

**Cavite State University**

**CITIZEN'S  
CHARTER**

# CvSU Performance Pledge

WE, the officials and employees of Cavite State University commit to:

Serve you promptly, efficiently, and with utmost courtesy through authorized personnel with proper identification from **Mondays to Fridays, 8:00 am to 5:00 pm** without **noon break**;

Ensure strict compliance with service standards, with written explanation for any delay in frontline services;

Respond to your complaints about our services the soonest possible or within the day through our complaint and assistance desk and take corrective measures;

Value every citizen's comments suggestions, and needs including those with special needs such as the differently-abled, pregnant women, and senior citizens; and

Empower the public through 24/7 access to information on our policies, programs, activities, and series through a website.

Please let us know how we have served you by doing any of the following:  
Accomplish our feedback form available from our security personnel or call **(046) 4150-014**.

Thank you for helping us improve our services.

ALL THESE WE PLEDGE, because YOU DESERVE NO LESS.

## **University Vision**

The premier university in historic Cavite recognized for excellence in the development of globally and morally upright individuals.

## **University Mission**

Cavite State University shall provide excellent, equitable, and relevant educational opportunities in the arts, sciences and technology through quality instruction and responsive research and development activities.

It shall produce professional, skilled, and morally upright individuals for global competitiveness.

## **FEEDBACK AND REDRESS MECHANISMS**

Please let us know how we have served you by doing any of the following:

- accomplish and drop our feedback form in box located available in concerned offices
- send your feedback through e-mail: **[picro@cvsu.edu.ph](mailto:picro@cvsu.edu.ph)**; and
- talk to our officer of the day/Director, Office of Public Information Office.

THANK YOU for helping us continuously improve our services.

**Office:** OFFICE OF STUDENT AFFAIRS-GUIDANCE SERVICES UNIT

**Office Hours:** 8:00 - 5:00 Monday to Friday

**Contact Numbers:** (046) 417-6770

**Clients:** Students

**Nature of Service:** Admission Procedure for New Student

Step	Applicant/Client	Service Provider	Duration of activity under normal Condition	Person In Charge	Fees	Form
1	<p>Applicant submits the following documents to OSA</p> <p>a. Photocopy of Reports card ( Form 138) or Transcript of Records ( Form 137)</p> <p>b. Photocopy of Certificate of Good Moral Character</p> <p>c. 2 copies of 1x1 ID picture</p> <p>d. Short folder</p> <p>e. Official Receipt of Testing Fee ( non-Refundable)</p>	<p>Receives accomplished Application Form and other Required documents Registrar/ Guidance/ QAA</p> <p>Cashier's Office</p>	<p>5 minutes</p> <p>2 minutes</p>	<p>Guidance Counselor</p> <p>Cashier</p>	<p>Php 150.00</p>	<p>OSA Guidance Form no. 1 Application Form for Admission</p>
2	<p>Applicant receives Examination permit</p>	<p>Schedules the Date of examination</p>	<p>2 minutes</p>	<p>Guidance Counselor</p>		<p>OSA Guidance Form no. 2 Examination Permit</p>
3	<p>Applicant takes the entrance exam</p>	<p>Administers Entrance examination</p>	<p>90 minutes</p>	<p>Guidance Counselor</p>		<p>OSA Guidance Form No.4 Verbal Answer Sheet and Form no.5 Mathematical Answer</p>

						<b>Sheet</b>
<b>4</b>	<b>Applicant gets results of examination</b>	<b>Release the result of examinations</b>	<b>2 minutes</b>	<b>Guidance Counselor</b>		<b>OSA Guidance Form no. 6 Result of Examination</b>
<b>5</b>	<b>Applicant gets Notice of Admission Note: For applicants seeking admission to BSHRM, DHRM and BSTRM, the applicant is required to undergo interview : a. Gets interview form b. Applicant undergoes interview at HEVTED, College of Education c. Applicant return to OSA and submit accomplished interview form</b>	<b>Release the Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by".  Release interview form</b>	<b>2 minutes  2 minutes</b>	<b>Guidance Counselor  Guidance Counselor</b>		<b>OSA Guidance Form no.7  OSA form no. 3 Interview Form</b>
<b>6</b>	<b>Applicant presents the Notice of Admission to the Registrar's Office for the issuance of Medical Slip</b>	<b>Registrar's Office</b>		<b>Registrar</b>		

