# Cavite State University Naic Campus

# External and Internal Services

# Human Resource Development Office (HRDO)

## External and Internal Services

## 1. Acceptance of Applications for Academic and Non-Academic Positions

This procedure shows how the HRDO receives applications for vacant positions

| Office or Division: | Recruitment, Selection and Placement (RSP) Unit |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | All qualified applicants |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Application Letter address to HR Director | applicant |
| Personal Data Sheet | www.csc.gov.ph or CSC website |
| Photocopy of certificate of eligibility/rating/license | Civil Service Commission |
| Photocopy of Transcript of Records | School Registrar |
| Latest Performance Rating if applicable | Employer |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Submit application letter and credentials. | 1. Check and record the documents submitted to the Application Monitoring Database. | None | 4 minutes | HR Staff |
| | 2. Conduct initial screening of documents based on the Qualification Standards for vacant positions. | None | 5 minutes | HR Staff |

| | | | | |
|---|---|---|---|---|
| | 3. Advise the client that they will be notified of the status of application through e-mail or text message. | None | 1 minute | HR Staff |
| | **TOTAL:** | **None** | **10 minutes** | |

## 2. Processing and Issuance of HR Records

This procedure covers the steps in providing employment records

| Office or Division: | Human Resource Development Office |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | All |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|---|---|---|---|
| Record Request Form | | Human Resource Development Office (HRDO) | | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Request and fill-out Record Request Form. | 1. Review the duly accomplished form for completeness of entries. | None | 3 minutes | HR Staff |
| | 2. Check and verify from file the requested record as to the correctness and accuracy. | None | 2 days Certificate of Employment) 4 days (Service Record) | HR Staff |
| | 3. Encode and print the requested record and forward to the Director for Administration for signature. | None | | HR Staff |
| | 4. Review and sign the documents. | None | 10 minutes | Director for Administration |

| | 5. Release the requested record to the faculty member or employee | None | 1 minute | HR Staff |
|---|---|---|---|---|
| | **TOTAL:** | **None** | **2 days (Certificate of Employment) 4 days (Service Record) and 14 minutes** | |

# Office of Student Affairs (OSA)

## External and Internal Services

## 1. Admission Procedure for First Year Students

This procedure covers the steps in receiving of applications for incoming first year college students

| Office or Division: | Office of Student Affairs and Services |
| --- | --- |
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | All first year students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| --- | --- |
| Application form for Admission | Office of Student Affairs and Services or download at www.cvsu.edu.ph |
| Examination Permit | Office of Student Affairs and Services or download at www.cvsu.edu.ph |
| Photocopy of Report card (form 138) or Transcript of records (Form 137) | Former School |
| Photocopy of Certificate of Good Moral Character | Former School |
| 3 copies of 1x1 ID picture | Student-applicant |
| 1 Short whitefolder | Student-applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| --- | --- | --- | --- | --- |
| 1. Submit the following documents<br>a. Certified True Copy of Report card (Form 138) or Certified True Copy Certificate of Good Moral Character | Receive accomplished Application Form and other required documents | None | 5minutes | Admission Officer |

| | | | | |
|---|---|---|---|---|
| b. 3 copies of 1x1 ID picture with name tag<br>c. Short white folder | | | | |
| 2. Receive examination permit | Schedule the date of examination | None | 2 minutes | Admission Officer |
| 3. Take the admission examination as scheduled | Administer Admission Examination | None | 45 minutes | Guidance Counselor or Psychometrician |
| 4. Present the Notice of Admission to the University Infirmary for Medical purposes | Assist the student for medical purposes | None | 5 minutes | University Health Services/ Infirmary |
| | **TOTAL:** | **None** | **57 minutes** | |

## 2. Admission Procedure for Transferees

This procedure shows the steps in receiving applications of transferees

| Office or Division: | Office of Student Affairs and Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | All transferees |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Application form for Admission | Office of Student Affairs and Services or download at www.cvsu.edu.ph |
| Examination | Office of Student Affairs and Services or download at www.cvsu.edu.ph |
| Notice for Evaluation | Office of Student Affairs and Services or download at www.cvsu.edu.ph |
| Notice of Admission | Office of Student Affairs and Services or download at www.cvsu.edu.ph |
| Photocopy of Certificate of Grades | Former School |
| Photocopy of Certificate of Good Moral | Former School |
| Photocopy of Honorable Dismissal | Former School |
| Photocopy of NBI Clearance or Police | National Bureau of Investigation |
| 3 copies of 1x1 ID Picture | Student-applicant |
| 1 Short white folder | Student-applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present his credentials for initial evaluation | Evaluate and compute the GPA | None | 10 minutes | Admission Officer |
| | Issue interview form | None | 5 minutes | Admission Officer |
| a. Get Notice for Evaluation form and Proceed to concerned college for their evaluation | | | | |
| b. Undergo interview with respective college | Concerned College | None | 1 hour | College Registrar |
| c. Return to OSAS and submit the accomplished Notice for Evaluation form | | | | |
| 2. If qualified from the evaluation of the College, submit the required documents to OSAS | Receive and file the documents | None | 5 minutes | Admission Officer |
| 3. Receive examination permit | Issue Examination Permit | None | 2 minutes | Admission Officer |
| 4. Take the admission examination as scheduled | Administer admission examination | None | 1 hour and 30 minutes | Guidance Counselor or Psychometrician |

| | | | | |
|---|---|---|---|---|
| 5. Get the Notice of Admission | Release Notice of Admission and log the NOA number and name of student and signs the logbook under the column "Released by" | None | 10 minutes | Guidance Counselor or Psychometrician |
| 6. Presents the NOA to the Dean of OSAS together with all the complete requirements for interview | Interview and affix signature | None | 10 minutes | Dean, OSAS |
| 7. Present the Notice of Admission to the University Infirmary for Medical purposes | University Clinic assists the student | None | 5 minutes | University Health Services/Infirmary |
| | **TOTAL:** | **None** | **3 hours and 17 minutes** | |

## 3. Admission Procedure for Second Courser

This procedure shows the steps in receiving of applications for Second Courser

| Office or Division: | Office of Student Affairs and Services |
| --- | --- |
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | All foreign students |

| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| --- | --- | --- | --- | --- |
| Application form for Admission | | | Office of Student Affairs and Services or download at www.cvsu.edu.ph | |
| Examination | | | Office of Student Affairs and Services or download at www.cvsu.edu.ph | |
| Notice for Evaluation | | | Office of Student Affairs and Services or download at www.cvsu.edu.ph | |
| Notice of Admission | | | Office of Student Affairs and Services or download at www.cvsu.edu.ph | |
| Photocopy of Certificate of Grades | | | Former School | |
| Photocopy of Certificate of Good Moral | | | Former School | |
| Photo copy of Certificate of Transfer | | | Former School | |
| 3 copies of 1x1 ID Picture | | | Student-applicant | |
| 1 Short white folder | | | Student-applicant | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present credentials for initial evaluation | Evaluate and compute the GPA<br><br>Issue interview form | None | 10 minutes | Admission Officer |

