



Cavite State University Main Campus
College of Agriculture, Food, Environment and Natural Resources
External and Internal Services



1. Submission of Documents for Approval / Endorsement

This procedure aims to ensure that completed staff work (CSW) is properly observed prior to the approval/endorsement of the Dean of College of Agriculture, Food, Environment and Natural Resources

Office or Division:	Office of the Dean
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business Entity
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reference Number		Records Office		
Appropriate / related attachments to support the request or report		Concerned issuing agency(ies)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document for approval	1. Acknowledge receipt of the document	None	1 minute	<i>College Clerk.</i>
	2. Review the completeness of attached documents	None	2 minutes	<i>College Clerk</i>
2. Receive the document to comply with all the needed attachments	1. If found incomplete, return to the end-user/origin	None	1 minute	<i>College Clerk</i>
	2. If document is complete, encode the details to the computer for recording.	None	2 minutes	<i>College Clerk</i>



	3. Forward the document to the Dean for approval / endorsement	None	1 minute	<i>College Clerk</i>
	4. Endorse the document to the next office that needs to take action	None	2 minutes	<i>College Dean</i>
3. Receive the documents	Have the client sign in the logbook	None	1 minute	<i>College Clerk</i>
	TOTAL:	None	10 minutes	



2. Issuance of the Certificate of Good Moral Character (*for College and University use only*)

This procedure covers how the Office of the Dean facilitate the issuance of the Certificate of Good Moral Character for the use of the College/University offices and other student organizations inside the Campus.

Office or Division:	Office of the Dean
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Proof of payment	Secured personally by the student from the University Cashier's Office
Accomplished request slip	Secured personally by the student from the Office of the Guidance Facilitator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip from the Office of the Dean	Check and receive accomplished request form	None	2 minutes	<i>College Guidance Coordinator/ Facilitator</i>
2. Pay to the Cashier's Office	1. Receive the payment 2. Issue proof of payment	P15.00	5 minutes	<i>Staff of the Cashier's Office</i>
3. Check the proof of payment	Check the receipt/proof of payment form the Cashier's Office	None	1 minute	<i>College Guidance Coordinator/ Facilitator</i>



<p>4. Receive the claim stub bearing the date of release of the requested certificate</p>	<p>1. Prepare the requested certificate by the staff of the Office of the Dean</p> <p>1.1 Evaluate the students' records by the Guidance Coordinator</p> <p>1.2 Issue the certificate</p>	<p>None</p>	<p>1 day</p>	<p><i>Staff of the Office of the Dean</i></p> <p><i>Guidance Coordinator/ Facilitator</i></p> <p><i>Guidance Coordinator/ Facilitator</i></p>
<p>5. Present the claim stub on the date indicated therein</p>	<p>Release the requested certificate and have it signed as received by the client</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Staff of the Office of the Dean</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>1 day and 10 minutes</p>	



3. Procedures on Implementation of Retention Policy for the degree Bachelor of Science in Agriculture				
This procedure aims to maintain the quality of future graduates of the course and ensure high percentage of licensure exam passers				
Office or Division:	College Registrar			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Incoming 3 rd Year BSA Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Grades (COG)		College Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit COG to registration advisers	Evaluate the submitted COG if the student has no failing mark in any academic subject and a general weighted average (GWA) of 2.00.	None	1 hour	<i>Registration adviser</i>
2. Communicate with the registration adviser about the result of the evaluation	Inform the student about their status and advise whether they can continue with the BSA program or not.	None	1 hour	<i>Registration adviser</i>
TOTAL:		None	2 hours	



4. Deployment of OJT students for BS Food Technology				
This procedure aims to deploy students in the industry partners as intern/practicumers of the College for the BS Food Technology program to improve their competencies.				
Office or Division:	Institute of Food Science and Technology			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All BS Food Technology students enrolled in OJT subjects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration form		College Registrar		
Curriculum Checklist		Registration Adviser		
Resume		Student		
Certificate of Attendance in the OJT Orientation		OJT Coordinator		
Memorandum of Agreement		OJT Coordinator		
Written Consent		Parents/ Legal Guardian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend mandatory Pre-OJT Orientation	1. Explain the concept, objectives, mechanics, and requirements of the OJT program;	None	3 Hours	<i>OJT Coordinators and OJT advisers</i>



	<p>1.1. Provide tips on grooming, customer relations, work values and online etiquette</p> <p>1.2. Brief the students about the nature of work that awaits them in the industry</p> <p>1.3. Discuss the evaluation/grading system for OJT</p> <p>1.4. Lecture on Sexual Harassment in the Workplace</p>			
2. Submit all required documents to OJT advisers	<p>1. Review all documented papers for validity and credibility and signs pertinent documents</p> <p>2. Endorse the documents to the Office of the Dean</p> <p>3. Sign pertinent documents</p>	None	1 day	<p><i>OJT Adviser</i></p> <p><i>OJT Coordinator</i></p> <p><i>College Dean</i></p>
3. Submit all documents to the OJT site	Accompany the student to the OJT site	None	1 day	<i>OJT Coordinator and/or Adviser</i>
	TOTAL:	None	2 days and 3 hours	



Cavite State University Main Campus
College of Arts and Sciences
External and Internal Services



1. Submission of Documents for Approval / Endorsement				
This procedure aims to ensure that completed staff work (CSW) is properly observed prior to the approval/endorsement of the Dean of College of Arts and Sciences.				
Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appropriate / related attachments to support the request or report		Concerned issuing agency(ies)		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document for approval	1. Acknowledge receipt of the document	None	1 minute	<i>Clerk at the Dean's Office</i>
	2. Review the completeness of attached documents	None	2 minutes	
2. Receive the document to comply with all the needed attachments	1. If found incomplete, return to the end-user/origin	None	1 minute	
	2. If document is complete, encode the details to the log book for recording.	None	2 minutes	



	3. Forward the document to the Dean for approval / endorsement	None	1 minute	
	4. Endorse the document to the next office that needs to take action	None	2 minutes	
3. Receive the documents	Advise the client to forward the document to next office that needs to take action and have it signed in the logbook	None	1 minute	<i>Client</i>
	TOTAL:		10 minutes	