**Note: Common to all CvSU Campuses**

**Office:** OFFICE OF STUDENT AFFAIRS-GUIDANCE SERVICES  
UNIT

**Office Hours:** 8:00 - 5:00 Monday to Friday

**Contact Numbers:** (046) 417-6770

**Clients:** Students

**Nature of Service:** Admission Procedure for Transferees

Step	Applicant/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Applicant presents his Credentials for initial evaluation	Evaluates and Compute the GPA	10 minutes	Guidance Counselor		
	a. Applicant gets Notice for Interview Form and Proceed to concerned college for further evaluation	Issues Interview form	5 minutes	Guidance Councilor		OSA Guidance Form no. 3 Interview Form
	b. Applicant undergoes interview with the respective college	Concerned College	60 minutes	College Registrar		
	c. Applicant returns to OSAA and submit the accomplished interview slip					
2	If qualified from the evaluation of the College, the applicant submits the following documents to OSA: <ul style="list-style-type: none"> <li>• Photocopy of Transcript of Certificate Of Grades</li> <li>• Photocopy of Certificates Of Good Moral Character</li> <li>• Photocopy of</li> </ul>	Receives and files the documents	5 minutes	Guidance Counselor		OSA Guidance Form no. 1 Applicant for Admission

	<b>Honorable Dismissal</b> <ul style="list-style-type: none"> <li>• <b>Photocopy of NBI Clearance</b></li> <li>• <b>2 copies of 1x1 ID Picture</b></li> <li>• <b>Short folder</b></li> <li>• <b>Official <u>Receipts (OR) for testing fee</u></b></li> </ul>					
3	<b>Applicant receives examination permit</b>	<b>Issues Examination Permit</b>	<b>5 minutes</b>	<b>Guidance Counselor</b>		<b>OSA Guidance Form no. 2 Exam Permit</b>
4	<b>Applicant takes the entrance exam as scheduled</b>	<b>Administers entrance examination</b>	<b>90 minutes</b>	<b>Guidance Counselor</b>		<b>OSA Guidance Form No. 4 Verbal Answer Sheet and Form No.5 Mathematical Sheet</b>
5	<b>Applicant gets the result of examination</b>	<b>Releases the result of examination</b>	<b>10 minutes</b>	<b>Guidance Counselor</b>		<b>OSA Guidance Form no. 6 Results of Exam</b>
6	<b>Applicant gets the Notice of Admission</b>	<b>Releases the Notice of Admission and Logs the NOA number and the name of the student and signs the logbook under the column "released by"</b>	<b>5 minutes</b>	<b>Guidance Counselor</b>		<b>OSA Guidance Form no.8 Notice of Admission for Transferees</b>
7	<b>Applicant. Presents the NOA to the Dean of OSA together with all the</b>	<b>Interview and Affix signature</b>	<b>30 minutes</b>	<b>Dean, OSA</b>		

	<b>complete requirements for interview</b>					
<b>8</b>	<b>Applicant proceeds to the Office of the Vice President for Academic Affairs (OVPA)</b>	<b>Interviews and signs the NOA</b>	<b>30 minutes</b>	<b>VP for Academic Affairs</b>		
<b>9</b>	<b>Applicant presents the Notice of Admission at the Registrar's Office for the issuance of Medical Slip</b>	<b>Issue Medical Slip</b>	<b>30 minutes</b>	<b>Registrar's Office</b>		