| | | | | |
|---|---|---|---|---|
| a. Get Notice of Interview Form and Proceed to concerned college for their evaluation | | None | 5 minutes | Admission Officer |
| b. Undergo interview with respective college | Conduct of interview of the concerned college | None | 1 hour | College Registrar |
| c. Return to OSAS and submit the accomplished interview form | | | | |
| 2. If qualified from the evaluation of the College, submit the following documents to OSAS | Receive and file the documents | None | 5 minutes | Admission Officer |
| 3. Receive examination permit | Schedule the date of examination | None | 2 minutes | Admission Officer |
| 4. Take the admission examination as scheduled | Administer Admission Examination | None | 1 hour and 30 minutes | Guidance Counselor or Psychometrician |
| 5. Get the Notice of Admission | Release Notice of Admission and log the NOA number and name of student and signs the logbook under the column "Released by" | None | 5 minutes | Guidance Counselor or Psychometrician |
| 6. Present the Notice of Admission to the University Infirmary for Medical purposes | University Clinic assists the student | None | 5 minutes | University Clinic |

| | TOTAL: | None | 3 hours and 2 minutes | |
|---|---|---|---|---|

## 4. Application/Renewal Procedure for Scholarship

This procedure shows the steps in providing certificates of good moral character and scholarship

| Office or Division: | Office of Student Affairs |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | All students (old and new) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Application Form for Scholarship | University Registrar |
| Photocopy of Report Card (Form 138) or Transcript of Records (Form 137) | Former School |
| Checklist of courses | University Registrar |
| Photocopy of Certificate of Good Moral Character | Former School |
| 1 copy of 2x2 I.D picture (Latest) | Student-applicant |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit the following documents: <br> a. Accomplished scholarship form. <br><br> FOR NEW APPLICANT <br> b. Copy of combined or joint income tax return of parents | Receive and evaluate the required documents | None | 2 minutes | Head, Financial Assistance Services |

| | | | | |
|---|---|---|---|---|
| for the affidavit of non-filing of tax from the BIR for (CvSU State Scholarship, Job Experience Program, RA 7160 applicant only )<br>c. Certification as Class Valedictorian, Salutatorian, 1st, 2nd, and 3rd Honorable Mention indicating the number of graduates (for Entrance Scholarship applicant only)<br>d. Certified true copy of Birth Certificate (for CvSU State Privilege and RA 7160 applicant)<br>e. Guarantor's Letter (for Job Experience Program applicant only)<br>f. Parents' consent (for Job Experience | | | | |

| | | | | |
|---|---|---|---|---|
| Program applicant only)<br>g. Certificate of Grades<br>h. Photocopy of pre-registration form | | | | |
| 2. Undergo interview (for CvSU State Scholarship and Job Experience Program applicants only) | Conduct Interview | None | 5 minutes | Dean, OSAS<br><br>(for CvSU State Scholarship Applicants)<br><br>Guidance Counselor<br><br>Vocational Placement Coordinator<br><br>Head, Financial Assistance Services Unit |
| 3. Get contract and accomplish said contract (for CvSU State Scholarship and Job Experience Program applicants only)<br><br>Note: OLD STUDENTS PROCEED TO STEP 5 | Issue scholarship contract | None | 3 minutes | Head, Financial Assistance Services Unit |

| 4. Submit the accomplished contract | Receive the accomplished contract and prepare Certification of Scholarship | None | 2 minutes | Head, Financial Assistance Services Unit |
|---|---|---|---|---|
| 5. Get Certification of Scholarship | Issue of Certificate of Scholarship | None | 2 minutes | Head of OSAS Financial Assistance Services Unit |
| 6. Sign the logbook under the column" Receive by" | Have the logbook signed under the column "Received by" | None | 2 minutes | Head, Financial Assistance Services Unit |
| 7. New and old scholars submit Certification of Scholarship to the Registrar's Office and Cashier Office for the reassessment of fees | Record and reassess accordingly | None | 2 minutes | Registrar's Office Cashier's Office |
| | **TOTAL** | **None** | **18 minutes** | |

# University Health Services

## External and Internal Services

## 1. Physical, Dental, and Laboratory Examination of Freshmen/New Students
## Laboratory and X-ray Examination - 1st day

This shows how the diagnostic procedures, medical and dental assessment for incoming students are administered

| Office or Division: | University of Health Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | All new entrants, returnees and transferees |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Notice of Admission (NOA) | Office of Student Affairs and Services |
| Personal Information Sheet | University Health Services |
| Student Health Record | University Health Services |
| Laboratory/X-ray Examination Request Form | University Health Services |
| Claim Stub | University Health Services |
| Laboratory/ X-ray Examination Request Form | University Health Services |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present the Notice of Student Admission (NOA) | 1. Confirm schedule of student<br><br>2. Secure copy of NOA<br><br>3. Issue Personal Information Sheet (Identification form) | None | 2 minutes | Health/front desk personnel or Nurse on Duty (NOD) |
| 2. Fill out Personal Information Sheet | 1. Encode Personal Information and takes a picture of the student | None | 5 minutes | Nurse on Duty (NOD) |

| | | | | |
|---|---|---|---|---|
| | 2. Check and record vital signs and body mass index<br><br>3. Issue request form and claim stub | | | |
| 3. Proceed to Laboratory Section for laboratory examination | Secure copy of Request and examines the student | None | 5 minutes for Laboratory examination | Medical Technologist |
| 4. Proceed to Radiologic Section for X-ray Examination | Secure copy of Xray Examination Request Form and examines the students | None | 5 minutes for X-Ray Examination | X-ray Technologist |
| | **TOTAL** | **None** | **17 minutes** | |

## Physical and Dental Examination - 2nd day

This procedure shows the other steps on how the diagnostic procedures, medical and dental assessment for incoming students are administered

| Office or Division: | University of Health Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | All new entrants, returnees and transferees |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Claim Stub | University Health Services |
| Student Health Record | University Health Services |
| Medical - Dental Clearance Form | University Health Services |
| Laboratory and X-ray Examination Result Form | University Health Services |
| Dental Record/ Clearance Form | University Health Services |
| Student Health Record/ Medical Clearance | University Health Services |
| Dental Record/Student Health Record | University Health Services |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present claim stub to Nurse on Duty (NOD) | 1. Secure copy of claim stub<br><br>2. Issue student's Health Record and Clearance Form<br><br>3. Release laboratory and X-ray examination results | None | 2 minutes | Front desk personnel or Nurse on Duty (NOD) |

| 2. Proceed to Dental Section for dental examination. | Examine the student and signs the dental clearance | None | 7 minutes | Dentist |
|---|---|---|---|---|
| 3. Proceed to Medical Section for physical examination | 1. Examine the student | None | 7 minutes | Physician |
| | 2. Sign and issue medical clearance to proceed enrolment if clear or fit for schooling | | 1 minute | Physician/Nurse on Duty (NOD) |
| | 3. Secure copy of student's medical and dental record for encoding and safekeeping | | | |
| | **TOTAL** | **None** | **17 minutes** | |