2. Issuance of the Certificate of Good Moral Character				
This procedure covers how the Office of the Dean facilitate the issuance of the Certificate of Good Moral Character for the use of the College/University offices and other student organizations inside the Campus.				
Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment		Personally, secured by the student from the University Cashier's Office		
Accomplished request slip		Personally filled-up by the student at the Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip from the Office of the Dean	Check and receive accomplished request form	None	2 minutes	<i>Staff of the Office of the Dean</i>
2. Pay at the Cashier's Office	1. Receive the payment 2. Issue Official Receipt	Php 15.00	5 minutes	<i>Staff of the Cashier's Office</i>
3. Check the proof of payment	Check the receipt/proof of payment form the Cashier's Office	None	1 minute	<i>Staff of the Office of the Dean</i>



4. Receive the claim stub bearing the date of release of the requested certificate	<ol style="list-style-type: none"> 1. Prepare the requested certificate by the staff of the Office of the Dean 2. Print the certificate being requested 	None	1 day	<i>Staff of the Office of the Dean</i>
5. Present the certificate for signature	<ol style="list-style-type: none"> 1. Evaluate students' records 2. Conduct interview with the student 3. Sign the certificate 	None	5 minutes	<i>Program Coordinator / Department Chairperson / College Dean</i>
6. Present the claim stub on the date indicated therein	Release the requested certificate and have it signed as received by the client	None	2 minutes	<i>Staff of the Office of the Dean</i>
	TOTAL:	Php 15.00	1 day and 15 minutes	



Cavite State University Main Campus
College of Criminal Justice
External and Internal Services



1. Submission of Documents for Approval / Endorsement

This procedure aims to ensure that completed staff work (CSW) is properly observed prior to the approval/endorsement of the Dean of College Criminal Justice.

Office or Division:	Office of the Dean
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business Entity
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reference Number		Records Office		
Appropriate / related attachments to support the request or report		Concerned issuing agency(ies)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document for approval	1. Acknowledge receipt of the document	None	1 minute	<i>College Clerk.</i>
	2. Review the completeness of attached documents	None	2 minutes	<i>College Clerk</i>
2. Receive the document to comply with all the needed attachments	1. If found incomplete, return to the end-user/origin	None	1 minute	<i>College Clerk</i>
	2. If document is complete, encode the details to the computer for recording.	None	2 minutes	<i>College Clerk</i>



	3. Forward the document to the Dean for approval / endorsement	None	1 minute	<i>College Clerk</i>
	4. Endorse the document to the next office that needs to take action	None	2 minutes	<i>College Dean</i>
3. Receive the documents	Advise the client to forward the document to next office that needs to take action and have them signed in the logbook	None	1 minute	<i>College Clerk</i>
	TOTAL:	None	10 minutes	



2. Issuance of the Certificate of Good Moral Character (*for College and University use only*)

This procedure covers how the Office of the Dean facilitate the issuance of the Certificate of Good Moral Character for the use of the College/University offices and other student organizations inside the Campus.

Office or Division:	Office of the Dean
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment		Secured personally by the student from the University Cashier's Office		
Accomplished request slip		Secured personally by the student from the Office of the Guidance Facilitator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip from the Office of the Dean	Check and receive accomplished request form	None	2 minutes	<i>College Guidance Coordinator/ Facilitator</i>
2. Pay at the Cashier's Office	1. Receive the payment 2. Issue Official Receipt	P15.00	5 minutes	<i>Staff of the Cashier's Office</i>
3. Check the proof of payment	Check the receipt/proof of payment form the Cashier's Office	None	1 minute	<i>College Guidance Coordinator/ Facilitator</i>



<p>4. Receive the claim stub bearing the date of release of the requested certificate</p>	<p>1. Prepare the requested certificate by the staff of the Office of the Dean</p> <p>1.1 Evaluate the students' records by the Guidance Coordinator</p> <p>1.2 Issue the certificate</p>	<p>None</p>	<p>1 day</p>	<p><i>Staff of the Office of the Dean</i></p> <p><i>Guidance Coordinator/ Facilitator</i></p> <p><i>Guidance Coordinator/ Facilitator</i></p>
<p>5. Present the claim stub on the date indicated therein</p>	<p>Release the requested certificate and have it signed as received by the client</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Staff of the Office of the Dean</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>1 day and 10 minutes</p>	



3. Borrowing of Laboratory Equipment and Materials				
This procedure aims to facilitate the borrowing of laboratory equipment and materials.				
Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Faculty Members and Researchers (faculty, staff and students)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower/Return Slip		Laboratory Technician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Property Custodian of the laboratory equipment and/or materials to be used.	Issue the borrower/return slip	None	1 minute	<i>Property Custodian</i>
2. Fill out and submit the Slip with complete information	1. Prepare the borrowed laboratory equipment and/or materials with a checklist of parts, number of items, condition and functionality in front of the borrowing client.	None	2 minutes	<i>Laboratory Technician</i>



	Note: client shall conform first before release.			
	2. Release the item (s) to the client	None	1 minute	<i>Laboratory Technician</i>
3. Use the laboratory equipment/materials properly.	Assist in setting-up and/or calibrate the laboratory equipment for use.	None	5 minutes	<i>Laboratory Technician</i>
4. Return the laboratory equipment/materials.	<ol style="list-style-type: none"> 1. Inspect the equipment/materials for completeness and functionality in front of the borrowing client. 2. Mark the borrower/return slip with necessary remarks as to the condition of the returned item(s) 3. Submit the borrower/return slip to the Property Custodian. 4. Store the item(s) borrowed 	None	10 minutes	<i>Laboratory Technician</i>
TOTAL:		None	20 minutes	



Cavite State University Main Campus
College of Education
External and Internal Services



1. Submission of Documents for Approval / Endorsement

This procedure aims to ensure that completed staff work (CSW) is properly observed prior to the approval/endorsement of the Dean of College of Education.

Office or Division:	Office of the Dean
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business Entity
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reference Number		Records Office		
Appropriate / related attachments to support the request or report		Concerned issuing agency(ies)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document for approval	1. Acknowledge receipt of the document	None	1 minute	<i>College Clerk.</i>
	2. Review the completeness of attached documents	None	2 minutes	<i>College Clerk</i>
2. Receive the document to comply with all the needed attachments	1. If found incomplete, return to the end-user/origin	None	1 minute	<i>College Clerk</i>
	2. If document is complete, encode the details to the computer for recording.	None	2 minutes	<i>College Clerk</i>



	3. Forward the document to the Dean for approval / endorsement	None	1 minute	<i>College Clerk</i>
	4. Endorse the document to the next office that needs to take action	None	2 minutes	<i>College Dean</i>
3. Receive the documents	Have the client sign in the logbook	None	1 minute	<i>College Clerk</i>
	TOTAL:	None	10 minutes	



2. Issuance of the Certificate of Good Moral Character (*for College and University use only*)

This procedure covers how the Office of the Dean facilitate the issuance of the Certificate of Good Moral Character for the use of the College/University offices and other student organizations inside the Campus.