**Office:** OFFICE OF STUDENT AFFAIRS-GUIDANCE SERVICES  
UNIT

**Office Hours:** 8:00 - 5:00 Monday to Friday

**Contact Numbers:** (046) 417-6770

**Clients:** Students

**Nature of Service:** Application / Renewal Procedure for Scholarship

Step	Applicant/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	<p>Applicant/Scholar submits the following documents:</p> <ol style="list-style-type: none"> <li>1. Accomplished scholarship form.</li> </ol> <p><b>FOR NEW APPLICANTS</b></p> <ol style="list-style-type: none"> <li>2. Photocopy of Report Card (Form 138) or Transcript of Records (Form 137)</li> <li>3. Checklist of courses</li> <li>4. Photocopy of Certificate of Good Moral Character</li> <li>5. 1 copy of 2x2 ID picture (latest)</li> <li>6. Short folder</li> <li>7. Copy of combined or joint income tax return of parents for the affidavit of non-filing of tax from the BIR 9for CvSU State Scholarship, Job Experience Program, RA 7160 applicants only)</li> <li>8. Certification as Class Valedictorian, Salutatorian, 1<sup>st</sup></li> </ol>	<p>Receives and Evaluates the required documents</p>	<p>5 minutes</p>	<p>Head, Financial Assistance Services</p>		<p>OSA FASU form No. 1 Scholarship Application Form</p>

	<p>,2<sup>nd</sup>,3<sup>rd</sup>  <b>Honorable  Mention  indicating the  number of  graduates (for  Entrance  Scholarship  applicants only)</b>  <b>9. Certified true  copy of birth  certificate (for  CvSU State  Privilege and RA  7160 applicants)</b>  <b>10. Guarantor's  Letter (for Job  Experience  Program  applicants only)</b>  <b>11. Parents  consent (for Job  experience  Program  applicants only)</b>  <b>12. Certificate of  Grades</b>  <b>13. Photocopy of  pre-registration  form)</b></p>					
2	<p><b>Applicant  undergo interview  9For CvSU State  Scholarship and  Job Experience  Program  applicants only)</b></p>	<p><b>Conducts  Interview</b></p>	<p><b>5  minutes</b></p>	<p><b>Dean, OSA  (for CvSU  State  Scholarship  Applicants)  Guidance  Counselor;  Vocational  Placement  Coordinator;  Head,  Financial  Assistance  Services  unit</b></p>		
3	<p><b>Applicant gets  contract and  accomplishes said  contract (for  CvSU State  Scholarship and  Job Experience</b></p>	<p><b>Issue  scholarship  contract</b></p>	<p><b>3  minutes</b></p>	<p><b>Head,  Financial  Assistance  Unit</b></p>		<p><b>OSA FASU  Form  No. 6, CvSU  State  Scholarship  Contract;  FASU Form</b></p>

	<b>Program applicants only) Note: OLD STUDENTS PROCEED TO STEP 5</b>					<b>No. 10 JEP Contract</b>
<b>4</b>	<b>Applicant submits the accomplished contract</b>	<b>Receives the accomplished contract and prepare Certification of Scholarship</b>	<b>2 minutes</b>	<b>Head, Financial Assistance Unit</b>		<b>OSA FASU Form No. 2 Certification of Scholarship</b>
<b>5</b>	<b>Applicant scholar gets Certification of Scholarship</b>	<b>Issues of Certificate of Scholarship</b>	<b>2 minutes</b>	<b>Head of OSA Financial Assistance Unit</b>		<b>OSA FASU Form No. 2. Certification of Scholarship</b>
<b>6</b>	<b>Scholar signs the logbook under the column “ Received By”</b>	<b>Have the logbook signed under the column “ Received By”</b>	<b>2 minutes</b>	<b>Head of Financial Assistance Services Unit</b>		
<b>7</b>	<b>New and old scholars submit Certification of Scholarship to the Cashier’s Office and Registrar’s Office for the reassessment of fees</b>			<b>Cashier Registrar</b>		

*Note: Common to all CvSU Campuses*

**Office:** OFFICE OF STUDENT AFFAIRS-GUIDANCE SERVICES  
**UNIT**  
**Office Hours:** 8:00 - 5:00 Monday to Friday  
**Contact Numbers:** (046) 417-6770  
**Clients:** Students  
**Nature of Service:** Procedure in Securing Certification of Good Moral Character

Step	Applicant/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Applicant/Scholar submits the following documents: 1. Accomplished University Clearance 2. Official receipt of payment for the certificate of good moral character from the Cashier's office	Receives and checks the submitted documents	2 minutes	Vocational Placement Coordinator	Php 15.00	University clearance
2	Applicants fills out the logbook	Prepares and releases the certificate of good moral character	2 minutes	Vocational Placement Coordinator		Certificate of Good Moral Character
3	Applicant signs the logbook and receives the certificate	Signs the logbook under the column "released by"	2 minutes	Vocational Placement Coordinator		