## 2. Medical Consultation and Treatment

This procedure shows how prompt assessment and treatment to clients depending on medical condition are provided

| Office or Division: | University of Health Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | All CvSU employees, students and nearby residents |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Identification card or ID | Client |
| Consultation Form | University Health Services |
| Medical or Dental Record | University Health Services |
| Prescription / Rx Form | University Health Services |
| Laboratory or X-ray Examination Request Form | University Health Services |
| Monitoring sheet | University Health Services |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Come to clinic for consultation | Confirm personal information from identification card and accomplishes consultation form | None | 1 minute | Nurse on Duty (NOD) |
| 2. Submit oneself to the assessment of vital signs | 1. Check and record client's vital signs and other necessary information<br><br>2. Retrieve medical/dental record | None | 1 minute | NOD |

| | | None | 3 minutes | Physician or Dentist |
|---|---|---|---|---|
| 3. Submit to the consultation process | 1. Refer and accompany patient to the physician/ dentist | None | 3 minutes | Physician or Dentist |
| | 2. Verify the complaint, Assess the patient and record the observation and findings | | | |
| | 3. Give treatment, prescribe medication, and advice. | | | |
| | 4. Advise the patient to go back to Nurse on Duty (NOD) | | | |
| 4. Present prescription and submit the medical/dental card to Nurse on Duty | 1. Receive the prescription form | None | 1 minute | NOD |
| | 2. Dispense available prescribed medication | | | |
| | 3. Advise the patient on proper use and intake of medicines | | | |
| 5. Sign the clinic treatment and consultation logbook | Log the name of patient, name and quantity of dispensed medicines, and have it sign by the patient | None | 1 minute | NOD |
| 6. Request for the following health care procedures and referrals: | Accompany the patient | None | 1 minute | NOD |
| a. Wound care | a.1 Assess and treat the wounds according to the extent of injury. | None | 15-30 minutes | NOD Physician/ Dentist |

| | | | | |
|---|---|---|---|---|
| b. Laboratory or Radiologic examination<br><br>b.1 Request for a copy of results | b.1 Secure copy of Laboratory or X-ray Examination Request Form and examine the patient.<br><br>b.2 Advise the patient to return after 2 working days for the results<br><br>b.3 Present to the patients a copy of result and have it signed | None | 3-5 minutes | Medical Technologist or X-ray Technologist |
| c. Observation and confinement | c.1 Advise and explain the need for observation and confinement in ward<br><br>c.2 Accompany patient to the ward | None | 3-5 minutes | Medical Technologist or X-ray Technologist |
| | c.3 Give initial medication, monitors and records vital signs | None | 1-8 hours depending on the case | NOD and Physician |
| | **TOTAL** | **None** | **\*8 hours and 48 minutes depending on the case** | |

# Office of the University Registrar

## External and Internal Services

# 1. Registration of New Students

This procedure shows how registration forms with student number to new entrant students are provided.

| Office or Division: | Office of University Registrar |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | All new students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Registration Form | Office of the Campus Registrar |
| Notice of Admission | Office of the Students Affairs and Services |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit the Notice of Admission and all the required original documents for enrolment. | Receive the Notice of Admission and check the completeness of the documents. | None | 5 minutes | Administrative Clerk I/ Office of the Campus Registrar |
| 2. Submit the approved Notice of Admission. | Receive the approved Notice of Admission and print the Registration Form | None | 2 minutes | Administrative Clerk I/ Office of the MIS |
| 3. Present the printed Registration Form | Receive the printed Registration Form for system validation stamping and scanning. | None | 2 minutes | Administrative Clerk I/ Office of the Campus Registrar |
|  | TOTAL | None | 9 minutes |  |

## 2. Enrollment of Continuing Students (Second to Fifth Year Level)

Providing registration forms to continuing students.

| Office or Division: | Office of University Registrar |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | All continuing students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Registration Form | Office of the Campus Registrar |
| Pre-enrollment Form | Office of the Campus Registrar |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit the evaluated and approved Pre-Enrollment Form | Receive the evaluated and approved Pre-Enrollment Form and print the Registration Form | None | 2 minutes | Administrative Clerk I/ Office of the MIS |
| 2. Present the printed Registration Form | Receive the printed Registration Form for system validation, stamping and scanning. | None | 2 minutes | Administrative Clerk I/ Office of the Campus Registrar |
| | TOTAL | None | 4 minutes | |

## 3. Enrollment of Old Student Returning (OSR)

This procedure covers how registration forms to old student returning are provided.

| Office or Division: | Office of University Registrar |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | All old students returning |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Registration Form | Office of the Campus Registrar |
| Pre-enrollment Form | Office of the Campus Registrar |
| Notice of Admission | Office of the Students Affairs and Services |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit the Notice of Admission | Receive the Notice of Re-admission, evaluate subjects and issue Pre-Enrollment form | None | 10 minutes | Administrative Clerk I/ Office of the Campus Registrar |
| 2. Submit the approved Notice of Admission and pre-enrollment form. | Receive the approved Notice of Admission, pre-enrollment form and print the Registration Form | None | 2 minutes | Administrative Clerk I/ Office of the MIS |
| 3. Present the printed Registration Form | Receive the printed Registration Form for system validation, stamping and scanning. | None | 2 minutes | Administrative Clerk I/ Office of the Campus Registrar |
| | TOTAL | None | 14 minutes | |

## 4. Enrollment of Transferees

This procedure shows how registration forms with student number to incoming students transferee are provided.

| | |
|---|---|
| **Office or Division:** | Office of University Registrar |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C-Government to Citizen |
| **Who may avail:** | All incoming students transferee |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Registration Form | Office of the Campus Registrar |
| Pre-enrollment Form | Office of the Campus Registrar |
| Notice of Admission | Office of the Students Affairs and Services |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit the Notice of Admission and all the required original documents for enrolment. | Receive the Notice of Admission, check the completeness of the documents, evaluate all the credited subjects, plot the subjects to be enrolled and issue Pre-enrollment form. | None | 15 minutes | Administrative Clerk I/ Office of the Campus Registrar |
| 2. Submit the approved Notice of Admission and pre-enrollment form | Receive the approved Notice of Admission, pre-enrollment form and print the Registration Form | None | 2 minutes | Administrative Clerk I/ Office of the MIS |
| 3. Present the printed Registration Form | Receive the printed Registration Form for system validation, stamping and scanning. | None | 2 minutes | Administrative Clerk I/ Office of the Campus Registrar |
| | **TOTAL** | **None** | **14 minutes** | |

## 5. Request/Issuance of School Credentials/Documents

This procedure covers how student's records for employment and other purposes are provided.

| Office or Division: | Office of University Registrar |
| --- | --- |
| **Classification:** | Complex |
| **Type of Transaction:** | G2C-Government to Citizen |
| **Who may avail:** | All Graduates, Undergraduates and other clients. |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| --- | --- |
| Application for Records | Office of the Campus Registrar |
| Official Receipt | Office of the Collection and Disbursement (Cashier) |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| --- | --- | --- | --- | --- |
| 1. Request and accomplish the application for records w/ clearance. | Receive the accomplished Application for Records form and advise the client to pay the necessary fee. | None | 2 minutes | Administrative Clerk I/ Office of the Campus Registrar |
| 2. Pay the necessary fee for the requested documents. | Collecting Officer issue an Official Receipt. | Php25.00/page for TOR Php20.00/page for Certification | 2 minutes | Administrative Clerk I/ Cashier's Office |
| 3. Present the OR for recording and reference purposes. | Check the OR and issue claim stub/schedule slip to the client. | None | 1 minute | Administrative Clerk I/ Office of the Campus Registrar |

| 4. Receive the claim stub bearing the date of release of the requested documents. | Evaluate the student's records and prepare the requested documents. | None | 10 working days (TOR), 5 working days (Certification) | Administrative Clerk I/ Office of the Campus Registrar |
|---|---|---|---|---|
| 5. Present the claim stub on the scheduled date of release. | Record and release the requested documents and affix the client's signature on the document's reproduction copy for records purposes. | None | 2 minutes | Administrative Clerk I/ Office of the Campus Registrar |
| | **TOTAL** | **Php25.00/ page for TOR Php20.00/ page for Certification** | **10 days and 7 minutes (TOR) 5 days and 7 minutes (Certification)** | |

