



BATANGAS STATE UNIVERSITY

CITIZEN'S CHARTER **2019 (1ST EDITION)**



I. Mandate:

Batangas State University (BatStateU) is committed to implement its mandate of equality and excellence, relevance and responsiveness, access and equity and efficiency and effectiveness through instruction, research, extension and production to meet the growing needs of the country and the world for globally competitive and morally upright professionals, scientist, technologist, technicians, skilled workers and entrepreneurs. It commits itself to the advancement of knowledge and skills in arts and sciences, teacher education, engineering, technology and informatics, accountancy, business and economics, agricultural sciences, law nursing and other related disciplines.

- **Republic Act No. 764** (1953) bestowed upon the Batangas Trade School (established in 1903 as Manual Training School) a national status, changing its name to Pablo Borbon Memorial Trade School, later (in 1957) to Pablo Borbon Regional School of Arts and Trades (PBRSAT).
- **Republic Act No. 5270** (1968) converted the PBRSAT into a state college, the Pablo Borbon Memorial Institute of Technology (PBMIT).
- **Republic Act. No. 9045** (March 22, 2001) created the Batangas State University (BSU) by integrating the Pablo Borbon Memorial Institute of Technology (PBMIT) and all its branches/campuses, the Jose P. Laurel Polytechnic College in Malvar, the Apolinario R. Apacible School of Fisheries in Nasugbu, and the Polytechnic University of the Philippines campus in Sto. Tomas, all in the province of Batangas.
- **Republic Act. No. 9472** (May 22, 2007) created the Batangas State University (BSU) by excluding from its coverage the Polytechnic University of the Philippines (PUP) Campus in Sto. Tomas, Batangas.

II. Vision:

A premier national university that develops leaders in the global knowledge economy

III. Mission:

A university committed to producing leaders by providing a 21st century learning environment through innovations in education, multidisciplinary research, and community and industry partnerships in order to nurture the spirit of nationhood, propel the national economy, and engage the world for sustainable development

IV. Service Pledge

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.

V. Quality Policy

Batangas State University is committed to provide quality service to all customers and satisfy applicable requirements through continuous improvement of all university processes.



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Cashiering Office

Collection of Tuition and Other Fees
Collection of Payment for Tor, Diploma, Etc.
Releasing of Checks



COLLECTION OF TUITION AND OTHER FEES				
This is a cashiering service. Enrolment-related fees are received by Cashier.				
Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Students, Parents, or Authorized Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment Form (during enrollment)		Integrated School - Department		
		Graduate School - Department / Online Enrollment		
2. Registration Form & Payment Slip (after enrollment)		Assessment Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays tuition and other fees	1. Checks and verifies assessment form/ payment slip	Fees depend on amount of assessment	1 min.	Cashier's Staff
	2. Accepts payment thru the following options			Cashier's Staff
	a. Over the counter transaction or direct payment to the Cashier's Office			Cashier's Staff
	b. Through On-call deposit to BSU Landbank Account			Cashier's Staff
	c. through online/ internet; log on to https://epaymentportal.landbank.com			Cashier's Staff
	Issues receipt			Cashier's Staff
TOTAL:		(per assessment)	1 min	



2. PAYMENT FOR TOR, DIPLOMA, ETC.				
Description of the Service: Cashiering				
Office or Division:	Cashier's Office - Main			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Students, Parents, Alumni Suppliers, Contractors or Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form		Assessment Office		
2. Request Slip from the Registrar's Office		Registrar's Office		
3. Payment Slip or Order of Payment		Accounting Office / RGO / BAC / DORM / GS / GSO / TAO / Procurement & Property Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays other fees (e.g. Transcript of Records, Diploma, Certification.	1. Checks and verifies order of payment or clearance form and the	1. Transcript of Records Php50.00/	1 min.	Cashier's Staff
	2. Accepts payment	2. Diploma Php400.00		
		3. Certification Php30.00/ page		
		4. Honorable Dismissal Php100.00		
		5. 2nd copy Reg Form Php15.00		
		6. 2nd copy ID Php15.00		
		7. Authentication Php20.00/ page		
		8. Graduation fee (IS) Php 300.00 / GS Php1,000.00		
		9. Reservation (IS) Php 3000		
		10. Good Moral Php30.00		

		11. Vehicle Sticker		
		12. Form 137 Php100.00		
		13. Exam Fee IS & GS Php250.00		
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		15. Light and Water		
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		21. Library Fine		
		22. Hostel Accommodation		
		23. Sale of Scrap		
TOTAL:			1 min	



RELEASING OF CHECKS				
This is a disbursing service. Checks for payment of obligations of the University are claimed at the cashier.				
Office or Division:	Cashier's Office - Main			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Students, Parents, BSU Personnel, Suppliers, Contractors or Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID (or any proof of identify with picture and signature)		Claimant & Authorized Representative		
2. Official Receipt (for suppliers; evidence of delivery)		Claimant		
3. Authorization Letter, if representative claims on behalf of claimant		Claimant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claims checks from the issuing staff of the office	1. Checks and verifies the identity of the claimant by requesting proof of identity like ID Card and authorization letter, if check is claimed by a representative. In addition, requests for the official receipt if the claimant is a supplier.	None	5 mins	Cashier's Staff
	2. Before releasing the check, requires claimant to sign the disbursement voucher, and logbook; take a picture of the claimant and the issued check; and get the official receipt issued by suppliers or contractors	None	5 mins	Cashier's Staff
TOTAL:		None	10 mins	



External Affairs Office

**Assistance to current and incoming Foreign Students
with the enrolment process**

**Assistance to Foreign and Local Students in Visa-
related transaction for school purposes**

**Assistance to Foreign and Local Students with:
Immigration Clearance, CHED Endorsement and
Embassy Clearance**



Assistance to current and incoming Foreign Students with the enrollment process				
Foreign students are assisted in the enrollment process.				
Office or Division:	External Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	Foreign Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Passport		Department of Foreign Affairs - Country of Origin		
2. Transcript of Records		Education Institution in foreign student's Country of		
3. Accomplished Application Forms		BatStateU - External Affairs Office		
4. Certificate of Acceptance		BatStateU - Registrar		
5. CHED endorsement (for transferees)		CHED, Quezon City		
6. Bureau of Quarantine Medical Clearance (extension)		Bureau of Quarantine, Manila		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notifies Office of desire to be assisted; Inquires on the availability of courses desired and the requirements for admission	1. Hands out brochure and list of requirements needed for enrolment; enlists for assistance	None	1 Hour	Director / EAO Staff
2. Submits original and copies of documents and other requirements	2. Collects documents and requirements for evaluation; refers student to Testing and Admission Office for examination.	None	1 Day	Director / EAO Staff
	3. Endorses the student to Registrar; Assists students in processing of enrollment	None	1 Day	Director / EAO Staff
TOTAL:		None	2 days and 2 hours	



Assistance to Foreign and Local Students in Visa-related transaction for school purposes				
Renewal of Visa, Extension of Tourist Visa or Student Visa, Conversion of Tourist Visa to Student Visa, Downgrading of Visa and Application of Visa (for SIAP – Student Internship Abroad Program).				
Office or Division:	External Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	Foreign and Local Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Passport (for foerign students)		Department of Foreign Affairs - Country of Origin		
2. Transcript of Records		Education Institution in foreign student's Country of Origin		
3. Accomplished Application Forms		BatStateU - External Affairs Office		
4. Certificate of Acceptance		BatStateU - Registrar		
5. CHED endorsement (for transferees)		CHED, Quezon City		
6. Bureau of Quarantine Medical Clearance (extension)		Bureau of Quarantine, Manila		
7. Photocopy of BI school accreditation ID		BatStateU - External Affairs Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Collects requirements for Renewal/ Extension/ Conversion of Visa	1. Collects documents and requirements.	Special Study Permit P7,000.00 Extension of Student Visa P12,000.00 Conversion of Tourist Visa to Student Visa P12,500.00	1 Day	Director / EAO staff
2.Checks and submit the documents for submission	2. Checks the requirements and documents submitted by the students and prepares them for submission to the Bureau of Immigration.	None	1 Day	Director / EAO staff
3.Waits for the release of the visa and/or the passport	3. Updates on the availability of the passport from Bureau of Immigration. Once available, proceeds to pick up the passport.			
TOTAL :		(as assessed; fees are for the account of issuing agencies.)	2 days	



3. Assistance to Foreign and Local Students with: Immigration Clearance, CHED Endorsement and Embassy Clearance.

Office or Division:	External Affairs Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	Foreign Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Passport	Department of Foreign Affairs - Country of Origin
2.Transcript of Records	Higher Education in their Country of Origin
3.Accomplished Application Forms	BatStateU - External Affairs Office
4.Certificate of Acceptance	BatStateU - Registrar
5.CHEd Endorsement (For Transferees)	CHEd, Quezon City
6.Bureau of Quarantine Medical Clearance (Extension)	Bureau of Quarantine, Manila
7.Photocopy of BI school accreditation ID	BatStateU - External Affairs Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Collects the documents needed	1.Collects documents and requirements for Immigration Clearance / CHED endorsement or Embassy clearance	Clearance Fees collected, if any	2 Days	Director / EAO staff
2.Submit application of clearance or endorsement	2.Checks requirements and documents and submits them to the office concerned	None	1 Day	Director / EAO staff
3.Verifies if Clearance/ Endorsement is available	3. Calls and updates concerned offices if documents are available and pick up of clearance or endorsement from Bureau of Immigration, CHED or Embassy once available.	None		
TOTAL:			3 days	



Extension Services Office
Provision of Extension and Training Services



PROVISION OF EXTENSION AND TRAINING SERVICES				
Description of the Service: Expertise of the University that may help improve the capability of LGUs, GOs, NGOs, POs, Businesses and Industries. Various trainings on different field of expertise are given to offices upon request to the University.				
Office or Division:	EXTENSIONSERVICE OFFICE			
Classification:	G2C – for services whose client is the transacting public			
	G2B – for services whose client is a business entity			
	G2G – for services whose client is another government agency, government en			
Type of Transaction:	Highly Technical Transactions			
Who May Avail:	LGUs, GOs, NGOs, POs, Businesses and Industries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Request Addressed to the University President 		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request to the Office of the President	1.1 Receive the Request Letter from the requesting Agency.	None	5 days	Staff of the President's Office
	1.2 Forward request letter to the office of the President for information and possible comments		(paused-clock)	
	1.3 Forward request Letter to the office of the Director for Extension Services for appropriate action.			
2. Coordinates with the office of the Director for Extension Service and draft MOA/MOU	Coordinate with the requesting agency regarding their requested services.	None	5 days	Director for Extension Services Assistant Directors Extension Head Extension Coordinators
3. Attend consultative meetings with the University extension group	Conduct consultative meeting and orientation / planning meeting with the requesting agency to determine training considerations and requirements	None	5 days	Extension Service Group
TOTAL:		None		



Food Services Office

Evaluation of complaints in Food Served in Canteen



Evaluation of complaints in Food Served in Canteen				
Description of the Service: Evaluation of complaints to be encountered in eating in Food Stall in				
Office or Division:	Food Services Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who May Avail:	Student, Faculty, Employees, Visitors, Other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Incident Report Form		Food Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished incident report form at the Food Services Office	Review, Evaluate and Validate facts of the incident and take appropriate action.	None	1 day	Food Service Personnel
2. Register in the Log Book	Secure the log	None		Food Service Personnel
TOTAL:		None	1 day	
NB: We assure the confidentiality of the complaint and identity of complainant.				