*Note: Common to all CvSU Campuses*

**Office:** REGISTRAR'S OFFICE  
**Office Hours:** 8:00-5:00 Monday to Friday (No Lunch Break)  
**Contact Numbers:** (046) 471-6770  
**Clients:** Students  
**Nature of Service:** Authentication and CAV

Step	Application/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Student requests for authentication and CAV.	Receives the original and photocopy of credentials.	2 minutes	Assigned clerk		
2		Screens and prepares documents.	5 minutes			
3	Student proceeds to cashier's office for payment of authentication and CAV fees.	Receives payment of fees.	2 minutes	Cashier's Office	Php150.00 for authentication Php 20.00 for CAV	Official receipt
4	Student submits/presents the receipt to the registrar's office	Releases credentials.	2 minutes	Assigned clerk		CAV

*Note: Common to all CvSU Campuses*

**Office:** **REGISTRAR'S OFFICE**  
**Office Hours:** 8:00-5:00 Monday to Friday (No Lunch Break)  
**Contact Numbers:** (046) 471-6770  
**Clients:** Students  
**Nature of Service:** Enrollment for Freshmen Students

Step	Application/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Submits requirements for admission.	Receives and evaluate the credentials.	5 minutes	Assigned clerk		Notice of Admission, medical results.
2	Fills up information sheet.	Receives information sheet and prepares registration form.	5 minutes	Assigned clerk		Student information sheet, registration form
3	Proceeds to the Cashier's Office	Pays fees.	2 minutes	Cashier		Official Receipt
4	Submits copy of paid registration form.	Validates registration form and issues temporary ID.	2 minutes	Assigned clerk		

*Note: Common to all CvSU Campuses*

**Office:** REGISTRAR'S OFFICE  
**Office Hours:** 8:00-5:00 Monday to Friday (No Lunch Break)  
**Contact Numbers:** (046) 471-6770  
**Clients:** Students  
**Nature of Service:** Enrollment for Transferees

Step	Application/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Submits requirements for evaluation.	Receives and evaluates the credentials and releases pre-registration form.	5 minutes	College evaluation committee		Evaluation form, checklist of courses, pre-registration
2	Submits requirements for admission.	Evaluates, receives and completes credentials.	5 minutes	Assigned clerk		Student information sheet, registration form
3	Fills up information sheet.	Receives information sheet and prepares registration form.	5 minutes	Assigned clerk		Student information sheet, registration form
4	Proceeds to the Cashier's Office.			Cashier		Official Receipt
5	Submit copy of paid registration form.	Validated registration form and issue temporary ID.	5 minutes	Assigned clerk		

*Note: Common to all CvSU Campuses*

**Office:** **REGISTRAR'S OFFICE**  
**Office Hours:** 8:00-5:00 Monday to Friday (No Lunch Break)  
**Contact Numbers:** (046) 471-6770  
**Clients:** Students  
**Nature of Service:** [Enrollment for Old Students](#)

Step	Application/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Presents class cards and submits pre-registration form for evaluation.	Evaluates grades and advises student on the subjects to be enrolled.	5 minutes	College Registrar		Certification of grades, pre-registration form
2	Waits for the advise and pre-registration form.	Prepares pre-registration form.	10 minutes	Assigned clerk		Advise Pre-registration form
3	Pays tuition fee	Releases registration form.		Cashier's		Official Receipt
4	Transfers to window 3	Releases registration form.	10 minutes	MIS Staff		Pre-registration and Registration form.
5	Submits official receipt and registration form.	Validates registration form and issues temporary ID.	5 minutes	Assigned clerk		Registration Temporary ID

*Note: Common to all CvSU Campuses*



**Office:** REGISTRAR'S OFFICE  
**Office Hours:** 8:00-5:00 Monday to Friday  
**Contact Numbers:** (046) 471-6770  
**Clients:** Students  
**Nature of Service:** Issuance of School Credentials