# Cashier's Office

## External and Internal Services

## 1. Collection of Fees

This procedure covers the steps in collecting fees, charges and other assessments from departments, bureaus, offices and other agencies.

| Office or Division: | Cashier's Office |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | Employees, Students, Parent/Guardian, Graduates and General Public |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|---|---|---|---|
| Request slip | | Concerned unit | | |
| Registration Form | | Student | | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present completely fill out request form, registration form and admission form and etc. | Evaluate registration form and other requirements as to completeness and accuracy | None | 1 minute | Cashier/Collecting Officer |
| 2. Pay the correspondng amount of a certain transaction. | Issue Official Receipt | Depends on request/ transaction | 1 minute | Cashier/Collecting Officer |
| 3. Pay tuition and miscellaneous fees. | Issue Official Receipt | Cash/ Installment (50% upon enrollment) | 2 minutes | Cashier/Collecting Officer |

| 4. Pay other Fees: | Issue Official Receipt | Php. 10.00 | 1 minute | Cashier/Collecting Officer |
|---|---|---|---|---|
| • Authentication of TOR/Diploma | | Php. 20.00 | 1 minute | |
| • Authentication and Verification (CAV) | | | | |
| | | Php 10.00/unit | 1 minute | |
| • Completion | | Php 25.00/page | 2 minutes | |
| • Official Transcript of Record | | | | |
| Certificates | | | | |
| 1. Good moral | | Php 10.00 | 1 minute | |
| 2. Grades | | Php 10.00 | 1 minute | |
| • Honorable Dismissal | | Php 20.00 | 1 minute | |
| • Testing/Application Fee | | Php 150.00 | 2 minutes | |
| | | Php 2,300.00 | 2 minutes | |
| • Thesis Adviser Fee and Technical Fee | | | | |
| • English Critic Fee | | Php 15.00/page | 2 minutes | |

| 5. Collection from Income Generating Projects | Issue Official Receipt | Cash/ Installment | 3 minutes | Cashier/Collecting Officer |
|---|---|---|---|---|
| | **TOTAL** | **Depending on the request/ transaction** | **3 minutes Depending on the request/ transaction** | |

## 2. Cash Disbursement / Check Disbursement

This procedure shows how the payment obligation to employees/individuals/creditors for goods purchase or services rendered is done by the office.

| Office or Division: | Cashier's Office |
| --- | --- |
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | Employees, Students, Parent/Guardian, Graduates and General Public |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| --- | --- | --- | --- | --- |
| Valid Iidentification Card | | Claimant | | |
| Authorization letter/Special Power of Attorney | | Claimant | | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| --- | --- | --- | --- | --- |
| 1. Inform the disbursing officer on nature of claim and present valid ID/authorization. | 1. Verify the name of the claimant on the list checks for release. Let the client sign on the payroll or voucher(if not available, inform the client)<br><br>2. Verify the signature of the clients on the payroll/voucher. Counter sign on the side portion of the disbursement officer. | None | 5 minutes | Disbursing Officer |
| 2. Receive the cash from the disbursing officer and count it before leaving the counter. | Issues Official Receipt | None | 2 minutes | Disbursing Officer |

| 3. Receive check from the disbursing officer and verify the completeness of the entries | Stamp paid the payroll/voucher then file. | | | |
|---|---|---|---|---|
| | **TOTAL** | **None** | **7 minutes** | |

# Campus Library

## External and Internal Services

# 1. Use of the Library Facilities and Resources

This procedure shows how Library facilities and resources are provided.

| Office or Division: | Library |
| --- | --- |
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | Students, Faculty Members and Employees, and Outside Researchers from other Institutions |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| --- | --- | --- | --- |
| Valid Identification Card | | University Library | |
| Referral Letter | | Naic Library<br>From the Librarian of the Institution (for students), from the Dean (for the faculty members) or the Head of Unit (for employees) | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| --- | --- | --- | --- | --- |
| 1. Visitor to present Referral Letter from institution/School of Origin | Receive referral letter | None | 1 minute | Assigned Library Staff |
| 2. Leave unnecessary things in the baggage area and register in the attendance registration system (for first time user only) | Assist the client in the registration | None | 1 minute | |

| | | | | |
|---|---|---|---|---|
| 3. Pay the library fee at the Cashier's Office and presents Official Receipt at the Charging Desk | Check the Official Receipt presented | PhP 30.00 | 2 minutes | |
| 4. Fill out Library Usage Form (applicable only for Non-CvSU/Outside users) | Assist the client in filling out the Library Usage Form | None | 1 minute | |
| 5. Log in the Reader's Registry Attendance | Assist the client in filling out the Reader's Registry Attendance | None | 1 minute | |
| 6. Proceed to the OPAC to search for the title/author and subject needed for research | Assist the client in using the OPAC Stations (Optional) | None | | |
| | **TOTAL** | **PhP 30.00** | **6 minutes** | |

## 2. Borrowing and Returning of Books and Other Library Materials

This procedure covers the process of borrowing and returning of books and library materials.

| Office or Division: | Library |
| --- | --- |
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | Students, Faculty Members and Employees, and Outside Researchers from other Institutions |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| --- | --- | --- | --- | --- |
| For new students:<br>Registration Form<br>Library validation sticker attached to the student's Identification Card | | Registrar's Office<br>Naic Library | | |
| For old registrants:<br>CvSU-Naic Identification Card | | External and Business Affair | | |
| For Faculty Members and Employees<br>CvSU-Naic identification card | | Human Resource Management Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Students, Faculty Members and Employees to present books to be borrowed | Borrowing of books:<br><br>1. Fill out library book card<br><br>2. Present book/s to be borrowed and book card. Stamps due date on the date due slip. Attach book card to the borrower's file card. | None<br><br>None | 1 minute<br><br>2 minutes | Assigned Library Staff |

| | | | | |
|---|---|---|---|---|
| | Returning of books: | | | |
| | 1. Present book/s to be returned | None | 1 minute | |
| | 2. Pull-out Borrower's File Card and check due date. Insert the book/s and shelves these books | None | 2 minutes | |
| | **TOTAL** | **None** | **3 minutes** | |

## 3. Issuance of Library Card for New Registrants

This procedure aims to facilitate the issuance of Library Card for new registrants.

| | |
|---|---|
| **Office or Division:** | Campus Library |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C-Government to Citizen |
| **Who may avail:** | Students, Faculty Members and Employees |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| For new students:<br>Registration Form | Registrar's Office |
| For Faculty Members and Employees<br>1. CvSU-Naic identification card | Human Resource Management Office |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Inquire about issuance of Library card. | Provides the students, faculty members and employees with slips to be filled out. | None | 1 minute | *Assigned Clerk* |
| 2. Encode Students/faculty members/ employees data. | Assist the students/faculty members/ employees in encoding their data. | None | 2 minutes | *Assigned Clerk* |
| | Counter sign the Registration form of students and validate the library card. | Php 20.00 | 2 minutes | *Assigned Clerk* |
| | **TOTAL:** | **Php20.00** | **5 minutes** | |