Office of Guidance & Counseling
Issuance of Certificate of Good Moral Character
(CGMC)
Issuance of Admission Slip



Issuance of Certificate of Good Moral Character (CGMC)	
Description of the Service: This certification is issued upon request of the bearer for whatever	
Office or Division:	Office of Student Affairs and Services - Office of Guidance and Counseling
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	All students and former students of Batangas State University
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For School Requirement:	
1. Accomplished Exit Interview Form	OGC
2. Request of CGMC form signed by OSD	OGC, Office of Student Discipline (OSD)
3. Official Receipt (Pay 30.00 php)	Cashier
4. One (1) Documentary Stamp	All authorized sellers
For Employment, Licensure Exams & Further Studies:	
1. Photocopy of Diploma or TOR	
2. Request of CGMC form signed by OSD	OGC, Office of Student Discipline (OSD)
3. Official Receipt (Pay 30.00 php)	Cashier
4. One (1) Documentary Stamp	All authorized sellers
For Scholarship Purposes:	
1. Photocopy of application form of scholarship	
2. Photocopy of registration form (current semester)	
3. Photocopy of grades from previous semester	
4. Request of CGMC form signed by OSD	OGC, Office of Student Discipline (OSD)
5. Official Receipt (Pay 30.00 php)	Cashier
6. One (1) Documentary Stamp	All authorized sellers
For TOSA Applicants:	
1. Photocopy of TOSA application form of scholarship (for scholars only)	
2. Photocopy of registration form (current semester)	
3. Any proof of application of honors/awards to any	
4. Request of CGMC form signed by OSD	OGC, Office of Student Discipline (OSD)
5. Official Receipt (Pay 30.00 php)	Cashier
6. One (1) Documentary Stamp	All authorized sellers
For OJT Purposes:	
1. Photocopy of registration form (current semester)	
2. Request of CGMC form signed by OJT	OGC, OJT Coordinator, and Office of Student Disc
3. One (1) Documentary Stamp	All authorized sellers
For Students who will represent the University in regional/ national/ international	
1. Photocopy of registration form (current semester)	
2. Approved letter of the event and any proof that	
3. Request of CGMC form signed by OSD	OGC, Office of Student Discipline (OSD)
4. One (1) Documentary Stamp	All authorized sellers

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to Office of Guidance and Counseling (OGC)	Checks and verifies the completeness of the requirements as to content and signatories and process the CGMC	30.00 php (except for OJT and students who will represent the University in regional/ national/ international competitions)	25 minutes (Allowable extension of processing time based on unexpected circumstances) E.g.- CGMCs requested near the cut off time (4:00 pm) will be released 8:30 am the next day or sudden power failure.	OGC Guidance Facilitator/ OGC Head/OGC Assistant Director/OSAS Director/College Dean/Dean of Colleges/Associate Dean
2. Accepts CGMC from the Guidance Facilitator/ Guidance Head and logs in to the log book for released CGMC.	Inform the client to log in the logbook.	None	5 minutes	OGC Guidance Facilitator/ OGC Head
TOTAL:		30.00 php	30 minutes	



Issuance of Admission Slip				
Description of the Service: An admission slip documents absence and tardiness and causes of such. It is issued to lessen or prevent absenteeism and tardiness among officially enrolled college students of Batangas State University.				
Office or Division:	Office of Student Affairs and Services - Office of Guidance and Counseling			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	All officially enrolled college students of Batangas State University who are always absent and/or tardy in class.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Report of Absences Form		OGC		
2. Any of the following, as applicable:				
Excuse letter and medical certificate (in case of health reasons)		Physician or clinic		
Death certificate (in case of death of a relative)		Local Civil Registry		
Approved letter of the activity (for school related activities)		Concerned office/college/person		
Excuse letter signed by parent or guardian, with Photocopy of ID of parent/guardian who signed the excuse letter		parent/guardian of student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Office of Guidance and Counseling (OGC) and undergoes interview	Checks and verifies the completeness of the requirements as to content and signatories, conducts interview, and processes the issuance of admission slip	None	14 minutes (Allowable extension of processing time based on unexpected circumstances) E.g. In case the client/student has many concerns that need immediate attention	OGC Guidance Facilitator/ OGC Head
2. Accepts admission slip from Guidance Facilitator/ Guidance Head and logs out to the record book for released admission slip	Inform the client/student to log in the logbook.	None	1 minute	OGC Guidance Facilitator/ OGC Head
TOTAL:		None	15 minutes	



Health Services Office

Medical Examination of New Students and Newly-Hired Employees

Dental Consultation/Treatment/ Management of Emergency Cases

Dental Examination of New Students

Medical Consultation

Issuance of Medical Certificate for Sick Leave Application

Issuance of Medical Certificate for Educational Trips/ School Activities

Issuance of Medical Certificate for On-The-Job-Training Students

Issuance of Medical Certificate for Athletes

Management of Emergency Cases

Issuance of Dental Certificate



MEDICAL EXAMINATION of NEW STUDENTS and NEWLY-HIRED EMPLOYEES

New Students and Transferees, and newly-hired employees are required to undergo medical examination prior to enrolment or employment. The examination is done to obtain the present and past health status of the individual.

Office or Division: HEALTH SERVICE OFFICE - MAIN PROPER

Classification: Complex

Type of Transaction: G2C

Who May Avail: New Students/Transferees and New Employee

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students:				
Chest X-ray Reading	Laboratory			
Blood Type Result				
Medical form, accomplished	Health Service Office			
For Permanent Employment Applicants:				
Chest X-ray reading; Urinalysis, Complete Blood Count (CBC), Blood type, Drug Test, Psychological Test results	Hospital or Laboratory			
(2) 1x1 ID picture				
CSC Form	Human Resource Management Office			
Medical form, accomplished	Health Service Office			
For Part-time and Job Order Employment Applicants:				
Chest X-ray result; Blood type result	Hospital or Laboratory			
Medical form, accomplished	Health Service Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logbook in the office lobby	1. Give the logbook to the client	None	1 minute	Nurse / Admin Aide
2. Submit the required documents	2. Receive the documents and check for completeness	None	4 minutes	Nurse / Admin Aide
3. Accomplish Medical Form	3. Review of form for accuracy of data given	None	5 minutes	Nurse / Admin Aide
4. Undergo Medical Examination/Evaluation	4. Assessment	None	20 minutes	Medical Staff / Physician
	History Taking			
	Physical Examination			
5. Sign out on the Transaction Logbook				
TOTAL:		None	30 minutes	



DENTAL CONSULTATION/TREATMENT/ MANAGEMENT OF EMERGENCY CASES				
Office or Division:	HEALTH SERVICE OFFICE- MAIN PROPER			
Classification:	Complex			
Type of Transaction:	G2G			
Who May Avail:	Students, Employee and Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dental Record for Employee and Students		Infirmary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logbook in the office lobby	1. Give the logbook to the client	None	1 minute	Nurse / Admin Aide
2. Wait to be called	2. Refer to Dentist	None	3 minutes	Nurse / Admin Aide
3. Undergo Dental Consultation	3. Retrieve Record	None	20 minutes	Dentist
	Assessment			
	4. Render Treatment	None	30 minutes	Dentist
	Refer to specialist if necessary			
	Give Recommendation			
4. Sign out on the Transaction Logbook				
TOTAL:		None	54 minutes	



DENTAL EXAMINATION of NEW STUDENTS				
New Students and Transferees are required to undergo dental examination prior to enrolment. This service is done to obtain the present and past oral health status of the individual.				
Office or Division:	HEALTH SERVICE OFFICE- MAIN PROPER			
Classification:	Complex			
Type of Transaction:	G2C			
Who May Avail:	New Students/Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dental Form, accomplished		This office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logbook in the office lobby	1. Give the logbook to the client	None	1 minute	Nurse/Admin Aide
	2. Refer the patient to the Dentist	None	2 minute	Nurse / Admin Aide
2. Accomplish Dental Form	3. Review of form for accuracy of data given	None	5 minutes	Nurse / Admin Aide
3. Undergo Dental Examination	4. Assessment	None	15 minutes	Dentist
	History Taking			
	Dental Examination			
4. Sign out on the Transaction Logbook				
TOTAL:		None	23 minutes	



MEDICAL CONSULTATION				
Students, faculty members, staff and personnel may avail of this service for overall wellness.				
Office or Division:	HEALTH SERVICE OFFICE			
Classification:	Complex			
Type of Transaction:	G2C; G2G			
Who May Avail:	Students, Employee and Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Record for Employee and Students		Infirmary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logbook in the office lobby	1. Give the logbook to the client	None	1 minute	Nurse / Admin Aide
	2. Retrieve health record	None	3 minutes	Nurse / Admin Aide
2. Undergo Medical Consultation	3. Assessment	None	30 minutes	Nurse / Physician/ Dentist
	History Taking			
	Physical Examination			
	Refer to Medical Officer			
	3. Render Treatment	None	30 minutes	Nurse
	Admit at the infirmary if necessary Inform Parent			
3. Sign out on the Transaction Logbook				
TOTAL:		None	1 hour & 4 min	



ISSUANCE OF MEDICAL CERTIFICATE FOR SICK LEAVE APPLICATION				
Faculty members who have notified the Health Service Office of their absence due to sickness are examined by the University Physician upon return to work. In proper cases, faculty members are issued certificates of fitness to work (return to work medical certificate)				
Office or Division:	HEALTH SERVICE OFFICE			
Classification:	Simple			
Type of Transaction:	G2G			
Who May Avail:	Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Record of Faculty		Infirmary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logbook in the office lobby	1. Give the logbook to the client	None	1 minute	Nurse / Admin Aide
2. Wait to be called	2. Retrieve health record	None	3 minutes	Nurse / Admin Aide
3. Undergo Medical Consultation/Examination	3. Assessment	none	10 minutes	Nurse and Physician
	History Taking			
	Physical Examination			
	4. Issue medical certificate	None	1 minute	Physician
4. Log transaction in the Medical Certificate issuance logbook	5. Give the logbook to the client	None	1 minute	Nurse / Admin Aide
5. Sign out on the Transaction Logbook				
TOTAL:		None	16 minutes	