Step	Application/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Graduate / Undergraduate student	Receives accomplished university clearance.	2 minutes	Assigned clerk		Accomplished University Clearance
2	Graduate / Undergraduate student	Evaluates and, screens of official records.	5minutes	Assigned clerk		
3	Graduate / Undergraduate student	Schedules and prepares request for other requirements.	7 working days processing	Assigned clerk		Request for F137
4	Graduate / Undergraduate student	Submits clearance and other requirements.	2 minutes	Assigned clerk		Accomplished University clearance
5	Pays fees	Receives payment.		Cashier's		
6	Releasing of credentials	Releases credentials	2 minutes	Assigned clerk		

*Note: Common to all CvSU Campuses*

**Office:** REGISTRAR'S OFFICE  
**Office Hours:** 8:00-5:00 Monday to Friday (No Lunch Break)  
**Contact Numbers:** (046) 471-6770  
**Clients:** Students  
**Nature of Service:** Replacement of lost registration form

Step	Application/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Student submits request form and affidavit loss	Receives of request and affidavit of loss.	2 minutes	Assigned Clerk		Request Slip
2	Student proceeds to the cashier's office for payment of loss registration form	Prepares of requested documents.	5 minutes	Assigned Clerk	Php 50.00	Official Receipt
3	Student submits request OR to the registrar's office	Prints, stamps registration form.	2 minutes	Assigned Clerk		Registration Form
4		Releases registration form.	2 minutes	Assigned Clerk		Credentials

*Note: Common to all CvSU Campuses*

**Office:** REGISTRAR'S OFFICE  
**Office Hours:** 8:00-5:00 Monday to Friday (No Lunch Break)  
**Contact Numbers:** (046) 471-6770  
**Clients:** Students  
**Nature of Service:** Issuance of Certification of Grades

Step	Application/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Student submits request for issuance of COG	Receives request	2 minutes	Assigned Clerk		Request Slip
2	Student proceeds to the cashier's office for payment	Pays fees		Cashier's Office	Php 15.00	Official Receipt
3		Prints and approves COG.	2 minutes	Assigned Clerk		
4		Releasing of credentials	2 days	Assigned Clerk		Certificate of Grades

*Note: Common to all CvSU Campuses*

**Office:** CASHIER'S OFFICE  
**Office Hours:** 8:00 AM – 4:00 PM Monday to Friday (No Lunch Break)  
**Contact Numbers:** (046) 471-6770  
**Clients:** Students  
**Nature of Service:** Receipt of Payments

Step	Applicant/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Present completely filled-out request slip, certification, registration forms etc,	Evaluate registration forms and other requirement as to completeness and accuracy	1 minute	Cashier/ Collecting Officer		Request slip, order of payments and registration forms
2	Pay the corresponding amount			Cashier's Office	<i>Depends pm request/ transaction</i>	
	Completion	Issue Official Receipt	1 minute	Cashier/ Collecting Officer	<i>Php 10/unit</i>	Completion Form
	Official Transcript of Record	Issue Official Receipt	2 minutes	Cashier/ Collecting Officer	<i>Php20/page Php50/page with scanned picture</i>	Request slip
	Certificates: 1. Good moral character 2. Grades	Issue Official Receipt	2 minutes	Cashier/ Collecting Officer	<i>Php15/copy Php15/copy from 2<sup>nd</sup> copy</i>	
	Honorable Dismissal	Issue Official Receipt	2 minutes	Cashier/ Collecting Officer	<i>Php15.00</i>	
	Authentication and Verification (CAV)	Issue Official Receipt	2 minutes	Cashier/ Collecting Officer	<i>Php15.00</i>	
	Authentication of TOR / Diploma	Issue Official Receipt	2 minutes	Cashier/ Collecting Officer	<i>Php15.00/set</i>	
	Testing Fee	Issue Official Receipt	2 minutes	Cashier/ Collecting Officer	<i>Php 150.00</i>	Application Form
	Tuition Fee for regular Students	Issue Official Receipt	2 minutes	Cashier/ Collecting Officer	<i>Cash Installment 50% tuition fee 100% misc. and fiduciary fees</i>	Registration Form
	Tuition fee for scholars	Verify from the list of scholars	2 minutes	Cashier	<i>Based on scholarship privileges</i>	Certification of Scholarship/