## 4. Issuance of Referral Letter

This procedure describes how a referral letter is issued to allow the applicant to conduct research in other libraries/institutions.

| Office or Division: | Library |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | Students, Faculty Members and Employees |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| For students:<br>CvSU-CCAT Identification Card | External and Business Affair |
| For Faculty Members and Employees<br>CvSU-CCAT identification card | Human Resource Development Office |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Students, Faculty Members and Employees request for the issuance of referral letter | Issuance of referral request:<br>1. Fill out Referral Request Form<br>2. Stamp date of claim for the referral letter<br><br>Claiming the referral:<br>1. Present slip claim for the referral<br>2. Receive the referral letter | None<br>None<br><br><br>None<br><br>None | 2 minutes<br>1 minute<br><br><br>1 minute<br><br>1 minute | Assigned Library Staff |
| | **TOTAL** | **None** | **3 minutes Issuance 2 minutes Claim** | |

# Physical Plant and Security Services

## External and Internal Services

## 1. Request for Official Vehicle Trip Ticket

This procedure shows how the PPSS issues Official Vehicle Trip Ticket to enable University personnel to attend to their official duties outside the premises of the University.

| Office or Division: | Physical Plant and Security Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen<br>G2G- Government to Government |
| Who may avail: | Employees and Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Approved Travel Order /Ticket Form | Human Resource Office and PPSS Office |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| Get and fill out the trip ticket form from the PPSS Office | 1. Check if there is available driver and vehicle to dispatch<br><br>2. Inform the client if the request is on Re-schedule due to unavailability of Service Vehicle. | None | 2 minutes | Vehicle Dispatcher |
| 1. Counter sign the Travel Order Form of the immediate supervisor/ Department Head/Chairperson of the Head of the Party | 1. Check if there is attached travel order prior to scheduling of the requested trip.<br><br>2. Assign Trip ticket number, driver, and vehicle to be dispatched. | None | 3 minutes | *Vehicle Dispatcher, Guard-on-Duty and assigned driver* |

| | | | | |
|---|---|---|---|---|
| beside the name of Campus Administrator | 3. Call the attention of the guard-on-duty to advise and inform the assigned driver. | | | |
| 2. Bring the trip ticket to O.C.A. for the approval of the Campus Administrator | 1. Check and receive the trip ticket form and the travel order form<br><br>2. Release the approved trip ticket and travel order form | None | 5 minutes<br><br>1 minute | *OCA staff*<br><br>*Head of the Party/Passenger and OCA staff* |
| 3. Submit the approved trip ticket and travel order to the PPSS Office | 1. Check and receive the forms<br><br>2. Submit the approved forms to the guard-on-duty and call the attention of the driver<br><br>3. Provide Stakeholders Feedback Form | None | 1 minute | *Vehicle Dispatcher* |
| 4. Fill out the stakeholders' feedback form given by the dispatcher | Inform the client to drop the form in the provided box located at the exit gate of the campus | None | 1 minute | *Vehicle Dispatcher* |
| | **TOTAL** | **None** | **13 minutes** | |

## 2. Repair/construction materials requisition

This procedure allows the clients to list down and claim the item/s that they are going to use in the repair/construction works.

| | |
|---|---|
| **Office or Division:** | Physical Plant and Security Services |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C-Government to Citizen<br>G2B - Government to Business Entity/ies<br>G2G -Government to Government |
| **Who may avail:** | CvSU-Naic Employees such as Deans, Director, Unit Heads, students, Campus office occupants and stakeholders,Project Construction Site Engineer/Foreman |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Materials Requisition Form | PPSS Office |
| Approved Work Request Form | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Get and fill out the materials requisition form from the PPSS Office | Check if there are available materials requested | None | 1 minute | Property Custodian |
| 2. Submit the form to the concerned coordinator | Recommend and endorse the Materials Requisition Form | None | 5 minutes | Concerned coordinator |
| | Approve Materials Requisition Form | None | 5 minutes | PPSS Director |

| | | | | |
|---|---|---|---|---|
| 3. Submit the accomplished and approved materials requisition form to the Property Custodian | 1. Sign the form and release the requested material/s.<br><br>2. Provide stakeholders' feedback form | None | 15-20 minutes | Property Custodian |
| 4. Fill out the Stakeholders' Feedback Form | Inform the client to drop the form in the provided box located at the exit gate of the campus | None | 1 minute | Property Custodian |
| | **TOTAL** | **None** | **32 minutes** | |

## 3. Work/job request

The procedure shows how the PPSS provide the repair and maintenance of CvSU-Naic Campus facilities and equipment.

| Office or Division: | Physical Plant and Security Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen<br>G2B - Government to Business Entity/ies |
| Who may avail: | CvSU-Naic Employees such as Deans, Director, Unit Heads, students, Campus office occupants and stakeholders |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Job Requisition Form | PPSS Office |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Get and fill out the Job requisition form from the PPSS Office | Inspect for the scope of work and materials needed | None | 2-5 minutes | PPSS Staff |
| 2. Present the form to the concerned coordinator for approval | 1. Check if there is available personnel-in-charge and available materials.<br><br>2. Approve the form to commence the requested work | None | 5 minutes | Concerned coordinator |

| | | | | |
|---|---|---|---|---|
| 3. If there are no available materials and/or personnel to do the job, return request to the PPSS Office or to the concerned coordinator for proper action | Check the availability of materials and/or personnel. | None | 5-10 minutes | Concerned coordinator/PPSS Staff |
| 4. Acknowledge the work request | 1. Receive the signed acknowledgement form<br><br>2. Provide stakeholders' feedback form | None | 2 minutes | Concerned coordinator/ personnel who performed the work request |
| 5. Fill out the Stakeholders' Feedback Form | Receive the Stakeholder's Feedback Form | None | 1 minute | PPSS Staff |
| | **TOTAL** | **None** | **23 minutes** | |

## 4. Securing a Gate Pass

This procedure allows the clients to be issued a gate pass and list down the item/s brought in/out of the campus for security reasons.

| | |
|---|---|
| **Office or Division:** | Physical Plant and Security Services |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C-Government to Citizen |
| **Who may avail:** | Employees, Students, stakeholders |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|---|---|---|---|
| Gate Pass Form | | PPSS Office | | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Get and fill out the Gate Pass Form from the PPSS Office/Guard House | Provide the gate pass form to the client | None | 1 minute | PPSS Staff Office/Guard on Duty |
| 2. Bring the accomplished form to the Civil Security Unit Coordinator, PPSS Director and Campus Administrator for approval | Assist the client | None | 10-15 minutes | Civil Security Unit Coordinator, PPSS staff and Office of the Campus Administrator staff |

| 3. Bring the form to the guard-on-duty for verification and inspection | 1. Check the listing and actual items. <br><br> 2. Provide stakeholders' feedback form | None | 2-5 minutes | Guard-on-Duty |
|---|---|---|---|---|
| 4. Answer the Stakeholders' Feedback Form | Inform the client to drop the form in the provided box located at the exit gate of the campus | None | 1 minute | Guard-on-Duty |
| | **TOTAL** | **None** | **22 minutes** | |