ISSUANCE OF MEDICAL CERTIFICATE FOR EDUCATIONAL TRIPS/ SCHOOL ACTIVITES				
Students who will join educational trips or school activities to be held off-campus / outside the University are required to undergo medical examination (1) month prior to the event per CHED CMO No. 63 s. 2017 requirements				
Office or Division:	HEALTH SERVICE OFFICE			
Classification:	Complex			
Type of Transaction:	G2G			
Who May Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Record of Students		Infirmary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logbook in the office lobby	1. Give the logbook to the client	None	1 minute	Nurse / Admin Aide
2. Wait to be called	2. Retrieve health record	None	2 minutes	Nurse / Admin Aide
3. Undergo Medical Examination	3. Assessment	none	15 minutes	Nurse / Physician
	History Taking			
	Physical Examination			
	with Abnormal Findings: Refer to specialist, then follow-up	None	10 minutes	Physician
	with Normal Findings: Issue medical certificate			
4. Log transaction in Off-Campus Medical Certificate logbook	5. Give the logbook to the client	None	1 minute	Nurse / Admin Aide
5. Sign out on the Transaction Logbook				
TOTAL:		None	30 minutes	



ISSUANCE OF MEDICAL CERTIFICATE FOR ON-THE-JOB-TRAINING STUDENTS				
Students who shall undergo OJT are required to undergo medical examinations. Medical Certificates for this purpose are issued as appropriate.				
Office or Division:	HEALTH SERVICE OFFICE			
Classification:	Complex			
Type of Transaction:	G2G			
Who May Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BSN, BSND and Food Handlers Courses:				
Chest X-ray reading; Stool Exam; Hepa B Screening results; Vaccination Card;		Hospital/Laboratory		
(2) 1x1 ID picture				
Non-Food Handlers Courses:				
Chest X-ray reading;		Hospital/Laboratory		
(2) 1x1 ID picture				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logbook in the office lobby	1. Give the logbook to the client	None	1 minute	Nurse / Admin Aide
2. Submit the required documents	2. Receive the documents and check for completeness	None	3 minutes	Nurse / Admin Aide
3. Accomplish Medical Form	3. Review of form for accuracy of data given	None	5 minutes	Nurse / Admin Aide
4. Wait to be called	4. Retrieve health record	None	3 minutes	Nurse / Admin Aide
5. Undergo Medical Consultation	5. Assessment	none	15 minutes	Nurse and Physician
	History Taking			
	Physical Examination			
	with Abnormal Findings: Refer to specialist, then follow-up	None	10 minutes	Physician
	with Normal Findings: Issue medical certificate			
6. Log transaction in the Medical Certificate logbook	6. Give the logbook to the client	None	1 minute	Nurse / Admin Aide
7. Sign out on the Transaction Logbook				
TOTAL:		None	38 minutes	



ISSUANCE OF MEDICAL CERTIFICATE FOR ATHLETES				
Athletes who shall participate in different sports activities are required to undergo medical examination prior to the event.				
Office or Division:	HEALTH SERVICE OFFICE			
Classification:	Complex			
Type of Transaction:	G2G			
Who May Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Record of Students; Official Form of the event (if any)		Infirmary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logbook in the office lobby	1. Give the logbook to the client	None	1 minute	Nurse / Admin Aide
	2. Retrieve health record	None	2 minutes	Nurse / Admin Aide
2. Undergo Medical Consultation/ examination	3. Assessment History Taking Physical Examination	None	15 minutes	Nurse and Physician
	with Abnormal Findings: Refer to specialist, then follow-up with Normal Findings: Issue medical certificate	None	10 minutes	Physician
3. Log transaction in the Pre-participation Medical Certificate Issuance logbook	4. Give the logbook to the client	None	1 minute	Nurse / Admin Aide
4. Sign out on the Transaction Logbook				
TOTAL:		None	30 minutes	



MANAGEMENT OF EMERGENCY CASES				
Medical staff attend to emergency medical cases in the university brought to their attention. They perform first aid, evaluation and further management. If necessary, certain cases are referred to other medical facility for further management.				
Office or Division:	HEALTH SERVICE OFFICE			
Classification:	Complex			
Type of Transaction:	G2G			
Who May Avail:	Students, Employee, Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Health Record of Students, if available			Infirmary	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client is brought into the infirmary	1.Retrieve health record	None	3 minutes	Nurse / Admin Aide
2.Client is placed on a safe environment	2.Assessment	None	30 minutes	Nurse and Physician
	History Taking			
	Physical Examination			
	Refer to Medical Officer			
	3.Render Treatment	None	20 minutes	Nurse
	Inform parent			
	Refer to specialist if necessary			
3.Sign out on the Transaction Logbook				
TOTAL:		None	53 minutes	



ISSUANCE OF DENTAL CERTIFICATE				
This certificate is issued to Students, Employees and other stakeholders who have availed of dental services.				
Office or Division:	HEALTH SERVICE OFFICE			
Classification:	Complex			
Type of Transaction:	G2C			
Who May Avail:	Students, Employee, Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dental Record		Infirmary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logbook in the office lobby	1. Give the logbook to the client	None	1 minute	Nurse / Admin Aide
2. Wait to be called	2. Referred to Dentist	None	2 minutes	Nurse / Admin Aide
3. Undergo Dental Examination	3. Retrieve Record	None	15 minutes	Dentist
	Assessment			
	4. Issue dental certificate	None	5 minutes	Dentist
4. Log transaction in Dental Certificate issuance logbook	5. Give the logbook to the client	None	1 minute	Dentist
5. Sign out on the Transaction Logbook				
TOTAL:		None	24 minutes	



Human Resource Management Office
Issuance of Certificate of Employment & Service
Record



ISSUANCE OF CERTIFICATE OF EMPLOYMENT & SERVICE RECORD				
The Certificate of Employment & Service Record is issued to both employed and formerly employed Faculties and Employees. A Certificate of employment contains position, office, duration of employment, salary and purpose, while a service record contains detailed information of appointment and the purpose.				
Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	Faculty, Employees and Separated Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For currently employed: Online Request of Certificate of Employment or Service Record		For currently employed: Accomplish online form at http://dione.batstate-u.edu.ph/employee		
For former employee: Fully accomplished request slip for separated faculty and employee (1 original copy) Accomplished Clearance for separated faculty and employee (1 original copy)		For former employee: Human Resource Management Office - Employment Record Section Human Resource Management Office - Employment Record Section and/or Compensation & Relations Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For currently employed: File online request through employee portal For former employee: Fill out request slip (for separated faculty & employee) * Make sure that you are cleared from all the liabilities in the University	1. Check, verify & approve submitted request slip on Human Resource Management System. Check if he/she is cleared from all the liabilities. Issue request slip to the separated faculty or employee.	None	10 minutes	Employment Record Staff/ Compensation & Relations Staff
2. Submit the fully accomplished request slip	2. Print the HRMS submitted request slip. Receive & verify the completeness of the submitted form.	None	5 minutes	Employment Record Staff/ Compensation & Relations Staff
3. Receive the certificate of employment/service record.	7. Notify the requestor as to the readiness of the certificate/ service record through HRMS. Release the certificate of employment/service record.	None	5 minutes	Employment Record Staff/ Compensation & Relations Staff
TOTAL:		None	20 minutes	



Library Services

**Request for Library Orientation and Library Instruction
Session**

Borrowing and Returning of Library Materials

Returning of Library Materials

Issuance of Referral Letter

**Issuance of Certification for Submission of Theses
and Dissertations**

**Activating/Synchronizing your Library Account with
your University ID**

Library Signing of Clearance

Approval of Request for Use of Multimedia Resources

Library Orientation and Library Instruction Session



REQUEST FOR LIBRARY ORIENTATION AND LIBRARY INSTRUCTION SESSION				
Helps students become familiar with the library's space, library facilities, policies, services and				
Office or Division:	Library Services			
Classification:	G2C – Government to Citizen			
Type of Transaction:	SIMPLE			
Who May Avail:	Students, Faculty, Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University ID (countersigned for the current Request Letter)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the Reference Desk and hand over the University ID and request letter	1.Receive request letter	None	1 minute	Reference librarian / Library Staff
	2.Take note of the details of the request and verify time schedule and venue and forward application to the Head of the Library Services	None	5 minutes	Reference librarian / Library Staff
2.Wait for the confirmation of the availability of requested time schedule and venue	3.Verify availability of time schedule and venue	None	3 minutes	Reference librarian / Library Staff
3.Receive confirmation of schedule of Library Orientation	4.Confirm with the Faculty schedule and venue of the Library Orientation	None	1 minute	Reference librarian / Library Staff
TOTAL:		None	10 minutes	



BORROWING AND RETURNING OF LIBRARY MATERIALS				
Bonafide students and faculty/staff may borrow books and other library materials. The borrowed items shall be returned according to the due date specified by the librarian.				
Office or Division:	Library Services			
Classification:	G2C – Government to Citizen			
Type of Transaction:	SIMPLE			
Who May Avail:	Student, Faculty, Non–Teaching Personnel , Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University ID (countersigned for the current				
For outside clients, valid school ID or any government issued ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out book card with name, college and date due. Proceed to the circulation desk and hand over the books and ID to the library staff-in-charge	Receives materials, Check and verify ID (should be valid and countersigned). Check the accession number/s if the same with the book card/s, stamp date due, charge it to the client's library account	None	5 minutes	Reference librarian / Library Staff
Wait for the books to be processed for check-out	After the books have been properly checked out, print the transaction receipts and hand them over together with the ID and books	None	3 minutes	Reference librarian / Library Staff
Client receive books and signs the transaction receipt (library copy) and hands it back to the staff-in-charge	The library staff place the transaction receipts (library copy) on the filing box	None	2 minutes	Reference librarian / Library Staff
TOTAL:		None	10 minutes	



RETURNING OF LIBRARY MATERIALS				
Bonafide students and faculty/staff may borrow books and other library materials. The borrowed items shall be returned according to the due date specified by the librarian.				
Office or Division:	Library Services			
Classification:	G2C – Government to Citizen			
Type of Transaction:	SIMPLE			
Who May Avail:	Student, Faculty, Non–Teaching Personnel , Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University ID (countersigned for the current				
For outside clients, valid school ID or any government issued ID				
Official receipt for overdue		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the circulation desk and hand over the books and ID to the library staff-in-charge	Receives materials, check the accession number/s if the same with the book card, check for mark/s, damage/s, check for overdue fines, clear the book/s on the client's library account, insert the book card in the book pocket	Depending on the overdue fines. Circulation Books Php 10.00/day Reserved Books Php 5.00/hour	5 minutes	Reference librarian / Library Staff
Client receive the signed transaction receipt	After the books have been properly checked in, hand over the ID and the signed transaction receipt. Put the the books/materials for shelving later	None	2 minutes	Reference librarian / Library Staff
TOTAL:			7 minutes	



ISSUANCE OF REFERRAL LETTER				
The Library Services issues referral letters to those who wish to perform research in other libraries and research agencies.				
Office or Division:	Library Services			
Classification:	G2C – Government to Citizen			
Type of Transaction:	SIMPLE			
Who May Avail:	Student, Faculty, Non–Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University ID (countersigned for the current semester)				
Accomplished Request Slip				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the reference desk and hand over the books to the library staff-in-charge and your ID.	Verifies the validity of the ID. If valid hands over the Referral Letter Request Slip	None	1 minute	Reference librarian / Library Staff
Accomplishes Referral Letter Request Slip	Checks the accomplished slip and encodes the referral letter and have it signed	None	6 minutes	Reference librarian / Library Staff
Claim the referral letter two days after	Issues the Referral Letter	None	1 minute	Reference librarian / Library Staff
TOTAL:		None	8 minutes	



