complaint against a Student

Schedule of Availability of Service

January to December

Monday-Friday

7:00-6:00 pm

Who May Avail of the Service

Students

What are the Requirements

Accomplished Incident Report Form (Complaint Form)

Duration

20 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	Accomplish and submit Incident Report	Office Personnel	5 mins.	Office Staff/Personnel	None	Incident report Form	Incident Report received and filed
2	Submit the incident report to the Office of Student Discipline	Office of Student Discipline	10 mins.	Student Discipline Coordinator	None	None	Complaint is adequately discussed and clarified.
3	Confirm date, time and venue of fact-finding hearing/dialogue about the complaint	Office of Student Discipline	5 mins	Student Discipline Coordinator	None	None	Schedule of hearing/dialogue is duly calendared.



Procedures for the Request for Temporary Exemption from Wearing the School Uniform

Schedule of Availability of Service

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

Who May Avail of the Service

Students

What are the Requirements

Student ID, Form for Non-Wearing of Uniform

Duration

14 mins

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 the Form for Non-Wearing of Uniform	Office of Student Discipline	2 mins.	Office of Student Discipline Coordinator/Staff	None	Form for Non-Wearing of Uniform	Issued form
2	Fill up the form	OSA/OJT/OSD Coordinators and Heads	10 mins.	OSA/OJT/OSD Coordinators and Heads	None	Letter of Request for non-wearing of Uniform	Request approved
3	Furnish a copy of the approved letter/form to the Guard-on-Duty	Security Office	2 mins.	Security Guard	None	Approved Letter/Form	Request Approved

Office of the Assistant Director for Student Organizations and Activities

Profile

The Office of *Student Organizations and Activities* implements university programs, policies, rules and regulations insofar as student activities and welfare of the students are concerned. It monitors, supervises, and regulates the operation and activities of duly recognized and accredited student organizations and coordinates with external institutions of off campus participation. It also works coordination with all sectors of the academic community.

Location

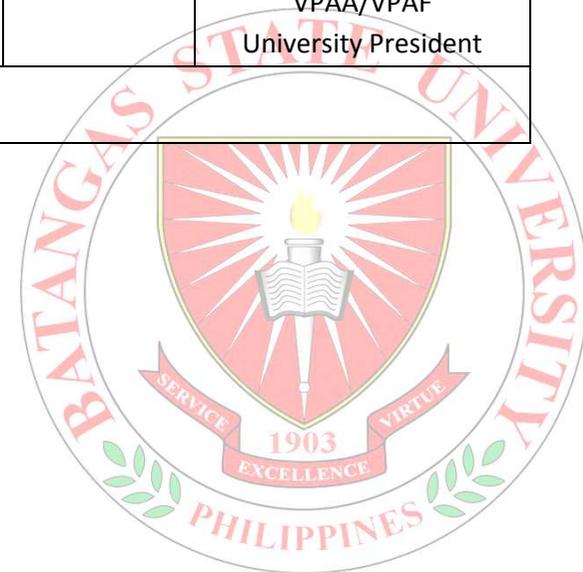
OSAS Central Office Building

Contact Details

(043) 980-0385; 980-0387; 980-0392 to 0394 loc. 1147

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
1. Request for new I.D.	Students/ parents	Student ID, Request Letter	Monday to Friday, 7:00 AM – 6:00 PM	None	Request for New ID & Gate Pass	15 mins.	SOA Personnel OSD Coordinator Cashier's Office ICT Office
2. Request for gate pass	Students/ parents	Request Letter	Monday to Friday, 7:00 AM – 6:00 PM	None	Gate Pass	10 minutes	Office Personnel
3. Lost and found	Students	Log in the logbook provided Surrender items/belongings found	Monday to Friday, 7:00 AM – 6:00 PM	None	None	5 minutes	Office Personnel
4. Request for Approval of Posters	Student organizations, BSU Offices and Private Companies or Enterprise	Posters and/or Request Letter	Monday to Friday, 7:00 AM – 6:00 PM	None	None	10 minutes	Office Personnel Assistant Director, SOA

5. Request for Approval of Banners/Tarpaulins	Student organizations, BSU Offices and Private Companies or Enterprise	Banners/tarpaulins and/or Request Letter	Monday to Friday, 7:00 AM – 6:00 PM	None	None	12 minutes	SOA Office Personnel, IGP (if applicable) Assistant Director, SOA
6. Request of Student Organization Adviser/Officer for Certification	Advisers/Officers	Fill-up a request slip	Monday to Friday, 7:00 AM – 6:00 PM	None	Request Slip	13 minutes	Office Personnel
7. Request for Accreditation of Student Organization	Students	Renewal papers	Monday to Friday, 7:00 AM – 6:00 PM	None	Renewal forms	1 hour	Office Personnel Assistant Director, SOA
8. Request for Approval of Student Activities	Students	Request letter Budget proposal Resolution (if applicable) CHED Requirements (activities to be held outside the university)	Monday to Friday, 7:00 AM – 6:00 PM	None	None	20 mins.	College Dean SOA College Coordinators SOA Campus Head, Asst. Dir., SOA Director, OSAS VPAA/VPAF University President
END OF TRANSACTION							



Request for New ID – for College and Integrated School Students

Schedule of Availability of Service

January to December
Monday-Friday
7:00-6:00 pm w/o noon break

Who May Avail of the Service

Students/parents

What are the Requirements

For New Student:

1. Filled up Request for New ID Form

For ID Replacement:

1. Filled up Request for New ID Form.
2. Torn/damaged I.D.

For lost ID:

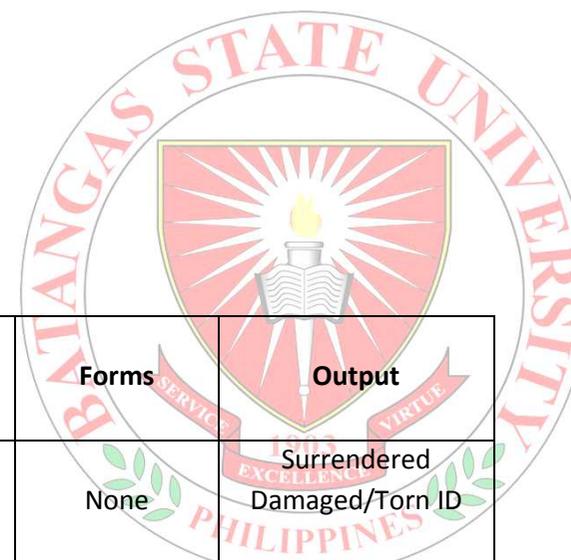
1. Request Letter noted by the Discipline Coordinator
2. Filled up Request for New ID Form
3. Affidavit of Lost (not required for first timer)

Duration

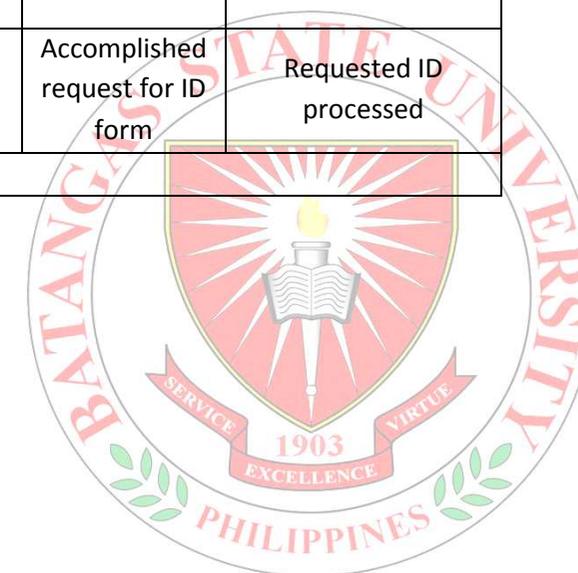
15 minutes

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	a)For ID replacement: Surrender the damaged ID to the SOA personnel	SOA	2 mins	SOA Staff	None	None	Surrendered Damaged/Torn ID



	b)For Lost ID: 1 ST Request (Present written request noted by the OSD Coordinator 2 nd Request (Present Affidavit of Loss)						Approved letter Affidavit of Loss
2	Submit to the SOA personnel for processing Secure and fill-up Request for New ID Form and Gate pass Form	SOA	2 mins	Office Personnel	None	Request for New ID Form and Gate pass	Filled up request form
3	Register in the logbook provided	SOA	1 min	Office Personnel	None	None	Logged-in client
4	Proceed to the cashier's office, present the request slip and pay for the corresponding fee	Cashiering Office	5 mins	Office Personnel	P 185-ID P 50-LACE	Accomplished request for new ID form	Appropriate Fee Settled
5	Submit the request form to the ICT Office for picture taking and ID processing	ICT Office	5 mins	Office Personnel	None	Accomplished request for ID form	Requested ID processed
END OF TRANSACTION							



Request for Gate Pass

Schedule of Availability of Service

January to December
Monday-Friday
7:00-6:00 pm w/o noon break

Who May Avail of the Service

Students/parents

What are the Requirements

For students with disciplinary cases:

1. request for gatepass form from the OSD coordinator
- Unavailability of Uniform
1. letter from the IGP

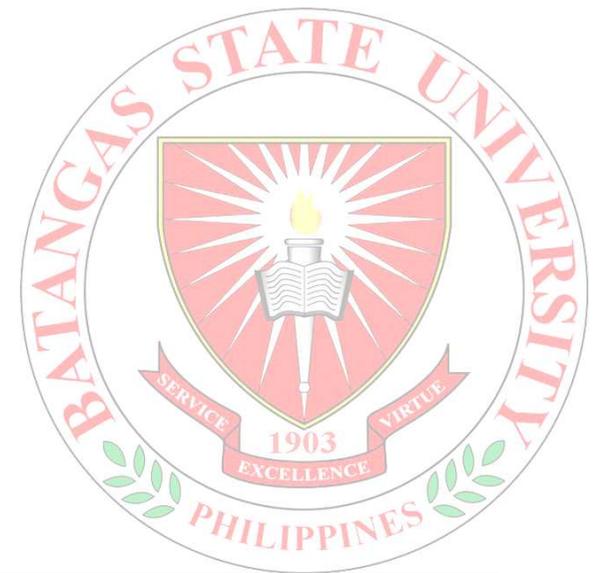
Duration

10 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	a)for students with disciplinary cases) Secure request for gate pass form from the OSD coordinator	OSD Coordinator	2 mins	OSD Coordinator	None	Request for Gate pass form	Filled up request for gate pass duly signed by the OSD Coordinator
	b)for unavailability of uniform Secure letter from the IGP	IGP		IGP Personnel		None	Letter from the IGP

2	Proceed to SOA and present the approved request for gate pass/letter from the IGP	SOA	2 mins	Office Personnel	None	None	Checked and verified request
3	Secure and fill-up the gate pass form	SOA	2 mins	Office Personnel	Gate pass form	None	Filled-up form
4	Submit the filled up Gate pass form and register in the logbook provided	SOA	2 mins	Office Personnel	None	None	Approved and logged
5	Present the gate pass to the Guard on-duty	Security office	2 mins	Security Guard	None	Gate pass slip	Approved request
END OF TRANSACTION							



Lost and Found

Schedule of Availability of Service

January to December

Monday-Friday

7:00-6:00 pm w/o noon break

Who May Avail of the Service

Students

What are the Requirements

For lost items:

1. Ask and fill-up in the logbook provided

For found items:

1. Ask and fill-up in the logbook provided
2. Surrender the items/belongings found

Duration

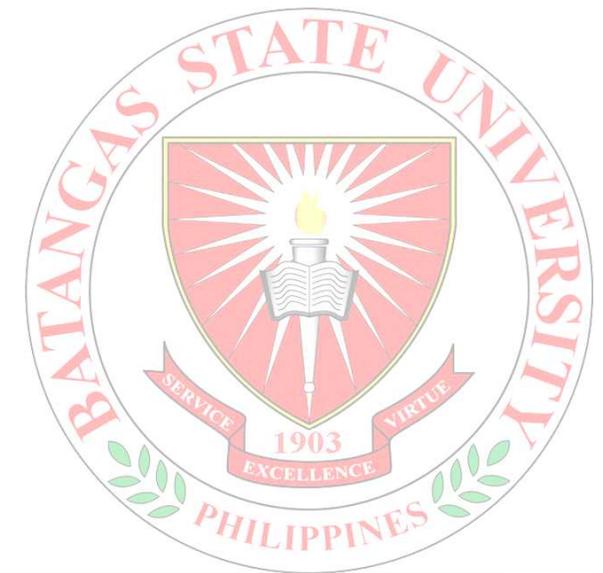
5 minutes

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	Proceed to SOA and Fill up the Lost and Found Logbook	SOA Office	3 mins	SOA Staff	None	None	Filled-up Lost and Found Logbook
2	For Lost items: Wait for the advice of the SOA personnel	SOA	2 mins	Office Personnel	None	None	Duly informed Client
3	For found Items:						Found Items secured by the SOA

	Surrender to the SOA the found items/belongings for safekeeping						for safekeeping
4	Wait for the advice of the *SOA personnel	SOA	2 mins	Office Personnel	None	None	Duly informed client
END OF TRANSACTION							

**the SOA will post announcements regarding lost/found items*



Request for Approval of Posters

Schedule of Availability of Service

January to December

Monday-Friday

7:00-6:00 pm w/o noon break

Who May Avail of the Service

Student Organizations, BSU Offices and Private Companies or Enterprise

What are the Requirements

For student organizations and BSU Offices other than the Offices of the Executive Directors, Vice-Presidents and the University President:

1. Posters

For companies outside BSU:

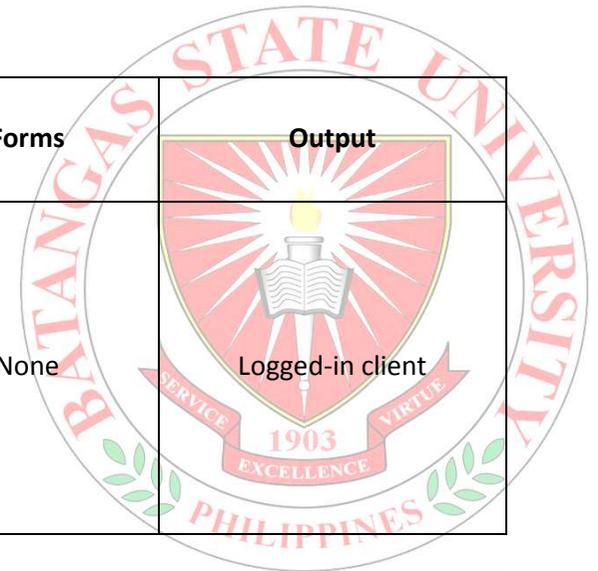
1. Posters

Duration

10 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	For student organizations and BSU Offices other than the Offices of the Executive Directors, Vice-Presidents and the University President: Proceed to SOA and register in the logbook provided	SOA	2 mins	Office personnel	None	None	Logged-in client



2	Submit the posters to the SOA personnel for checking by the Asst. Director of SOA	SOA	4 mins	Office personnel	None	None	Checked/Scrutinized posters
3	Secure the stamp of Approval for Posting	SOA	2 mins	Office personnel	None	None	Posters/announcements marked
4	Once approved, post the notices only on the prescribed areas and bulletin boards	SOA	(Indeterminate)	Office personnel	None	None	Posters on conspicuous areas and bulletin boards
5	Remove the said postings immediately after the activity.	SOA	2 mins	Office personnel	None	None	Up-to-date Bulletin Boards

1	For companies outside BSU without MOA: Proceed to IGP for billeting.	SOA	2 mins	Office personnel	None	None	Logged-in client
2	Submit the posters to the SOA personnel for checking by the Asst. Director of SOA	SOA	5 mins	Office personnel	None	None	Checked/Scrutinized posters
3	Secure the stamp of Approval for Posting	SOA	2 mins	Office personnel	None	None	Posters/announcements marked
END OF TRANSACTION							

* include notices of organizational meetings, assemblies, announcements, job placements, event endorsements, messages and the like provided they are not contrary to law and University policies



Request for Approval of Banners/Tarpaulins

Schedule of Availability of Service

January to December
 Monday-Friday
 7:00-6:00 pm w/o noon break

Who May Avail of the Service

Student Organizations, BSU Offices and Private Companies or Enterprise

What are the Requirements

For student organizations and BSU Offices other than the Offices of the Executive Directors, Vice-Presidents and the University President:

1. Banners/Tarpaulins

For companies outside BSU:

1. Noted Letter of Request Addressed to the University President

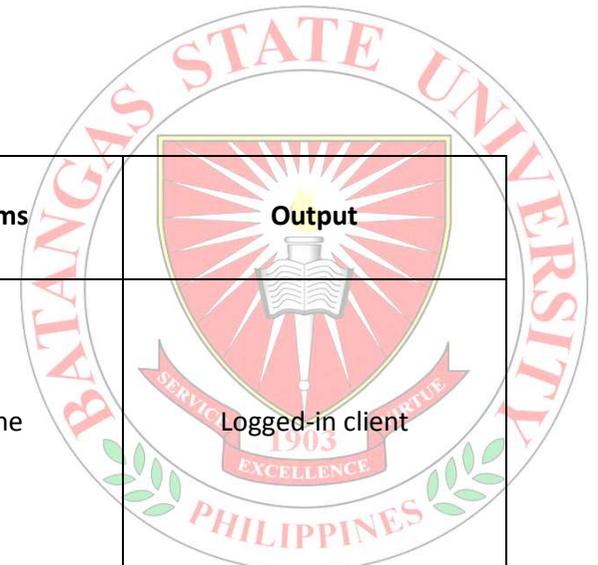
2. Banners/Tarpaulins

Duration

12-17 minutes

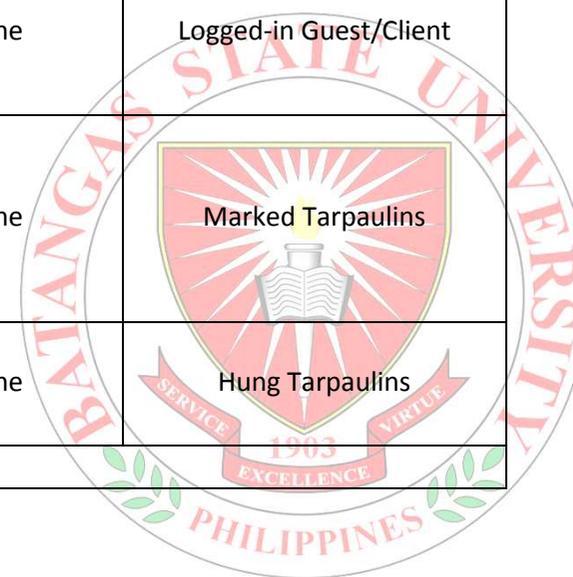
How to Avail Of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	For student organizations and BSU Offices other than the Offices of the Executive Directors, Vice-Presidents and the University President: Proceed to SOA and register in the logbook provided	SOA	2 mins	Office personnel	None	None	Logged-in client



2	Submit the posters to the SOA personnel for checking by the Asst. Director of SOA	SOA	4 mins	Office personnel	None	None	Checked/Scrutinized tarpaulins
3	Secure the stamp of Approval for Display	SOA	2 mins	Office personnel	None	None	Posters/announcements marked
4	Once approved, post the notices only on the prescribed areas and bulletin boards	SOA/ Maintenance Office	4 mins	Office personnel	None	None	Marked Tarpaulins
5	Remove the said banner/tarpaulin immediately after the activity.	SOA	(Indeterminate)	Office personnel	None	None	Tarpaulins hung on conspicuous areas and bulletin boards
1	For companies outside BSU without MOA: Proceed to IGP for billeting.	SOA	3 mins	Office personnel	None	None	Approved Letter of Request
2	Once allowed/noted, proceed to the SOA and register in the logbook provided	SOA	2 mins	Office personnel	None	None	Logged-in Guest/Client
3	Present the request letter and the tarpaulin/s to the SOA personnel for stamping/checking by the Asst. Director of SOA	SOA	2 mins	Office personnel	None	None	Marked Tarpaulins
4	SOA will hand over the tarpaulin/banner for display on campus	SOA	10 mins	Office personnel	None	None	Hung Tarpaulins
END OF TRANSACTION							

****** on –display for maximum of one month only.



Request of Student Organization Adviser/Officer for Certification

Schedule of Availability of Service

January to December
Monday-Friday
7:00-6:00 pm w/o noon break

Who May Avail of the Service

Students and/or Faculty Adviser

What are the Requirements

Request slip, Documentary stamp, Office Record/File

Duration

13 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	Proceed to SOA and request for certificate of Student Organization Advisorship and fill up the request slip provided	SOA	2 mins	Office personnel	None	Request slip Form	Logged-in client
2	Wait if the request is justifiable based from the Office documents available	SOA	5 mins.	Office personnel	None	None	File/records verified
3	Wait while the Certificate is being processed.	SOA	5 mins	Office personnel	None	None	Hard copy of the Certificate requested
4	Release the Certificate	SOA	1 min	Office personnel	None	None	Certificate requested
END OF TRANSACTION							

Request of Accreditation of Student Organization

Schedule of Availability of Service

June to August
Monday-Friday
7:00-6:00 pm w/o noon break

Who May Avail of the Service

Students

What are the Requirements

Properly filled-up Renewal Papers, needed attachments, if any

Duration

2 weeks (1 hour)

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 from the Office of the Student Organizations and Activities Campus Head a hard/soft copy of the forms needed for the application for Renewal/Recognition	SOA	7 mins	Office personnel	None	None	Well-advised/ guided student
2	Present the Communication Letter/Letter of Request for scrutiny/ evaluation and have it noted	SOA	10 mins	Asst. Director, SOA	None	None	Registered student activities
3	Submit to the proper channels/Offices for signing	Other Offices	(Indeterminate)	Other Offices'	None	None	Approved Letter of Request
4	Submit-for-filing a photocopy/copy of the Approved Communication and the Program, if any	SOA	3 mins	Office personnel	None	None	Filed copy of the approved communication
END OF TRANSACTION							

Request for Approval of Student Activities

Schedule of Availability of Service

January-December

Monday-Friday

7:00-6:00 pm w/o noon break

Who May Avail of the Service

Students

What are the Requirements

1. Communication Letter and needed attachments, if any

Duration

20 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	Present the Communication Letter/Letter of Request with required documents for scrutiny/evaluation and have it noted	Office of Student Organizations and Activities	10 mins	Asst. Director, SOA	None	None	Registered student activities
2	Submit to the proper channels/Offices for signing	Other Offices	(Indeterminate)	Other Offices'	None	None	Approved Letter of Request
3	Submit-for-filing a photocopy/copy of the Approved Communication and the Program, if any	Office of Student Organizations and Activities	3 mins.	Office personnel	None	None	Filed copy of the approved communication
END OF TRANSACTION							

Office of the Assistant Director for Student Publication

Profile

The Office of Student Publications (OSP) is the center for campus journalism of Batangas State University. Responsible campus journalism has always been the mantra of the student publication. The activities, events and undertaking of the Office shall be anchored on such philosophy.