## 5. Procedure for CCTV Playback

This procedure allows all stakeholders to be guided on how to request for CCTV playback and gain access in reviewing the recorded footages inside the university at a given place and time for purposes of investigation.

| Office or Division: | Physical Plant and Security Services |
|---|---|
| Classification: | Complex |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | Employees, Students, Stall Owners |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Written request/statement indicating the detailed information about the event and Identification Card | The client will provide |
| Request for CCTV Playback Form | PPSS Office |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit the written request and ID | Receive the document and assist to the PPSS Office | None | 1 minute | Guard-on-Duty |
| 2. Fill out the Request for CCTV Playback Form | Assist the client in signing the form | None | 2 minutes | PPSS Staff |
| 3. Give incident information to the guard-on-duty and personnel | Review the CCTV footage in given location and time and ask some questions to satisfy the needs of the client | None | At least 15-30 minutes | PPSS Staff with the Guard-on-Duty/Head Guard |
| 4. Submit the approved letter and sworn statement subject for investigation. | Accept the approved letter and provides the specific footage/s needed as evidence. | None | Within 1-2 days | Administrative Aide Civil Security Unit Head Guard Chief for Operation Civil Security |

| | | | | Officer Civil Security Unit |
|---|---|---|---|---|
| 5. Accomplish the information in the log sheet before leaving the office. | Provide the log sheet.<br><br>Provide Stakeholders Feedback Form | None | 1 minute | Administrative Aide Civil Security Unit |
| 6. Answer the Stakeholders' Feedback Form | Inform the client to drop the form in the provided box located at the exit gate of the campus | None | 3 minutes | PPSS Staff |
| | **TOTAL** | **None** | **2 days, 30 minutes and 7 minutes** | |

# Research and Extension

## External and Internal Services

# 1. Processing of Research/Extension Proposal

This procedure will facilitate the application and approval of research proposals of the faculty for funding.

| Office or Division: | Office of the Director for Research and Extension (ODRE) |
|---|---|
| Clasification: | Complex |
| Type of Transaction: | G-2-G Government-to-government |
| Who may avail: | All faculty members |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Research/Extension Proposal (program or project) | Applicant/proponent |
| Acknowledgement receipt | Research unit |
| Proposal review form | Research unit/RCRU |
| Contract | Research and extension unit |
| Special order | Research and extension unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit one (1) hard copy and an electronic copy of detailed proposal for the program (if applicable) and for each component project using the prescribed format together with the | 1. Received the proposal and provide acknowledgement receipt.<br><br>2. Conduct pre-evaluation of the proposal and provides feedback to the proponents. | None | 2 days | Research coordinator/ Extension coordinator |

| | | | | |
|---|---|---|---|---|
| Proponent's curriculum vitae. In the case of the designated faculty researchers, research proposals are directly submitted to the Research Center. | | | | |
| 2. Resubmit the revised proposal based on the comments and suggestions during the pre-evaluation. | 1. Receive the revised proposal. A technical review will be conducted to assess the technical merits and whether a review by the Responsible Conduct of Research Unit (RCRU) is necessary.<br><br>2. Notify the proponent of the result of evaluation. Proposal that did not pass the review is returned to the proponent with the corresponding comments and suggestions.<br><br>. | None | 10 days | Research coordinator/ Extension coordinator/ M&E coordinator |
| 3. Revise the proposal based on the reviewers' comments and suggestions on technical or ethical aspects and resubmits the proposal. | 1. Re-evaluate as to compliance to comments and suggestions.<br><br>2. Notify the proponents of their schedule of oral presentation. | None | 10 days | Research coordinator/ Extension coordinator |

| | | | | |
|---|---|---|---|---|
| 4. Attend the scheduled oral presentation. | 1. Notify the proponent about the results of the evaluation. If the proposal needs revision, the proponent is given time to resubmit the revised proposal.<br><br>2. Endorse the proposal to the office of the Campus Administrator for final approval.<br><br>3. Prepare the contract / MOA | None | 5 days | Research coordinator/ Extension coordinator/ director/ Campus administrator |
| 5. Sign the contract/ MOA and have it notarized | 1. Facilitate the notarization of the contract and issue a Special Order (SO) to initialize the program/ project.<br><br>2. Commence the project upon the receipt of SO. | None | 2 days | Research coordinator/ Extension coordinator |
| 6. Submit the required purchase requests. | Facilitate the processing of program or project funds, release of budget, and approval of requests. | None | (Based on the procurement policies and process flow) | Research coordinator/ Extension coordinator M&E coordinator |
| | **TOTAL** | **None** | **29 days** | |

## 2. Implementation, Monitoring, and Evaluation of Research/Extension Programs/Projects

This procedure will facilitate the system for the implementation, monitoring, and evaluation of research programs and projects funded by the University and by external agencies

| Office or Division: | Office of the Director for Research and Extension (ODRE) |
|---|---|
| Clasification: | Highly technical |
| Type of Transaction: | G-2-C Government to citizen<br>G-2-G Government-to-government |
| Who may avail: | All faculty members |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Acknowledgement receipt | Monitoring and evaluation unit |
| Quarterly and terminal progress reports | Monitoring and evaluation unit |
| Certificate of program/project completion | Monitoring and evaluation unit |
| Notice of program/project termination | Monitoring and evaluation unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Schedule a pre-implementation meeting with the ODRE and the funding agency. | Facilitate the conduct of the meeting. | None | 1 day | M&E coordinator |

| | Client Steps | Agency Actions | Fees | Processing Time | Person Responsible |
|---|---|---|---|---|---|
| 2. | Submit a copy of the duly signed memorandum of agreement and/or contract detailing the title of the project, duration, budget and terms of reference. | Acknowledge the receipt of the memorandum of agreement and/or contract. | None | 1 day | M&E coordinator |
| 3. | Furnish the monitoring and evaluation (M&E) unit copies of the reports (quarterly progress report, annual report, terminal reports and others) submitted to the external funding agencies. | 1. Acknowledge the receipt of the reports.<br><br>2. Schedule a visit to the implementation/study sites whenever applicable or necessary.<br><br>3. Require the proponent to present their outputs during the Annual In-House Review. | None | 3 days | M&E coordinator |
| 4. | Present the research/ extension outputs during the annual in-house review. | 1. Evaluate the program/project accomplishments and decide whether the project shall continue or be terminated.<br><br>2. Notify of the results of the review and evaluation. | None | 5 days | M&E coordinator |

| 5. Proponent with completed or terminated research program or project submit three (3) copies of the terminal report within one month upon completion or termination. | 1. Acknowledge the receipt of the reports.<br><br>2. Endorse to the Extension Services and Knowledge Management Center the terminal report for evaluation of the technology generated whether for publication, transfer or intellectual property right application. The results of the evaluation will be made known to the Proponent.<br><br>3. Issue certificate of completion or termination. | None | 3 days | M&E coordinator/ director |
|---|---|---|---|---|
| | **TOTAL** | **None** | **13 days** | |

## 3. Conduct of Seminars and Trainings

This procedure shows the steps in the conduct of seminars and trainings on research and extension.