ISSUANCE OF CERTIFICATION FOR SUBMISSION OF THESES AND DISSERTATIONS				
GUIDELINES FOR SUBMISSION OF HARDBOUND THESIS				
1. Graduating students are required to submit one (1) hardbound copy of their undergraduate thesis, a soft copy of the abstract and the pdf file of their thesis.				
2. The thesis should include a title page and duly signed approval sheet.				
3. Deadline for submission of thesis, soft copy of the abstract and pdf file is on the last day of submission of grades for the term in which the student expects to graduate.				
4. Hardbound copies of the theses, soft copies of the abstract and the pdf files are submitted/endorsed by the College Thesis Coordinator.				
Office or Division:	Library Services			
Classification:	G2C – Government to Citizen			
Type of Transaction:	COMPLEX			
Who May Avail:	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Endorsement letter of Theses/Dissertations from				
b. Hardbound Copy of Theses / Dissertations				
c. Soft Copy of Theses Abstract / Summary and				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents endorsement letter	Verifies the endorsement letter and attachment	None	2 minutes	Reference librarian / Library Staff
Presents the hardbound copy of theses/dissertations	Checks the theses/dissertations. Check the title page and approval sheet if duly signed by the concerned signatories.	None	Varies	Reference librarian / Library Staff
Submits the requirements	Check the submitted requirements like the soft copy of and abstract of theses/dissertation and the full thesis. Check the approval sheet records. If complete, ,encodes the certification and have it signed	None	Varies	Reference librarian / Library Staff
Claim the Certification	Issues the Certification	None	3 minutes	Reference librarian / Library Staff
TOTAL:		None	Varies	



Activating/Synchronizing your Library Account with your University ID				
Before being able to use any of the Libraries' services, you may need to activate your University ID through the Library System. Stop by the library and ask the I.T. Support staff to activate/update the information on your University ID in the Library System.				
Office or Division:	Library Services			
Classification:	G2C – Government to Citizen			
Type of Transaction:	SIMPLE			
Who May Avail:	Students enrolled in the current semester, Faculty, Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University ID (countersigned for the current semester)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Registration Form and University ID	Check and verify accuracy of information indicated in the registration form. Check the University ID for countersigned sticker	None	2 minutes	Reference librarian / Library Staff
	Verify identity of the student by comparing the ID and the information provided in the Registration form	None	2 minutes	Reference librarian / Library Staff
Check for completeness and accuracy of information	Verify with student the completeness and accuracy of information in his/her Library Account	None	5 minutes	Reference librarian / Library Staff
Receive validated University ID	Issue validated University ID	None	1 minute	Reference librarian / Library Staff
TOTAL:		None	10 minutes	



LIBRARY SIGNING OF CLEARANCE				
Library Clearance is a statement from the Library that a user's account has been closed in a regular manner and contains no outstanding loans or fines. Such a statement is required before issuance of certificates or diplomas to departing and former students. It is also required by HRMO for both faculty and non-teaching staff				
Office or Division:	Library Services			
Classification:	G2C – Government to Citizen			
Type of Transaction:	SIMPLE			
Who May Avail:	Students, Alumni, Faculty, Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		Students - Registrar, Faculty/Staff - HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents the clearance form	Verify information indicated in the Clearance Form	None	2 minutes	Reference librarian / Library Staff
	Check and verify from the Library system for any library accountability. If none, Sign on behalf of the Head of Library Services	None	5 minutes	Reference librarian / Library Staff
Fill out Clearance Logbook	Check for accuracy of information indicated	None	2 minutes	Reference librarian / Library Staff
Receive duly signed Clearance Form	Issues the clearance	None	1 minute	Reference librarian / Library Staff
TOTAL:		None	10 minutes	



APPROVAL OF REQUEST FOR USE OF MULTIMEDIA RESOURCES				
Multimedia services are offered to enhance students' learning. Teacher and students may request for multimedia services for instructional/extra-curricular activities.				
Office or Division:	Library Services			
Classification:	G2C – Government to Citizen			
Type of Transaction:	SIMPLE			
Who May Avail:	Students, Faculty, Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		ISO Office		
University ID (countersigned for the current				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Application Form for the use of the MultiMedia Resources	Receive Application Form	None	2 minutes	Reference librarian / Library Staff
	Verify availability of space requested and forward application to the Head of the Library Services	None	5 minutes	Reference librarian / Library Staff
Wait for the request to be processed	Approval of request	None	2 minutes	Reference librarian / Library Staff
Receive Application Form	Issue signed Application Form and refer to the Dean of Colleges for Approval	None	1 minute	Reference librarian / Library Staff
TOTAL:		None	10 minutes	



LIBRARY ORIENTATION AND LIBRARY INSTRUCTION SESSION				
Helps students become familiar with the library's space, library facilities, policies, services and resources the library has to offer.				
Office or Division:	Library Services			
Classification:	G2C – Government to Citizen			
Type of Transaction:	SIMPLE			
Who May Avail:	Students, Faculty, Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University ID (countersigned for the current				
Request Letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Reference Desk and hand over the University ID and request letter	Receive request letter	None	1 minute	Reference librarian / Library Staff
	Take note of the details of the request and verify schedule and venue and forward application to the Head of the Library Services	None	5 minutes	Reference librarian / Library Staff
Wait for the confirmation of the availability of requested time schedule and venue	Verify availability of schedule and venue	None	3 minutes	Reference librarian / Library Staff
Receive confirmation of schedule of Library Orientation	Confirm with the Faculty schedule and venue of the Library Orientation	None	1 minute	Reference librarian / Library Staff
TOTAL:		None	10 minutes	



Public Relations Office

**Approval of Request for Documentation of Major
University Events and Activities
Organizing Public Relations Events/Activities**



APPROVAL OF REQUEST FOR DOCUMENTATION OF MAJOR UNIVERSITY EVENTS AND ACTIVITIES				
Office or Division:		PUBLIC RELATIONS OFFICE		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Internal and External Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation/programme or equivalent document		unit; sponsor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit invitation/communication letter	Receipt of invitation/communication letter from concerned office/college/campus	None	5 minutes	Director of Public Relations Staff
2. Prepare materials to be used for documentation	Preparing the materials needed for documentation such as camera, recorder, pen and notepad	None	1-2 hours	Staff
3. Perform documentation procedures	Performing documentation procedures during and event/activity	None	Depends on the duration of the Actual Activity	Staff
4. Preparation of news and photos for approval of PR Director	Submitting the prepared news and photos to the PR Head	None	30 minutes	Staff
5. Approval of the news and photos by the PR Director	Seeking the approval of the PR Director. If not approved, will edit and seek approval again	None	2 hours	Staff
6. Post news/photos on University website/social media accounts	Posting the news and photos on the University website and social media accounts	None	1 hour	Staff
TOTAL:		None	1-2 days	



ORGANIZING PUBLIC RELATIONS EVENTS/ACTIVITIES				
Office or Division:	PUBLIC RELATIONS OFFICE			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Internal and External Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs the office about the events or the activity to be conducted	Verifies the information	None	1-2 hours	Director of Public Relations Staff
2. Provides details for the proposal	Prepares the proposal for the activity	None	1 day	Director of Public Relations Staff
3. Coordinates with the office for the approval of the proposal	Seeks the approval of the authority for the event/activity	None	1 week	Director of Public Relations Staff VP for External Affairs VP for Admin and Finance University President
4. Follows up the materials of procured in case the event/activity is internally funded	Coordinates with the Procurement Office for the materials needed for the activities	None	1 day	Director of Public Relations
5. Cooperates with the office during the conduct of activity/event on the scheduled time	Conducts the activity/event on the scheduled time	None	Depends on the duration of the Actual Activity	Director of Public Relations Staff
TOTAL:		None	10 Working Days	



Registrar's Office

Enrolment Validation of New Students
Enrolment Validation of Old Students
Adding, Changing and Dropping Of Courses
Issuance and Approval of Cross Enrolment Form
Issuance and Approval of Evaluation Form for
Transferees, Shifters and Returnees
Issuance of Duplicate Copy of Registration Form
Issuance of Print of Grades
Issuance of Authenticated Documents
Issuance of Certified, Authenticated and Verified
(CAV) Documents
Issuance of Official Certification
Issuance of Certificate of Course Description
Issuance of Form 137
Issuance of Transfer Credentials
Issuance of Transcript of Records (TOR)
Issuance of Second Copy of Diploma
Issuance and Approval of Evaluation Form for
Comprehensive Examination
Pre-Law Evaluation for Admission



ENROLMENT VALIDATION OF NEW STUDENTS				
After the courses have been encoded/placed in the student's portal, they will be officially				
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	All students who were admitted in the university for the first time			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Report Card/Form 138		Previous school		
Certificate of Good Moral Character		Previous school		
Original Copy of NSO/PSA Birth		Philippine Statistics Authority		
Admission Slip		Testing and Admission Office		
Additional Requirement for Transferee:				
Transfer Credentials (Honorable Dismissal or any		Previous School		
Official Receipt (Graduate program enrollees)		Cashier's Office		
Conditional Requirement (In case of the Absence				
Certification as a Graduating Student		Previous school		
Certification that the student has not been admitted		Previous school		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements to the staff	Verify and check the authenticity and completion of the documents	None	10 minutes	Registrar's Staff
2. Sign in the Client Logbook	Guide the client in signing in the Logbook	None	1 minute	Registrar's Staff
3. Submit the requirements and secure copy of Registration Form	Receive the requirements and print Registration Form	None	2 minutes	Registrar's Staff
4. Fill up the Registration Form with some personal information	Guide the client in filling up the Registration Form	None	5 minutes	Registrar's Staff
5. Receive the student's copy of Registration	Check the accuracy of information printed in the	None	2 minutes	Registrar's Staff
TOTAL:		None	20 minutes	



ENROLMENT VALIDATION OF OLD STUDENTS				
After the courses have been encoded/placed in the student's portal, they will be officially				
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	All students who had enrolment records in the previous terms/semesters			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Evaluation Form (for Shifters and		Registrar's Office		
Admission Slip (for Shifters and Returnees who		Testing and Admission Office		
Official Receipt (for students who exceeded		Cashier's Office		
Approved Proposal Slip (for students who		College		
Encoded Subjects		Online account		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the staff	Verify and check the authenticity and completion of submitted documents	None	5 minutes	Registrar's Staff
3. Secure copy of Registration Form	Print Registration Form	None	2 minutes	Registrar's Staff
4. Fill up the Registration Form with some personal information	Guide the client in filling up the Registration Form	None	5 minutes	Registrar's Staff
5. Receive the student's copy of Registration Form	Checks the accuracy of information printed in the Registration form Issue the student's copy of Registration Form	None	3 minutes	Registrar's Staff
TOTAL:		None	15 minutes	