Location

Publication Office, 3rd floor, Media Studies and Publication Bldg., GPB Main Campus I, Rizal Avenue, Batangas State University, Batangas City 4200

Contact Details

(043) 980-0385; 980-0387; 980-0392 to 0394 loc. 1147

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	PERSON RESPONSIBLE/OFFICE/LOCATION
1.The Assistant Director stays at the Office of Student Affairs for queries regarding student publication	students, people from printing press	-	8am-5pm	-	-	It will depend on the kind of query or transaction	Assistant Director of Student Publication/Office of Student Affairs and Services
2. Students, faculty members or employees asking for editions of The LATHE will be asked to proceed to the Publication Office at the MSP Bldg. of GPB Main Campus I. Student officers for the day (staffers) will accommodate them at the office.	students, faculty members, employees	-	8am-5pm	-	-	10 minutes (max.)	Students/staffers/Assistant Director/ Office of Student Affairs and Services/Publication Office
3.If a student wants to contribute an article, he/she may approach the The Lethe Staffers for the process of submission which is an online process.	students	article(s)	8am-5pm	-	-	5-10 mins. (online/email)	Assistant Director of Student Publication/Office of Student Affairs and Services

Walk-in Inquiries regarding Student Publication

Schedule of Availability of Service

January to December
Mondays-Fridays
7:00 AM - 6:00 PM

Who May Avail of the Service

Students, people from printing press

What are the Requirements

On-the-spot verbal inquiry with the Office of Student Publication

Duration

Depends on the kind of query

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	Clients will ask their query to the Assistant Director	Office of Student Publication	Depends on the kind of query	Asst. Director, Office of Student Publication	None	None	Client enlightened regarding their inquiry
<p><i>Note: Walk-in clients will be entertained on the spot at the Office of Student Publications</i></p> <p style="text-align: center;">END OF TRANSACTION</p>							



Walk-in clients asking for copy(ies) of The LATHE

Schedule of Availability of Service

January to December
Mondays-Fridays
7:00 AM - 6:00 PM

Who May Avail of the Service

Students, faculty members, employees, guests

What are the Requirements

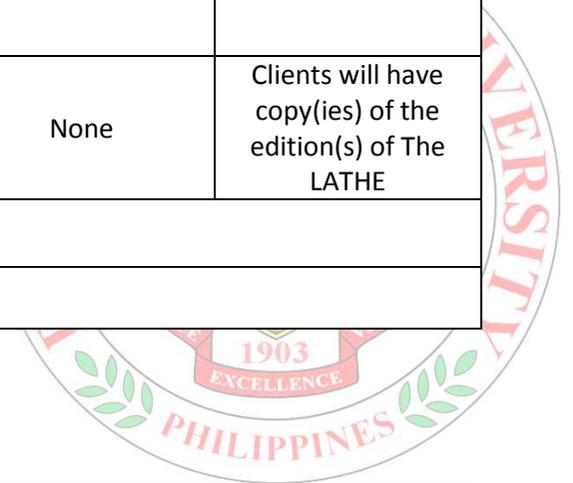
Editions of The LATHE

Duration

10 mins. (max.)

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	Clients will ask for copy(ies) of editions of The LATHE	Office of Student Publication	10 mins. (max.)	Asst. Director, Office of Student Publication; staffers of The LATHE	None	None	Clients will have copy(ies) of the edition(s) of The LATHE
<i>Note: Walk-in clients will be entertained on the spot at the Office of Student Publications</i>							
END OF TRANSACTION							



Contribution of article(s)

Schedule of Availability of Service

January to December
Mondays-Fridays
7:00 AM - 6:00 PM

Who May Avail of the Service

Students

What are the Requirements

Article(s)

Duration

5-10 mins. (online/email)

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	Student wants to contribute an article	Office of Student Publication	5-10 mins. (online/email)	Asst. Director, Office of Student Publication and staffers of The LATHE	None	None	Article (submitted online via email)
<p><i>Note: Walk-in clients will be entertained on the spot at the Office of Student Publications</i></p>							
END OF TRANSACTION							



Office of the Assistant Director for Testing and Admission

Profile

We are an academic support group that provides effective admission and testing services designed to support and promote the university's vision and mission of academic excellence.

Location

Bldg. opposite Guard House (main gate)

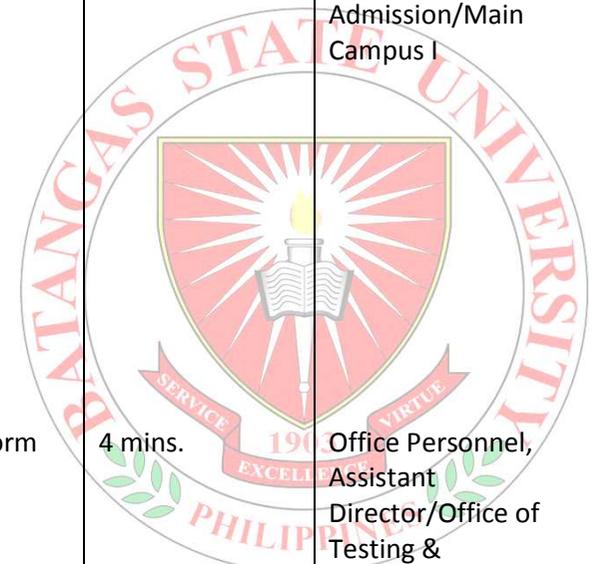
Contact Details

(043) 980-0385; 980-0387; 980-0392 to 0394 local 1148

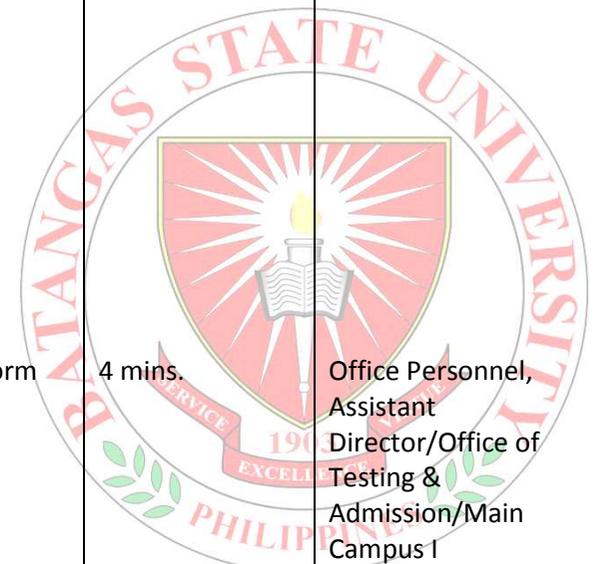
Email Address: tao.batstateu@gmail.com

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
1. Disseminate information and accommodate inquiries from the public about Testing and Admission.	Parents, Students, Faculty, Non-Faculty, Public	None	Scheduled visit to High Schools	None	Tarpaulin, Flyers and Brochures	2 – 6 mins.	Office Personnel, Assistant Director/Office of Testing & Admission/Main Campus I
2. Give application form to applicants.	Students, Faculty, Non-Faculty, Public	None	Monday to Friday 7:00 AM – 6:00 PM	None	Application Forms	3 mins	Office Personnel, Assistant Director/Office of Testing & Admission/Main Campus I
3. Accept filled up application form and schedule the examination.	Students, Faculty, Non-Faculty, Public	A. Pre-elementary and Elementary Applicants 1. Filled-up application form 2. Original and photocopy of	Monday to Friday 7:00AM-6:00PM	Testing Fee	Application form for entrance examination	7 mins.	Office Personnel, Assistant Director/Office of Testing &

		<p>NSO authenticated Birth Certificate.</p> <p>3. Two (2) recent copies of "2x2" I.D. pictures with applicant's signature at the back.</p> <p>4. Non-refundable testing fee of P250.00.</p> <p>5. <i>For transferees</i>, Certification of grades in Math, Science, English, & Filipino having a final grade of 83% and above in their previous grade level_____ signed by the school Principal/Registrar.</p>					Admission/Main Campus I
		<p>B. Grade 7 Applicants</p> <p>1. Filled-up application form</p> <p>2. Certified true copy and photocopy of Report Card in previous grade level.</p> <p>3. Average grade of 80% and above in Math, Science, English & Filipino in the previous grade level.</p> <p>4. Two (2) recent copies of "2x2" I.D. pictures with applicant's signature at the back.</p> <p>5. Non-refundable testing fee of P250.00</p>	Monday to Friday 7:00 AM – 6:00 PM	Testing Fee	Application form for entrance examination	4 mins.	Office Personnel, Assistant Director/Office of Testing & Admission/Main Campus I
		<p>C. College Applicants</p> <p>1. Filled-up application form For BSU Admission Test.</p> <p>2. Certified true copy of grades</p>	Monday to Friday 7:00AM-6:00PM	Testing Fee	Application form for entrance examination	4 mins.	Office Personnel, Assistant Director/Office of Testing &



		<p>in Math, Science, English & Filipino from 1st yr. to 3rd yr. high school or original and photocopy of Report Card if graduated from high school.</p> <p>3. Two (2) recent copies of “2x2” I.D. pictures with applicant’s signature at the back.</p> <p>4. Non-refundable testing fee of P250.00.</p> <p>5. English Placement Test Fee P100.00.</p>					Admission/Main Campus I
		<p>D. Transferees</p> <p>1. Transferee/ Shifter Evaluation Form.</p> <p>2. Filled-up application form for BSU Admission Test.</p> <p>3. Transcript of Records or certification of grades signed by the University or College Registrar.</p> <p>4. Two (2) recent copies of “2x2” I.D. pictures with applicant’s signature at the back.</p> <p>5. Non-refundable testing fee of P250.00.</p>	Monday to Friday 7:00 AM – 6:00 PM	Testing Fee	Application form for entrance examination	4 mins.	Office Personnel, Assistant Director/Office of Testing & Admission/Main Campus I
		<p>E. Graduate School & College of Law Applicants</p> <p>1. Filled-up application form for BSU Admission Test.</p> <p>2. Two (2) recent copies of “2x2” I.D. pictures with</p>	Monday to Friday 7:00 AM – 6:00 PM	Testing Fee	Application form for admission examination	4 mins.	Office Personnel, Assistant Director/Office of Testing & Admission/Main Campus I



		applicant's signature at the back. 3. Non-refundable testing fee of P250.00.					
4. Release of notice of passing and EPT result.	applicants	❖ Notice of passing	Monday – Friday 7:00 AM – 6:00 PM	None	<ul style="list-style-type: none"> ● Notice of passing ● EPT result form 	12 mins. / student	Office Personnel, Assistant Director/Office of Testing & Admission/Main Campus I
5. Issuance of admission slip for registration	applicants	<ul style="list-style-type: none"> ❖ Notice of Passing ❖ Receipt of reservation fee 	Monday – Friday 7:00 AM – 6:00 PM	Reservation fee	Admission Slip for registration	5 mins./ student	Office Personnel, Assistant Director/Office of Testing & Admission/Main Campus I
END OF TRANSACTION							



Disseminate Information and Accommodate Inquiries from the Public about Testing and Admission

Schedule of Availability of Service

Monday-Friday
7:00 AM-6:00 PM

Who May Avail of the Service

Students, Faculty, Public

What are the Requirements

- a. letter of request

Duration:

2-6 mins.

How to Avail of the Services

Step	Applicant/Client Activity	Service Provided	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form*	Output
1	Read announcement through posted tarpaulin	Post tarpaulin of Announcement on Testing and Admission. Distribute flyer.	5 mins.	TAO Personnel	None	None	Tarpaulin posted. Announcement letter to principal. Flyers given out.
2	Inquire and secure application form.	Distribute application form.	10 mins.	TAO Personnel	None	Application Form	Application form given out.
3	Inquire to the office personnel	Accommodates client query	2-5 mins	Office Personnel	None	None	Attended inquiries from the public
4	Know the steps and procedures depending on the nature of the inquiry	Provide instruction and procedures step by step	2-5 mins	Office Personnel	None	None	Properly disseminated information
END OF TRANSACTION							

Give Application Form to the Public

Schedule of Availability of Service

Monday-Friday
7:00 AM-6:00 PM

Who May Avail of the Service

Students, Faculty, Public

What are the Requirements

NONE

Duration:

3 mins.

HOW TO AVAIL OF THE SERVICES

Step	Applicant/Client Activity	Service Provided	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form*	Output
1	Secure application form.	Give application form	1 min.	TAO Personnel	None	Pre-Elem./ Elem./Grade 7/ College Application form	Application forms given out.
2	Inquire what to do.	Instruct clients to fill-up application form and comply with the needed documents	2 mins	TAO Personnel	None	Pre-Elem./ Elem./Grade 7/ College Application form	Fully understood requirements and filling up process.
END OF TRANSACTION							

Accept Filled – Up Application Form and Schedule of Examination

Schedule of Availability of Service

Monday-Friday
7:00 AM-6:00 PM

Who May Avail of the Service

Students, Faculty, Public

What are the Requirements

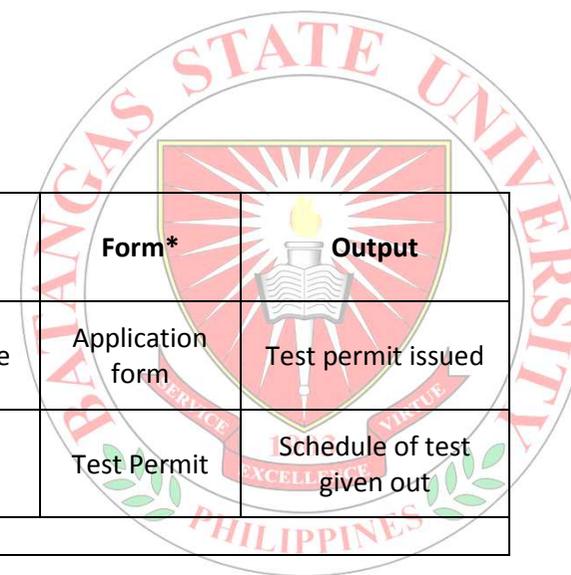
- a. Requirements of Pre-Elem/Elem student applicants
- b. Requirements for Grade 7 student applicants
- c. Requirements for College student applicants
- d. Requirements for transferee student applicants
- e. Requirements for shifter student applicants
- f. Requirements for Graduate School & college of law applicants

Duration

7 mins.

How to Avail of the Services

Step	Applicant/Client Activity	Service Provided	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form*	Output
1	Submits fill up application form with all the requirements	Accepts & evaluates submitted application form Ask for testing fee receipt	5 mins.	TAO Personnel	Testing fee	Application form	Test permit issued
2	Ask for the date of examination	Schedule the examination	2 mins	TAO Personnel	None	Test Permit	Schedule of test given out
END OF TRANSACTION							



Release Notice of Passing and EPT Result

Schedule of Availability of Service

Monday-Friday
7:00 AM-6:00 PM

Who May Avail of the Service

Student applicants

What are the Requirements

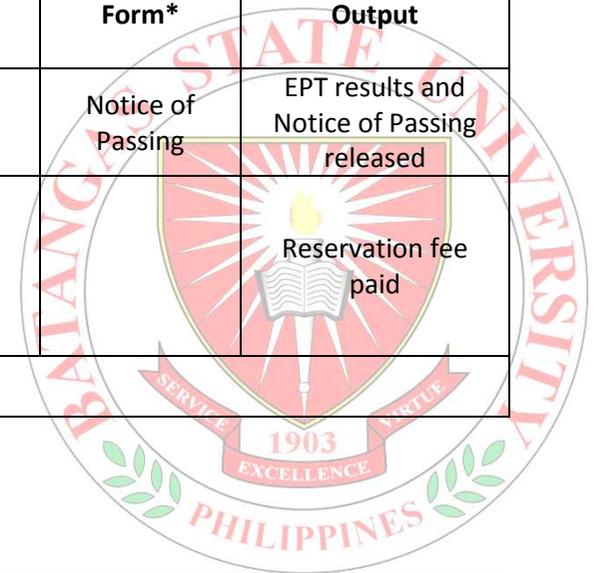
Test Permit

Duration:

12 mins./student applicants

How to Avail of the Services

Step	Applicant/Client Activity	Service Provided	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form*	Output
1	Presents test permit	Checks name if listed in the list of qualifiers Releases EPT result	10 mins.	TAO Personnel	None	Notice of Passing	EPT results and Notice of Passing released
2	Releases the EPT result and notice of passing	Inform non-passers that they will take Eng 100 Advise qualified applicants to pay the reservation fee at the Cashier of Php 1000.00	2 mins	TAO Personnel			Reservation fee paid
END OF TRANSACTION							



Issuance of Admission Slip for Registration

Schedule of Availability of Service:

Monday-Friday
7:00 AM-6:00 PM

Who May Avail of the Services

Qualified Student applicants

What are the Requirements

Notice of Passing/
Receipt of reservation fee

Duration

5 mins./student applicants

How to Avail of the Services

Step	Applicant/Client Activity	Service Provided	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form*	Output
1	Presents notice of passing	Checks notice of passing for the reservation fee receipt Issue admission slip for registration	5 mins.	TAO Personnel	Reservation fee	Admission Slip for Registration	Admission Slip for registration released
END OF TRANSACTION							



Office of the Director for Sports and Development Program

Profile

The Office of Sports Development Program is responsible in the development and implementation of the University's, policies and plan through recruitment and training of varsity athletes to represent BatStateU in different competitions and other prestigious tournaments and invitation in different levels. One of the offices concerned is also to support the student activities, development and program especially in the field of sports, recreation and physical development. As such, it provides leadership among sports heads, coordinators, coaches, trainers, officials, athletes and students during sports events and activities, and in participation in local, regional, national and international meets. It also aims to establish linkages with different associations to improve the sports program of the university.