| Office or Division: | Office of the Director for Research and Extension (ODRE) |
|---|---|
| Clasification: | Complex |
| Type of Transaction: | G-2-C Government to citizen<br>G-2-G Government-to-government |
| Who may avail: | All faculty members |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Training or seminar proposal | Proponent |
| Acknowledgement receipt | Research/extension unit |
| Training evaluation form (livelihood training) | Research/extension unit |
| Training evaluation form (technical training) | Research/extension unit |
| Proceedings | Proponent |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit training or seminar proposal prepared by the department/unit using the prescribed format to the ODRE for approval. | 1. Acknowledge the receipt of the proposal.<br><br>2. Review by respective coordinator and the M&E coordinator prior the approval of the director and the campus administrator. | None | 3 days | Research coordinator/ extension coordinator/ M&E coordinator |

| 2. Make the necessary preparations for the conduct of seminar/training as to venue, resource persons and participants | Validate all the preparations done and endorse the proposal for approval. | None | 1 day | M&E coordinator |
|---|---|---|---|---|
| 3. Conduct the seminar /training. | 1. Oversee the conduct and implementation of the seminar/ training<br><br>2. Prepare a report on the implementation of the seminar/ training. | None | 1-5 days (depending on the proposed length of the seminar/ training) | Research coordinator/ extension coordinator/ M&E coordinator |
| 4. Facilitate the evaluation of the training using training evaluation forms. | Oversee the conduct of the evaluation. | None | 1day | M&E coordinator |
| 5. Prepare training proceedings using the prescribed format and submits to the ODRE. | 1. Acknowledge the receipt of the proceedings/report.<br><br>2. Conduct a review of the proceedings and provide feedbacks to the department/unit. | None | 5 days | M&E coordinator/ director ODRE |
| | **TOTAL** | **None** | **15 days** | |

## 4. Application and Granting of Incentives for Publication of Faculty, Researchers, and Staff

This procedure will facilitate application and granting of incentives for publication of faculty, researchers, and staff

| Office or Division: | Office of the Director for Research and Extension |
|---|---|
| Clasification: | Complex |
| Type of Transaction: | G-2-G Government-to-government |
| Who may avail: | All faculty members, researchers, and staff |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Application form for incentives | ODRE |
| Evaluation form | ODRE |
| Acknowledgement receipt | ODRE |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Fill out the application form for incentives. | Receive the application form | None | 1 minute | Research coordinator/ M&E coordinator |
| 2. Submit the application form to the ODRE together with the following:<br><br>a. Printed copy of the journal where the paper is published; | 1. Acknowledge the receipt of the documents.<br><br>2. Validate all the documents and endorse the application for approval.<br><br>3. Return application of publications that failed the | None | 14 days | ODRE/Research coordinator/ M&E coordinator |

| | | | | |
|---|---|---|---|---|
| b. Copy of the table of contents bearing the title of the article and name of the author(s); <br> c. Copy of the article published; <br> d. Certificate of acceptance for publication; and <br> e. Comments /suggestions of the reviewer or any proof that a peer-reviewed process took place. | evaluation to the proponents together with the results of the evaluation. <br><br> 4. Endorse approved publications to the Director of RE and campus administrator for approval. <br><br> 5. Facilitate the processing of the monetary incentives and notify the claimant upon release of the incentive. | | | |
| | **TOTAL** | **None** | **14 days and 1 minute** | |

# External and Business Affairs

## External and Internal Services

## 1. Resource Generation

This procedure shows how the Office of the External and Business Affairs attend to the queries of visitors regarding its income generating services

| Office or Division: | External and Business Affairs | | | |
|---|---|---|---|---|
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C-Government to Citizen | | | |
| **Who may avail:** | Employees, Students, Stall Owners | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Visitor Pass/ Log Sheet | | Guard House | | |
| EBA Form | | EBA Office | | |
| Personal Data Sheet | | | | |
| Gate Pass | | | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Inquire on the services provided by the institution | Provide Information on the following:<br>a. Daily Sales / Income<br>b. Special Projects<br>c. Special Training<br>d. IGP<br>e. Hostel Services | None | 5- 10 minutes | Coordinator Resource Generation/ Staff Hostel Manager |
| 2. Apply for the professional services | 1. Explain the details of the services or facilities needed by the client | None | 10- 15 minutes | Coordinator Resource Generation/ Staff Hostel Manager |

| | | | | |
|---|---|---|---|---|
| | 2. Assist in filling out application form<br><br>a. Resource Generation<br>b. Special Projects<br>c. Special Training<br>d. IGP<br>e. Hostel Services<br><br>3. Advice the applicant to accomplish the needed documents | | | |
| 3. Submit the needed document for the professional services | 1. Receive the documents<br><br>2. Present and discuss the agreement to clientele.<br><br>3. Advice the client to pay the corresponding fees | None | 10 minutes | Coordinator Resource Generation/ Staff/ Instructor concern/ Hostel Manager |
| 4. Pay the required fees | Issue Official Receipt | Depends on the service/ facility fee | 3- 5 minutes | Cashier's Office |
| 5. Avail the professional services. | Facilitate the signing of the contract | None | 10 minutes | |
| | **TOTAL** | **Depends on the service/ facility fee** | **50 minutes** | |

## 2. Issuance of University ID Card

This procedure covers how the Office of External and Business Affairs assists employees and students in securing University ID card,

| | |
|---|---|
| **Office or Division:** | External and Business Affairs |
| **Classification:** | Simple |
| **Type of Transaction:** | G2C-Government to Citizen |
| **Who may avail:** | Employees, Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Visitor Pass/ Log Sheet | Guard House |
| EBA Form | EBA Office |
| Personal Data Sheet | |
| Gate Pass | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Ask/inquire on the services needed | Provide information about the following:<br>a. New application<br>b. Missing ID<br>c. Replacement of ID | None | 2 minutes | EBA Personnel |
| 2. Apply for the professional services. | Fill out information data sheet | None | 2 minutes | EBA Personnel |
| 3. Pay the required fees | Issue Official Receipt | Depends on the service/ facility fee | 2 minutes | Cashier's Office / EBA Personnel |

| 4. Avail the professional services. | Encode client information details, affix e-signature and take picture | None | 5 minutes | EBA Personnel |
|---|---|---|---|---|
| 5. Issuance of ID Card to the applicant | 1. Printing of ID Card and issued to the applicant<br><br>2. Issue Client Feedback Form | None | 2 minutes | EBA Personnel |
| 6. Fill out the Client Feedback Form | Receive the Client Feedback Form | None | 2 minutes | EBA Personnel |
| | **TOTAL** | **Depends on the service/ facility fee** | **15 minutes** | |

## 3. Sales of University Merchandise and other Services

This procedure shows how the Office of the External and Business Affairs sell University merchandise and other services to interested employees and students.