Office or Division:	Office of the Dean
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Proof of payment	Secured personally by the student from the University Cashier's Office
Accomplished request slip	Secured personally by the student from the Office of the Guidance Facilitator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip from the Office of the Dean	Check and receive accomplished request form	None	2 minutes	<i>College Guidance Coordinator/ Facilitator</i>
2. Pay to the Cashier's Office	1. Receive the payment 2. Issue proof of payment	P15.00	5 minutes	<i>Staff of the Cashier's Office</i>
3. Check the proof of payment	Check the receipt/proof of payment form the Cashier's Office	None	1 minute	<i>College Guidance Coordinator/ Facilitator</i>



<p>4. Receive the claim stub bearing the date of release of the requested certificate</p>	<p>1. Prepare the requested certificate by the staff of the Office of the Dean</p> <p>1.1 Evaluate the students' records by the Guidance Coordinator</p> <p>1.2 Issue the certificate</p>	<p>None</p>	<p>1 day</p>	<p><i>Staff of the Office of the Dean</i></p> <p><i>Guidance Coordinator/ Facilitator</i></p> <p><i>Guidance Coordinator/ Facilitator</i></p>
<p>5. Present the claim stub on the date indicated therein</p>	<p>Release the requested certificate and have it signed as received by the client</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Staff of the Office of the Dean</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>1 day and 10 minutes</p>	



3. Procedures on Implementation of Retention Policy for Education				
This procedure aims to maintain the quality of future graduates of the course and ensure high percentage of licensure exam passers				
Office or Division:	Teacher Education Department (TED)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Incoming 2 nd Year Education Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificates of Grades (COG)		College Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit COG to advisers	1. Evaluate the submitted COG if the student is qualified to take the Standard Aptitude Test for Teachers (SATT). 2. Submit a list of qualified SATT takers to the Guidance Coordinators.	None	1 hour	<i>Academic Advisers</i>
2. Take Standard Aptitude Test for Teachers (SATT).	Facilitate the Standard Aptitude Test for Teachers (SATT)	P 20.00	3 hours	<i>Guidance Coordinator</i>
3. Wait for the SATT result	Check the Standard Aptitude Test for Teachers (SATT)	None	*3 days **2 hours	<i>Guidance Coordinator</i>
4. Get the Result of SATT	Inform the students of the next procedures	None	5 minutes	<i>Guidance Coordinator</i>



5. Attach the result of SATT to Pre-registration	Sign the Pre-Registration of the students	None	5 minutes	<i>Academic Advisers</i>
	TOTAL:	PhP 20.00	3 days, 4 hours, and 10 minutes (for group takers) 6 Hours and 10 Minutes (for individual takers)	

* *minimum for group takers*

** *for individual takers*



4. Deployment of OJT students for BSHRM, BSHM, DHRM and BSTM

This procedure shows how the OJT was redesigned to Online or Virtual On-the-Job Training to facilitate the completion of the course remotely. It is an online internship/ practicum where students will gain experiences from linkage establishments through distance learning.

Office or Division:	Home Economics Vocational and Technical Education Department
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All BSHM/BSHRM/DHRM and BSTM students enrolled in OJT subjects

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration form		College Registrar		
Curriculum Checklist		Registration Adviser		
Resume		Student		
Written Consent		Parents/ Legal Guardian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend mandatory Pre-OJT Orientation	1. Explain the concept, objectives, mechanics, and requirements of the OJT program; 1.1. Provide tips on grooming, customer relations, work values and online etiquette;	None	3 hours	<i>OJT Coordinators and OJT advisers</i>



	<p>1.2. Brief the students about the qualifications, compensation levels, and post- ECQ outlook in the various sectors of the industry;</p> <p>1.3. Orient the students about the nature of work that awaits them in the establishment.</p>			
2. Submit all required documents to OJT advisers	Review all documents for validity and credibility	None	1 day	<i>OJT Adviser</i>
3. Attend the virtual OJT in the comforts of their home	<p>1. Facilitate virtual training arrangements</p> <p>1.1. Prepare students for the “new normal” conduct of transactions in the industry</p>	None	*3 hours	<i>OJT Adviser</i>
4. Attend the virtual OJT conducted by alumni of the University	Contact alumni working in the industry and sets schedule for a training regarding industry practices	None	3 hours	<i>OJT Adviser and Alumni working in the industry</i>
5. Attend webinars and other online tourism and hospitality	<p>1. Provide links for webinars;</p> <p>4.1. Suggest online resources</p>	None	3 hours	<i>OJT Adviser</i>



resources for supplemental learning	4.2. Conduct post-webinars discussion hours			
6. Submit all required activities like info graphics and video demonstration for the assessment of learning	Evaluate performance of students through submitted activities	None	*3 hours	<i>OJT Adviser</i>
	TOTAL:	None	2 days and *7 hours	

**Weekly*



5. Deployment of Practice Teachers				
This procedure shows how the TED evaluates students prior to their deployment as Practice Teachers.				
Office or Division:	Teacher Education Department (TED)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All BSE/BEE 4 th year students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificates of Grades and Checklist of Courses		College Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the copy of subjects taken in the last 3 1/2 years certified by the University Registrar	Evaluate subjects taken by the student	None	5 minutes	<i>Student Teaching Supervisor</i>
2. Secure the endorsement letter approved by the Schools Division Superintendent or Principal of Private Schools.	Issue endorsement letter/deployment letter	None	2 minutes	<i>Student Teaching Supervisor</i>
3. Get the date of deployment to the	Issue deployment date	None	2 minutes	<i>Student Teaching Supervisor</i>



cooperating school assignment				
4. Report to the cooperating school assignment on deployment date with the Student Teaching Supervisor	Deploy student teacher	None	*2 hours	<i>Student Teaching Supervisor</i>
	TOTAL:	None	*2 hours and 9 minutes	

** depending on the place from CvSU*



6. TCP (Teacher Certification Program) Evaluation				
This procedure shows how the applicants for the TCP are assisted and evaluated.				
Office or Division:	Teacher Education Department (TED)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All 4-year graduates of different programs who wants to have units of Education			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transcript of Records		CEd Clerk and or Faculty of TED		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit TOR to the College of Education	1. Receive the requirement for evaluation. 2. Informs the applicant of the result of evaluation.	None	15 minutes	<i>CEd Clerk and/or Faculty of TED</i>
2. Secure copy of Recommendation that the applicant is accepted to the Program.	Issue Recommendation	None	1 minute	<i>CEd Clerk and/or Faculty of TED</i>
3. Submit to Office of the Student Affairs and Services (OSAS) the Recommendation for the copy of Notice of Admission.	Receive the NOA	None	1 minute	<i>OSAS Staff</i>
TOTAL:		None	17 minutes	