Location

Batangas State University
2nd Floor, Gov. Feliciano "Sanoy" Leviste Gymnasium, Pablo Borbon Main Campus I, Batangas City

Contact Details

(043) 980-0385; 980-0387; 980-0392 to 0394 local 1146

keviajnr@yahoo.com.ph

sports_cultural@batstate-u.edu.ph

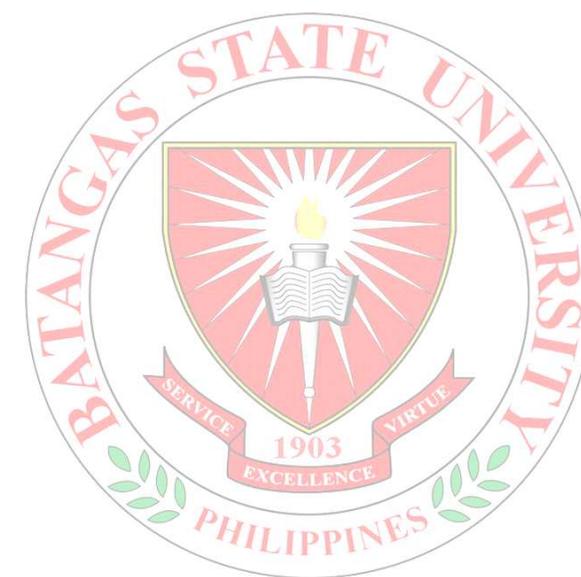
FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
1. Disseminate information regarding Sports Scholarship program.	Students, Faculty and Publics	None	Year round Monday-Friday 7:00 am – 5:00 pm	None	Flyers Tarpaulins	Every semester Twice a month 2 hrs/day	Office Personnel, Asst. Director/Office of Sports development Program/Main Campus I
2. Conduct try-outs for students' athletes in sports.	Old and New Students	Registration Form Health Certificate Parental Waiver	Monday-Friday 4:00 pm – 6:00 pm	None	Recommendation Form Health Certificate Parental Waiver	2 hours/day	Asst. Director, Heads, Coordinators, Coaches and Trainers/Office of Sports Development Program/ by Campuses & Main Campus I

3. Answer queries about Sports programs and activities.	Students, Faculty and Publics	None	Monday-Friday 7:00 am – 6:00 pm	None	None	4-10 mins.	Office Personnel, Asst. Director/Office of Sports development Program/Main Campus I
4. Give scholarship application form to qualified athletes.	Athletes who qualified in try-outs	NSO, 4 pcs. 2x2 pictures, Report of Grades, Certification of passing the try-outs	Monday-Friday 8:00 am – 5:00 pm	None	Statement of Commitment Form Certification for passing the try-outs	5-10 mins.	Office Personnel, Asst. Director/Office of Sports development Program/School/College Dean of the applicants & scholarship Office/ Main Campus I
5. Give application forms to athletes who will avail for the continuance of their scholarship	Athletes who will avail for the continuance of their scholarship	NSO, 4 pcs. 2x2 pictures, Report of Grades of the previous semester with no failing grades & dropped.	Monday-Friday 8:00 am – 5:00 pm	None	Statement of Commitment Form Certification for Continuance	5-10 mins.	Office Personnel, Asst. Director/Office of Sports development Program/School/College Dean of the applicants & scholarship Office/ Main Campus I
6. Accept filled-up application form for scholarship.	Athletes	None	Monday-Friday 8:00 am – 5:00 pm	None	Statement of Commitment Form Certification for Continuance Certification for Availing Scholarship	5-10 mins.	Office Personnel, Asst. Director/Office of Sports development Program/Main Campus I
7. Conduct in-house and regular campus training for sports.	Varsity Athletes, Coaches and Officials	Health and Parental Waiver	In-House training University-wide Twice a year Regular campus training by campuses Three times a week	None None	None None	Every day 8 hrs/day 2 hrs/day	Office Personnel, Asst. Director, Heads, Coordinators, Coaches and Trainors/Office of Sports Development Program/ by Campuses and Main Campus I

8. Participate in Sports Competition/Tournament in all levels.	Varsity Athletes, Coaches and Officials	NSO, 4 pcs. 2x2 pictures, Registration form, Report of grades (TOR) Health & Parental Waiver Certification form if Graduating	Year Round USCAA, BCSAM SCUAA Regional & National Olympics STCAA, UCCL Private Local, Regional and National	None	None	As scheduled 8 hrs/day	Office Personnel, Asst. Director, Heads, Coordinators, Coaches and Trainers/Office of Sports Development Program/ by Campuses and Main Campus I
9. Give necessary documents and files needed by different colleges during accreditations and other government agencies and students' organization	Employees, Faculty, Students, Government agency and Public	None	Monday-Friday 8:00 am – 5:00 pm	None	Letter of Request	10-30 mins.	Office Personnel, Asst. Director/Office of Sports development Program/Main Campus I
10. Conduct activities in physical fitness, recreation and wellness for faculty and employees of the university.	Employees and Faculty	Health Certificate	Every campuses Two–three times a week 5:00-7:00 pm	None	Dissemination Letter Health Certificate	2 hrs./day	Office Personnel, Asst. Director, Heads, Coordinators, Coaches and Trainers University Physician/Office of Sports Development Program/ by Campuses and Main Campus I
11. Conduct try-outs for faculty and employees in sports when it is necessary	Employees and Faculty	Health Certificate	Every campuses Monday-Friday 5:00-6:00 pm	None	Dissemination Letter Health Certificate	1 hr./day	Asst. Director, Heads, Coordinators, Coaches and Trainers/Office of Sports Development Program/ by Campuses and Main Campus I



12. Disseminate information regarding athlete's try-out for sports program.	Students and Faculty	None	Year round Monday-Friday 7:00 am – 5:00 pm	None	Flyers Tarpaulins	Every semester Twice a month 2 hrs/day	Office Personnel, Asst. Director/Office of Sports development Program/by Campuses and Main Campus I
13. Assist and Encourage varsity Athletes to Conduct Sports Club/Association	Students and Faculty	Constitution and By-Laws of the Club/Association List of Officers, Members and Advisers	Year round Monday-Friday 4:00 am – 6:00 pm	None	Health Certificate Parental Waiver Membership Form	Every semester 2 hrs/day	Office Personnel, Asst. Director, Heads, Coordinators, Coaches and Trainers/Office of Sports Development Program/ by Campuses and Main Campus I



Disseminate Information Regarding Sports Scholarship Program

Schedule of Availability of Service

January to December
 Monday-Friday
 8:00 am – 5:00 pm without noon break

Who May Avail of the Service

Student, Faculty, Public

What are the Requirements

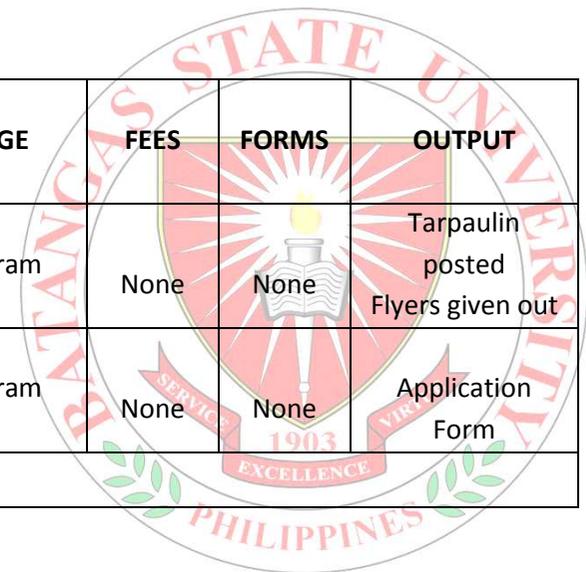
None

Duration

Every Semester / Twice a Month
 2 hrs/day

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	Read announcement through posted tarpaulin and distribute flyers	Post Tarpaulin of announcement on Sports Scholarship Programs and distribute flyers.	5 mins.	Office of Sports Development Program Personnel	None	None	Tarpaulin posted Flyers given out
2	Inquire and secure application form	Distribute application form	10 mins.	Office of Sports Development Program Personnel	None	None	Application Form
END OF TRANSACTION							



Answer Queries about Sports Activities

Schedule of Availability of Service

January to December
 Monday-Friday
 8:00 am – 5:00 pm without noon break

Who May Avail of the Service

Student, Faculty, Public

What are the Requirements

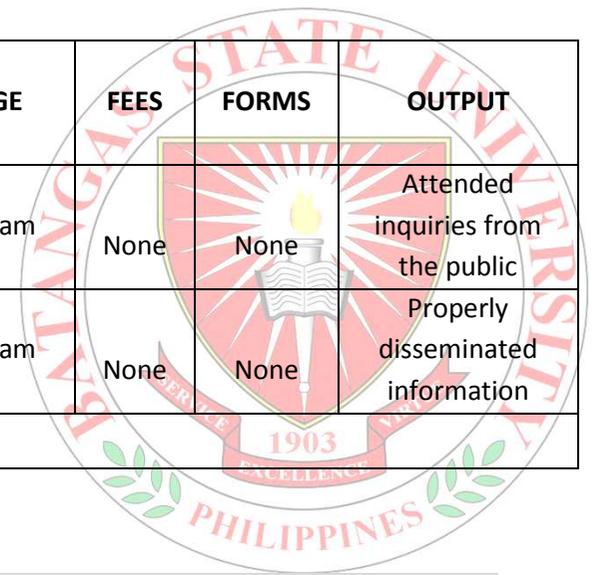
None

Duration

4-10 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	State the inquiry to the Office Personnel	Entertain the client inquiries about the office gym utilization, documents regarding sports.	5 mins.	Office of Sports Development Program Personnel	None	None	Attended inquiries from the public
2	Verify the next steps depending on the nature of the inquiry	Explain fully what to do	2-5 mins.	Office of Sports Development Program Personnel	None	None	Properly disseminated information
END OF TRANSACTION							



Conduct Try-Outs for Sports Program

Schedule of Availability of Service

January to December

Monday-Friday

8:00 am – 5:00 pm without noon break

Who May Avail of the Service

Old and New Students

What are the Requirements

Registration Form & Medical Certificate

Duration

2 hours

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	Inquire the scheduled try-outs in the different sports discipline	Announce/ Post scheduled of try-outs with require requirements	2-5 mins.	Office of Sports Development Program Personnel	None	Recommendation Form/Health and Parental Waiver	Fully understood the requirements and scheduled of try-outs
2	Participate in the scheduled try-outs conducted by trainers and coaches	Conduct a series of try-outs	2-4 hours	Trainers & Coaches in different Sports Events	None	Recommendation Form/Health and Parental Waiver	Students Participated
3	Read announcement posted on bulletin board of the list of names who the passed the try-outs	Post on the bulletin board the list of name who passed the try-outs	2-5 mins.	Office of Sports Development Program Personnel	None	Recommendation Form/Health and Parental Waiver	Giving certification of passing to qualifiers
END OF TRANSACTION							

Give Application Form to Qualified Athletes

Schedule of Availability of Service

January to December
Monday-Friday
8:00 am – 5:00 pm without noon break

Who May Avail of the Service

Athletes who qualified in try-outs

What are the Requirements

NSO-Authenticated Birth Certificate, 4 pcs. (2x2) pictures, Report of Grades, Certification of Passing the Try-outs

Duration

5-10 minutes

How to Avail of the Service

Step	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN-CHARGE	FEES	FORMS	OUTPUT
1	Secure application form	Give application form	2-5 mins.	Office of Sports Development Program Personnel	None	Statement of Commitment/ Certification for Passing the try-outs	Application forms given out
2	Inquire what to do	Explain the terms and condition stated in the Statement of Commitment Explain how to fill-up application form and to comply with the requirements	5-10 mins.	Office of Sports Development Program Personnel	None	Statement of Commitment Certification for Availing Scholarship	Fully understood the terms and conditions, requirements and filling-up process
END OF TRANSACTION							

Give Application Forms to Athletes who will Avail for the Continuance of their Scholarship

Schedule of Availability of Service

January to December
Monday-Friday
8:00 am – 5:00 pm without noon break

Who May Avail of the Service

Athletes who will avail for the continuance of their Scholarship

What are the Requirements

NSO-Authenticated Birth Certificate, 4 pcs. (2x2) pictures, Report of Grades of the previous semester with no failing grades

Duration

5-10 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 application form	Give application form	2-5 mins.	Office of Sports Development Program Personnel	None	Statement of Commitment/ Certification for Passing the Try-outs	Application forms given out
2	Inquire what to do	Explain the terms and condition stated in the Statement of Commitment Explain how to fill-up application form and to comply with the requirements	5-10 mins.	Office of Sports Development Program Personnel	None	Statement of Commitment Certification for Continuance of Scholarship	Fully understood the terms and conditions, requirements and filling-up process
END OF TRANSACTION							

Accept Filled-up Application Form

Schedule of Availability of Service

January to December
 Monday-Friday
 8:00 am – 5:00 pm without noon break

Who May Avail of the Service

Athletes

What are the Requirements

NSO-Authenticated Birth Certificate, 4 pcs. (2x2) pictures, Report of Grades of the previous semester with no failing grades

Duration

5-10 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 filled-up application form	Accept and evaluates submitted application form	2-5 mins.	Office of Sports Development Program Personnel	None	Statement of Commitment/ Certification for Availing or Continuance	Application filled
2	Present Report of Rating during the previous semester (Old Members)	Evaluate the Grades with no failing grades and dropped	5-10 mins.	Office of Sports Development Program Personnel	None	Report of Rating	Properly Evaluated
3	Inquire what to do	Inform the athletes and performers regarding their training, practices, tune-up games, and competition.	5-10 mins.	Office of Sports Development Program Personnel	None	None	Fully explained the scheduled of sports activities
END OF TRANSACTION							

Conduct In-House Training and Regular Training by Campuses

Schedule of Availability of Service

January to December

Monday-Friday

8:00 am – 5:00 pm without noon break

Who May Avail of the Service

Varsity Athletes

What are the Requirements

Health and Parental Waiver

Duration

Regular Training by Campuses – 2 hours

In-House Training / Everyday – 8 hours/day

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 Health and Parental Waiver	Give Health and Parental Waiver forms	2-5 mins.	Office of Sports Development Program Personnel	None	Health and Parental Waiver	Forms given out
2	Secure Letter of Excuse	Give Letter of Excuse	2-5 mins.	Office of Sports Development Program Personnel	None	Letter of Excuse	Excuse Letter given out
3	Inquire what to do	Inform the venues, dates, time of the in-house and regular training. Tell the things to bring and inform the house rules during the in-house and regular training.	1 hour	Office of Sports Development Program Personnel	None	None	Fully explained the information regarding the training
END OF TRANSACTION							

Participate in Sports Competition/Tournament in All Levels

Schedule of Availability of Service

January to December
Monday-Friday
8:00 am – 5:00 pm without noon break

Who May Avail of the Service

Varsity Athletes

What are the Requirements

NSO-Authenticated Birth Certificate, 4 pcs. (2x2) pictures, Report of Grades, Registration Form, Health & Parental Waiver

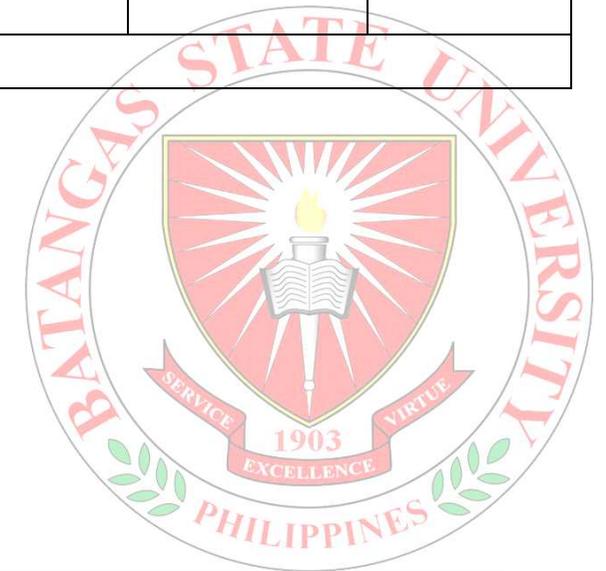
Duration

As per Scheduled
8 hours / day

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 Health & Parental Waiver	Give Health and Parental Waiver	2-5 mins.	Office of Sports Development Program Personnel	None	Health and Parental Waiver	Forms given out
2	Submit the required credentials	Accept requirements needed	5-10 mins.	Office of Sports Development Program Personnel	None	NSO, 4pcs. (2x2) pictures, Registration Form, Report of Grades (TOR), Health and Parental Waiver Certification Form if Graduating	Properly check and sort out the credentials

3	Secure Letter of Excuse	Give Letter of Excuse	2-5 mins.	Office of Sports Development Program Personnel	None	Letter of Excuse	Excuse Letter given out
4	Participate in the Different Scheduled Games and Tournament	Participating/competing in the different Sports Competition and Tournament. USCAA, BCSAM SCUAA Regional & National Olympics STCAA, UCCL Private Local, Regional and National	As Scheduled 8 hrs./day	Office of Sports Development Program Personnel	None	None	Participated in the different Sports Competition and Tournament
5	Inquire what to do	Give the dates, venue, time, events and schedule of Competition and Tournament	30 mins.	Office of Sports Development Program Personnel	None	Letter of Excuse	Fully inform the Information
END OF TRANSACTION							



Disseminate Information Regarding Athletes' Try-out for Sports

Schedule of Availability of Service

January to December
 Monday-Friday
 7:00 am – 5:00 pm without noon break

Who May Avail of the Service

Student, Faculty

What are the Requirements

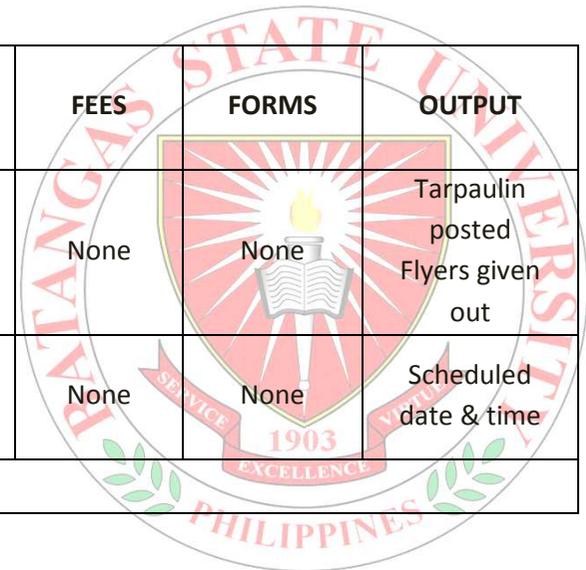
None

Duration

Every Semester / Twice a Month
 2 hrs/day

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	Read announcement through posted tarpaulin and distribute flyers	Post Tarpaulin of announcement on Sports Try-out Programs and distribute flyers.	5 mins.	Office of Sports Development Program Personnel	None	None	Tarpaulin posted Flyers given out
2	Inquire and get the scheduled time and date of try-out	Distribute scheduled time & date of try-out	10 mins.	Office of Sports Development Program Personnel	None	None	Scheduled date & time
END OF TRANSACTION							



Provide Documents Needed for Accreditation & Others Similar Purposes

Schedule of Availability of Service

January to December
Monday-Friday
8:00 am – 5:00 pm without noon break

Who May Avail of the Service

Different College/Department
Government Agencies
Students' Organization

What are the Requirements

None

Duration

Everyday
8 hrs/day

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	Inquire and submit letter of request approved by their respective immediate supervisor or its equivalent.	Seek out documents needed by the clients.	10-30 mins. Or Maximum of one day depending the volume of documents needed	Office of Sports Development Program Personnel	None	None	Documents needed by the clients
2	Securing or the request document	Releasing of document needed	2 mins.	Office of Sports Development Program Personnel	None	None	Documents needed by the clients
END OF TRANSACTION							

Conduct Activities for Physical Fitness, Recreation and Wellness for Faculty & Employees of the University

Schedule of Availability of Service

Every Campuses
 January to December
 Monday-Friday
 5:00 pm – 7:00 pm

Who May Avail of the Service

Employees
 Faculty

What are the Requirements

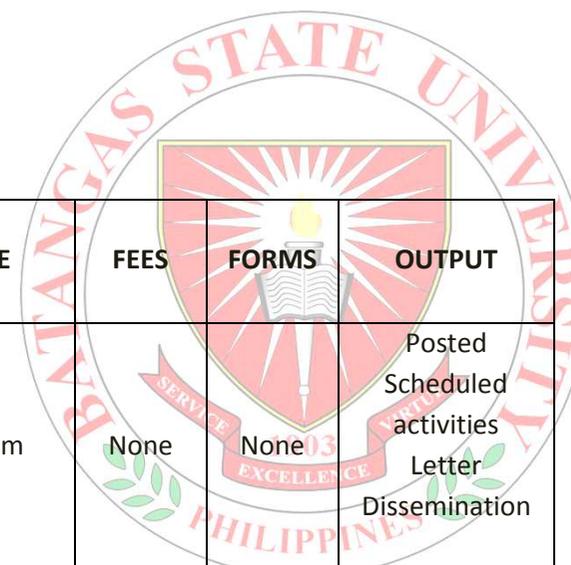
Health Certificate

Duration

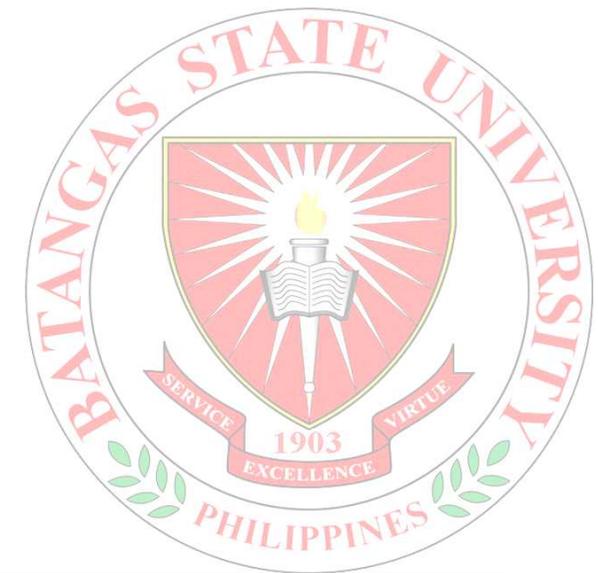
2-3 times a week
 2 hrs/day

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	Read announcement through posted scheduled of activities and approved letter of dissemination.	Make a letter of request regarding the activities. Post announcement of the activities.	5 mins.	Office of Sports Development Program Personnel	None	None	Posted Scheduled activities Letter Dissemination