| Office or Division: | External and Business Affairs |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | Employees, Students |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|---|---|---|---|
| Proof of Payment (Official Receipt) | | Cashier | | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Ask/Inquire on the services needed | Provide information about the following:<br>a. School Uniform<br>b. PE Uniform<br>c. NSTP Uniform<br>d. Photocopy Services<br>e. Test Booklet<br>f. Campus Vehicle Sticker<br>g. Bottle Water<br>h. Coffee Aguinaldo Blend<br>i. Ring Binding<br>j. ID Lace w/ ID Jacket | None | 5 minutes | EBA Personnel |
| 2. Avail the professional services for their inquiries. | Assist on the needed service / inquiries | None | 2 minutes | EBA Personnel |
| 3. Pay the required fees | Payment Receipt and Receipt issued. | | 2 minutes | Cashier's Office / EBA Personnel |

| | | Depends on the service/ facility fee | | |
|---|---|---|---|---|
| 4. Provide the needed service / item | 1. Availed the desired service / item<br><br>2. Issue Client Feedback form | None | 2 minutes | EBA Personnel |
| 5. Fill out the Client Feedback form. | Receive the Client Feedback Form | None | 2 minutes | EBA Personnel |
| | **TOTAL** | **Depends on the service/ facility fee** | **13 minutes** | |

## 4. Hostel Services/Accommodation

This procedure shows how the hostel of the University caters to the various needs of the clients requiring their services.

| Office or Division: | External and Business Affairs |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | Employees, Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Visitor Pass/ Log Sheet | Guard House |
| EBA Form | EBA Office |
| Personal Data Sheet | |
| Gate Pass | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Ask/Inquire on the services needed | Provide information about the following: a. Event venues b. Room accommodation | None | 2 minutes | EBA Personnel / Hostel personnel |
| 2. Avail the professional services for their inquiries. | Entertain the desired service / inquiries the customer needed | None | 5 minutes | EBA Personnel |
| 3. Pay the required fees | Issue Official Receipt | None | 2 minutes | Cashier's Office / EBA Personnel |
| 4. Avail the service applied | 1. Provide the requested service | None | *1 hour | Hostel Personnel |
| | 2. Provide Client Feedback Form | None | 2 minutes | |

| 5. Fill out Client Feedback Form | Receive Client Feedback Form | None | 2 minutes | EBA Personnel |
|---|---|---|---|---|
| | **TOTAL** | **Depending on the services provided** | **1 hour and 13 minutes Depending on the availed services** | |

## 6. Special Training Scheme Services

This procedure covers the steps on how the Office of the External and Business Affairs accommodate requests for special trainings offered by the SPCTS.

| Office or Division: | External and Business Affairs | | | |
|---|---|---|---|---|
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who may avail: | Employees, Students | | | |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|---|---|---|---|
| Proof of Payment (Official Receipt) | | Cashier's Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Ask/Inquire on the services needed | Provide information for the SPECTS | None | 5 minutes | EBA Personnel |
| 2. Avail the training services for their inquiries. | Entertain the desired service / inquiry the customer needed | None | 5 minutes | EBA Personnel / DIT Instructor |
| 3. Pay the required fees | Issue Official Receipt | None | 2 minutes | Cashier's Office |
| 4. Avail the training program | 1. Instructor from the DIT facilitate the training of the client 2. Issue Client Feedback form | None | 40 hours | DIT Instructor's |
| 5. Fill out Client Feedback Form | Receive the Client Feedback form | None | 2 minutes | EBA Personnel |
| | **TOTAL** | **Depending on the Training** | **54 minutes** | |

| | | program provided | | |
|---|---|---|---|---|

# Supply Office

## External and Internal Services

# 1. Procurement Process

This procedure shows how the Supply Office facilitates the procurement of the goods and services of the University for its operations and management.

| Office or Division: | Supply Office |
| --- | --- |
| Classification: | Highly Technical |
| Type of Transaction: | G2C-Government to Citizen |
| Who may avail: | Employees, Students, Stall Owners |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| --- | --- |
| Purchase Request | Guard House |
| Request for quotation | EBA Office |
| Abstract of Canvass | Supply Office |
| Inventory Custodian Slip or Property Acknowledge Receipt | Supply Office |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| --- | --- | --- | --- | --- |
| 1. Submit Purchase Request | 1. Verify the Purchase Request in accordance with the APR/PR Number/Certification | None | 5 minutes | Assigned Clerk/ Supply Office |
| | 2. Approve Purchase Request | None | 5 minutes | Campus Administrator |
| | 3. Post Purchase Request in the PhilGEPS Website (P50k above) | None | *7 days | Canvasser |

| | | | | |
|---|---|---|---|---|
| | 4. Prepare Canvass Sheet (RFQ) and send to Supplier. | None | *5 days | Canvasser and /Assign Clerk /Supply Office |
| | 5. Prepare Abstract of Canvass (Evaluation of Abstract of Canvass) | None | *2 days | Assigned Clerk/ Supply Office |
| | 6. Issue Recommendation of Award | None | *5 days | Bidding & Awards Committee (BAC) |
| | 7. Prepare Purchase Order | None | 30 minutes | Assigned Clerk/ Supply Office |
| | 8. Approve Purchase Order | None | 5 minutes | Campus Administrator |
| | 9. Certify Availability of Fund | None | 5 minutes | Accounting |
| | 10. Serve the Purchase Order | None | 1 day | Assigned Clerk/ Supply Office |
| | 11. Receive Delivery | None | *7 days | Assigned Clerk/ Supply Office |
| | 12. Conduct Inspection and Acceptance | None | 30 minutes | Assigned Clerk/ Supply Office |
| 2. Receive Goods/ equipment/ Constructional materials. | Prepare Inventory Custodian Slip or Property Acknowledge Receipt | None | 1 hour | Assigned Clerk/ Supply Office |

| | | | | |
|---|---|---|---|---|
| 3. Receive Inventory Custodian Slip or Property Acknowledge Receipt and Requisition and Issue Slip | Issue item/s to End-User | None | 1 hour | Assigned Clerk/ Supply Office |
| | **TOTAL** | **None** | **27 days, 3 hours and 20 minutes** | |

*as per RA 9184

# Quality Assurance Accreditation Center (QAAC)

## External and Internal Services

## 1. Admission and Registration Procedure of TCP students

This procedure shows the steps how TCP students are admitted and officially registered in the University.

| Office or Division: | Quality Assurance Accreditation Center/TCP |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C Government to Citizen |
| Who may avail: | TCP – students/applicants |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Application Form For Admission | QAAC Office/MIS office |
| Transcript of Records (TOR) | Former School |
| Certificate of Transfer (COT) | Former School |
| Passport Size Picture | Student- applicant |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit required documents | Verify and check documents of student applicant including grade requirement | None | 3 minutes | QAAC Staff |
| 2. Fill out the admission form | Evaluate the submitted documents and provide the student with admission form. | None | 5 minutes | QAAC Coordinator/Staff |
| 3. Take the admission test and wait for the result of examination | Verify student's qualification based on the admission requirements of the program | None | 15 minutes | QAAC Coordinator/Staff |

| | | | | | |
|---|---|---|---|---|---|
| 4. Present admission form at the MIS office | Print Registration Form | None | 5 minutes | Registrar/ MIS |
| 5. Present Registration Form and pay the corresponding tuition fee at the Cashier's Office | Validate Payment | PhP 7,360 | 5 minutes | Cashier's Office Staff/Clerk |
| 6. Present Registration form at the office of External and Business Affairs Office (EBA) for ID printing | Validate Registration Form and issue Student ID | None | 10 minutes | EBA Staff |
| 7. Submit photocopy of completed and official enrolment form | Validate and receive the copy of enrolment form | None | 5 minutes | Registrar/ QAAC Coordinator/Staff |
| **Total** | | **PhP7, 360.00** | **48 minutes** | |