6. Submit all required activities like info graphics and video demonstration for the assessment of learning	Evaluate performance of students through submitted activities	None	*3 hours	<i>OJT Adviser</i>
	TOTAL:	None	2 days and *7 hours	

**Weekly*



7. Procedures on Borrowing of HEVTED Laboratory Tools and Equipment				
This procedure aims to facilitate the borrowing of HEVTED laboratory tools and materials.				
Office or Division:	Home Economics Vocational and Technical Education Department			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Hospitality Management/Tourism Management students enrolled in laboratory subjects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Form		HEVTED Laboratory Technician Office		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identify the utensils needed for a laboratory task/activity.	Check the completeness of lab tools/utensils/equipment to be used in the laboratory activity	None	15 minutes	<i>Faculty in charge</i>
2. Secure a copy of requisition form from HEVTED Laboratory Technician Office	Issue the official requisition form used in borrowing laboratory items	None	1 minute	<i>Students and Laboratory Technician</i>
3. Fill out laboratory requisition form	Verify the items and specifications indicated and affix signature upon confirmation	None	5 minutes	<i>Students, Faculty in charge</i>
4. Submit of requisition form to laboratory technician duly signed	Prepare the requested items	None	10 minutes	<i>Laboratory Technician</i>



by the teacher-in-charge of the laboratory subject.				
5. Check and receive requested tools/utensils/equipment and deposit school identification card.	Check the condition and completeness of issued item in the presence of the laboratory technician	None	5 minutes	<i>Students and Laboratory Technician</i>
6. Return borrowed utensils and equipment based on the requisition form to the stockroom	Check quantity and condition of returned tools /utensils /equipment based on the requisition form	None	5 minutes	<i>Laboratory Technician</i>
7. Claim the deposited Identification card	Return the deposited identification card of the borrowing student	None	1 minute	<i>Laboratory Technician</i>
	TOTAL:	None	42 minutes	



8. Rental of the CvSU Multi-Purpose Quadrangle (Non-University Related Activities)				
This procedure shows how the Office of the Dean facilitates the rental of the CvSU Multi-Purpose Quadrangle for the non-university related activities sponsored by individuals/agencies outside of the university.				
Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Individuals/agencies outside of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter of request from the College Dean		Personally secured by the client from the Office of the Dean		
Order of Payment		Personally secured by the client from the Accounting Office		
Proof of Payment		Personally secured by the client from the University Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the availability of the Quadrangle for scheduling	Check the schedule of the Quadrangle on the record	None	1 minute	<i>Staff of the Office of the Dean</i>
2. Secure approval of the College Dean	Check the relevance and importance of the activity	None	1 day	<i>College Dean</i>



3. Present the approved letter of request to the Accounting Office	1. Prepare the order of payment 2. Release of the order of payment	None	3 minutes	<i>Staff of the Accounting Office</i>
4. Present the order of payment to the Cashier's Office	1. Receive the payment 2. Release the proof of payment	P 2,000.00	10 minutes	<i>Staff of the Cashier's Office</i>
5. Present the photocopy of the proof of payment to the Office of the Dean	Finalize the schedule for the use of the quadrangle	None	2 minutes	<i>Staff of the Office of the Dean</i>
6. Receive the guidelines on responsible use of the quadrangle	Explain the guidelines	None	3 minutes	<i>Staff of the Office of the Dean</i>
7. Receive the permit to use the quadrangle	Release the permit	None	1 minute	<i>Staff of the Office of the Dean</i>
TOTAL:		PhP 2,000.00	1 day and 20 minutes	



9. Use of the CvSU Multi-Purpose Quadrangle (<i>University-Related Activities</i>)				
This procedure covers how the Office of the Dean facilitates the use of the CvSU Multi-Purpose Quadrangle for the university activities sponsored by the different university offices, student organizations and other agencies who ties-up with any of the offices of the university.				
Office or Division:	Office of the Dean			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	Offices of the University, Student Organizations and other agencies who ties-up with any of the offices of the university			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter of request from the University President (University Activities)		Personally secured by the client from the office of the University President		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the availability of the Quadrangle for scheduling	Check the schedule of the Quadrangle on the record	None	1 minute	<i>Staff of the Office of the Dean</i>
2. Secure approval of the University President	Check the relevance and importance of the activity	None	5 days	<i>Concerned Offices of the University</i>
3. Present the approved letter of request	Finalize the schedule for the use of the quadrangle	None	2 minutes	<i>Staff of the Office of the Dean</i>



4. Receive the guidelines on responsible use of the quadrangle	Explain the guidelines	None	3 minutes	<i>Staff of the Office of the Dean</i>
5. Receive the permit to use the quadrangle	Release the permit	None	1 minute	<i>Staff of the Office of the Dean</i>
	TOTAL:		5 days and 7 minutes	



10. Registration of New Students of the Laboratory Science Highschool				
This procedure aims to provide certificate of admission with student number and registration forms to new students.				
Office or Division:	Office of Laboratory Science High School			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All old students and qualifiers for Grade 7 and 11 Entrance Examination with confirmed slots			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Admission		Office of Laboratory Science High School		
Personal Information Sheet		Office of Laboratory Science High School		
Registration Form		Office of Laboratory Science High School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Personal Information Sheet via Google form through the link. ced_lshs@cvsu.edu.ph	Receive and save the student's Personal Information	None	5 minutes	<i>LSHS Staff</i>
2. Submit all the required scanned documents for enrolment via email to ced_lshs@cvsu.edu.ph	1. Check, receive, and save all the required scanned documents	None	1 day	<i>LSHS Staff</i>



<p><u>-Please use this format as "Subject"</u> <u>Surname FirstName MiddleInitial Grade</u></p> <p><u>-Only pre-registration through this email will be processed.</u></p>	<p>1.1 Send a letter of confirmation of admission and the student's official assessment of fees.</p>			
<p>3. Pay the school fees in any LANDBANK branch within Cavite or NCR area thru LANDBANK account using Oncoll Payment Slip with the following details:</p> <ul style="list-style-type: none"> • Merchant/ Agency Deposit Account Number- 1502 2220 03 • Reference Number 1 - Name of Student • Reference Number 2 - -Student ID Number (for old students) -New (for new students) • Merchant/Agency Name 	<p>Wait for the Deposit slip</p>	<p>Based on Assessment</p>	<p>1 day</p>	<p><i>LSHS Staff</i></p>