2	Securing medical certificate approved by the University Physician	Checking the medical certificate of the client if he/she is fit to the activities	2 mins.	Office of Sports Development Program Personnel	None	None	Medical Certificate
3	Participation to the program and activities fitted to them.	Providing appropriate activities and program that applicable to all clients without compromising there health condition.	At least 30 minutes – two hours per session.	Office of Sports Development Program Personnel	None	None	Appropriate Activities
END OF TRANSACTION							



Conduct Try-Outs for Faculty & Employees When it is Necessary

Schedule of Availability of Service

Every Campuses
January to December
Monday-Friday
5:00 pm – 6:00 pm

Who May Avail of the Service

Employees
Faculty

What are the Requirements

Health Certificate

Duration

1 hour/day

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	Read announcement at bulletin board and letter of dissemination	Post of announcement on Sports Try-out Programs and disseminate information	5 mins.	Office of Sports Development Program Personnel	None	None	Announcement posted Disseminate information
2	Inquire and get the scheduled time and date of try-out	Provide scheduled time & date of try-out fitted after their office hours and classes.	5 mins.	Office of Sports Development Program Personnel	None	None	Scheduled date & time

3	Participation to the scheduled try-outs for faculty and employee.	Provide necessary materials equipment and supplies and availability of venues and also by providing essential personal health needs and safety of the clients.	At least 30 minutes – one hour per session.	Office of Sports Development Program Personnel	None	None	Effective & Appropriate selection of Faculty & Employees/ Players
END OF TRANSACTION							



Assist & Encourage Varsity Athletes to Organize Sports Club/Association

Schedule of Availability of Service

Every Campuses
January to December
Monday-Friday
4:00 pm – 6:00 pm

Who May Avail of the Service

Students
Faculty

What are the Requirements

Health Certificate, Parental Waiver, Membership Form
Constitution and By-Laws

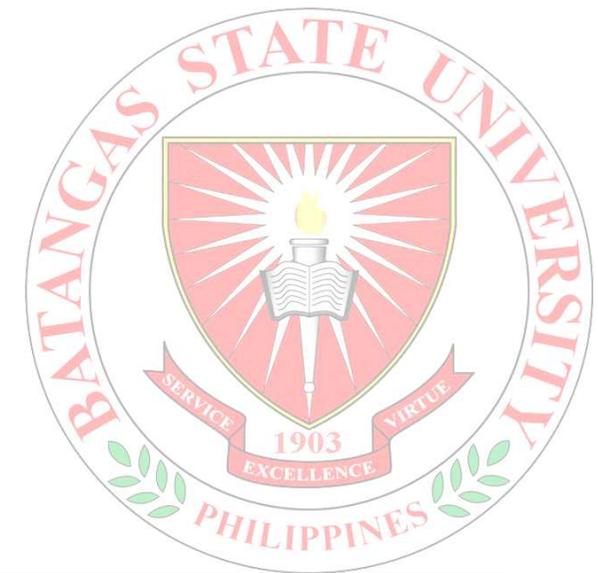
Duration

Every Semester
2 hours/day

How to Avail of the Service

Step	APPLICANT/CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN-CHARGE	FEES	FORMS	OUTPUT
1	Read announcement through posted tarpaulin and distribute flyers	Post Tarpaulin of announcement regarding to the organization of Sports Varsity club/association and distribute flyers.	5 mins.	Office of Sports Development Program Personnel	None	None	Tarpaulin posted Flyers given out
2	Inquire and get the details of the activities.	Provide necessary information regarding the details of the activity	5 mins.	Office of Sports Development Program Personnel	None	None	Detailed information

3	Organized and participate in the formulation of association/club.	Assist and provide the necessary documents in formulating their club/associations.	At least 30 minutes – One hour per session.	Office of Sports Development Program Personnel	None	None	Effective Sports Club/Association
END OF TRANSACTION							



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

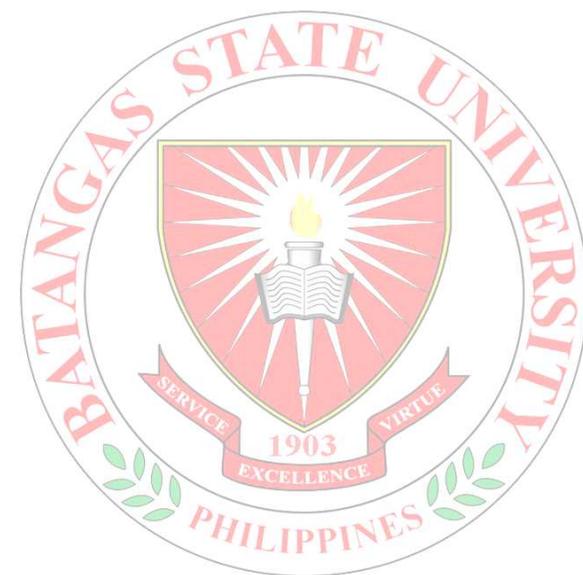
Contact Details

(043) 980-0385; 980-0387; 980-0392 to 0394 local 1146

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

				With noon break Monday-Friday, 8:00am-5:00pm With noon break (Extension Campuses)				
3	Conducting try-outs of auditions and trainings of Cultural groups	Old and new students	Registration form, Health Certificate and Parental Waiver	Monday-Friday, 4:00pm-6:00pm Saturday 8:00am-5:00pm	None	Recommendation Form, Health Certificate and Parental Waiver	8 hours	Cultural and Arts Staff/ Cultural and Arts Office/Choreographers and Trainors of Different Cultural groups by campus
4	Issuance of application form to qualified performers.	Students who are qualified in the auditions	NSO, 4 pcs. pictures (2x2) Reports of Grades, Certification of passing the audition	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	None	Statement of Commitment Form and Certification of Passing	5-10 mins	Cultural and Arts Staff/ Cultural and Arts Office
5	Issuance of application form to performers who will avail for the continuance of their scholarship	Performers who will avail for the continuance of their Scholarship	NSO, 4 pcs. (2x2) Reports of Grades of the previous semester	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	None	Statement of Commitment Form and Certification for Continuance	5-10 mins.	Cultural and Arts Staff/ Cultural and Arts Office/ School/College Dean of the applicants and Scholarship and Financial Assistance Office
6	Receiving of completely filled up application form	Performers	Statement of Commitment Form, Certification for Availing Certification for Continuance	Monday – Friday 8:00 am – 5:00 pm	None	Statement of Commitment Form, Certification for Availing Certification for Continuance	5-10 mins.	Cultural and Arts Staff/ Cultural and Arts Office

7	Conducting of in house training	Performers , Trainers and Officials	Health and Parental Waiver	In – house Training by Campus (Three times a week) In-house training university-wide (Twice a year)	None	Health and Parental Waiver	Every Day 8 hrs	Cultural and Arts Staff/ Cultural and Arts Office/Heads/ Coordinators, Officials, Coaches and Trainers
8	Participation in Cultural Competitions and programs in all levels.	Performers	NSO, 4 pcs. (2x2) pictures, Registration Form, Reports of Grades, TOR, Health and Parental Waiver and Certificate Form if Graduating Students	Year Round USCAA SCUAA IV-A&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	None	Health and Parental Waiver and Certificate Excuse letter	As Scheduled	Cultural and Arts Staff/ Cultural and Arts Office/Heads/ Coordinators, Officials, Coaches and Trainers



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

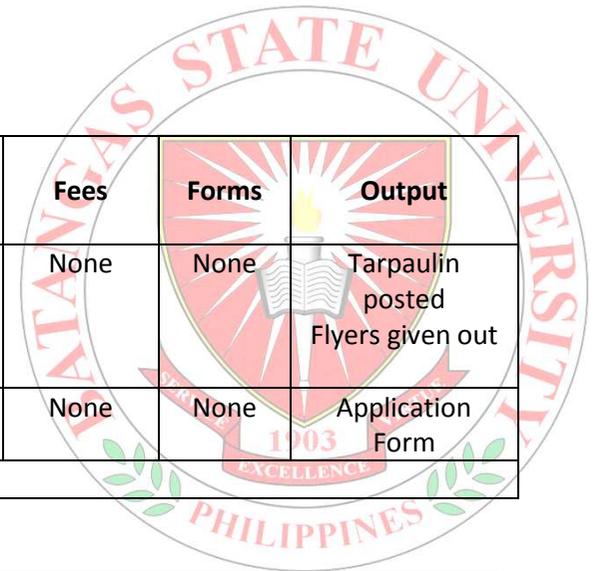
Duration

Every Semester / Twice a Month

2 hrs/day

How to Avail of the Services

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

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	State the inquiry to the Office Staff	Answers and explains matters clearly & politely	5 mins	Cultural and Arts Staff/ Cultural and Arts Office	None	None	Queries answered and cultural and arts matters well explained
2	Verify the next steps depending on the nature of the inquiry	Explain fully what to do	2-5 mins	Cultural and Arts Staff/ Cultural and Arts Office	None	None	Properly disseminated information
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

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Inquire the scheduled auditions of the different cultural groups	Announce/Post scheduled of try-outs and auditions with requirements	2-5 mins	Cultural and Arts Staff/ Cultural and Arts Office	None	None	Fully understood the requirements and scheduled of auditions
2	Participate in the auditions conducted by the trainers of each cultural group	Conduct series auditions	2-4 hours	Cultural and Arts Staff/ Cultural and Arts Office Trainers of different Cultural Groups	None	None	Properly disseminated Information
3	Read announcement posted on bulletin board of the list of names who the passed the auditions	Posting on the bulletin board of the list of names who passed the try-outs and auditions	2-5 mins	Cultural and Arts Staff/ Cultural and Arts Office	None	Recommendation Form/ Health and Parental Waiver	Issued of certification of passing to the EXCEL qualifiers
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

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Secure application form	Issues application form	5 mins	Cultural and Arts Staff/ Cultural and Arts Office	None	Statement of Commitment/ Certification for Passing	Application forms given out
2	Inquire what to do	Explain the terms and condition stated in the Statement of Commitment Explain how to fill-up application form and to comply with the requirements	5-10 mins	Cultural and Arts Staff/ Cultural and Arts Office	None	Statement of Commitment/ Certification for Availing	Fully understood the terms and conditions, requirements and filling up process
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. – 6:00p.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 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

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Secure application form	Issues application form	2-5 mins	Cultural and Arts Staff/ Cultural and Arts Office	None	Statement of Commitment/ Certification for Passing	Application forms given out
2	Inquire what to do	Explain the terms and condition stated in the Statement of Commitment Explain how to fill-up application form and to comply with the requirements	5-10 mins	Cultural and Arts Staff/ Cultural and Arts Office	None	Statement of Commitment/ Certification for Availing	Fully understood the terms and conditions, requirements and filling up process
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

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

Conducting of In-house training

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

Registration Form & Medical Certificate

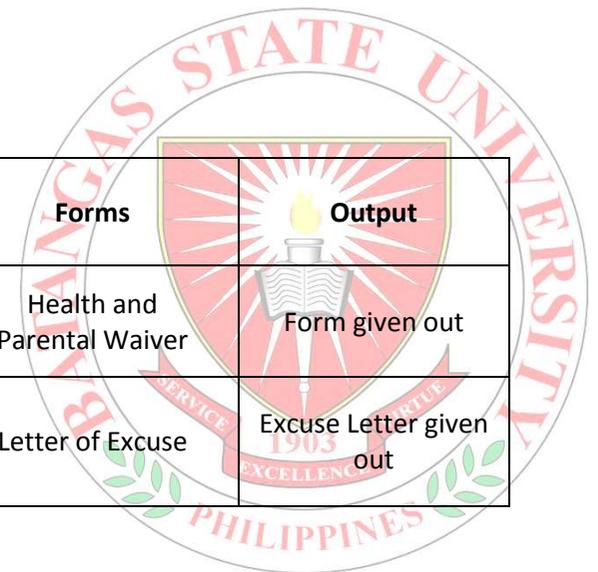
Duration

In- House Training – 2 hours

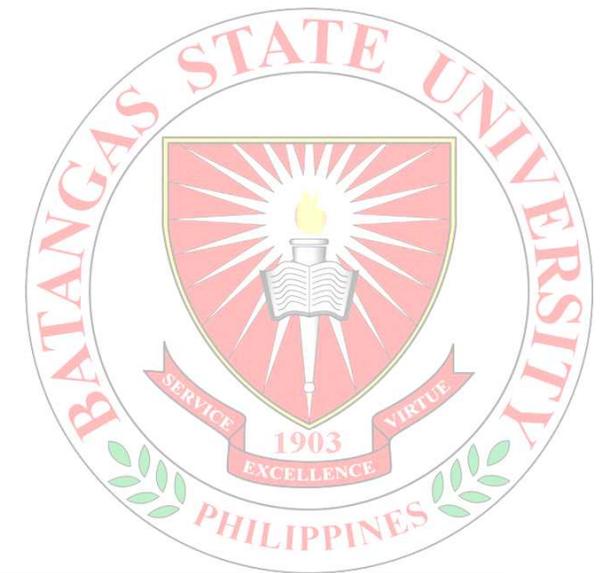
In- House Training/ Every Day – 8 hours

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 Health and Parental Waiver	Issuance of Health and Parental Waiver	2-5 mins	Cultural and Arts Staff/ Cultural and Arts Office	None	Health and Parental Waiver	Form given out
2	Secure Letter of Excuse	Issuance of Letter of Excuse	2 - 5 mins	Cultural and Arts Staff/ Cultural and Arts Office	None	Letter of Excuse	Excuse Letter given out



3	Inquire what to do	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	1 hr	Cultural and Arts Staff/ Cultural and Arts Office	None	Recommendation Form/ Health and Parental Waiver	Fully explained the Information regarding the training
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

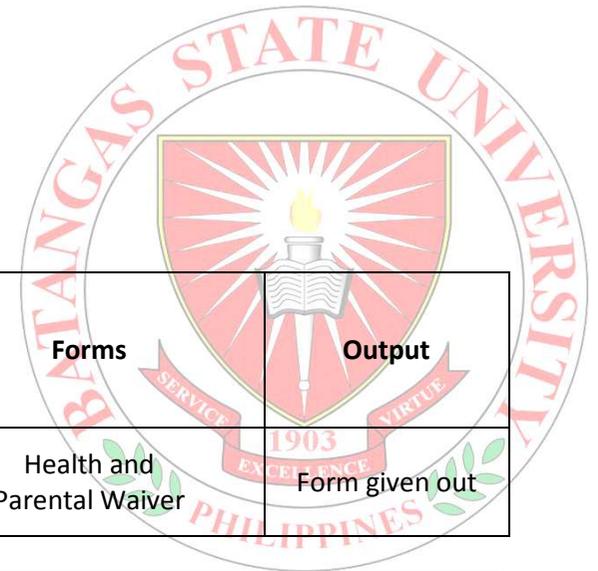
Health and Parental Waiver

Duration

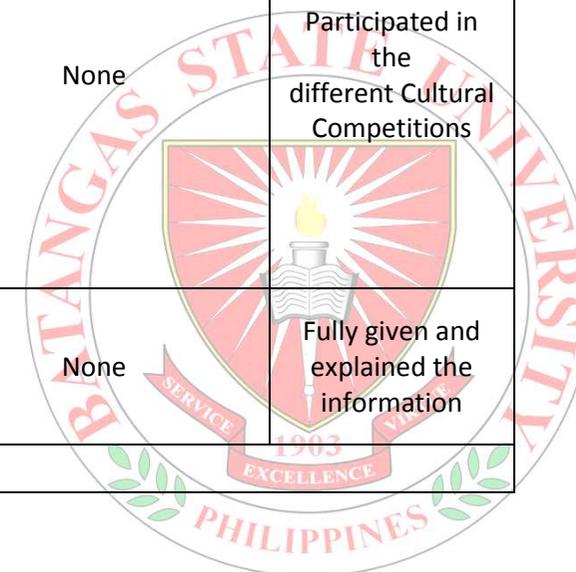
As scheduled

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Secure Health and Parental Waiver	Issuance of Health and Parental Waiver	2-5 mins	Cultural and Arts Staff/ Cultural and Arts Office	None	Health and Parental Waiver	Form given out



2	Submit the required credentials	Receiving of requirement needed	5 – 10 mins	Cultural and Arts Staff/ Cultural and Arts Office	None	Letter of Excuse	Excuse Letter given out
3	Ask queries regarding the in-house training	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	1 hr	Cultural and Arts Staff/ Cultural and Arts Office	None	NSO, 4 pcs. (2x2) pictures, Registration Form, Report of Grades (TOR), Health and Parental Waiver Certification Form if Graduating	Properly check and sort out the credentials
4	Secure Letter of Excuse	Issuance Letter of Excuse	2 - 5 mins	Cultural and Arts Staff/ Cultural and Arts Office	None	Letter of Excuse	Forms given out
5	Participate in the scheduled competitions	Participating/ Competing in the different Cultural Competitions. USCAA SCUAA IV-A&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	As Scheduled 8 hrs / day	Cultural and Arts Staff/ Cultural and Arts Office	None	None	Participated in the different Cultural Competitions
6	Inquire what to do	Give the dates, venue, time, events and schedule of Competitions	10 mins	Cultural and Arts Staff/ Cultural and Arts Office	None	None	Fully given and explained the information
END OF TRANSACTION							



Administration and External Affairs



Office of the Director for Administration Services

Profile

This office provides service to the prospective employees and faculty members who aspire to be part of the BSU Community.

Location

2nd Flr. Old Administration Bldg., Main Campus I, Rizal Avenue, Batangas City

Contact Details

(043) 980-0385; 980-0387; 980-0392 to 0394 local 1116

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
4. Issuance of Certificate of Employment and Service Record	Faculty Members, Employees and Separated Faculty Members and Employees	Purpose for Certification, Clearance (for separated Faculty Members and Employees only)	Monday - Friday (8:00 AM- 5:00 PM)	None	Request Slip	20 - 30 minutes	Human Resource Management Office



Issuance of Certificate of Employment and Service Record

Schedule of Availability of Service

January to December

Monday-Friday

8:00-5:00 pm w/out noon break

Who May Avail of the Service

Faculty Members, Employees and Separated Faculty Members and Employees

What are the Requirements

1. Purpose for Certification
2. Clearance for Separated Faculty Members and Employees

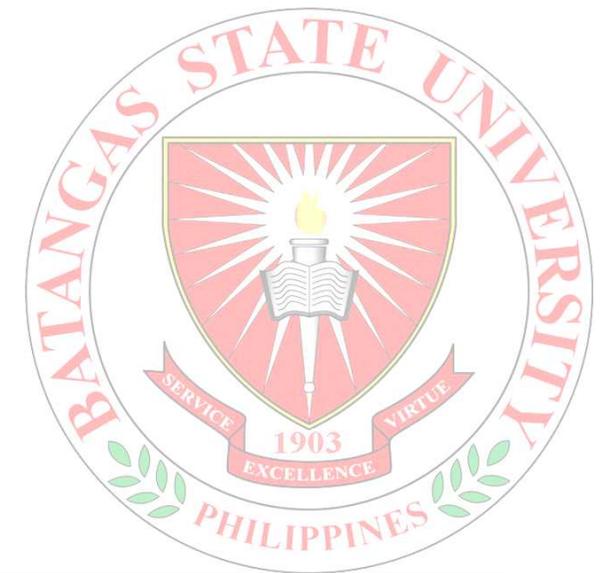
Duration

30 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Submit the Request Slip for Certification / Service Record; Present Clearance (for Separated Faculty Members/Employees)	Prepare Certificate of Employment and/or Service Record	5 minutes	Human Resource Management Staff	None	Request Slip	Checked Certificate of Employment and Service Record
		Verify the Certificate of Employment and/or Service Record	5 minutes	Asst. Director, HRMO	None	None	Verified Certificate of Employment and Service Record with initials by the Asst. Director, HRMO

		Bring Certificate of Employment and/or Service Record to the VPAEA for signing	15 minutes	Human Resource Management Staff, VPAEA	None	None	Signed Certificate of Employment and/or Service Record and brought back to the Human Resource Management Office
2	Claim Certificate of Employment and/or Service Record	Record and Release Certificate of Employment and/or Service Record	5 minutes	Human Resource Management Staff	None	Request Slip	Recorded and released Certificate of Employment and/or Service Record
END OF TRANSACTION							



Office of the Director for Medical/Dental Services

Profile

The Health Service Department of Batangas State University seeks its meaningful existence in an academic community through a sustainable program of quality health deliveries to faculty, personnel and students within the limits of its capabilities and resources. It is committed to the development and maintenance of high standard of school health services through continuous educational program. It maintains to pursue its health mission to people in its service areas in the spirit of altruism and in accordance with the commitment of the university.