						<b>Registration form</b>
	<b>Adding / Changing of subjects</b>	<b>Issue Official Receipt</b>	<b>2 minutes</b>	<b>Cashier</b>		<b>Adding/ changing form</b>
	<b>Dropping of subjects</b>	<b>Issue Official Receipt</b>	<b>2 minutes</b>	<b>Cashier</b>		<b>Dropping form</b>
	<b>Graduation Fee</b>	<b>Issue Official Receipt</b>	<b>2 minutes</b>	<b>Cashier</b>	<i>Ranging from Php 1,200 - Php 1,500</i>	<b>Application for graduation</b>
	<b>Thesis Adviser Fee</b>	<b>Issue Official Receipt</b>	<b>2 minutes</b>	<b>Cashier</b>	<i>Php 1,500.00</i>	<b>Registration Form</b>

**Office:** Human Resource Management Office  
**Office Hours:** 8:00 am to 5:00 pm / Mondays to Fridays  
**Contact Number:** (046) 471-6607  
**Client:** Applicant  
**Nature of Service:** Hiring of Applicant (Academic and Non-Academic)

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee	Form
1	<b>Submit /Present complete documents:</b> 1. Application letter 2. Credentials	Check all the documents	5 minutes	Local HR Assistant		Documents submitted
		Review the documents and call up the potential applicants for the vacant position	10 minutes	Local HR		
		Schedule an interview	30 minutes per applicant	Committee composed of Local HR, Department/Unit concerned and Campus Dean		Interview form and applicant's credentials
		Tally the score of each applicant		Local HR		
		Endorsement to the University Selection Board of the list of qualified applicants		PSB Assistant		
		Call up the qualified	10 minutes	Local HR		

		<b>applicants</b>				
<b>2</b>	<b>Report to the local HR office</b>	<b>Give some reminders and provide the qualified applicant a checklist of documents to be submitted</b>	<b>10 minutes</b>	<b>Local HR</b>		<b>Checklist of documents: NBI clearance PDF, PDS, TOR Medical Result Psychological Exam Result(for old employees) Recommendation Letter (for old employees) Evaluation Result</b>
<b>3</b>	<b>Report to the Main Campus</b>	<b>Evaluation of University Selection Board and Interview</b>	<b>30 minutes/ applicant</b>	<b>Campus Dean, HRMO Director, VP FA president</b>		

**Office:** Human Resource Management Office  
**Office Hours:** 8:00 am to 5:00 pm / Mondays to Fridays  
**Contact Number:** (046) 471-6607  
**Nature of Service:** Preparation of Appointment (Campus)

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee	Form
1	<b>Submit /Present complete documents:</b> <ol style="list-style-type: none"> <li>1. NBI clearance</li> <li>2. PDF, PDS, TOR</li> <li>3. Medical Result</li> <li>4. Psychological Exam Result</li> <li>5. PES (for old employees)</li> <li>6. Recommendation Letter (for old employees)</li> <li>7. Evaluation Result</li> </ol>	Review and check all the requirements/s upporting documents	5 minutes	Local HR Assistant		Documents submitted
		Affix signature at the back of the appointment paper	1 minutes	Local HR officer		Documents submitted
		Forward to the HRMO	2 weeks	HRM Assistant		Documents submitted
		Affix signature at the back of the appointment paper	1 minute	Director HRMO		Appointment Paper
		Forward to the Chairman of the PSB for signature	5 minutes	ODA clerk		



		<b>Signs the Certification at the back of the Appointment paper</b>	<b>1 minute</b>	<b>PSB chairman</b>		<b>Appointment Paper</b>
		<b>Forward Appointment paper to the President for approval and signature</b>	<b>5 minutes</b>	<b>University President</b>		<b>Appointment Paper</b>
		<b>Furnish Local HR with a photocopy of appointment for submission to the CSC</b>	<b>1 day</b>	<b>HRM</b>		
		<b>Submit appointment to the CSC for approval</b>	<b>At least 1 week from agency approval</b>	<b>HRM Assistant</b>		<b>Appointment paper</b>
		<b>Approval and signature of the CSC director</b>	<b>2 minutes</b>	<b>CSC Director</b>		<b>Appointment</b>
		<b>Officially transmit to the Local HR a copy of the CSC approved appointment</b>	<b>2 minutes</b>	<b>HRMO staff</b>		<b>CSC Approved Appointment paper</b>
<b>2</b>	<b>Received CSC approved appointment</b>	<b>Record receipt of appointment</b>	<b>1 minute</b>	<b>Local HR staff</b>		<b>Logbook</b>