-CAVSU Oncol Amount - _____				
4. Send a copy of validated deposit slip to : cashiersoffice@cvsu.edu.ph u.ph ced_lshs@cvsu.edu.ph <i>Please use this format as "Subject"</i> <i>LSHS_Surname_FirstName_MiddleInitial_Grade)</i>	Receive and verifies the authenticity of the document	None	1 day	<i>University Cashier</i> <i>LSHS Staff</i>
5. Wait for a e-copy of Official Receipt (OR)	Send Official Receipt (OR) to student as email reply	None	1 day	<i>University Cashier</i>
6. Forward the OR copy to the ced_lshs@cvsu.edu.ph Or Places in the LSHS drop box (located at Gate 1) the hard copy of credentials enclosed in brown envelope.	1. Receive the OR 1.1 Send email of confirmation of enrolment 1.2 Issue Student ID number (for new students)	None	1 day	<i>LSHS Staff</i>
	TOTAL:		5 days and 5 minutes	



11. Issuance of School Credentials/Documents (LSHS)

This procedure aims to provide students records for completion, graduation and other purposes.

Office or Division: Office of the Laboratory Science High School (LSHS)

Classification: Highly Technical

Type of Transaction: G2C-Government to Citizen

Who may avail: All students, graduates, and transferees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Clearance		Office of University Registrar		
Request Slip		Office of University Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request copy of documents via email to ced_lshs@cvsu.edu.ph	Receive the email request assess payment	None	2 minutes	<i>LSHS Staff</i>
2. Wait for the confirmation of the request	Confirm request via email and send assessment of fees	None	1 day	<i>LSHS Staff</i>



<p>3. Pay the necessary fee for the requested documents in any LANDBANK branch within Cavite or NCR area thru LANDBANK account using Oncol Payment Slip with the following details:</p> <ul style="list-style-type: none"> • Merchant/ Agency Deposit Account Number- 1502 2220 03 • Reference Number 1 - Name of Student • Reference Number 2 - Student ID Number • Merchant/Agency Name - CAVSU Oncol <p>Amount_____</p> <p>—</p>	<p>Wait for the Deposit Slip</p>	<p>Based on Assessment</p>	<p>1 day</p>	<p><i>LSHS Staff</i></p>
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<p>4. Send a copy of validated deposit slip to : cashiersoffice@cvsu.edu.ph ced_lshs@cvsu.edu.ph</p> <p><i>Please use this format as "Subject" <u>LSHS</u> <u>Surname</u> <u>First Name</u> <u>Middle Initial</u> <u>Grade</u>)</i></p>	<p>Receive and verify the authenticity of the document</p>	<p>None</p>	<p>1 day</p>	<p><i>LSHS Staff</i></p>
<p>5. Wait for the Official Receipt (OR)</p>	<p>1. Send OR and notice of claim to the student</p>	<p>None</p>	<p>1 day</p>	<p><i>Registrar Staff</i></p>
	<p>2. Process the requested documents</p>	<p>None</p>	<p>20 days</p>	<p><i>LSHS Staff</i></p>
<p>6. Receive the OR and notice of claim bearing the date of release of the requested documents</p>	<p>1. Release the scanned copy of official documents 2. Release hard copy of requested documents following health protocols</p>	<p>None</p>	<p>1 hour</p>	<p><i>LSHS Staff</i></p>
<p>TOTAL:</p>		<p>Based on Assessment</p>	<p>24 days 1 hour and 2 minutes</p>	



Cavite State University Main Campus
College of Engineering and Information Technology
External and Internal Services



1. Submission of Documents for Approval / Endorsement

This procedure aims to ensure that completed staff work (CSW) is properly observed prior to the approval/endorsement of the Dean of College of Engineering and Information Technology

Office or Division:	Office of the Dean
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business Entity
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reference Number		Records Office		
Appropriate / related attachments to support the request or report		Concerned issuing agency(ies)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document for approval	1. Acknowledge receipt of the document	None	1 minute	<i>College Clerk.</i>
	2. Review the completeness of attached documents	None	2 minutes	<i>College Clerk</i>
2. Receive the document to comply with all the needed attachments	1. If found incomplete, return to the end-user/origin	None	1 minute	<i>College Clerk</i>
	2. If document is complete, encode the details to the computer for recording.	None	2 minutes	<i>College Clerk</i>



	3. Forward the document to the Dean for approval / endorsement	None	1 minute	<i>College Clerk</i>
	4. Endorse the document to the next office that needs to take action	None	2 minutes	<i>College Dean</i>
3. Receive the documents	Have the client sign in the logbook	None	1 minute	<i>College Clerk</i>
	TOTAL:	None	10 minutes	



2. Issuance of the Certificate of Good Moral Character (*for College and University use only*)

This procedure covers how the Office of the Dean facilitate the issuance of the Certificate of Good Moral Character for the use of the College/University offices and other student organizations inside the Campus.

Office or Division:	Office of the Dean
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Proof of payment	Secured personally by the student from the University Cashier's Office
Accomplished request slip	Secured personally by the student from the Office of the Guidance Facilitator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip from the Office of the Dean	Check and receive accomplished request form	None	2 minutes	<i>College Guidance Coordinator/ Facilitator</i>
2. Pay to the Cashier's Office	1. Receive the payment 2. Issue proof of payment	P15.00	5 minutes	<i>Staff of the Cashier's Office</i>
3. Check the proof of payment	Check the receipt/proof of payment form the Cashier's Office	None	1 minute	<i>College Guidance Coordinator/ Facilitator</i>



<p>4. Receive the claim stub bearing the date of release of the requested certificate</p>	<p>1. Prepare the requested certificate by the staff of the Office of the Dean</p> <p>1.1 Evaluate the students' records by the Guidance Coordinator</p> <p>1.2 Issue the certificate</p>	<p>None</p>	<p>1 day</p>	<p><i>Staff of the Office of the Dean</i></p> <p><i>Guidance Coordinator/ Facilitator</i></p> <p><i>Guidance Coordinator/ Facilitator</i></p>
<p>5. Present the claim stub on the date indicated therein</p>	<p>Release the requested certificate and have it signed as received by the client</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Staff of the Office of the Dean</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>1 day and 10 minutes</p>	