Location

Infirmiry Building, BSU Main Campus I

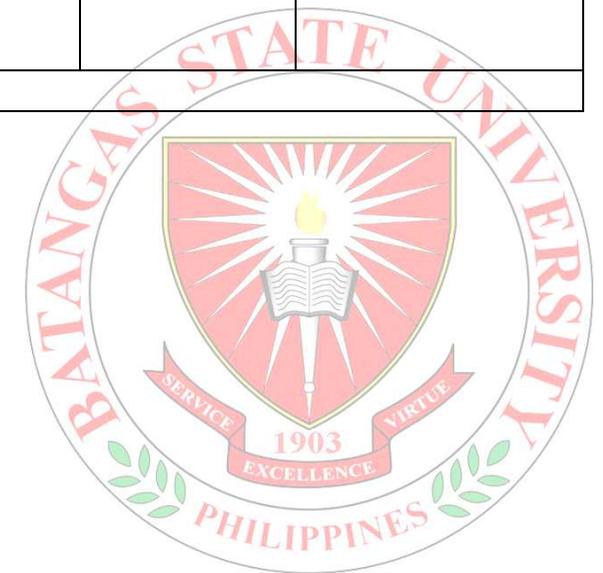
Contact Details

(043) 980-0385; 980-0387; 980-0392 to 0394 loc. 1140

batstateuinfirmiry@yahoo.com.ph

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
1. Medical/Dental Examination Of New Students	New Students	Chest X-Ray	January to December Monday-Friday 7:00am-8:00pm Saturday- Sunday 8:00am-5:00pm w/out noon break	None	Student Health Record, School Dental Examination Record	20-45 mins	Physician/Dentist All Medical Staff
2. Medical Examination Of Newly Hired Employee And Faculty	Newly Hired Employee and Faculty	Complete Blood count, Chest x-ray, urinalysis and Drug test	Monday-Friday 7:00am-8:00pm Saturday- Sunday 8:00am-5:00pm w/out noon break	None	Medical Form	15-45 mins	Physician/Medical Staff
3. Medical Examination of Newly Hired Job Order and Part Time Instructor	Newly Hired Employee and Faculty	Chest X-Ray	Monday-Friday 7:00am-8:00pm Saturday- Sunday	None	Medical Form	15-45 mins	Physician/Medical Staff

			8:00am-5:00pm w/out noon break				
4. Daily Consultation • Medical • Dental	Students, Faculty, Employees	None	Monday-Friday 7:00am-8:00pm Saturday- Sunday 8:00am-5:00pm Medical Officer Monday- Friday 8:00am- 5:00pm Dentist Monday- Friday 8:00am- 5:00pm	None	None	30 mins-8 hrs	Physician/Medical Staff
5. Issuance of Medical/Dental Certificate (OJT, Seminars, Fieldtrips)	Students, Faculty, Employees	None	Monday-Friday 7:00am-8:00pm Saturday- Sunday 8:00am-5:00pm w/out noon break	None	Medical/Dental Certificate	10-15 mins	Physician/Dentist All Medical Staff
END OF TRANSACTION							



Medical/Dental Examination of New Students

Schedule of Availability of Service

January to December

Monday-Friday (7:00am-8:00 pm)

Saturday- Sunday (8:00am-5:00pm)

W/out noon break

Who May Avail of the Service

New Students/Transferees

What are the Requirements

Chest X-Ray

Duration

15 to 45minutes

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	Accomplish Medical/Dental Form	History Taking Physical Examination Assessment	15 minutes for normal case	Physician /Medical Staff	None	Medical Form	Accomplished Medical/Dental Form
2		In case of findings: <ul style="list-style-type: none"> • Communicable – defer enrolment • Non-communicable – give treatment/refer 	<ul style="list-style-type: none"> • 30-45 minutes for case findings 	Physician	None	Referral Form	Communicated findings
3		<ul style="list-style-type: none"> • Follow up of cases referred to specialist 	<ul style="list-style-type: none"> • 15 minutes 	Physician	None	Medical Form	Followed up student cases
END OF TRANSACTION							

Medical Examination of Newly Hired Employee and Faculty

Schedule of Availability of Service

Monday-Friday (7:00am-8:00 pm)

Saturday- Sunday (8:00am-5:00pm)

W/out noon break

Who May Avail of the Service

Newly Hired Employee/Faculty

What are the Requirements

Complete Blood Count, Chest X-ray, Urinalysis and Drug test

For Job Order and Part time: Chest Xray

Duration

15-45 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	Accomplish Pre- Employment Medical Form and present laboratory results	History taking Physical Examination Assessment	15-45 minutes under normal condition	Nurse and Medical Officer	None	Pre- employment Medical Form	Accomplished Pre- employment medical form
2		<ul style="list-style-type: none"> Evaluation of laboratory results and signing of CSC Form 211 	1 minute	Medical Officer	None	CSC Form 211	Signed CSC Form 211
3		In Case of findings: <ul style="list-style-type: none"> Defer hiring Give treatment or refer/ Re-evaluate 	10 minutes	Medical Officer	None	Referral Form	Evaluation of cases
END OF TRANSACTION							

Daily Consultation

Schedule of Availability of Service

Monday-Friday (7:00am-8:00 pm)
 Saturday- Sunday (8:00am-5:00pm)
 W/out noon break

Who May Avail of the Service

Students, Faculty and Employees

What are the Requirements

None

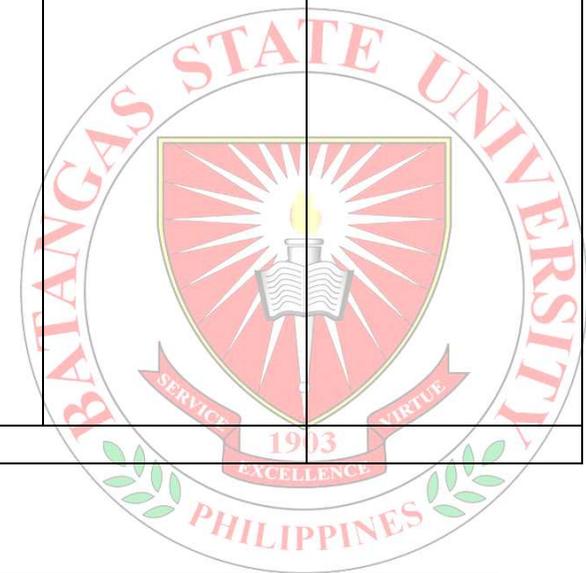
Duration

30 minutes to 8 hours

How to Avail of the Services

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Walk-in and relate the chief complaint	Secure existing medical record	1 minute	Nurse	None	Medical Record	Entertained complaints
2		History Taking Get vital sign	10-15 minutes	Nurse	None	Consultation Form	Client history taken
3		Refer to Medical Officer	1-2 minutes	Nurse	None	None	Referred to Medical Officer
4		Physician's Assessment Depending upon the findings the client is: a. Given medication and sent	15 minutes to 8 hours	Physician	None	Consultation Form	Complaint assessed

		<p>back to classroom to resume classes.</p> <p>b. Allowed to stay for sometimes in the clinic in-patient's room for further management and evaluation.</p> <p>c. Advised to go home after the clinic staff has informed and arranged the matter with the client's parent/guardian for:</p> <ol style="list-style-type: none"> 1. Those running temperature of 37.8° and above. 2. Those suffering from contagious diseases like measles, chicken pox, sore eyes, etc. 3. Those with symptoms are unbearable or severe are not relieved with the initial medication in the clinic. 4. Referral to hospitals for complicated cases. <p>d. The Clinic Staff coordinated with the concerned department or unit head regarding significant illness or condition of their student/faculty/employees.</p>					
END OF TRANSACTION							



Issuance of Medical/Dental Certificate

Schedule of Availability of Service

Monday-Friday (7:00am-8:00 pm)
 Saturday- Sunday (8:00am-5:00pm)
 W/out noon break

Who May Avail of the Service

Students, Faculty, Employees

What are the Requirements

None

Duration

10-15 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	Walk-in and relate the chief complaint	Secure existing medical/dental record	3 minutes	Nurse on duty/dental aide	None	None	Recorded data on existing record
2		History taking and get vital signs	5 minutes	Nurse on duty	None	None	Recorded vital signs
3		Refer to Medical Officer/Dentist for assessment	5 minutes	Medical Officer/ Dentist	None	None	Assessed patient
4		Issuance of medical/dental certificate	1 minute	Medical Officer/ Dentist	None	Medical/Dental Certificate	Issued medical/dental certificate
END OF TRANSACTION							

Note: * Issuance of Medical Certificate must be filed by the concerned Individual **(NO CHECK UP, NO MED CERT ISSUANCE).**

* No Medical Certificate will be issued if relayed by **PHONE CALL.**

Office of the Director for External Affairs

Profile

Directly under the Office of the Vice President for Administration and External Affairs, we spearhead the internationalization and external affairs initiatives of the University.

Location

Second Floor, CITE Building

Contact Details

(043) 980-0385; 980-0387; 980-0392 to 0394 local 1143

email address: externalaffairsoffice2016@gmail.com

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
1. Responding to queries of foreign students or potential foreign students	Foreign students, potential foreign students (applicants)	none	Monday - Friday 8:00am – 5:00pm	none	none	5-10 minutes	Director; staff
2. Visa Conversion and Visa Extension at the Bureau of Immigration (BoI) Students' Desk in Quezon City	Foreign students	a. Passport (original and photocopy) b. Birth Certificate (original and English translation) c. Affidavit of Support d. Notice of Acceptance e. Filled up application form f. 2 pcs passport size photos	Monday - Friday 8:00am – 5:00pm	Depends on the required fees of the BoI	Visa Conversion/ Visa Extension forms	2-3 months	Director (BoI Liaison Officer)
		Request letter addressed to the					

3. Request for visit	Academic Institutions, Foundations, International Agencies, Foreign Students, Representatives of Foreign Universities and Agencies, Communities, Alumni, Media	University President stating therein: e. Purpose of the visit f. Persons/offices to be visited g. Number of persons coming for the visit h. Preferred time and date of visit (Request letters should be sent two weeks prior)	Monday - Friday 8:00am – 5:00pm	none	none	10-15 minutes	Director; staff
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Responding to Queries from Foreign Students

Schedule of Availability of Service

January to December
 Monday-Friday
 8:00am-5:00 pm with noon break

Who May Avail of the Service

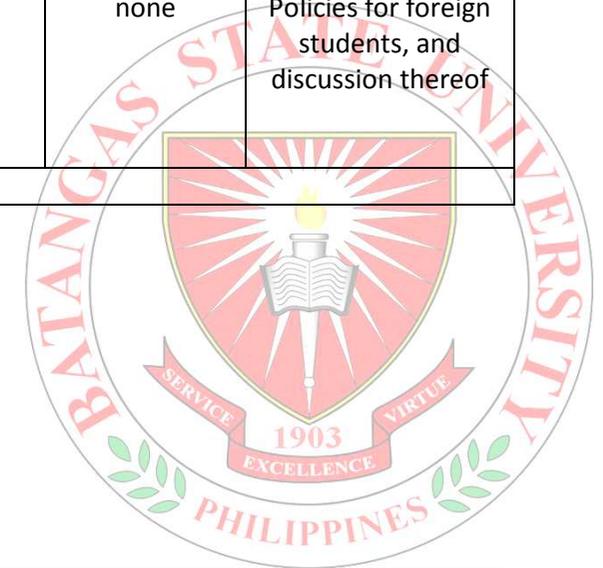
Foreigners who may want to enrol in the University

Duration

5-10 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	Inquiry on how to apply at the University and the requirements for application at the University and at the BoI	Providing answers to queries	5 -10 minutes	staff	none	none	Policies for foreign students, and discussion thereof
END OF TRANSACTION							



Visa Extension/Conversion

Schedule of Availability of Service

January to December, Monday-Friday

8:00am-5:00 pm with noon break

Who May Avail of the Service

Foreign students of the University

Duration

2-3 months including processing at the Bureau of Immigration

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	Submits all required documents	Evaluates all documents as to accuracy/correctness of entries and completeness of such	20-45 minutes	staff	none	none	Documents of the foreign student(s)
2	Pays visa fee	Assists the applicant, if needed	5 minutes	staff	Depends on the required fees of the Bol	none	Receipt
3	Presents receipt of payment of visa fee to the Office	Photocopies receipt	5 minutes	staff	none	none	Photocopy of receipt
4	Applies visa conversion or extension at the Bol	Implements visa and pays fees at the Bol	1-2 days	Director (Liaison Officer)	Depends on the required fees of the Bol	none	Receipts and documents from the Bol
5	Claims passport with converted or extended visa	Process at the Bol	Depends on the release of the Bol (from 2-3months)	Director (Liaison Officer)	none	none	Documents from the Bol and ACR I-Cards
END OF TRANSACTION							

Finance and Resource Generation



Office of the Director for Finance Services

Profile

The Finance Services Division is headed by the Director for Finance Services

- Headed by the Director for Finance Services
- Composed of four (4) units or sections, all headed by each Asst. Director (Budget, Accounting and Cashier)
- All financial reports and activities emanate from this department and assumes the functions and full responsibility for all financial services activities

Location

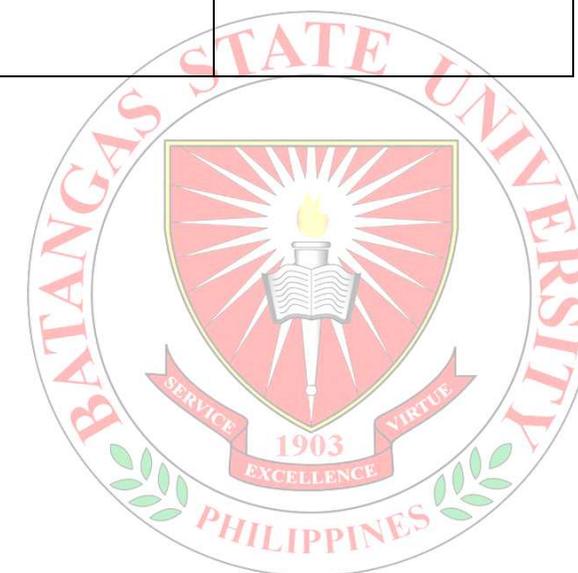
Student Services Center

Contact Details

043-723-1066, 980-0385; 980-0387; 980-0392 to 0394 local 1911, 1912

FRONTLINE SERVICE (Accounting Office)	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
1. Issuance of Student Account/Assessment	Students	Students ID Registration Form	Monday-Friday (8:00-5:00) Saturday (8:00-12:00)	None	Assessment Forms	2 minutes	Accounting Office/ Assessment Records Staff
2. Signing of clearance	Students/alumni/or representative	Students ID Registration Form/ ORs		None	Student Clearance	5 minutes	Assessment Section Accounting Office
3. Answering Queries on School Fees, Course Total Estimates and Down Payment	Students or representatives and Public in general	Students ID/ Registration Form		None	None	10 minutes	Assessment Section Accounting Office
4. Issuance of Certificate of Full Payment/Charges for Scholarships/ Educational Plan Reimbursement/ Refund	Students/ Scholars/ Grantees or Parents of Scholars	Student ID, Purpose for request of certification		None	None	1 day	Assessment Section Accounting Office

and Assistance							
5. Filling Out of Billing Forms	Scholars/ Grantees of Parents of Scholars/ Grantees/ Grantor of his/her representative	Duly Accomplished Scholarship Form Letter request from the grantor or his/her representative	Monday – Friday (8:00-5:00) Saturday (8:00-12:00)	None	Duly Accomplished Scholarship Forms/ Letter request from the grantor of his representative	2 days	Assessment Section Accounting Office/ Scholarship Office
6. Acting on Cancellation/ Dropping	Students or his representative	Student ID, Official Receipt, Registration Form		None	Refund Form	15 minutes	Accounting Office
7. Payment of tuition fees	Students/ Parents	Duly accomplished registration form		Depending upon the course and assessment per schedule of fees	Registration Form	1-2 mins. Or 1 hr. waiting during peek season	Cashier's staff Security Guard
8. Payment of TOR/ Diploma, etc.	Students/ Parents/ external stockholder	Request form issued by the registrar's office		Depending upon the assessment per schedule of fees	-registration form -transcript of record or diploma	2 mins.	Cashier's staff



Issuance of Student Account/Assessment

Schedule of Availability of Service

January to June
 Monday-Friday
 8:00-5:00 pm w/out noon break
 Saturday
 8:00-12:00

Who May Avail of the Service

Students or authorized representative

What are the Requirements

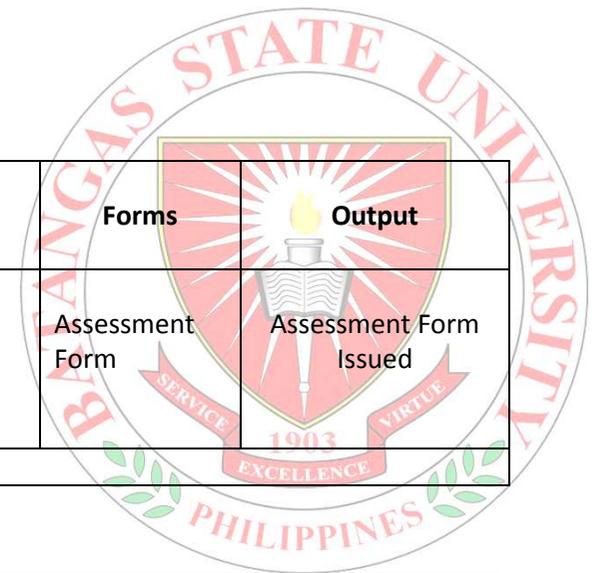
1. Student ID
2. Registration Forms

Duration

2 to 5 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Requests assessment by presenting the student's ID and the registration form (In coordination with the ICT Office)	Prints and gives the assessment form	2 minutes	Assessment staff	None	Assessment Form	Assessment Form Issued
END OF TRANSACTION							



Signing of Clearance

Schedule of Availability of Service

January to December
 Monday-Friday
 8:00-5:00 pm w/out noon break
 Saturday
 8:00-12:00

Who May Avail of the Service

Students or authorized representative

What are the Requirements

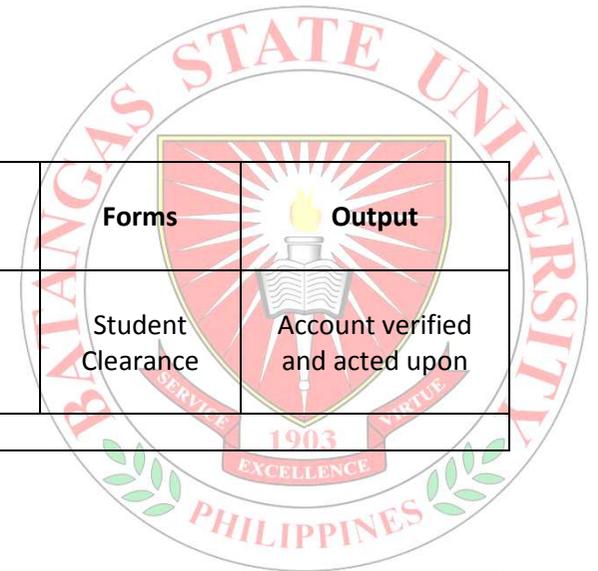
1. Student ID
2. Registration Forms

Duration

2 to 5 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Present Clearance Form and ID Card	Verified Student account	5 minutes	Assessment staff	None	Student Clearance	Account verified and acted upon
END OF TRANSACTION							



Answering Queries on School Fees, Course Total Estimates and Down Payment

Schedule of Availability of Service

January to December
Monday-Friday
8:00-5:00 pm w/out noon break

Who May Avail of the Service

Students or authorized representative and the public in general

What are the Requirements

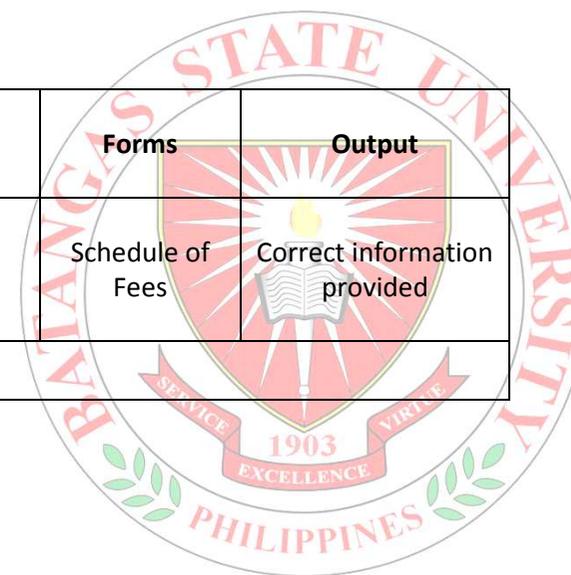
1. Student ID
2. Registration Forms

Duration

5 – 10 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Inquires about fees	Provide correct information	10 minutes	Assessment staff	None	Schedule of Fees	Correct information provided
END OF TRANSACTION							