ADDING, CHANGING AND DROPPING OF COURSES				
After enrolment, students may intend to add, change or drop courses which is allowed only during the period specified in the Academic Policies and Procedures				
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	All students who has enrolment records in the current semester			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form for the current semester		Registrar's Office		
Student ID		Client		
Conditional Requirement:		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the registration form for the current semester	Verify student's enrolment records and check if he/she is qualified to add, change or drop course/s	None	10 minutes	Registrar's Staff
2. Secure Adding, Changing and Dropping Form	Issue blank form for adding, changing and dropping of courses and instruct the student to fill up the form	None	1 minute	Registrar's Staff
3. Proceed to the college for approval of the form	Check the eligibility of the student to add, change and drop course/s Approve and sign the form	None	10 minutes	College Dean/Department Chair/Program Chair/Authorized personnel in the college
4. Proceed to the Registrar's Office for processing of the request	Accept approved form Verify and check the authenticity and completion of approved adding, changing and dropping form	None	3 minutes	Registrar's Staff
	Process adding, changing or dropping of courses	None	3 minutes	Registrar's Staff
	Detach student's copy of the approved form File the Registrar's copy of the approved form		1 minute	Registrar's Staff
	Print and issue Re-assessed copy of Registration Form together with the student's copy of the form	None	2 minutes	Registrar's Staff
TOTAL:		None	30 minutes	



ISSUANCE AND APPROVAL OF CROSS ENROLMENT FORM				
Students who intend to enroll course/s which is/are not offered in the university may undergo this process. The description and units of the course/s to be cross-enrolled match/es with what is in the student's prescribed curriculum.				
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	All active students who intend to enrol course/s at other school			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		Client		
Registration Form for the current semester (if the		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State information such as the name and enrolled program If currently enrolled, present the registration form	Verify student's enrolment records and check if he/she is qualified cross enroll based on the existing policy on cross-enrolment	None	10 minutes	Registrar's Staff
2. Secure Cross Enrolment Form and other requirements for attachment	Issue three copies of blank Cross Enrolment form	None	1 minute	Registrar's Staff
3. Fill up the Cross Enrolment Form	Instruct the student on how to fill up the form	None	1 minute	Registrar's Staff
	Provide the student with print of grades and copy of evaluated curriculum	None	10 minutes	Registrar's Staff
4. Proceed to the college for approval of the form	Check the eligibility of the student to cross-enroll based on the records presented and the existing policy on cross enrolment Approve and sign the form (Processing time depends on the availability of signatory)	None	1 hour to 2 working days	College Dean/Associate Dean/Authorized personnel in the college
5. Proceed to the Registrar's Office for the final approval of the form	Accept approved form Evaluate the students' eligibility to cross enroll based on the accomplished form and attached records	None	3 minutes	University Registrar/Campus Head for Registration
6. Accept approved form	Issue the student's and college's copy of approved form Instruct the student to submit one copy to the college Place the Registrar's copy on the student's envelope	None	2 minutes	Registrar's Staff
TOTAL:		None	Maximum of 3 days	



ISSUANCE AND APPROVAL OF EVALUATION FORM FOR TRANSFEREES, SHIFTERS AND RETURNEES				
Students/clients must secure an approved evaluation form before being eligible for enrolment in the				
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	All students who intend to return, shift program and transfer to the university			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Transferees:				
Transfer Credentials (Honorable Dismissal or any		Previous School		
Certificate of Good Moral Character (for		Previous School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show the requirements to the staff	Verify and check the authentication and completion of the documents	None	3 minutes	Registrar's Staff
2. Secure Evaluation Form and copy of Evaluated Curriculum	Issue Evaluation Form, copy of Evaluated Curriculum and Print of Grades	None	5 minutes	Registrar's Staff
	Record the details in the Logbook	None	2 minutes	Registrar's Staff
3. Proceed to the College for preliminary evaluation	The staff-in-charge of evaluation accomplish the form and make the initial evaluation The College Dean/Department Chair reviews the initial evaluation and sign in the form (Processing time depends on the availability of college evaluator and signatory)	None	1 to 2 working days	Staff-in-charge of evaluation in the college College Dean/Department Chair
4. Proceed to the Registrar's Office for the verification and approval of evaluation done in the college	Registrar's staff checks and verifies the correctness of evaluation done in the college The University Registrar/Campus Head for Registration Office verifies and approves evaluation form	None	2 hours	Registrar's Staff
5. Receive the approved evaluation form	The Registrar's staff issues the approved evaluation form and for shifters, staff updates the client's profile in the system	None	5 minutes	Registrar's Staff
TOTAL:		None	Maximum of 3 days	



ISSUANCE OF DUPLICATE COPY OF REGISTRATION FORM				
Duplicate copy registration form may be requested in case of loss or other student's personal needs				
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	All clients who has/had enrolment records in the university and with no liability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card				
Official Receipt				
Conditional Requirement:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid identification card/authorization letter to the staff	Validate the presented ID/authorization letter	None	1 minute	Registrar's Staff
2. Secure Request Slip Form	Issue Request Slip Form and explain to the client how to fill up the form	None	1 minute	Registrar's Staff
3. Fill-up Request Slip Form	Guide the client in filling up the form	None	3 minutes	Registrar's Staff
4. Proceed to the Cashier's Office	Receive payment and issue Official Receipt on the requested document	Php 15.00 per copy	1 minutes	Cashiering Office's Staff
5. Proceed to the Registrar's Office to secure the copy of requested Registration Form	The Registrar's staff accepts Request slip and Official Receipt and prints the requested Registration Form	None	2 minutes	Registrar's Staff
TOTAL:			8 minutes	



ISSUANCE OF PRINT OF GRADES				
Print of grades are issued to the students during enrolment or when the students need them for scholarship application, On-the-Job Training, evaluation of records, etc.				
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	All clients who has/had enrolment records in the university and with no liability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card/Registration Form		Client		
Conditional Requirement:		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid identification card/authorization letter to the staff	Validate the presented ID/authorization letter	None	1 minute	Registrar's Staff
	Check if the client has liability posted in his/her account	None	1 minute	Registrar's Staff
2. State the semester/s of the print of grades to be requested	Search for the student's grades in the database	None	1 minute	Registrar's Staff
3. Receive print of grades	Issue the print of grades to the student/representative	None	1 minute	Registrar's Staff
TOTAL:		None	4 minutes	



ISSUANCE OF AUTHENTICATED DOCUMENTS				
Authentication is being done to the reproduced copy of documents issued by the Registrar's Office such as Diploma, Transcript of Records, Registration Form, etc.				
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	All clients who has/had academic records in the university and with no liability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of the document/s to be authenticated		Client		
Official Receipt		Cashier's Office		
Conditional Requirement:		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the original copy of documents to the Registrar's staff	Validate the authenticity of the original copies presented	None	5 minutes	Registrar's Staff
2. Secure Request Slip Form	Check if the client has liability posted in his/her account Issue Request Slip Form and explain to the client how to fill up the form	None	2 minutes	Registrar's Staff
3. Fill-up Request Slip Form	Guide the client in filling up the form	None	5 minutes	Registrar's Staff
4. Proceed to Assessment Office for clearance	Checks the client's record for any financial accountability	None	5 minutes	Assessment Office's Staff
5. Proceed to the Cashier's Office	Receive payment and issue Official Receipt on the requested document	Php 20.00 per page	1 minute	Cashiering Office's Staff
6. Proceed to the Registrar's Office to file the request	Record the request details in the logbook and process the authentication of documents	None	5 minutes	Registrar's Staff
	University Registrar/Campus Head for Registrar/authorized personnel sign in the documents	None	2 minutes	University Registrar/Registrar Head/Authorized Personnel
7. Sign in the Logbook and receive the requested documents	Place university dry seal in each page of authenticated documents and record in the logbook for release	None	3 minutes	Registrar's Staff
TOTAL:			30 minutes	



ISSUANCE OF CERTIFIED, AUTHENTICATED AND VERIFIED (CAV) DOCUMENTS				
CAV documents are being issued to clients who will apply for apostille and to graduates of BS Psychology who will take PRC Board Examinations				
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	All clients who has/had academic records in the university and with no liability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of the document/s to be authenticated				
Official Receipt		Cashier's Office		
2 Documentary Stamps per certification		Bureau of Internal Revenue		
Long Brown Envelope (for apostille)		Client		
Conditional Requirement:		Client		
PSA Birth Certificate for clients whose graduate		Philippine Statistical Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the original copy of documents to the Registrar's staff	Validate the authenticity of the original copies presented	None	10 minutes	Registrar's Staff
2. Secure Request Slip Form	Check if the client has liability posted in his/her account Issue Request Slip Form and explain to the client how to fill up the form	None	3 minutes	Registrar's Staff
3. Fill-up Request Slip Form	Guide the client in filling up the form	None	5 minutes	Registrar's Staff
4. File the request	Record the request details in the logbook and process the requested authentication and certification/s	None	2 hours	Registrar's Staff
	University Registrar/Campus Head for Registrar/authorized personnel checks and approve the processed documents	None	15 minutes	University Registrar/Registrar Head/Authorized Personnel
5. Sign in the Logbook and receive the requested documents	Instructs the client to verify the accuracy of the prepared documents Place university dry seal in each page of authenticated documents Affix documentary stamps and dry seal in each copy of certification If the CAV is intended for apostille application in Department of Foreign Affairs (DFA), seal the documents in a long brown envelope Instruct the client to sign in the logbook for releasing the documents	None	10 minutes	Registrar's Staff
TOTAL:		None	Maximum of 3 hours	



ISSUANCE OF OFFICIAL CERTIFICATION				
Official certifications regarding student's enrolment, graduation, general weighted average, English as a medium of instruction, ID issuance, earned units, etc. are being issued by the office				
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	All clients who has/had academic records in the university and with no liability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Cashier's Office		
2 Documentary Stamps per certification		Bureau of Internal Revenue		
Conditional Requirement:		Client		
PSA Birth Certificate for clients whose graduate		Philippine Statistical Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State the kind of certification to be requested	Asks the client about the kind of certification to be requested	None	2 minutes	Registrar's Staff
2. Secure Request Slip Form	Check if the client has liability posted in his/her account Issue Request Slip Form and explain to the client how to fill up the form	None	3 minutes	Registrar's Staff
3. Fill-up Request Slip Form	Guide the client in filling up the form	None	5 minutes	Registrar's Staff
4. Proceed to Assessment Office for clearance	Checks the client's record for any financial accountability	None	5 minutes	Assessment Office's Staff
5. Proceed to the Cashier's Office	Receive payment and issue Official Receipt on the requested document	Php 30.00 per certification	1 minute	Cashiering Office's Staff
6. Proceed to the Registrar's Office to file the request	Record the request details in the logbook and process the requested certification/s (Processing time depends on the availability and accessibility of client's records)	None	1 to 2 hours	Registrar's Staff
	University Registrar/Campus Head for Registrar checks and approve the processed documents	None	10 minutes	University Registrar/Registrar Head
6. Sign in the Logbook and receive the requested documents	Instructs the client to verify the accuracy of the prepared certification Affix documentary stamps and dry seal in each copy of certification Instruct the client to sign in the logbook for releasing the documents	None	5 minutes	Registrar's Staff
TOTAL:			3 hours	