4. Issuance of Requested Documents				
This procedure shows how the Office of the Dean together with various unit of the college facilitates the issuance of requested documents.				
Office or Division:	Office of the Dean and Various unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All CEIT Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment (if with pay, submit request letter)		Personally, secured by the student from the University Cashier's Office		
Accomplished request slit		Submit request letter personally or via email ceit@cvsu.edu.ph Personally filled-up by the student from the Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter / Fills-out request slip from the Office of the Dean or send request letter via ceit@cvsu.edu.ph	Check and receive request letter / accomplished request form	None	2 minutes	Staff of the Office of the Dean



2. Pay to the Cashier's Office (if with pay)	1. Receive the payment 2. Issue Official Receipt	Depends upon the requested documents	5 minutes	Staff of the Cashier's Office
3. Check the proof of payment	Check the receipt/proof of payment from the Cashier's office	None	1 minute	College concerned unit
4. Receive the approved request letter / claim stub bearing the date of release of the requested document	1. Prepare the requested document 1.1 Evaluate the students' records 1.2 Release the documents	None	1 day	the Dean Coordinator / Staff of the concerned unit
5. Present the approved request letter or the claim stub on the date indicated therein	Release the request documents and has it signed as received by the client	None	2 minutes	Concerned unit
	TOTAL:	None	1 day and 10 minutes	



Cavite State University Main Campus
University Computer Center
External and Internal Services



1. Use of Central Computer Laboratory (for the conduct of remedial laboratory classes, special trainings or seminars)				
This procedure covers how the University Computer Center facilitate the use of the Central Computer Laboratory (CCL) for the conduct of computer laboratory subjects and special trainings or seminars.				
Office or Division:	CEIT - University Computer Center (UCC)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business Entity			
Who may avail:	Faculty members/Students/Organizations/Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to be sent to UCC office or CEIT Dean's office		Personally written by Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter or accomplished Computer Laboratory Borrower's Slip Form to the CEIT Dean or the CCL Section Head respectively, at least a day prior to use	1. Check the schedule for the availability of the Central Computer Laboratories;	None	15 minutes	<i>CCL Section Head</i>
	2. Sign and submit the computer laboratory borrower's form to the UCC manager for review and to the CEIT Dean for approval;			<i>CCL Section Head</i>
	3. Inform the requesting client about the status of request.			



	<p>4. Collect all the approved Computer Laboratory Room Borrower's Slip Forms and informs the clients on the status of their requests;</p> <p>5. Open the laboratory on the scheduled period of utilization.</p>			<p><i>Computer Laboratory Assistant</i></p> <p><i>Computer Laboratory Assistant</i></p>
<p>2. Fill out the CCL Student Log Sheet Form inside the computer laboratory for the use of computer/s and log out in the CCL Student Log Sheet Form. When necessary, the client places necessary "remarks" in the form after the period of use.</p>	<p>Review the remarks column in the CCL Student Log Sheet Form and closes the computer laboratory room.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Computer Laboratory Assistant</i></p>
	<p>TOTAL:</p>	<p>None</p>	<p>20 minutes</p>	



2. Use of Central Computer Laboratory (for scheduled utilization)

This procedure covers how the University Computer Center facilitate the use of the Central Computer Laboratory for the conduct of computer laboratory subjects and special trainings or seminars.

Office or Division:	CEIT - University Computer Center (UCC)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Faculty members/Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Letter of Request to be sent to UCC office	Personally written by the requesting college
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Different college registrars to submit their computer laboratory requirements to the CCL section head.	1. Check for the availability of the required computer laboratory room and include the schedule on the Computer Laboratory Room Utilization Form;	None	15 minutes	<i>CCL Section Head</i>
	2. Inform the requesting college registrar about the availability of the computer laboratory room.			<i>CCL Section Head</i>
	3. Print and submit the final Computer Laboratory Room Utilization for review of the CEIT Registrar, recommending			<i>CCL Section Head</i>



	<p>approval of the UCC Manager and approval of the CEIT Dean.</p> <p>4. Post the approved Computer Laboratory Room Utilization in all computer laboratory rooms.</p>			<p><i>Computer Laboratory Assistant</i></p>
<p>2. Coordinate with the computer laboratory assistant on the beginning of the semester on the use of the laboratory room.</p>	<p>1. Verify the faculty user on the accomplished Computer Laboratory Room Utilization Form.</p> <p>2. Open all the computer laboratories based on the schedule of utilization.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Laboratory room assistant</i></p>
<p>3. Fill out the CCL Student Log Sheet Form inside the laboratory every beginning of laboratory classes for monitoring purposes.</p>	<p>Review the remarks made by the faculty in the CCL Student Log Sheet Form and close the laboratory room.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Laboratory room assistant</i></p>



4. Log out in the CCL Student Log Sheet Form and whenever necessary places a remark or observation in the "Remarks" column in the form after using the laboratory.				
	TOTAL:	None	25 minutes	



3. Network Repair and Maintenance including other ICT Services (Repair Services)				
This procedure covers how the University Computer Center facilitates the repair and maintenance of the University Local Area Network including other ICT services.				
Office or Division:	CEIT - University Computer Center (UCC)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	Faculty members/Students/Organizations/Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to be sent to CEIT Dean's office or computer technician		Personally written by Visitors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits request letter or accomplished service request form and Claim Stub for repair services as well as the item to be repaired to the computer technician.	1. Schedules the conduct of the requested repair services;		5 minutes	<i>UCC Hardware Section Head</i>
	2. Receives and inspects the unit or equipment and fills-up the Request for Pre-Repair Inspection and the item description in the Claim Stub. The latter is released to the client to be used when claiming the repaired item;		2 hours	<i>Computer Technician</i>
	3. Advises the client to seek assistance from the University			