Issuance of Certificate of Full Payment/Charges for Scholarships/Educational Plan Reimbursement/Refund and Assistance

Schedule of Availability of Service

January to December
 Monday-Friday
 8:00-5:00 pm w/out noon break
 Saturday
 8:00-12:00

Who May Avail of the Service

Students or authorized representative or Sponsor of the scholarship grants

What are the Requirements

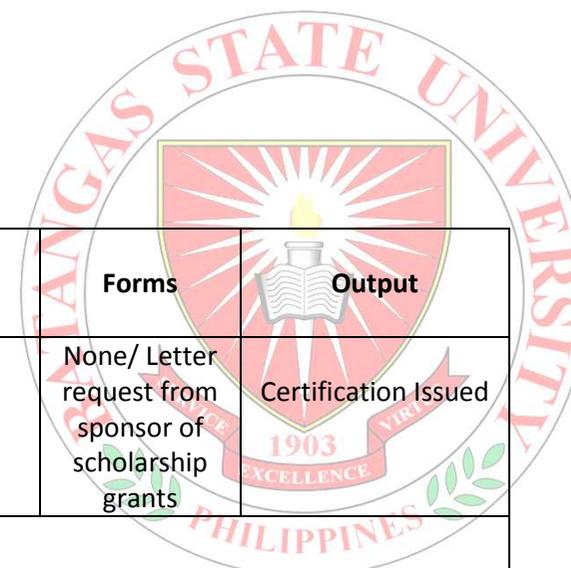
1. Student ID
2. Registration Forms
3. Letter request from the sponsor of scholarship grants

Duration

1 day

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Request for Certification	Verify records and prepares the certification	1 day	Assessment staff	None	None/ Letter request from sponsor of scholarship grants	Certification Issued
END OF TRANSACTION							



Request for Cancellation/Dropping

Schedule of Availability of Service

January to December

Monday-Friday

8:00-5:00 pm w/out noon break

Saturday

8:00-12:00

Who May Avail of the Service

Students or representatives

What are the Requirements

Duly Accomplished Withdrawal Form, Student ID

Duration

15 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Secure Form from the Registrar's Office	Issues form	2 minutes	Registrar's Office staff	None	Cancellation/Dropping Form	Form Issued
2	Submit duly signed request to the Dean for approval	Takes action: Approve or Disapprove	3 minutes	VPAA	None	Cancellation/Dropping Form	Request for cancellation/ dropping of enrolment approved or diapproved
3	Submits approved request to Assessment for processing of refund, if any	Accepts approved request	2 minutes	Assessment in charge	None	Cancellation/Dropping Form, Disbursement Voucher	Refund processed
4	Presents Student's ID and claims refund after three days	Process refund	5 minutes	Disbursement Officer	None	Cancellation/Dropping Form, Disbursement Voucher	Refund released
END OF TRANSACTION							

Collection of Fees and other Charges Payment for Tuition Fees

Schedule of Availability of Service

Monday

7:00-4:00pm (Without noon break)

Tuesday –Friday

7:00 – 5:00pm

Saturday

8:00-5:00 pm (w/out noon break during enrolment and peak period)

Who May Avail of the Service

Students, Parents and Alumni

What are the Requirements

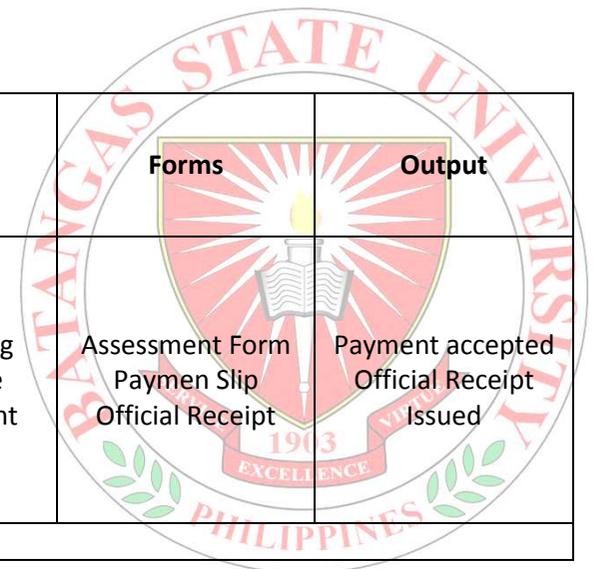
Duly accomplished registration form

Duration

3 minutes to 1 hour

How to Avail of the Services

Step	Applicant/Client	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Students / Parents / or any Authorized Representative	Check & verify assessment form / payment slip Accept payment Payment Option: 1. Over the counter - direct payment to the Cashier's Office 2. Thru deposit to BSU Land Bank account	1 minute	Cashier's staff	Depending upon the assessment	Assessment Form Payment Slip Official Receipt	Payment accepted Official Receipt Issued
END OF TRANSACTION							



Payment for TOR/Diploma, etc.

Schedule of Availability of Service

Monday-Saturday

8:00-5:00 pm (w/out noon break during enrolment and peak period)

Who May Avail of the Service

Students, Parents and Alumni

What are the Requirements

Request form from the Registrar's office

Duration

3 minutes to 1 hour

How to Avail of the Services

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	For payment of TOR/Diploma, etc.	Get request form issued by the registrar's office	1 minute	Cashier's Staff	Depending upon the assessment per schedule of fees	None	Form distributed
2		Accept payment	1 minute	Cashier's Staff	TOR – 50/page Diploma – 400 Certification – 100/page	Registration Form Official Receipt (Accountable Number 51C)	Payment accepted and issued corresponding official receipt
END OF TRANSACTION							

Office of the Director for Resource Generation

Profile

This office is in charge of Income Generating Programs for the University and other auxiliary services including the operation of the bookstore, canteen, gymnasium, audio visual room, chapel, amphitheatre, classrooms, dormitory and hostel. It is also in charge of fieldtrips and the student yearbook.

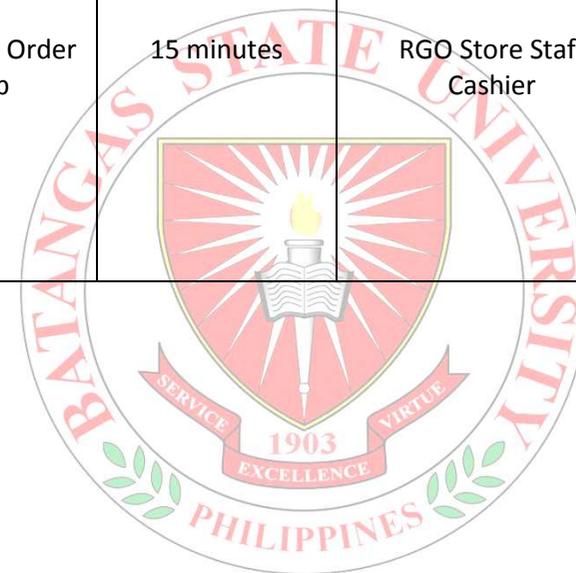
Location

Batangas State University Main Campus I

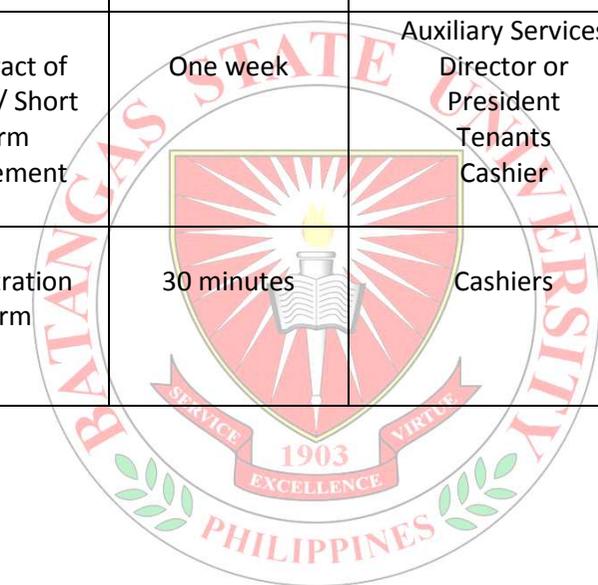
Contact Details

(043) 980-0385; 980-0387; 980-0392 to 0394 local 1221

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
1. Sales of Uniforms	Students or their representatives	<ol style="list-style-type: none"> 1. Students must be enrolled at BSU. 2. Students should fit the uniform or their representatives must know the size of the uniform that they are going to buy. 	Merchandise are available Mondays (7:00 a.m. to 4:00pm); Tuesday-Fridays (8:00 a.m. to 5:00 p.m.)	Prices vary	Uniform Order Slip	15 minutes	RGO Store Staff Cashier



2. Sales of Books	Students or their representatives	1. Students must be enrolled at BSU. 2. Students or their representatives must know the book title, author and edition of the book that they are going to buy.	Merchandise are available Mondays (7:00 a.m. to 4:00pm); Tuesday-Fridays (8:00 a.m. to 5:00 p.m.) Availability of Books Integrated School Books/ first semester April to August College Books *For second semester October to January *For Summer Classes March to May	Prices Vary	Book Order Slip	15 minutes	RGO Store Staff Cashier
3. Sales of University Shop	Students or their representatives Guests/Visitors	Has the capacity and capability of buying our merchandise	Merchandise are available Mondays (7:00 a.m. to 4:00pm); Tuesday-Fridays (8:00 a.m. to 5:00 p.m.)	Prices vary	Order Form	10 minutes	University Shop Staff Cashier
4. Rental of spaces (Commercial Space and other Facilities like gymnasium, amphitheater)	Students/Parents/ Alumni/Other Interested Party	Has the capacity and capability of renting our commercial space.	Service is available Mondays (7:00 a.m. to 4:00pm); Tuesday-Fridays (8:00 a.m. to 5:00 p.m.)	Prices vary	Contract of Lease / Short term Agreement	One week	Auxiliary Services Director or President Tenants Cashier
6. Availment of Insurance	All students of BSU	Students must be enrolled in any BSU program	Service are available Mondays (7:00 a.m. to 4:00pm); Tuesday-Fridays (8:00 a.m. to 5:00 p.m.)	Prices vary	Registration Form	30 minutes	Cashiers



Sales of Books

Schedule of Availability of Service

Merchandise is available
 Mondays (7:00 a.m. to 4:00pm);
 Tuesday-Fridays
 (8:00 a.m. to 5:00 p.m.)

Availability of Books

Integrated School Books / College 1st Semester

April to August

College Books

*For first semester

June to August

*For second semester

October to January

*For Summer Classes

March to May

Who May Avail of the Service

Student or his/her representatives

What are the Requirements

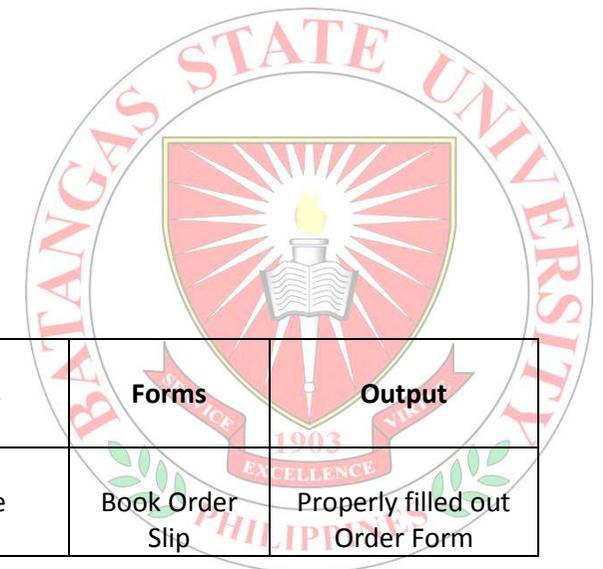
1. Students must be enrolled at BSU.
2. Students or their representatives must know the book title, author and edition of the book that they are going to buy.

Duration

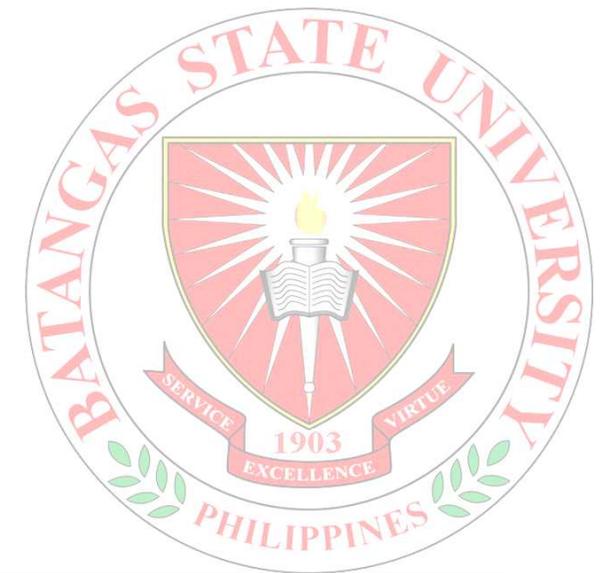
15 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Student or his/her representative must get number to the queuing machine and fill-out the Order Form.	Distribute forms	1 minute	RGO Staff	None	Book Order Slip	Properly filled out Order Form



2	Submit the Order Form to the RGO Staff who will assist the clients on their needed books for encoding	Accept the forms presented by the client and assist the clients.	7 minutes	RGO Staff	None	Book Order Slip	Properly filled out Order Form
3	Payment of books	Assist the clients. Accept payment.	5 minutes	RGO Staff Cashier	Payment for Uniform	Book Order Slip	Original Receipt
4	Present the Original Receipt in claiming your purchased merchandise.	Give the purchased items.	2 minutes	RGO Staff	None	Book Order Slip	Claimed Merchandise
END OF TRANSACTION							



Sales of Uniforms

Schedule of Availability of Service

Merchandise is available
 Mondays (7:00 a.m. to 4:00pm);
 Tuesday-Fridays
 (8:00 a.m. to 5:00 p.m.)

Who May Avail of the Service

Student or his/her representatives

What are the Requirements

1. Students must be enrolled at BSU.
2. Students or his/her representatives must know the size of the uniform that they are going to buy.

Duration

15 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider Action	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Student or his/her representatives must get number to the queuing machine and fill-out the Order Form.	Distribute forms	1 minute	RGO Staff	None	Uniform Order Slip	Properly filled out Order Form
2	Submit the Order Form to the RGO Staff who will assist the clients on their needed uniforms.	Accept the forms presented by the client and assist the clients.	8 minutes	RGO Staff	None	Uniform Order Slip	Properly filled out Order Form
3	After choosing the right uniform, payment must be given to the cashier.	Assist the clients. Accept payment.	5 minutes	RGO Staff Cashier	Payment for books	Uniform Order Slip	Original Receipt
4	Present the Original Receipt in claiming your purchased merchandise.	Give the purchased items.	1 minute	RGO Staff	None	Uniform Order Slip	Properly filled out Order Form
END OF TRANSACTION							

Sales of University Shop

Schedule of Availability of Service

Merchandise is available
 Mondays (7:00 a.m. to 4:00pm);
 Tuesday-Fridays
 (8:00 a.m. to 5:00 p.m.)

Who May Avail of the Service

Student or his/her representative, Guests, Visitors

What are the Requirements

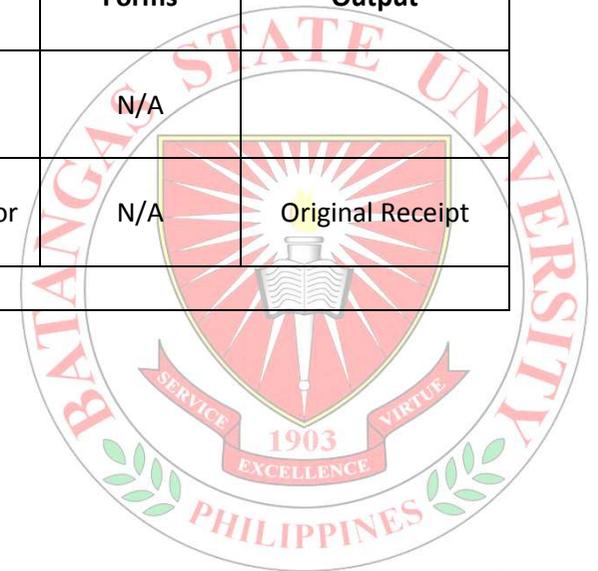
Has the capacity and capability of buying our merchandise

Duration

10 minutes

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Customers will choose item to purchase and give it to the RGO Staff	Encode the order to the system	1 minute	RGO Staff	None	N/A	
2	Payment must be given to the cashier.	Assist the clients. Accept payment 7 give the item	3 minutes	RGO Staff Cashier	Payment for books	N/A	Original Receipt
END OF TRANSACTION							



Rental of Space

Schedule of Availability of Service

Service is available
 Mondays (7:00 a.m. to 4:00pm);
 Tuesday-Fridays
 (8:00 a.m. to 5:00 p.m.)

Who May Avail of the Service

Students/Parents/ Alumni/Other Interested Party

What are the Requirements

Has the capacity and capability of renting our facilities and commercial spaces.

Duration

One week

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider Action	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Check the schedule or availability of the facility or commercial space that will be rented.	Checking of calendar for facilities reservation.	One Week	RGO Staff	None	None	Proper scheduling
2	Ocular inspection is required before making the reservation.	Assist the clients.		RGO Staff	None	None	Well inspected venue.
3	Read & fill up the application presented by RGO, payment.	Evaluate the application.		RGO Staff /Cashier	None	Application Form	Evaluated
4	Signing of contract & payment for DP & advance./ full payment	Accept payment.		RGO Staff	Full payment	None	Full payment
END OF TRANSACTION							

Availment of Insurance

Schedule of Availability of Service

Service is available
 Mondays (7:00 a.m. to 4:00pm);
 Tuesday-Fridays
 (8:00 a.m. to 5:00 p.m.)

Who May Avail of the Service

Foreign Students/BSU Faculty Members, Students

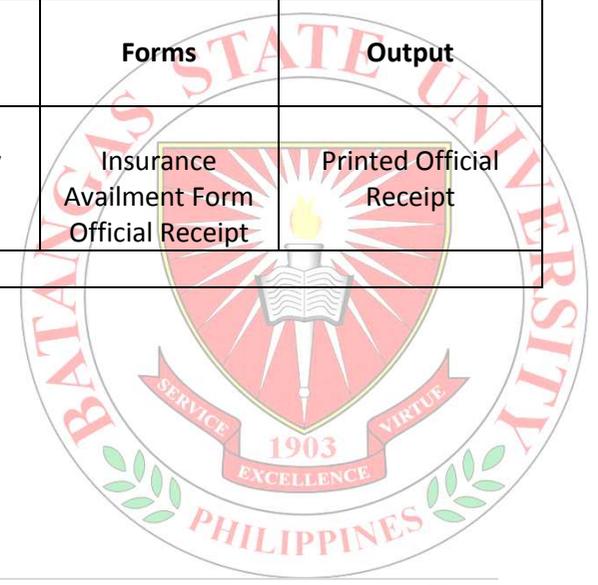
What are the Requirements

Students must be enrolled in any BSU program.

Duration

How to Avail of the Services

Step	Applicant/Client Activity	Service Provider Action	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Forms	Output
1	Go to Cashier's Office and pay fee (upon enrolment)	Accept payment	3 minutes	Cashier's Office	Prices vary	Insurance Availment Form Official Receipt	Printed Official Receipt
END OF TRANSACTION							



Office of the Chairman for Bids and Awards Committee

Profile

The Office of the . and Awards Committee ensures that all the procurement activity of the University is in accordance with the Implementing Rules and Regulations of Republic Act 9184.