ISSUANCE OF CERTIFICATE OF COURSE DESCRIPTION				
The document includes the description of the course/s taken by the client in the university. The description may be expressed in English or Filipino as requested client. The client specifies the particular course/s to be described.				
Office or Division:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	All clients who has/had academic records in the university and with no liability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Cashier's Office		
2 Documentary Stamps		Bureau of Internal Revenue		
Conditional Requirement:		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook with the details of request	Guide the client in signing in the logbook	None	1 minute	Registrar's Staff
	Verify and check the validity of data written by the client Check if the requested courses to be described was taken by the client Check if the client has liability posted in his/her account	None	3 minutes	Registrar's Staff
2. Secure Request Slip Form	Check if the client has liability posted in his/her account Issue Request Slip Form and explain to the client how to fill up the form	None	1 minute	Registrar's Staff
3. Fill-up Request Slip Form	Guide the client in filling up the form	None	3 minutes	Registrar's Staff
4. Proceed to Assessment Office for clearance	Checks the client's record for any financial accountability	None	5 minutes	Assessment Office's Staff
5. Proceed to the Cashier's Office	Receive payment and issue Official Receipt on the requested document	Php 30.00 per page of the certification	1 minute	Cashiering Office's Staff

5. Proceed to the Registrar's Office to file the request	Record the request details in the logbook	None	3 minutes	Registrar's Staff
	Search/encode the course/s to be described (Processing time depends on the number of course/s to be described based on the client's request)	None	1 to 6 working days	Registrar's Staff
	University Registrar/Campus Head for Registrar checks and approve the processed certificate	None	5 minutes	University Registrar/Registrar Head
6. Sign in the Logbook and receive the requested documents	Instructs the client to verify the accuracy of the prepared certification Affix documentary stamps and dry seal in each copy of certification Instruct the client to sign in the logbook for releasing the documents	None	5 minutes	Registrar's Staff
TOTAL:			Maximum of 7 days	



ISSUANCE OF FORM 137				
Form 137 may be requested by another school where a high school graduate of the university is pursuing his/her higher education. For this purpose, the document is issued only once. Further, this may be also requested by a client for a certain purpose for which the document may be solely used for.				
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	All clients who completed their high school in the university and with no liability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (for personal request)		Cashier's Office		
2 Documentary Stamps		Bureau of Internal Revenue		
Signed request slip (if Form 137 is requested by Conditional Requirements:		School requesting copy of Form 137		
Authorization Letter, Identification Card of the		Client		
PSA Birth Certificate for Clients whose graduate		Client		
For re-issuance of Form 137 to another school, the		School which received the first copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State details such as name and year of graduation If the Form 137 to be requested is requested by another school, present the request slip to the staff	Take note of the details stated by the client If the Form 137 is requested by another school, receive request from the school Check if the client has liability posted in his/her account	None	3 minutes	Registrar's Staff
	Verify and check the validity of data stated by the client/written in the request against the office's records If the Form 137 is requested by another school, record in the Logbook the details of the request and instructs the client to wait for confirmation if the document is ready for release	None		Registrar's Staff
2. If the Form 137 to be requested is for client's personal use, fill-up Request Slip Form	Guide the client in filling up the form	None	3 minutes	Registrar's Staff
3. Proceed to Assessment Office for clearance	Checks the client's record for any financial accountability	None	5 minutes	Assessment Office's Staff
4. Proceed to the Cashier's Office	Receive payment and issue Official Receipt on the requested document	Php 100.00 (for personal request) None (for request of another school)	1 minute	Cashiering Office's Staff

5. Proceed to the Registrar's Office to file the request	Record the request details in the logbook	None	3 minutes	Registrar's Staff
	Prepare the document (Processing time depends on the availability and accessibility of client's records)	None	1 to 2 working days	Registrar's Staff
	University Registrar/Campus Head for Registrar checks and approve the processed Form 137	None	5 minutes	University Registrar/Registrar Head
6. Sign in the Logbook and receive the requested Form 137	Affix documentary stamps and dry seal in the document If the form 137 is requested by another school, seal it in a white envelope bearing the name and address of the school which requested the document Instruct the client to sign in the logbook for releasing the documents	None	5 minutes	Registrar's Staff
TOTAL:			Maximum of 3 days	



ISSUANCE OF TRANSFER CREDENTIALS (CERTIFICATE OF HONORABLE DISMISSAL AND CERTIFICATE OF GRADES)				
Transfer credentials are being issued only once to the students who will transfer to another school. Certificate of Honorable Dismissal certifies that the student is cleared of any accountabilities with the school and is eligible for transfer to another school.				
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	All students who intend to transfer to another school and with no liability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Cashier's Office		
2 Documentary Stamps per document		Bureau of Internal Revenue		
Accomplished Exit Interview Form		Guidance and Counseling Office		
Conditional Requirements:				
PSA Birth Certificate for Clients whose graduate		Client		
Authorization Letter, Identification Card of the		Client		
For re-issuance of Transfer Credentials, the		School which received the first copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished Exit interview form	Check the presented form and verify student's records	None	5 minutes	Registrar's Staff
2. Secure Request Slip Form	Check if the client has liability posted in his/her account Issue Request Slip Form and explain to the client how to fill up the form	None	3 minutes	Registrar's Staff
3. Fill-up Request Slip Form	Guide the client in filling up the form	None	3 minutes	Registrar's Staff
4. Proceed to the Registrar's Office to file the request	Record the request details in the logbook	None	3 minutes	Registrar's Staff
	Prepare the documents (Processing time depends on the availability and accessibility of client's records)	None	1 to 2 working days	Registrar's Staff
	University Registrar/Campus Head for Registrar checks and approve the processed Transfer Credentials	None	5 minutes	University Registrar/Registrar Head
5. Sign in the Logbook and receive the requested Transfer Credentials	Affix documentary stamps and dry seal in the document Instruct the client to sign in the logbook for releasing the documents	None	5 minutes	Registrar's Staff
TOTAL:			Maximum of 3 days	



ISSUANCE OF TRANSCRIPT OF RECORDS (TOR)				
The Transcript of Records includes all the courses taken and grades earned of the student in his/her entire stay in the university, including transferred credits from other school. This document may be issued as requested regardless of frequency and number of copies.				
Office or Division:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	All clients who has/had academic records in the university and with no liability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Cashier's Office		
2 Documentary Stamps per set		Bureau of Internal Revenue		
Conditional Requirements:				
PSA Birth Certificate for Clients whose graduate		Philippine Statistical Authority		
Authorization Letter, Identification Card of the		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State details such as name, program and year of graduation (if applicable)	Take note of the details stated by the client and verify them against office's records In case that there is no available/incomplete client's records on file, staff instructs the client to file the request upon receiving notification from the office that the records are already available/reconstructed	None	5 minutes	Registrar's Staff
2. Secure Request Slip Form	Check if the client has liability posted in his/her account Ask for the purpose of securing TOR Issue Request Slip Form and explain to the client how to fill up the form	None	2 minutes	Registrar's Staff
3. Fill-up Request Slip Form	Guide the client in filling up the form	None	5 minutes	Registrar's Staff
4. Proceed to Assessment Office for clearance	Checks the client's record for any financial accountability	None	3 minutes	Assessment Office's Staff
5. Proceed to the Cashier's Office	Receive payment and issue Official Receipt on the requested document	None (if the requested TOR is the first copy to be requested by a client who is a graduate of any undergraduate program) Php 50.00 per page	1 minute	Cashiering Office's Staff

6. Proceed to the Registrar's Office to file the request	Record the request details in the logbook	None	3 minutes	Registrar's Staff
	Prepare the document (Processing time depends on the availability and accessibility of client's records)	None	4 to 6 working days	Registrar's Staff
	Check and verify accuracy of the prepared TOR	None	5 minutes	Registrar's Staff
	University Registrar verifies and approves the prepared TOR	None	5 minutes	University Registrar
7. Sign in the Logbook and receive the requested Form 137	Affix documentary stamps and dry seal in the document Instruct the client to sign in the logbook for releasing the documents	None	5 minutes	Registrar's Staff
TOTAL:			Maximum of 7 days	



ISSUANCE OF SECOND COPY OF DIPLOMA				
Diploma is a legal document certifying the completion of a degree program.				
Office or Division:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	All clients who has graduation records in the university and with no liability in			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Cashier's Office		
Any applicable Affidavit (stating the need for second copy)		Client		
2 Documentary Stamps		Bureau of Internal Revenue		
Conditional Requirements:				
PSA Birth Certificate for Clients whose graduate		Philippine Statistical Authority		
Damaged copy (in case of replacement of a damaged copy)		Client		
Authorization Letter, Identification Card of the		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State details (such as name, program and year of graduation) and submit the affidavit stating the reason of requesting for second copy of Diploma	Take note of the details stated by the client and verify them against office's records Check the submitted affidavit and keep it on file	None	5 minutes	Registrar's Staff
2. Secure Request Slip Form	Check if the client has liability posted in his/her account Issue Request Slip Form and explain to the client how to fill up the form	None	2 minutes	Registrar's Staff
3. Fill-up Request Slip Form	Guide the client in filling up the form	None	3 minutes	Registrar's Staff
4. Proceed to Assessment Office for clearance	Checks the client's record for any financial accountability	None	3 minutes	Assessment Office's Staff
5. Proceed to the Cashier's Office	Receive payment and issue Official Receipt on the requested document	Php 400.00	1 minute	Cashiering Office's Staff

6. Proceed to the Registrar's Office to file the request	Record the request details in the logbook	None	3 minutes	Registrar's Staff
	Print the Diploma and the Transmittal	None	15 minutes	Registrar's Staff
	Verify and sign the prepared transmittal	None	5 minutes	University Registrar
	Verify and sign the prepared transmittal (processing time depends on the availability of signatory)	None	1 to 3 working days	Vice President for Academic Affairs
	University President verifies and approves the prepared Diploma (processing time depends on the availability of signatory)	None	1 to 3 working days	University President
7. Sign in the Logbook and receive the requested Diploma	Affix documentary stamps, gold seal and dry seal in the document Instruct the client to sign in the logbook for releasing the document	None	5 minutes	Registrar's Staff
TOTAL:		Php 400.00	Maximum of 7 days	