	<p>Supply Office to coordinate with the supplier of the item either for immediate repair or replacement of the item if the equipment to be repaired is within the warranty period</p> <p>3.1 If the equipment exceeds the warranty period, the computer technician diagnoses and repairs the unit or equipment</p> <p>3.2 Once the university property is repaired, the Hardware Section Head prepares the following: Provisional Receipt for Computer Repair & Maintenance, Purchase Request, Disbursement Voucher, Request for Pre-repair Inspection and Obligation Request and Status for fund transfer of the cost of repair from the client's office (requesting party) to UCC Income Generating Fund (UCC IGP) prior to the release of the item;</p>	<p>Desktop hardware repair – 500.00;</p> <p>Laptop hardware repair – 1500.00;</p>	<p>1 hour</p> <p>4 days</p> <p>3 hours</p>	<p><i>Computer Technician</i></p>
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	<p>3.3 For personal unit, the computer technician issues the Provisional Receipt for ICT Repair & Maintenance to the client. The client will get an order of payment slip from the accounting office, pays at the cashier's office and submits the OR to UCC for the release of repaired unit and subsequent recording;</p> <p>3.4 Equipment, tools devices and other spare parts will be listed on the Property Return Slip and will be submitted to the Supply Office. The items to be returned will be classified as unserviceable, no longer needed, reassignment or as the case maybe.</p>	<p>OS installation – 500.00;</p> <p>other apps installation – 300.00;</p> <p>data recovery – 700.00;</p> <p>virus removal – 300.00;</p> <p>printer repair – 500.00;</p> <p>network installation/repair per unit – 500.00;</p>	<p>1 day</p>	
	<p>TOTAL:</p>	<p>Depending on the services provided</p>	<p>5 days, 6 hours and 5 minutes</p>	



4. Network Repair and Maintenance including other ICT Services (Repair and Maintenance of Network Infrastructure)

This procedure shows how the University Computer Center facilitates the repair and maintenance of the University Local Area Network including other ICT services.

Office or Division:	CEIT - University Computer Center (UCC)
Classification:	Complex
Type of Transaction:	G2G
Who may avail:	Faculty members/Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Letter of Request to be sent to CEIT Dean's office or computer technician	Personally written by Visitors
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request letter or accomplished request form for repair services to the CEIT Dean or computer technician, respectively.	1. Submit all requests and accomplished forms to the UCC Hardware Section Head	None	5 minutes	<i>Computer technician</i>
	2. Schedule the conduct of the requested repair services.	None	15 minutes	<i>UCC Hardware Section Head</i>
	3. Inspect the network device or the network segment to verify the cause of network problem.	None	1 day	<i>Computer Technician</i>



	4. Repair common network problems such as unplugged cable or defective cable, network configurations, and disabled network adapter	None	1 day	<i>Computer Technician</i>
	5. Advise the client to procure the needed network device if the cause of the problem is a broken/damaged network device. Once procured, the computer technician install the device to be connected to the network.	None	1 day	<i>Computer Technician</i>
	6. In the event that the network device is a “switch” unit, configure the device and afterwards, the computer technician install the unit.	None	1 day	<i>UCC Manager</i>
	TOTAL:		4 days and 20 minutes	



5. Network Repair and Maintenance including other ICT Services (Technical Services)				
This procedure covers how the University Computer Center facilitates the repair and maintenance of the University Local Area Network including other ICT services.				
Office or Division:	CEIT - University Computer Center (UCC)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Faculty members/Students/Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to be sent to CEIT Dean's office or computer technician		Personally written by Visitors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a request letter or accomplished service request form to the computer technician.	1. Schedule the conduct of the requested technical services. Key offices of the University like the Office of the President, Office of the Vice Presidents, Cashier's Office and Registrar's Office will be given top priority;	None	1 day and 5 minutes	<i>Hardware Section Head</i>
	2. Inspect the site and proceed with the needed technical services			<i>The computer technician</i>
	TOTAL:	None	1 day and 5 minutes	



Cavite State University Main Campus
College of Economics, Management and Development Studies
External and Internal Services



1. Submission of Documents for Approval / Endorsement				
This procedure aims to ensure that completed staff work (CSW) is properly observed prior to the approval/endorsement of the Dean of College of Economics, Management and Development Studies				
Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reference Number		Records Office		
Appropriate / related attachments to support the request or report		Concerned issuing agency(ies)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document for approval	1. Acknowledge receipt of the document	None	1 minute	<i>Staff of the Office of the Dean</i>
	2. Review the completeness of attached documents	None	2 minutes	<i>Staff of the Office of the Dean</i>



2. Receive the document to comply with all the needed attachments	1. If found incomplete, return to the end-user/origin	None	1 minute	<i>Staff of the Office of the Dean</i>
	2. If document is complete, encode the details to the computer for recording.	None	2 minutes	<i>Staff of the Office of the Dean</i>
	3. Forward the document to the Dean for approval / endorsement	None	1 minute	<i>Staff of the Office of the Dean</i>
	4. Endorse the document to next office that needs to take action	None	2 minutes	<i>College Dean</i>
3. Receive the documents	Have the client sign in the logbook	None	1 minute	<i>Staff of the Office of the Dean</i>
TOTAL:		None	10 minutes	



2. Issuance of the Certificate of Good Moral Character (for College and University use only)				
This procedure covers how the Office of the Dean facilitate the issuance of the Certificate of Good Moral Character for the use of the College/University offices and other student organizations inside the Campus.				
Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment		Personally, secured by the student from the University Cashier's Office		
Accomplished request slip		Personally filled-up by the student from the Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request slip from the Office of the Dean or send a request thru email at cemds@cvsu.edu.ph	Check and receive accomplished request form	None	2 minutes	<i>Staff of the Office of the Dean</i>
2. Pay to the Cashier's Office	1. Receive the payment 2. Issue proof of payment	Php15.00	10 minutes	<i>Staff of the Cashier's Office</i>



3. Check the proof of payment	Check the receipt/proof of payment from the Cashier's Office	None	1 minute	<i>Staff of the Office of the Dean</i>
4. Receive the claim stub bearing the date of release of the requested certificate	<p>1. Prepare the requested certificate by the staff of the Office of the Dean</p> <p>1.1 Evaluate the students' records by the Guidance Coordinator</p> <p>1.2 Issue the certificate</p>	None	4 hours	<p><i>Staff of the Office of the Dean</i></p> <p><i>Guidance Coordinator</i></p> <p><i>Guidance Coordinator</i></p>
5. Present the claim stub on the date indicated therein	Release the requested certificate and have it signed as received by the client	None	2 minutes	<i>Staff of the Office of the Dean</i>
TOTAL:		Php15.00	4 hours and 15 minutes	



3. Procedures on Implementation of Retention Policy for the degree of Bachelor of Science in Accountancy

This procedure shows how the retention policy in the Bachelor of Science in Accountancy program examines the standards for the students which are predictive of an examinee's success in the Certified Public Accountant Licensure Examination.