**Office:** **CAMPUS HEALTH SERVICES UNIT**  
**Hours:** 8:00am - 5:00am/ Mondays- Fridays  
**Contact Number:** (046) 471-6770  
**Clients:** Student  
**Service:** Physical Examination of New/Freshmen Students

Step	Patient/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fee	Form
1	Present the Notice of Admission (from Guidance and Counseling Office)	Assesses what medical service/s is/are needed by the patient. Release Referral slip.	30 seconds/	Health/front desk personnel or nurse-on duty (NOD)		
2	Presents referral slip for medical examination at Mary Immaculate Laboratory.  <b>Medical Examination includes:</b> <ol style="list-style-type: none"> <li>1. Chest x-ray</li> <li>2. Urinalysis</li> <li>3. CBC (Complete Blood Count)</li> <li>4. Fecalysis</li> <li>5. Dental Examination</li> </ol>	Pulls out/gives up patient form and payment slip.	1 minute	Health/front desk personnel or nurse-on duty	<i>Php 280.00</i>	Official receipt
3	Presents official receipt Mary Immaculate Laboratory	Conducts medical examination at Mary Immaculate Laboratory	1-2 hours	Mary Immaculate Laboratory (Nurse on duty)		
4	Submits the original copy of all the results of medical examination to the campus clinic	Receives/ files the medical results of the students.	1 minute	Health/front desk personnel or nurse-on duty		

**Office:** **CAMPUS HEALTH SERVICES UNIT**  
**Hours:** 8:00am - 5:00am/ Mondays- Fridays  
**Contact Number:** (046) 471-6770  
**Clients:** Faculty, Staff, Employee and Student  
**Service:** **Medical Consultation and Treatment**

<b>Step</b>	<b>Patient/ Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under Normal Circumstances)</b>	<b>Person in Charge</b>	<b>Fee</b>	<b>Form</b>
1	Comes to the clinic for consultation	Assesses what medical service/s is/are needed by the patient.	30 seconds / consultation	Health/front desk personnel or nurse-on duty (NOD)		
2		Pulls out/fills up health consultation form.	1 minute / consultation	Health/front desk personnel or nurse-on duty		Health Consultation Form, Health Card of students/ Health Record/ Folder of Employee
3	Submits oneself to the assessment of vital signs	Takes vital signs of the patient (HR, RR, BO, Temp, weight, etc.) and records in health card/ form.	3 minutes / consultation	Health/front desk personnel or nurse-on duty		
4	Goes to Nurse on duty (NOD)	Accompanies patient to the NOD with his/her medical card/ form.	30 seconds /consultation	Health/front desk personnel or nurse-on duty		
5	Submits oneself to the consultation process	Gathers medical history and conducts physical examination or check-up.	10 minutes / consultation	Nurse-on duty		
6		Prescribes medicines as necessary.	2 minutes /consultation	Nurse-on duty		Prescription Pad
		Fills up and gives referral to specialist doctors or other	2 minutes /consultation	Nurse-on duty		Referral form/ Laboratory Request Form/

		<b>medical procedures as necessary.*</b>				<b>Prescription</b>
<b>7</b>	<b>Submits/ Presents prescription</b>	<b>Dispenses available prescribed medications (initial dose).</b>	<b>1 minute / consultation</b>	<b>Nurse-on- duty</b>		<b>Prescription Pad Health Record</b>
		<b>Conducts prescribed treatment (e.g. mobilization)- as necessary.*</b>	<b>15 minutes / Treatment</b>	<b>Nurse-on- duty</b>		
		<b>Accompanies the patient to the ward.*</b>	<b>If the patient is advised to stay from a observation and treatment</b>	<b>NOD</b>		
<b>8</b>	<b>Signs in the patient's logbook</b>	<b>Advises follow-up and reminds the instruction/ prescription.</b>	<b>1 minute / consultation</b>	<b>Health/ front desk personnel or nurse-on- duty ( NOD)</b>		<b>Logbook of Medical Consultation and Treatment Logbook of In-Patients as necessary</b>
<b>9</b>		<b>Cleans, disinfects and/or sterilizes medical supplies, instruments and equipment used.</b>	<b>30 minutes / case</b>	<b>Health/front desk personnel or nurse-on duty (NOD)</b>		
<b>10</b>		<b>Updates and files the health record.</b>	<b>2 minutes / consultation</b>	<b>Health/front desk personnel or nurse-on duty (NOD)</b>		<b>Health Consultation Form, Health cards of student/ health record/ folder of employees</b>