ISSUANCE AND APPROVAL OF EVALUATION FORM FOR COMPREHENSIVE EXAMINATION				
Students in the graduate programs must undergo evaluation of the college and the Registrar's Office before taking the Comprehensive Examination.				
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Students in the graduate programs who intend to take Comprehensive Examination			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card (Preferably Student's ID)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present identification card and verbally state the request	Check if the student's name is included in the list endorsed by the college. In case that the student is not included in the list, he/she may seek a letter from the college stating that he/she is eligible to apply for Comprehensive Examination. It must be complied first before proceeding for the request.	None	2 minutes	Registrar's Staff
	Check the completeness of students' records. In case that the student is lacking of a/some credential/s, instruct him/her to comply with the submission of such document/s first before proceeding for the request.	None	10 minutes	Registrar's Staff
2. Receive Application Form for Comprehensive Examination	Issue Application Form for Comprehensive Examination	None	1 minute	Registrar's Staff
3. Fill up the Application Form	Instruct the student to fill up the form	None	5 minutes	Registrar's Staff
4. Submit the filled-up Application Form	Receive and check the filled up form	None	1 minute	Registrar's Staff

	Evaluate the student's academic records and prepare a copy of evaluated curriculum Attach the evaluated curriculum, print of grades and Transcript of Records (if the student is a transferee) with the accomplished form Sign in the form (Processing time depends on the completeness of uploaded grades)	None	1 to 3 hours	Registrar's Staff
5. Proceed to the college for evaluation and approval of the form	Evaluate the student's eligibility to take Comprehensive Examination based on the forwarded records Sign in the form for approval (Processing time depends on the availability of evaluators in the college)	None	1 to 2 working days	College Dean/Associate Dean/Program Chair/Department Chair of graduate programs
6. Proceed to the Registrar for the final approval of the form	Check the documents and sign in the form for approval	None	5 minutes	University Registrar/Campus Head for Registration
7. Receive the approved Application Form	Provide the student with photocopied approved forms Instruct the student to forward a copy to the college	None	5 minutes	Registrar's Staff
TOTAL:		None	Maximum of 3 days (provided that the grades are already uploaded)	



PRE-LAW EVALUATION FOR ADMISSION				
This service is intended for Bachelor of Law students who will enrol at the university for the first time. Required number of units for English, Social Sciences and Mathematics courses are being evaluated as per requirement of the Legal Education Board. Lacking units must be enrolled prior to law courses in the curriculum.				
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Holder of bachelor's degree who intends to enroll at Bachelor of Laws			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		Client		
Admission slip		Testing and Admission Office		
Transcript of Records in bachelor's degree (original copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present identification card and Transcript of Records	Issue College of Law Admission Requirement Form	None	5 minutes	Registrar's Staff
2. Receive College of Law Admission Requirement Form	Issue College of Law Admission Requirement Form Advise the client to proceed to the College of Law for initial evaluation	None	1 minute	Registrar's Staff
3. Submit the form and the Transcript of Records to the staff-in-charge in the college	Based on the presented TOR, evaluate the English, Social Sciences and Mathematics courses that would be credited for the program and write them on the form (Processing time depends on the availability of evaluator/signatory in the college)	None	1 hour to 2 working days	College Dean/Authorized personnel in the college
4. Proceed to the Registrar's Office for the verification of the evaluation done in the college	Receive the evaluated form Verify the accuracy of the evaluation done in the college Sign in the form	None	1 minute	Registrar's Staff
	Approves the evaluated form	None		University Registrar
5. Proceed to the college for evaluation and approval of the form	Evaluate the student's eligibility to take Comprehensive Examination based on the forwarded records Sign in the form for approval	None		College Dean/Associate Dean/Program Chair/Department Chair of graduate programs

6. Proceed to the Registrar for the final approval of the form	Check the documents and sign in the form for approval	None	5 minutes	University Registrar/Campus Head for Registration
7. Receive the approved Application Form	Provide the student with photocopied approved forms Instruct the student to forward a copy to the college	None	5 minutes	Registrar's Staff
TOTAL:		None	Maximum of 3 days	



Scholarship & Financial Assistance Office

Approval of Internally Funded Scholarship/Financial Assistance Application

Approval of Externally Funded Scholarship/Financial Assistance via Scholarship System.

Issuance of Scholarship/Non-Scholarship Certification



Approval of Internally Funded Scholarship/Financial Assistance Application				
Approval of Internally Funded Scholarship/Financial Assistance applications for graduate school students and qualified dependents of BatStateU faculty and personnel who are enrolled in Integrated and Laboratory Schools.				
Office or Division:	Scholarship and Financial Assistance Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Graduate School Students and Qualified Dependents of BatStateU Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		Scholarship and Financial Assistance Office		
Certificate of Employment		Current Employer		
Registration Form		Office of the Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form at Scholarship and Financial Assistance Office together with other documentary requirements. (Note: Certificate of Employment is NOT required for BatStateU Faculty and Personnel Qualified Dependents.	Accept, evaluate and approved scholarship applications by the students via Scholarship System and inform the client to proceed to Assessment Office for re-assessment of fees.	None	5 minutes	Staff/ SFAO Head/ Asst. Director
2. Log the transaction in the SFAO log sheet.	Inform the client for the next procedure.	None	3 minutes	Staff/ SFAO Head/ Asst. Director
TOTAL:		None	8 minutes	



Approval of Externally Funded Scholarship/Financial Assistance via Scholarship System.				
Approval of scholarship and financial assistance of scholars/grantees of externally funded grants via scholarship system.				
Office or Division:	Scholarship and Financial Assistance Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Students who are recipients of externally funded scholarship (private and government agency)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of the Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the certificate of registration at the Scholarship and Financial Assistance Office.	Accept, evaluate the grades of student via scholarship system and approved the grants for the applicable semester.	None	5 minutes	Staff/ SFAO Head/ Asst. Director
2. Log the transaction	Inform the client for the next procedure.	None	3 minutes	Staff/ SFAO Head/ Asst. Director
TOTAL:			8 minutes	



ISSUANCE OF SCHOLARSHIP/NON-SCHOLARSHIP CERTIFICATION				
Issuance of scholarship/non-scholarship certification requested by the students.				
Office or Division:	Scholarship and Financial Assistance Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition slip		Scholarship and Financial Assistance Office		
Registration Form/School ID		Office of the Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request slip form at Scholarship and Financial Assistance Office.	Accept, validate records, prepare, and issue requested certification to the client.	None	10 minutes	Staff/ SFAO Head/ Asst. Director
2. Log the transaction	Inform the client for the next procedure	None	3 minutes	Staff/ SFAO Head/ Asst. Director
TOTAL:		None	13 minutes	



Office of Student Affairs & Services
Approval of Application for Student Assistantship



Approval of Application for Student Assistantship				
Description of the Service: Students who are currently enrolled except for first year students may apply				
Office or Division:	Office of Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Student with at least 1-year residency in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Previous Registration Form (with enrolled 18 units of academic load)		Registrar's Office		
Photocopy of Current Registration Form (with minimum of 18 units of academic load or as required by their respective curriculum excluding On-the-Job Training)		Registrar's Office		
Photocopy of Report of Grades of previous semester (must not have received a grade of 5.00 or Dropped)		Registrar's Office		
Official Class Schedule, current		College/Department		
1 pc. 2x2 Colored ID Picture		Provided by the applicants		
Student Assistantship Application Form		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements at the Office of Student Affairs and Services.	Check the completeness of documents as to its content and signatories. Approve or act upon the application	none	7 minutes	OSAS Personnel Asst. Director
2. Log the transaction.	Issue Daily time record	none	3 minutes	OSAS Personnel
TOTAL:			10 minutes	



Office of Student Discipline

Request for New ID

Request for Temporary Gate Pass

Request for Exception from Wearing School Uniform



REQUEST FOR NEW ID				
Description of the Service: Receive, evaluate and approve the Request Form for New ID				
Office or Division:	Student Discipline, Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for New ID Form, accomplished		OSAS, OSD Head/Coordinators		
Registration Form		Registrar's Office		
Request letter (first time requesting for new ID if		Students/Parents		
Affidavit of Loss (2nd time requesting for ID if lost)		Notary Public		
Old ID (if torned/defaced)		Students		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the accomplished request for New ID form together with other requirements	Evaluate and release the approved request for new ID	None	8 minutes	OSD Personnel
Log in the request of New ID logbook	Check if properly logged and inform student to pay 180 at the cashier office	None	2 minutes	OSD Personnel
TOTAL:		None		



REQUEST FOR TEMPORARY GATE PASS				
Description of the Service: Provide temporary gate pass to requesting students				
Office or Division:	Student Discipline, Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Students whose IDs were lost or confiscated			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out request form for temporary gate pass		OSD Personnel		
Letter of request		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Accomplished request form and letter of request to the OSD	Evaluate documents and approve	None	5 minutes	OSD Personnel
Log in Gatepass Logsheet	Verify if properly logged	None	2 minutes	OSD Personnel
TOTAL:		None	7 minutes	



REQUEST FOR EXCEPTION FROM WEARING SCHOOL UNIFORM				
Description of the Service: Evaluation for the approval and release of the request of non-wearing of school uniform				
Office or Division:	Student Discipline, Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form for exception from wearing of uniform		OSD Personnel		
Registration Form		Registrar's Office		
Acceptance form (for OJT Students)		Company		
Approved letter of the activity (For Student		Student		
Medical Certificate (injured or pregnant)		Infirmary		
Certification from barangay, police or any proper authorities (in case of fire, flood, other emergency situations that justifies necessity of not wearing of uniform)		Barangay, Police and other Proper Authorities		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished request for non-wearing of uniform form with necessary requirements	Evaluate and approve, or act upon, the request	None	8 minutes	OSD Personnel
Log in for Request for non-wearing of uniform logsheet	Verify if properly logged	None	2 minutes	OSD Personnel
TOTAL:		None		



Student Organization Activity

**Approval of Posters and Banners/Tarpaulins
Approval for Recognition/Renewal of Recognition of
Student Organizations
Evaluation of Student Activities**



APPROVAL OF POSTERS AND BANNERS/TARPAULINS				
Approving posters and banners/tarpaulines for display/posting				
Office or Division:	STUDENT ORGANIZATIONS AND ACTIVITIES			
Classification:	SIMPLE			
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN			
Who May Avail:	STUDENT ORGANIZATION OFFICERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Posters, banners or tarpaulins		Student Organizations Officers		
Approved Letter of request for the activity		Student Organizations Officers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the posters and banners or tarpaulins with approved letter of request	1.Check the content of the posters and banners/tarpaulins	None	10 minutes	SOA Head/Coordinator or/Asst. Director
2.Wait for the approval of the posting for display	2.Approve (or, disapprove as necessary) the posting and inform client to proceed to the General Services Office	None	3 minutes	SOA Head/Coordinator or/Asst. Director
3.Log in the Approval of Posting logbook	3.Verify if properly logged	None	2 minutes	SOA Head/Coordinator or/Asst. Director
TOTAL:		None	15 minutes	