Location

Office of the BAC
 Ground Floor, CITE Building, Main Campus I
 Office of the BAC Chairman
 2nd Floor, CITE Building, Main Campus I

Contact Details

(043) 980-0385; 980-0387; 980-0392 to 0394 local 1549
 bids_awards@yahoo.com

FRONTLINE SERVICE	CLIENTS	REQUIREMENTS	SCHEDULE OF AVAILABILITY OF SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
1. Public Bidding for the Procurement of Civil Works	Contractors	Presentation of Letter of Intent and payment of Eligibility Documents	Depends on the procurement schedule Monday to Friday 8:00 AM to 5:00 PM	Depends on the Approved Budget for the Contract (ABC)	Eligibility Forms	Earliest possible time- 28 calendar days Latest allowable time – 113 calendar days	1. Clerk at the BAC Office, Ground Floor, CITE Bldg., Main Campus I and / or Clerk at the Office of the BAC Chairman, CITE Bldg., Main Campus I 2. Cashiers Office, Ground Floor, Student Center Building, Main Campus I

2. Public Bidding for the Procurement of Goods	Suppliers	Payment for Bid Documents	Depends on the procurement schedule Monday to Friday 8:00 AM to 5:00 PM	Depends on the Approved Budget for the Contract (ABC)	Bid Documents	Earliest possible time- 28 calendar days Latest allowable time – 124 calendar days	1. Clerk at the BAC Office, Ground Floor, CITE Bldg., Main Campus I and / or Clerk at the Office of the BAC Chairman, CITE Bldg., Main Campus I 2. Cashiers Office, Ground Floor, Student Center Building, Main Campus I
3. Public Bidding for the Procurement of Consulting Services	Consultants	Presentation of Letter of Intent	Depends on the procurement schedule Monday to Friday 8:00 AM to 5:00 PM	Depends on the Approved Budget for the Contract (ABC)	Bid Documents	Earliest possible time- 34 calendar days Latest allowable time – 170 calendar days	1. Clerk at the BAC Office, Ground Floor, CITE Bldg., Main Campus I and / or Clerk at the Office of the BAC Chairman, CITE Bldg., Main Campus I
4. Public Bidding for the Rentals of University Facilities	Bidders	None	Depends on the procurement schedule Monday to Friday 8:00 AM to 5:00 PM	None	None	Earliest possible time- 28 calendar days Latest allowable time – 124 calendar days	1. Clerk at the BAC Office, Ground Floor, CITE Bldg., Main Campus I and / or Clerk at the Office of the BAC Chairman, CITE Bldg., Main Campus I



Public Bidding for the Procurement of Civil Works

Schedule of Availability of Service

January to December
Monday-Friday
8:00-12:00 am and 1:00-5:00 pm

Who May Avail of the Service

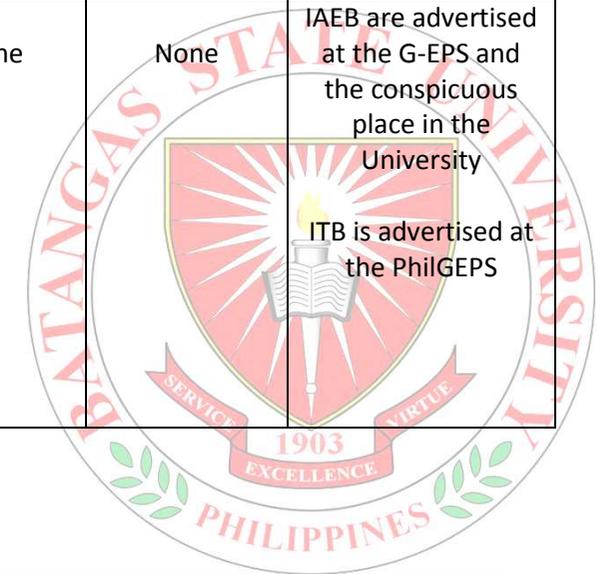
Contractor who is eligible and qualified to participate in public bidding

What are the Requirements

- a. Letter of Intent
- b. (Others)

How to Avail of the Services

Step	Applicant/Client Activity	Services Provided	Duration of Activity (Under Normal Circumstances)	Person In Charge / Service Provider	Fees	Form	Output
1	Advertisement of the new project	<p>Prepares schedule of bidding, invitation to apply for eligibility and to bid and advertise the invitation</p> <p>Prepares schedule of bidding, bidding documents and advertise the invitation to bid</p>	<p>7 calendar days at the PhilGeps Website, at least 15 days at the University premises</p> <p>At least 21 calendar days at the PhilGEPS and University Website and at conspicuous places at the premises of the University</p>	<p>BAC Chairman Clerk at the Office of the BAC Chairman (CITE Bldg)</p> <p>Clerk at the Office of the BAC Chairman 2nd Floor of CITE Bldg</p>	None	None	<p>IAEB are advertised at the G-EPS and the conspicuous place in the University</p> <p>ITB is advertised at the PhilGEPS</p>



2	Availability and issuance of Bid Documents	Directs the bidder to the cashiers office to pay the bidding documents and issues the prepared bid documents to the bidders upon presentation of the proof of payment	Within 7 calendar days after the issuance of Notice of Eligibility	Clerk at the Office of the BAC Chairman (CITE Bldg) and/or Clerk at the Office of the BAC (CITE Bldg)	Depends on the ABC of the Project	Bid Documents	Bid documents are issued to eligible bidders
3	Pre Bid Conference	Conducts conference to clarify matters pertaining to the Procuring Entity's Rules and Regulations, preparation of bid documents and schedule of requirements	1 calendar day after the last day of issuance of bid documents	BAC Chairman, Members, Observers, Secretariat, TWG, End User and Clerk	None	None	Conference conducted
	Supplemental Bid Bulletin	Prepares supplemental bid bulletin regarding the changes agreed during the pre bid conference	1 calendar day after pre bid conference	BAC Chairman, Clerk at the Office of the BAC Chairman	None	None	Supplemental Bid Bulletin issued to bidders
4	Submission and Opening of Bids	Conducts preliminary evaluation of the submitted documents and determine compliance of the bidders to the documents required	12 days after the pre bid conference	BAC Chairman, Members, Observers, Secretariat, TWG, End User and Clerk	None	None	Determined the compliance of the bidders to the documents required by the BAC
	Motion for Reconsideration of Non Complying Bidders	Resolves motion for reconsideration	FILING: within 3 days after issuance of Notice of Non Compliance ANSWER: within 3 days after filing of motion for reconsideration	BAC Chairman, Members, TWG and End User	None	None	Output depends on the grounds of Non Compliance
5	Bid Evaluation	Preliminary evaluation of the submitted documents	Within 2 days after opening of bids	BAC Chairman, Members, TWG, End User	None	None	TWG Report Bid Evaluation
6	Post Qualification	Request for additional requirements and conducts thorough evaluation on the bill of	Within 5 calendar days after bid evaluation	BAC Chairman, Members, TWG, End User	None	None	Post Qualification Reports Ranking of Bidders

		quantities and detailed estimates					
7	BAC Resolution and recommending approval and Notice of Award and Notice of Bidding Result	Prepares resolution and recommends to the higher authority the award of contract	Within 3 days after bid Evaluation	BAC Chairman, Members, TWG, End User and University President	None	None	BAC Resolution Notice of Award Notice of Bidding Result
8	Notice of Award and Notice of Bidding Result	Notify bidders on the results of the Bidding process and requires the winning bidder to secure the performance bond	1 calendar day after the approval of the BAC Resolution	BAC Chairman, University President and Clerk at the Office of the BAC Chairman (Admin Bldg)	None	None	Bidders are notified
9	Contract Preparation	Prepares Construction Agreement	Subject to the Approval of the Board of Regents through Board Meeting or Referendum	Technical Working Group - Legal	None	None	Construction Agreement approved by the BOR
10	Contract Signing and Notice to Proceed	Schedules the contract signing and prepares Notice to Proceed	Within 3 days after the approval of contract	Winning Bidder, University President	None	None	Signed Contract
END OF TRANSACTION							



Public Bidding for the Procurement of Goods

Schedule of Availability of Service

January to December

Monday-Saturday

8:00-12:00 am and 1:00-5:00 pm

Who May Avail of the Service

Depends on the Goods to be procured

What are the Requirements

- a. Purchase of Bid Documents
- b. (Others)

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	Advertisement of the project	Prepares schedule of bidding, invitation to apply for eligibility and to bid and advertise the invitation	7 calendar days at the PhilGEPS, at least 15 days in the University Premises	BAC Chairman Clerk at the Office of the BAC Chairman (Admin Bldg)	None	None	IAEB are advertised at the G-EPS and the conspicuous place in the University
2	Availability and issuance of Bid Documents	Directs the bidder to pay for the documents at the cashiers office before issuing the documents	Within 7 calendar days after posting of the invitation	Clerk at the Office of the BAC Chairman (Admin Bldg) and/or Clerk at the BAC Office (ITE Bldg)	Depends on the ABC of the Project	Bid Documents	Bidders are issued the Bid Documents upon presenting the Official Receipt
3	Pre Bid Conference	Conducts conference to clarify matters pertaining to the Procuring Entity's Rules and Regulations, preparation of bid documents and other matters pertaining the procurement at hand	1 calendar day after the last day of issuance of bid documents	BAC Chairman, Members, Observers, Secretariat, TWG, End User and Clerk	None	None	Conducted pre bid conference
		Prepares supplemental bid					

	Supplemental Bid Bulletin	bulletin regarding the changes agreed during the pre bid conference	1 calendar day after pre bid conference	BAC Chairman, Clerk at the Office of the BAC Chairman	None	None	Supplemental Bid Bulletin issued to bidders
4	Submission and Opening of Bids	Conducts preliminary evaluation of the submitted documents and determine compliance of the bidders to the documents required	12 days after the pre bid conference	BAC Chairman, Members, Observers, Secretariat, TWG, End User and Clerk	None	None	Determined the eligibility and compliance of the bidders to the documents required by the BAC
	Motion for Reconsideration of Ineligible and Non Compliance Bidders	Resolves motion for reconsideration	FILING: within 3 days after issuance of Notice of Ineligibility ANSWER: within 3 days after filing of motion for reconsideration	BAC Chairman, Members, TWG and End User	None	None	Motion for reconsideration is granted (proceed to step 5) or denied (end of the transaction)
5	Bid Evaluation	Preliminary evaluation of the submitted documents	Within 2 days after opening of bids	BAC Chairman, Members, TWG, End User	None	None	TWG Report Bid Evaluation
6	Post Qualification	Request for additional requirements and conducts thorough evaluation on the bill of quantities and detailed estimates	Within 5 calendar days after bid evaluation	BAC Chairman, Members, TWG, End User	None	None	Post Qualification Reports Ranking of Bidders
7	BAC Resolution and recommending approval	Prepares resolution and recommends to the higher authority the award of contract	Within 3 days after bid Evaluation	BAC Chairman, Members, TWG, End User and University President	None	None	BAC Resolution
8	Notice of Award and Notice of Bidding Result	Notify bidders on the result of the bidding process and requires winning bidder to secure the Performance Bond	1 day after BAC Resolution	BAC Chairman and University President	None	None	Notice of Award Notice of Bidding Result
9	Notice to Proceed (Purchase Order)	Notify the winning bidder and sends Purchase Order	10 days after Notice of Award and upon presentation of the Performance Bond	BAC Chairman, University President, Clerk at the Office of the BAC Chairman	None	Performance Bond	Purchase Order signed by the bidder for conforme
10	Delivery	Delivery of goods	15 – 45 days	Supplier	None	None	Delivered goods
END OF TRANSACTION							

Public Bidding for the Procurement of Consulting Services

Schedule of Availability of Service

January to December

Monday-Saturday

8:00-12:00 am and 1:00-5:00 pm

Who May Avail of the Service

Depending on the Nature of the Project

What are the Requirements

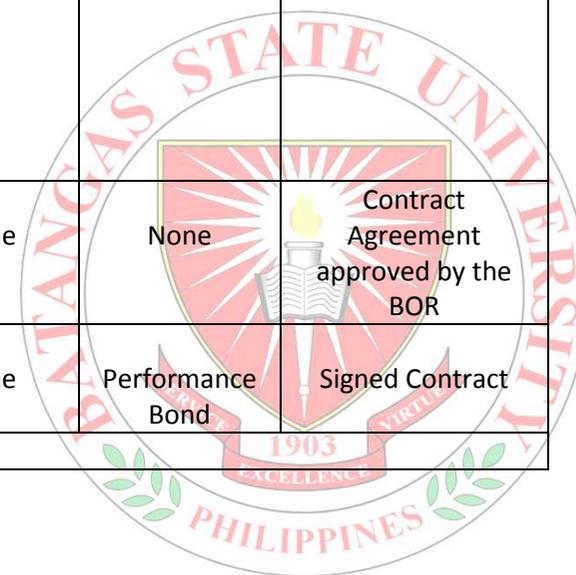
- a. Letter of Intent
- b. (Others)

How to Avail of the Services

Step	Applicant/Client Activity	Services Provided	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form	Output
1	Advertisement	Prepares schedule of bidding, invitation to apply for eligibility and to bid and advertise the invitation	7 calendar days	BAC Chairman Clerk	None	None	IAEB are advertised at the G-EPS and the conspicuous place in the University
2	Submission of Letter of Intent and eligibility documents	Receives letter of intent and directs the bidder to pay for the eligibility documents Receives eligibility documents within 7 calendar days after the last day of advertisement	Within 7 calendar days after the last day of advertisement	BAC Chairman or Clerk at the Offices of the Chairman or Clerk at the BAC Office	None	None	Receipt of the bidders letter of intent upon presentation of proof of payment Receipt of eligibility requirements
3	Eligibility Checking, Short Listing and Result of eligibility checking	Conducts eligibility checking to determine the eligibility of the prospective bidders	Within 3 calendar days after the last day of submission of eligibility	BAC Chairman, Members, TWG, University President	None	None	Determined the eligibility of the bidders Presented the list

		Presents to the University President the List of Short Listed Bidders Sends notice to bidders on the result of eligibility checking	documents				of short listed bidders to the University President Bidders are notified on the results of eligibility checking
4	Availability and issuance of Bid Documents	Directs the bidder to pay for the documents at the cashiers office before issuing the documents	7 days after posting of the invitation	BAC Chairman or Clerk at the Office of the BAC Chairman or Clerk at the BAC Office	Depends on the ABC of the Project	Bid Documents	Bidders are issued the Bid Documents upon presenting the Official Receipt
5	Pre Bid Conference	Conducts conference to clarify matters pertaining to the Procuring Entity's Rules and Regulations, preparation of bid documents and other matters pertaining the procurement at hand	1 calendar day after the last day of issuance of bid documents	BAC Chairman, Members, Observers, Secretariat, TWG, End User and Clerk	None	None	Conducted pre bid conference
	Supplemental Bid Bulletin	Issues supplemental bid bulletin regarding the changes made agreed during the pre bid conference	1 calendar day after pre bid conference	BAC Chairman and Clerk at the Office of the BAC Chairman	None	None	Supplemental Bid Bulletin are sent to bidders
6	Submission and Opening of Bids	Conducts preliminary evaluation of the submitted documents and determine compliance of the bidders to the documents required	12 days after the pre bid conference	BAC Chairman, Members, Observers, Secretariat, TWG, End User and Clerk	None	None	Determined the eligibility and compliance of the bidders to the documents required by the BAC
7	Bid Evaluation Approval of Ranking	Conducts thorough evaluation on the proposal submitted by the bidders Presents ranking for approval of the University President	Within 3 days after opening of bids	BAC Chairman, Members, TWG, End User	None	None	Bid Evaluation Reports and Approved Ranking

	Notification for Negotiation	Notifies winning bidder for negotiation and discussion of the terms and conditions of the project with the University President (negotiation starts with the lowest bidder)					
8	Negotiation	Negotiates and discuss the terms and conditions of the project with the University President	Within 3 days after notification of negotiation	BAC Chairman, TWG and University President	None	None	Terms and Conditions of the project are discussed negotiated and approved by both parties
9	BAC Resolution and recommending approval Notice of Award and Notice of Bidding Result	Prepares resolution and recommends to the University President the award of contract Notify bidders on the result of bidding process and requires the winning bidder to secure a performance bond	Within 3 days after bid negotiation	BAC Chairman, Members, TWG, End User and University President BAC Chairman, University President, Clerk at the Office of the BAC Chairman	None	None	BAC Resolution
10	Contract Preparation	Prepares Contract Agreement	Subject to the Approval of the Board of Regents through Board Meeting or Referendum	Technical Working Group - Legal	None	None	Contract Agreement approved by the BOR
11	Contract Signing and Notice to Proceed	Schedules the contract signing and prepares Notice to Proceed	Within 3 days after the approval of contract	Winning Bidder, University President	None	Performance Bond	Signed Contract
END OF TRANSACTION							



Public Bidding for the Rentals of University Facilities

Schedule of Availability of Service

January to December
Monday-Friday
8:00-12:00 am and 1:00-5:00 pm

Who May Avail of the Service

Depends on the project to be bid

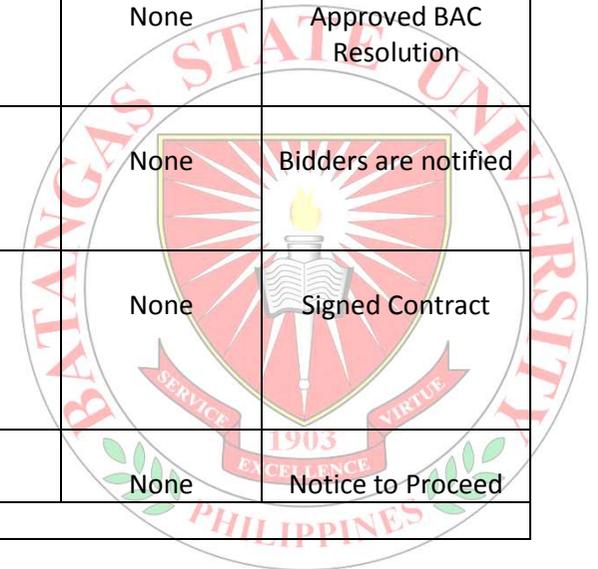
What are the Requirements

None

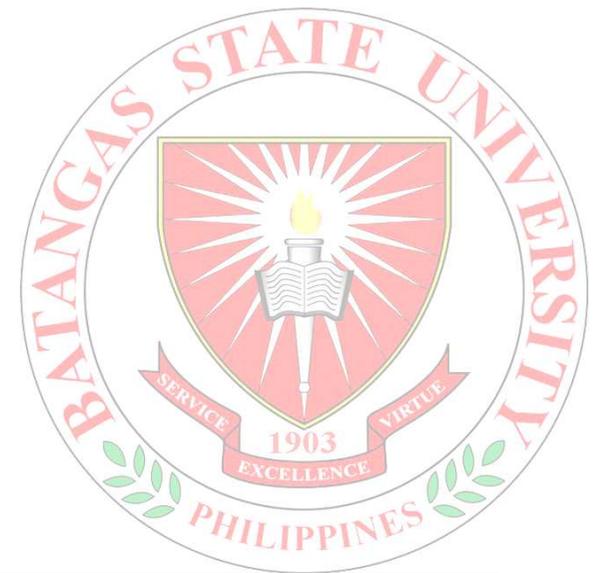
How to Avail of the Services

Step	Applicant/Client Activity	Services Provided	Duration of Activity (Under Normal Circumstances)	Person In Charge / Service Provider	Fees	Form	Output
1	Advertisement of the project	Prepares request for quotation indicating the documents to be submitted and the place and time of submission and advertise the request at the conspicuous place in the University premises Provides copy for the end user for distribution to possible bidders (bidders are advised to call the Office of the BAC Chairman for some clarifications regarding the project, they are also advised to submit the documents at the Offices of the BAC at the date and time indicated in the RFQ)	7 calendar days	BAC Chairman Clerk	None	None	Request for quotation is posted at the University premises and distributed to possible bidders
				BAC Chairman, Clerk at			

2	Submission of Requirements	Receives requirements	Within 7 days after the last day of advertisement	the Office of the BAC Chairman, Clerk at the Office of the BAC	None	None	Receipt of documents of the prospective bidders
3	Bid Opening	Opens the envelope of the bidders to determine their eligibility	1 day after the last day of submission of requirements	BAC Chairman, Members, Observers, TWG, End User and Clerk at the Office of the BAC Chairman	None	None	Determined the eligibility of the bidders based on the documents submitted
4	Bid Evaluation and Post Qualification	Endorses the bid documents to the TWG for further evaluation of the proposal TWG will submit the recommendation for the award of project based on the evaluation conducted	Within 3 days after bid opening	BAC Chairman, TWG	None	None	Documents submitted are evaluated
5	Notification of Negotiation	Notifies the lowest bidder for a negotiation with the University President to discuss the terms and conditions of the project	Within 3 days after the bid evaluation	BAC Chairman, TWG and University President	None	None	Bidder confirmed on the terms and conditions of the project
6	BAC Resolution and Recommending Approval	Prepares BAC Resolution and recommends to the University President the award to project to the winning bidder	1 day after negotiation	BAC Chairman, Members, End User, TWG and Clerk at the Office of the BAC Chairman	None	None	Approved BAC Resolution
7	Notice of Award and Notice of Bidding Result	Notifies bidder on the result of bidding process	1 day after BAC Resolution	BAC Chairman, University President, Clerk at the Office of the BAC Chairman	None	None	Bidders are notified
8	Contract preparation and signing	Prepares Contract	Subject to the approval of the Board of Regents through Board Meeting or Referendum	BAC Chairman, University President, TWG Legal	None	None	Signed Contract
9	Notice to Proceed	Notifies bidder to start the project	Within 7 days after contract signing	BAC Chairman, University President	None	None	Notice to Proceed
END OF TRANSACTION							



Extension



Office of the Director for Extension

Profile

We are an extension and training group that empowers the communities, particularly the underserved and depressed, from the bondage of poverty, malnutrition, ignorance, vices, indifference, and environmental destruction to enable the people to live with dignity.