**Office:** **CAMPUS LIBRARY**  
**Office Hours:** 8:00am to 5:00pm Monday to Friday (No Lunch Break)  
**Contact Numbers:** (046) 471-6770  
**Clients:** Students, Instructors and Employees  
**Nature of Service:** Request for Use of the Library Resources

Step	Applicant/ Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Visitor Presents letter to use the library resources.	Receives letter of referral.	1 minute	Assigned clerk	<i>Free of Charge</i>	Letter of referral
2		Logs in the visitors logbook and leaves unnecessary things in the baggage area near the entrance of the library.	2 minutes	Assigned clerk	<i>Free of Charge</i>	Logbook
3		Submits the referral letter to the librarian in-charge at the desk and signs in the record book for library fee.	1 minute	Assigned clerk	<i>Php 20.00</i>	Library record book
4		Proceeds to the catalog for the title/ author and subject needed for research.				

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**Nature of Service:** Request for Library Cards (New Students)

Step	Applicant/ Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Freshmen and faculty inquire about issuance of library card. (Provide 1 pc 1x1 picture.)	Provides the students with forms to be filled up.	2 minutes	Assigned clerk	<i>Free of Charge</i>	Library registration form
2		Encodes/ types the data of the students and the validity date. Signs registration forms of the students.	2 minutes per ID and borrower's card	Assigned clerk	<i>Free of Charge</i>	Library ID or borrower's card
3		Schedules and releases encoded/ typed library ID or borrower's card.	1 minute 1-2 working days	Assigned clerk	<i>Free of Charge</i>	Logbook of library

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**Nature Service:** Validation of Library or Borrower's Card (Old Student)

Steps	Applicant/ Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	<p>Students, instructors and employees request for validation of library or borrower's cards.</p> <p>Students present their latest registration form while faculty members present their ID.</p>	Checks registration form for current semester together with their library or borrower's card.	1 minute	Assigned Clerk	<i>Free of Charge</i>	Library ID or borrower's card
2		Stamps validity date on the borrower's card and countersigns the Library ID.	1 minute	Assigned Clerk	<i>Free of Charge</i>	Library ID or borrower's card
3		Releases validated library ID or borrower's card.	1 minute	Assigned Clerk	<i>Free of Charge</i>	Library ID or borrower's card

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**Clients:** Students, Instructors and Employees  
**Nature of Service:** Request for Replacement of Lost Library Cards

Step	Applicant/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Students, instructors, and employees report affidavit of loss.	Receives affidavit of loss.	1 minute	Assigned Clerk	<i>Free of Charge</i>	Affidavit of loss of Library ID or borrower's card
2		Finds the library registration form from file and types/encodes the data of students.	2 minutes per borrower's card	Assigned Clerk	<i>Free of Charge</i>	Library ID or borrower's card
3		Schedules and releases encoded/ typed new library ID or borrower's card.	2 minutes	Assigned Clerk	<i>Php 20.00</i>	Library ID or borrower's card



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**Clients:** Students, Instructors and Employees  
**Nature of Service:** Borrowing and Returning of Books

Step	Applicant/ Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Students, Instructors and Employees present books to be borrowed	<u>Borrowing of books:</u> Writes call numbers and accession numbers and stamps due dates on the borrower's card, book cards and due slips of the book.	2 minutes	Assigned Clerk	<i>Free of Charge</i>	CvSU ID & Library ID or borrower's card
2		<u>Returning of Books</u> Stamps the current date the book was returned on the borrower's card. Finds the book cards on the file and places them in the book pockets.	2 minutes	Assigned Clerk	<i>Free of Charge</i>	CvSU ID & Library ID or borrower's card