Approval for Recognition/Renewal of Recognition of Student Organizations				
Checking the attached documents for application for recognition/renewal of student organizations				
Office or Division:	STUDENT ORGANIZATIONS AND ACTIVITIES			
Classification:	SIMPLE			
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN			
Who May Avail:	STUDENT ORGANIZATION OFFICERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BatStateU -FO-SOA-01		Office of Student Affairs and Services		
Commitment letter of the adviser		Office of Student Affairs and Services		
Certification of academic qualifications		Student Organization		
Profile of student organization		Student Organization		
List of members		Student Organization		
History of the student organization		Student Organization		
Declaration of the organization's revolving fund		Student Organization		
Ratified constitution and By-Laws		Student Organization		
Student Organization Adviser and Officers Profile		Student Organization		
Plan of Activities		Student Organization		
Exhibit of Officers' Specimen Signature		Student Organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the documents at the SOA for the application for Renewal/Recognition of the Student Organizations *make sure that the required documents are complete)	1.Check the completeness and evaluate the documents for application	None	5 working days	SOA Personnel
2.Wait for the feedback	2.Issue certificate of recognition, Include in the list of recognized organizations	None	1 working day	SOA Personnel
3.Log in the application for Renewal/Recognition Logbook	3.Verify if properly logged	None	5 mins	SOA Personnel
TOTAL:		None	6 days and 5 minutes	



EVALUATION OF STUDENT ACTIVITIES						
Evaluating the request of student organizations to conduct activities						
Office or Division:	STUDENT ORGANIZATION ACTIVITIES					
Classification:	SIMPLE					
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN					
Who May Avail:	STUDENT ORGANIZATION OFFICERS					
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
Local In- Campus Activity Checklist						
Program		Student Organizations				
Budget Proposal		Student Organizations				
Resolution of the organization		Student Organizations				
Copy of the Approved Plan of Activities		Student Organizations				
Parent's or Guardian's consent (Waiver)		Office of Student Affairs and Services				
Minutes and attendance of the meeting		Student Organizations				
Faculty in charge		Student Organizations				
Medical Certificate (for physical activities)		Infirmary				
First Aid Kit (for physical activities)		Infirmary				
Insurance (for physical activities)		Resource Generation Office				
Emergency preparedness plan to be given to		Student Organizations				
Local Off-campus Activity Checklist						
Destination		Student Organizations				
Handbook / Manual		Office of Student Affairs and Services				
Consent of the Parents or Student's Guardian		Student Organization Officers/Members, Notary				
Medical Clearance of Students		Infirmary				
Personnel-In-Charge		Student Organizations				
First Aid Kit		Infirmary				
Fees/Fund Source		Student Organizations				
Insurance /Proof of insurance provision		Resource Generation Office				
Mobility of Students		Student Organizations				
LGUs/ NGOs		Local Government Units/Non-Government				
Activities		Student Organizations				
<ul style="list-style-type: none"> • Minutes and attendance of the briefing and consultation conducted to concerned students, faculty, and stakeholders • Itinerary • Handy information materials for students 						
Emergency Preparedness Plan					Student Organizations	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.Present the Letter of Request with required attachments/documents for evaluation	1.Verify the completeness of requirements and recommend for approval	None	2 days	SOA Personnel		
2.Log in the Evaluation of Student Activities logbook	2.Inform the students to proceed to the next office for signature	None	5 minutes	SOA Personnel		
TOTAL:		None	2 Days and 5 mins			



Testing and Admission Office

**Admission for Kindergarten Elementary and Grade 7
Applicants**

**Evaluation and Approval of BatStateU College
Admission Test (BatStateUCAT) Application
Admission for Graduate School Applicants
Admission for Foreign Applicants**



Admission for Kindergarten Elementary and Grade 7 Applicants				
Admission Process for Kindergarten, Elementary and Grade 7 Applicants				
Office or Division:	Office of Student Affairs and Services - Testing & Admission Office			
Classification:	Complex			
Type of Transaction:	G2C: Government to Citizen			
Who May Avail:	Nursery completer who is atleast 4 years old for Kindergarten I applicants;			
	Kindergarten I completer who is atleast 5 years old for Kindergarten II applicants;			
	Incoming Grade 1 applicants; Grade 2 to Grade 6 transferees; Grade 6 graduating students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled Out Application Form		Testing & Admission Office		
2 copies recent 2" x 2" pictures of good quality, white background.		PhotoStudio		
Birth Certificate PSA issued (For Kindergarten Applicant)		Philippine Statistics Office		
Previous report card based on current grade level (For Elementary and Grade 7 applicants)		Registrar's Office from current school		
Official Receipt (Testing fee of Php250.00)		Cashier's Office (be sure to secure receipt)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure application form and sign in the logbook	Issue application form	NONE	1 minute	TAO Personnel
Submit the filled out application form and requirements	Evaluate the filled out application form and requirements	NONE	3 minutes	TAO Personnel
Sign in the logbook	Advise to pay the testing fee at the Cashier's Office	NONE	1 minute	TAO Personnel
Present the official receipt at the Testing & Admission Office	Schedule the Admission Test	NONE	2 minutes	TAO Personnel
Sign in the logbook	Issue Test Permit	NONE	1 minute	TAO Personnel
Take the Entrance Examination at the scheduled date	Administer, score and interpret admission test	NONE	3 hours	TAO Personnel
Secure Test Results at the scheduled date	If qualified, issue notice of passing.	NONE	2 minutes	TAO Personnel
Sign in the notice of passing logbook	Advise to pay for the reservation fee	NONE	2 minutes	TAO Personnel
Present the official receipt at the Testing & Admission Office	Issue Admission slip	NONE	2 minutes	TAO Personnel
Sign in the admission slip logbook	Inform about the schedule of enrolment.	NONE	2 minutes	TAO Personnel
TOTAL:		NONE	3 hours and 16 minutes	



Evaluation and Approval of BatStateU College Admission Test (BatStateUCAT) Application				
Evaluation & identification of qualified student applicants for BatStateUCAT				
Office or Division:	Office of Student Affairs and Services - Testing & Admission Office			
Classification:	Simple			
Type of Transaction:	G2C: Government to Citizen			
Who May Avail:	Senior High School Graduating students and graduates who have not enrolled in any College/University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Printed Application Form		http://dione.batstate-u.edu.ph/tao/#/application		
2 recent 2" x 2" pictures of good quality, white background.		Photo Studio		
Grade 10 report card, original/ certified true copy and photocopy. If Form 138 is unavailable, Form 137 shall be provided.		Junior High School		
Grade 11 report card, original/ certified true copy and photocopy. If Form 138 is unavailable, Form 137 shall be provided.		Senior High School		
Grade 12 original report card (For Senior High School graduates)		Senior High School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the printed application form and requirements (For BS Tourism applicants, advise to proceed to infirmary for height measurement and report to CABEIHM for interview. For BS Nursing applicants, advise to proceed to CONAHS for interview.)	Evaluate the documents submitted based on the requirements of the chosen program/s.	NONE	3 minutes	TAO Personnel
Sign in the logbook	Approve application online and provide the schedule.	NONE	2 minutes	TAO Personnel
Receive the Admission Test Permit	Advise to sign in the logbook	NONE	2 minutes	TAO Personnel
TOTAL:		NONE	7 minutes	





Admission for Graduate School Applicants				
Admission Process for Graduate School Applicants				
Office or Division:	Office of Student Affairs and Services - Testing & Admission Office			
Classification:	Simple			
Type of Transaction:	G2C: Government to Citizen			
Who May Avail:	College graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled Out Application Form		Testing & Admission Office		
2 copies recent 2" x 2" pictures of good quality, white background.		PhotoStudio		
Evaluated Transcript of Records		Registrar's Office from current school		
Official Receipt (Testing fee of Php250.00)		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure application form and sign at the application form logbook	Issue application form and advise to proceed to respective College for evaluation.	NONE	3 minutes	TAO Personnel
Proceed to respective College for evaluation	Receive the evaluated Transcript of Record	NONE	2 minutes	TAO Personnel
Submit the filled out application form, requirements				
Sign in the logbook	Advise to pay the testing fee at the Cashier's Office	NONE	3 minutes	TAO Personnel
Present the official receipt at the Testing & Admission Office	Schedule the Admission Test	NONE	2 minutes	TAO Personnel
Sign in the logbook	Issue Test Permit	NONE	3 minutes	TAO Personnel
Take the Entrance Examination at the scheduled date	Administer, score and interpret admission test	NONE	2 hours	TAO Personnel
Secure Test Results at the scheduled date	If qualified, issue admission slip	NONE	2 minutes	TAO Personnel
Sign in the logbook	Inform about the schedule of enrolment.	NONE	2 minutes	TAO Personnel
TOTAL:		NONE	2 hours and 20 minutes	



Admission for Foreign Applicants				
Admission Process for Foreign Applicants				
Office or Division:	Office of Student Affairs and Services - Testing & Admission Office			
Classification:	Simple			
Type of Transaction:	G2C: Government to Citizen			
Who May Avail:	Foreign Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled Out Application Form		Testing & Admission Office		
2 copies recent 2" x 2" pictures of good quality, white background.		Photo Studio		
Endorsement Letter		External Affairs Office		
Official Receipt (Testing fee of Php1800.00)		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present endorsement letter from the External Affairs Office	Endorsement letter is verified. Then, application form is issued.	NONE	2 minutes	TAO Personnel
Submit filled out application form and requirements.	Evaluate the filled out application form and requirements	NONE	3 minutes	TAO Personnel
Sign in the logbook	Advise to pay the testing fee at the Cashier's Office	NONE	2 minutes	TAO Personnel
Present the official receipt at the Testing & Admission Office	Schedule the Admission Test	NONE	2 minutes	TAO Personnel
Sign in the logbook	Issue Test Permit	NONE	2 minutes	TAO Personnel
Take the Entrance Examination at the scheduled date	Administer, score and interpret admission test	NONE	3 hours	TAO Personnel
Secure Test Results at the scheduled date	If qualified, issue notice of passing to College Applicants and admission slip for Graduate School Applicants	NONE	3 minutes	TAO Personnel
Sign in the logbook	Inform about the schedule of enrolment.	NONE	2 minutes	TAO Personnel
TOTAL:		NONE	3 hours and 16 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Accomplish the Customer Satisfaction Survey Form which can be find in front of each office and drop it at the designated dropbox.
How feedback is processed	Every 1st week of the month, the Quality Assurance Office staff opens the dropbox in all offices and consolidates and analyzes all feedback submitted. The result are forwarded to the concerned offices. Feedback requiring answers shall be responded by the concerned office within two (2) weeks upon receipt of the feedback.
How to file a complaint	<ul style="list-style-type: none"> • Accomplish the Customer Satisfaction Survey Form available at Public Assistance and Complaints Desk and drop at the drop box • Call (043)980-0385 loc. 1104/1105 or email us at batstateu.hrmain@gmail.com • File your complaint at the Public Assistance & Complaint Desk located at the ground floor of Student Center Building II
How complaints are processed	<p>Every 1st week of the month, the Quality Assurance Office staff opens the drop box in PACD and evaluate each complaint.</p> <p>After evaluation, they will inform the head of the office concerned and issue Non-Conformity Action Report.</p> <p>The concerned office will be given until two (2) weeks to answer the complaint and implement corrective action.</p> <p>The University ISO Focal person will verify as to effectiveness of the action.</p>
Contact Information	 (043) 980-0393 loc. 1104; 1105
	 batstateu.hrmain@gmail.com