Location

1st Floor – Administration Building, Gov. Pablo Borbon, Main Campus I, Rizal Ave., Batangas City

Contact Details

(043) 980-0385; 980-0387; 980-0392 to 0394 loc. 1131

Types and Sub-types:

1. Capability- Building Training Program
 - 1.1. Agricultural / Environmental Training
 - 1.2. Livelihood / Technical-Vocational/Skills Training
 - 1.3. Continuing Education for Professionals
 - 1.4. Basic Education/Information Technology Literacy Training

2. Community Outreach Program
 - 2.1. Food and Nutrition/Health and Sanitation/Maternal and child-care
 - 2.2. Medical/Dental/Optical Mission
 - 2.3. Blood Donation
 - 2.4. Clean and Green Community / Coastal Cleanup
 - 2.5. Tree Planting
 - 2.6. Nursery & Vegetable Garden Establishment
 - 2.7. Relief Goods Operation
 - 2.8. Gift Giving Activity
 - 2.9. Youth and Sports Development/Environmental Camps
 - 2.10. Visit to orphanages/prison camps/rehabilitation centers
 - 2.11. Provide counseling/legal advice
 - 2.12. Fund Raising for Community Development



3. High-impact, long-term Integrated Community-based Development Program
 - 3.1. Adopt-a-Barangay Program
 - 3.2. Adopt-a-School Program
 - 3.3. Barangay Integrated Development Approach in Nutrition Improvement (BIDANI)
 - 3.4. Agro-industrial Community-based Technology Center

4. Technical Assistance and Advisory Services
 - 4.1. Workers Education Services/Manpower Development Services
 - 4.2. Information and Communication Technology
 - 4.3. Engineering Design Consultancy
 - 4.4. Construction Supervision
 - 4.5. Disaster Mitigation
 - 4.6. Solid Waste Management
 - 4.7. Rural Development/Urban Planning
 - 4.8. Business / Financial Plan

5. Communication / Information Services
 - 5.1. Communication and/or Dissemination of knowledge and skills thru school-on-air program (DWPB FM 107.3)

6. Technology Transfer, Utilization and Commercialization

7. Extension PAPs supporting Gender and Development (GAD)
 - 7.1. Gender Sensitivity Training
 - 7.2. Gender Analysis
 - 7.3. Gender-responsive Planning and Budgeting



Request for Extension and Training Services

Schedule of Availability of Service:

January to December
Monday-Friday
8:00-12:00; 1:00-5:00

Who May Avail of the Service:

LGUs, GOs, NGOs, POs, Businesses and Industries

What are the Requirements:

- a. Letter of Request addressed to:
Office of the President
Batangas State University
Gov. Pablo Borbon, Main Campus I
Rizal Ave., Batangas City
- b. Filled up Form1: Request for Extension and Training Services
- c. Memorandum of Agreement / Memorandum of Understanding

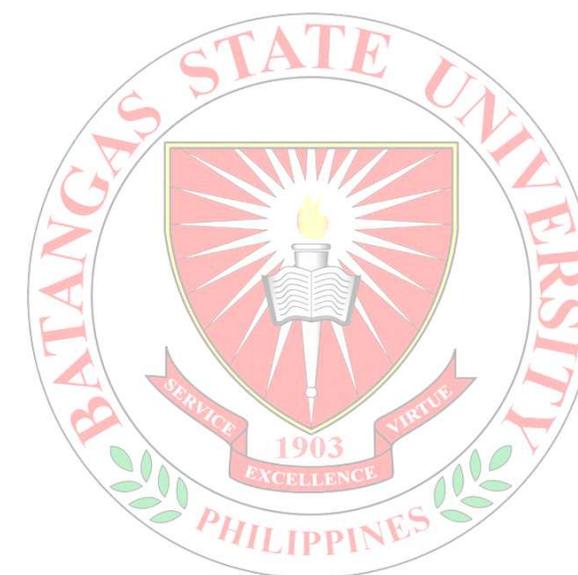
Duration:

6 weeks

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	Sends Letter of Request to the Office of the President	President advises the Director for extension services to evaluate the request for appropriate action	1 week	University President	None	None	President reviews/evaluates requests.
2	Sends filled-up Form 1 to the Office of the Director for Extension Services	Director for extension services and VP-RDE recommend the requested services for president's approval	1 week	Director for Extension Services & VP-RDE	None	Form 1	Form given out or downloaded from website

3	Attends consultative and planning meeting with the University extension group	Conducts consultative and orientation/planning meeting with the requesting agency	1 week	Extension Service Group	None	None	Training considerations and requirements are determined
4	Prepares/Sends MOA / MOU	University Legal Counsel reviews/evaluates MOA / MOU	1 week	University Legal Counsel	None	None	Final draft of MOA
5	Signs MOA / MOU	Signs MOA / MOU	1 week	University President & VP-RDE	None	None	Signed MOA
6	Contributes service inputs	Implements Extension Services	As scheduled	Extension Service Group	None	None	Training was implemented, monitored and evaluated
END OF TRANSACTION							



Board of Regents

HON. ALEX B. BRILLANTES JR.

Commissioner, CHED

Chairman-Designate, BatState-U Governing Board

HON. TIRSO A. RONQUILLO

President, BatState-U

Vice-Chairman, BatState-U Governing Board

HON. JULIANA PILAR “PIA” S. CAYETANO

Chair, Senate Committee on Education, Arts and Culture

Member, BatState-U Governing Board

Represented by: Gen. Ramon Santos

HON. ROMAN T. ROMULO

Chairman, House Committee on Higher
and Technical Education

Member, BatState-U Governing Board

Represented by: Cong. Llandro “Dong” Mendoza

HON. LUIS G. BANUA

OIC-Director, NEDA, R.O. IV-A

Member, BatState-U Governing Board



HON. ALEXANDER R. MADRIGAL

Director-DOST, R.O. IV

Member, BatState-U Governing Board

HON. FAUSTINO RICARDO G. CAEDO

Private Citizen Representative

Member, BatState-U Governing Board

HON. AMANDO A. PLATA

President, Federation of Alumni Associations of Batangas State University

Member, BatStateU-Governing Board

HON. GEORGE P. COMPASIVO

President, BatStateU Faculty Confederation

Member, BatStateU-Governing Board

HON. JOEY C. ESPINO

President, BatState-U Supreme Student Council Confederation

Member, BatState-U Governing Board

HON. ENRICO M. DALANGIN

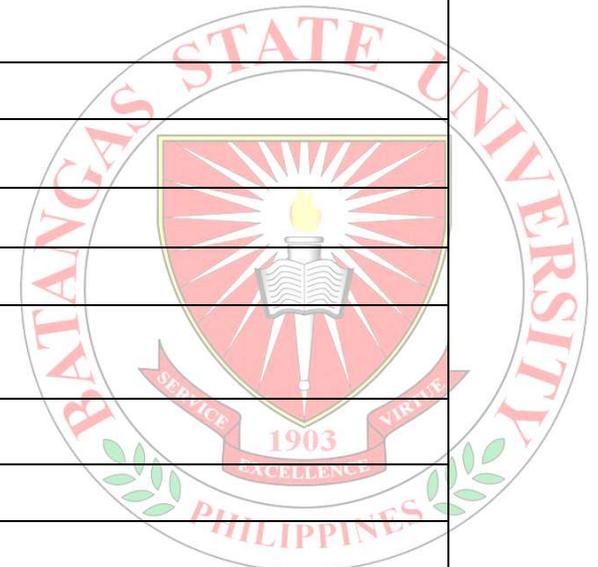
University Secretary, Batangas State University

Board Secretary

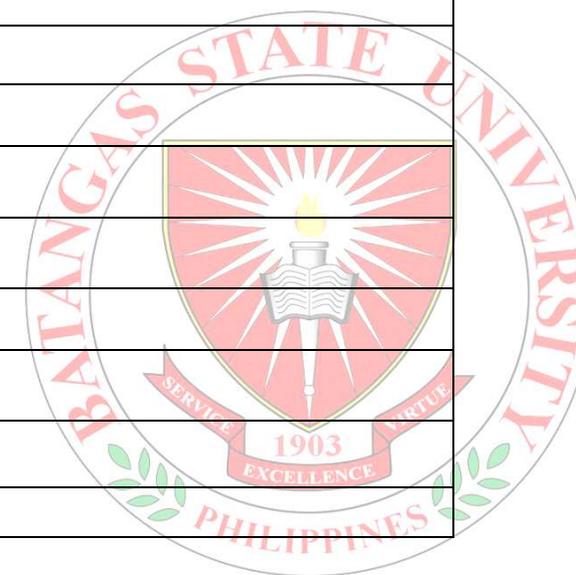


Directory of BatStateU Administrative Officials

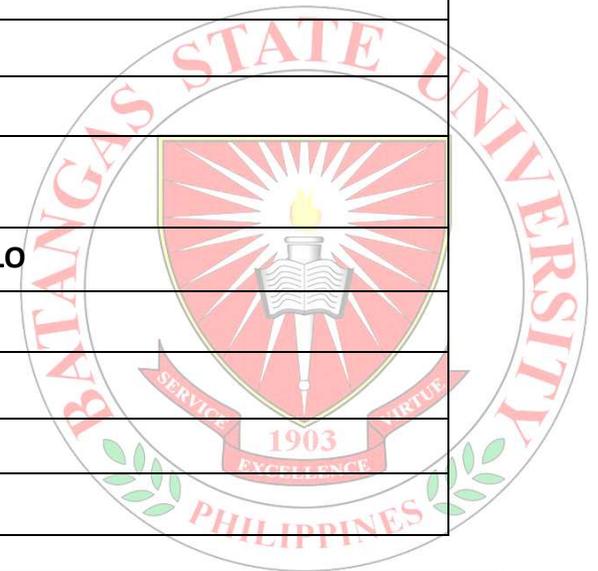
DESIGNATION	NAME
OFFICE OF THE UNIVERSITY PRESIDENT Contact Number: (043) 980-0385; 980-0387; 980-0392 to 0394 local 1546, 1822 and 1122	
University President	Dr. TIRSO A. RONQUILLO
Board and University Secretary	Prof. ENRICO M. DALANGIN
Director, Legal Affairs	Atty. LUZVIMINDA C. ROSALES
Executive Assistant / Director, Public Relations	Dr. VANESSAH V. CASTILLO
Director, Internal Assessment Unit	Asst. Prof. MARIO G. BUKAS
Director, Internal Audit Unit	Mr. JOSEPH D. MENDOZA
VICE PRESIDENTS	
Academic Affairs	Dr. CYNTHIA Q. MANALO
Research, Development and Extension	Dr. ERMA B. QUINAY
Finance and Resource Generation	Atty. LUZVIMINDA C. ROSALES
Administration and External Affairs	Dr. JESSIE A. MONTALBO
EXECUTIVE DIRECTORS	
BatStateU Main I and Lobo	Prof. ROGELIO A. ANTENOR
BatStateU Main II	Dr. ELISA D. GUTIERREZ
BatStateU ARASOF-Nasugbu, Balayan and Lemery	Prof. ENRICO M. DALANGIN



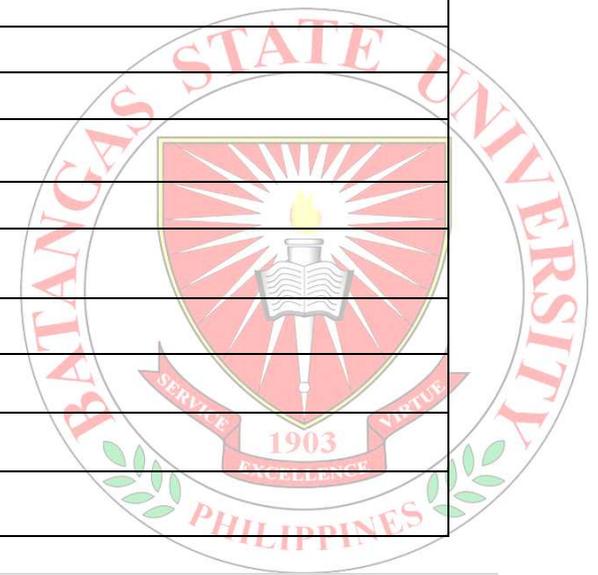
BatStateU JPLPC-Malvar and Lipa	Dr. EXPEDITO V. ACORDA
BatStateU Rosario and San Juan	Atty. EDGARD E. VALDEZ
OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS Contact Number: (043) 980-0385; 980-0392 to 0394 local 1112	
University Registrar	Mrs. EDITHA B. AGUSTIN
University Librarian	Mrs. ROSARIO L. CUEVAS
COLLEGE DEANS	
BatStateU Main I	
*College of Law	Atty. EDGARD E. VALDEZ
*College of Teacher Education	Dr. ROWENA R. ABREA
*College of Accountancy, Business Economics and International Hospitality Management	Dr. ELISA S. DIAZ
*College of Arts and Sciences	Dr. MATILDA H. DIMAANO
*College of Nursing and Allied Health Sciences	Ms. CHARMAINE ROSE I. TRIVIÑO
BatStateU Main II	
*College of Engineering, Architecture and Fine Arts	Dr. ELISA D. GUTIERREZ
*College of Informatics and Computing Sciences (OIC)	Assoc. Prof. ALEX I. MAGBOO
*College of Industrial Technology	Dr. PHILIP Y. DEL ROSARIO
BatStateU ARASOF-Nasugbu	
*College of Nursing and Allied Health Sciences	Assoc. Prof. GLORIA L. ARAOS



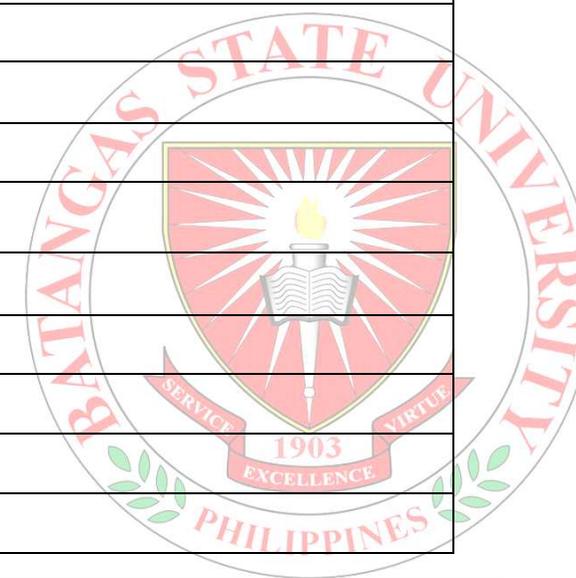
DEANS OF COLLEGES	
BatStateU ARASOF-Nasugbu	Asst. Prof. JOSEPHINE D. VERGARA
BatStateU JPLPC-Malvar	Dr. AMADO C. GEQUINTO
BatStateU Balayan	Asst. Prof. RHOBERT E. ALVAREZ
BatStateU Lemery	Asst. Prof. SANDY M. GONZALES
BatStateU Lipa	Dr. NORA G. DIMAANO
BatStateU Rosario and San Juan	Atty. EDGARD E. VALDEZ
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Arts and Culture	Asst. Prof. CECIL L. DIMASACAT
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Job Placement (OIC)	Mr. GERARD B. REMO
Student Discipline	Asst. Prof. ANNA MARIA V. RIVERA
Student Organizations and Activities	Asst. Prof. ELEONOR E. SEPILLO
Student Publications	Asst. Prof. JOANALYN C. ESTIOCO



Multi-Faith Services (Campus Ministry)	Dr. LUCILLE D. EVANGELISTA
Food Services/Student Housing and Residential Services	Mr. ELVIC M. SANCHEZ
Guidance and Counseling (University Guidance Counselor)/Services for Students with Special Needs and Persons with Disabilities	Asst. Prof. RENAN T. MALLARI
ASSOCIATE DEANS	
BatStateU Main I	
*General Engineering	Assoc. Prof. EUFEMIA H. AMUL
*College of Informatics and Computing Sciences	Ms. EVELYN Z. RED
*College of Accountancy, Business, Economics and International Hospitality Management	Asst. Prof. BENDALYN M. LANDICHO
*College of Teacher Education and Human Kinetics	Dr. NERRIE E. MALALUAN
*College of Arts and Sciences	Asst. Prof. ANITA P. AQUINO
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*College of Engineering, Architecture and Fine Arts	Prof. PAULINA M. MACATANGAY
*College of Industrial Technology	Assoc. Prof. SERVILLANO A. GARDIANO
General Engineering	
*BatStateU Rosario	Dr. ROSALINDA M. COMIA
College of Engineering and Computing Sciences	
*BatStateU ARASOF-Nasugbu	Asst. Prof. LORISSA JOANA E. BUENAS
*BatStateU JPLPC-Malvar	Engr. ROSANA C. LAT
*BatStateU Lipa	Asst. Prof. MICHAEL C. GODOY
College of Arts and Sciences	



*BatStateU ARASOF-Nasugbu	Dr. MARIA LUISA A. VALDEZ
*BatStateU JPLPC-Malvar	Dr. LOIDA F. TUNGAO
*BatStateU Lipa (OIC)	Mrs. MARIA LOURDES G. BALITA
College of Accountancy, Business, Economics and International Hospitality Management	
*BatStateU ARASOF-Nasugbu	Asst. Prof. ERWIN A. CAPARAS
*BatStateU JPLPC-Malvar	Dr. MARIA JESSIE S. LEONG
*BatStateU Lipa	Mrs. MONETTE M. SOQUIAT
*BatStateU Rosario	Asst. Prof. LUZVIMINDA AN ABACAN
*BatStateU San Juan	Asst. Prof. JOY M. REYES
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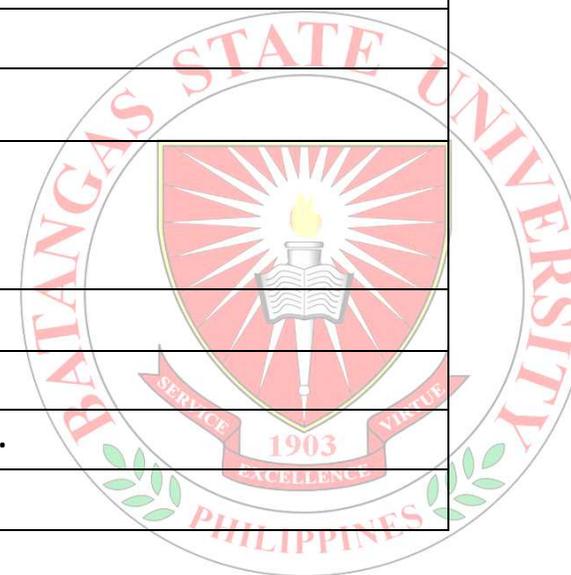
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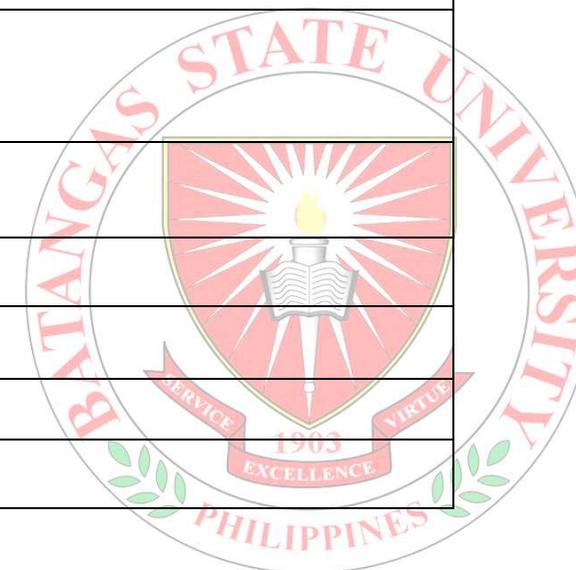
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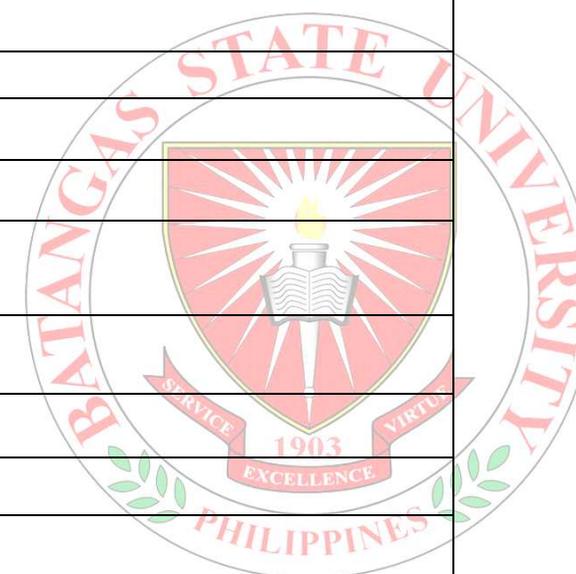
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