Office or Division:	Department of Accountancy
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Incoming 2 nd Year BS Accountancy Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificates of Grades (COG)		College Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit COG to registration advisers	Evaluate the submitted COG if the student has no failing mark in any academic subject and not lower than 2.25 except for FITT and NSTP courses.	None	5 minutes	<i>Registration adviser</i>
2. Communicate with the registration adviser about the result of the evaluation	Inform the student about their status and advise whether they can continue with the BS Accountancy program.	None	1 minute	<i>Registration adviser</i>



	TOTAL:		6 minutes	
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4. Deployment of OJT students for BSECON, BSBM, BSIS, BSDM and BS Accountancy				
This procedure shows how the OJT was redesigned to Online or Virtual On-the-Job Training to facilitate the completion of the course remotely. It is an online internship/ practicum where students will gain experiences from linkage establishments through distance learning.				
Office or Division:	College of Economics, Management and Development Studies			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All BSECON, BSBM, BSIS, BSDM and BS Accountancy students enrolled in OJT subjects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration form		College Registrar		
Curriculum Checklist		Registration Adviser		
Resume		Student		
Written Consent		Parents/ Legal Guardian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend mandatory Pre-OJT Orientation	1. Explain the concept, objectives, mechanics, and requirements of the OJT program; 1.1. Provide tips on grooming, customer relations, work values and online etiquette;	None	3 hours	<i>OJT Coordinators and OJT advisers</i>



	<p>1.2. Brief students about the qualifications, compensation levels, and post- ECQ outlook in the various sectors of the industry;</p> <p>1.3. Orient the students about the nature of work that awaits them in the establishment.</p>			
2. Submit all required documents to OJT advisers	Review all documented papers for validity and credibility	None	1 day	<i>OJT Adviser</i>
3. Attend the virtual OJT in the comforts of their home	<p>1. Facilitate virtual training arrangements</p> <p>1.1.Prepare students for the “new normal” conduct of transactions in the industry</p>	None	*3 hours	<i>OJT Adviser</i>
4. Attend the virtual OJT conducted by alumni of the University	Contact alumni working in the industry and sets schedule for a training regarding industry practices	None	3 hours	<i>OJT Adviser and Alumni working in the industry</i>
5. Attend webinars and other online tourism and hospitality	<p>1. Provide links for webinars;</p> <p>4.1. Suggests online resources</p>	None	3 hours	<i>OJT Adviser</i>



resources for supplemental learning	4.2. Conduct post-webinars discussion hours			
6. Submit all required activities like info graphics and video demonstration for the assessment of learning	Evaluate performance of students through submitted activities	None	*3 hours	<i>OJT Adviser</i>
	TOTAL:	None	2 days and *7 hours	



Cavite State University Main Campus
College of Nursing
External and Internal Services



1. Submission of Documents for Approval / Endorsement

This procedure aims to ensure that completed staff work (CSW) is properly observed prior to the approval/endorsement of the Dean of College of Nursing

Office or Division:	Office of the Dean
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business Entity
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reference Number		Records Office		
Appropriate / related attachments to support the request or report		Concerned issuing agency(ies)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document for approval	1. Acknowledge receipt of the document	None	1 minute	<i>College Clerk.</i>
	2. Review the completeness of attached documents	None	2 minutes	<i>College Clerk</i>
2. Receive the document to comply with all the needed attachments	1. If found incomplete, return to the end-user/origin	None	1 minute	<i>College Clerk</i>
	2. If document is complete, encode the details to the computer for recording.	None	2 minutes	<i>College Clerk</i>



	3. Forward the document to the Dean for approval / endorsement	None	1 minute	<i>College Clerk</i>
	4. Endorse the document to the next office that needs to take action	None	2 minutes	<i>College Dean</i>
3. Receive the documents	Have the client sign in the logbook	None	1 minute	<i>College Clerk</i>
	TOTAL:	None	10 minutes	



2. Issuance of the Certificate of Good Moral Character (*for College and University use only*)

This procedure covers how the Office of the Dean facilitate the issuance of the Certificate of Good Moral Character for the use of the College/University offices and other student organizations inside the Campus.

Office or Division:	Office of the Dean
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Proof of payment	Secured personally by the student from the University Cashier's Office
Accomplished request slip	Secured personally by the student from the Office of the Guidance Facilitator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip from the Office of the Dean	Check and receive accomplished request form	None	2 minutes	<i>College Guidance Coordinator/ Facilitator</i>
2. Pay to the Cashier's Office	1. Receive the payment 2. Issue proof of payment	P15.00	5 minutes	<i>Staff of the Cashier's Office</i>
3. Check the proof of payment	Check the receipt/proof of payment form the Cashier's Office	None	1 minute	<i>College Guidance Coordinator/ Facilitator</i>



<p>4. Receive the claim stub bearing the date of release of the requested certificate</p>	<p>1. Prepare the requested certificate by the staff of the Office of the Dean</p> <p>1.1 Evaluate the students' records by the Guidance Coordinator</p> <p>1.2 Issue the certificate</p>	<p>None</p>	<p>1 day</p>	<p><i>Staff of the Office of the Dean</i></p> <p><i>Guidance Coordinator/ Facilitator</i></p> <p><i>Guidance Coordinator/ Facilitator</i></p>
<p>5. Present the claim stub on the date indicated therein</p>	<p>Release the requested certificate and have it signed as received by the client</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Staff of the Office of the Dean</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>1 day and 10 minutes</p>	



3. Borrowing of Nursing Arts and Midwifery Arts Laboratory				
This procedure shows how CON provides students with clinical/laboratory area for training of competency skills				
Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All new and old nursing and midwifery students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Provided by the Student		
Request Slip		Office of the College of Nursing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter noted by the Clinical Instructor for the use of Nursing Arts Laboratory /Midwifery Arts Laboratory	Accept the request letter for the approval of the College Dean	None	2 minutes	<i>College Secretary</i>
2. Fill out the logbook indicating the approved	Accept the copy of the approved request letter and confirm the schedule	None	2 minutes	<i>Laboratory Aide</i>
3. Inform the Instructor of the approved schedule	Arrange the NAL with complete set of clinical settings requested	None	2 minutes	<i>Laboratory Aide</i>



4. Present the approved request letter by the Dean on the date indicated therein.	Ask a copy of Class attendance from the students.	None	2 minutes	<i>Instructor</i>
5. Proceed to the Nursing Arts laboratory with the Clinical Instructors and sign attendance sheet for Laboratory use	Prepare necessary equipment and medical supplies	None	5 minutes	<i>Laboratory Aide</i>
6. Receive the requested equipment and medical supplies.	Issue borrowers slip and provide the requested supplies and equipment	None	10minutes	<i>Laboratory Aide and Instructor</i>
7. Team leader to sign the borrowers slip	Accept the borrowers slip and records all items requested by the faculty and students	None	15 minutes	<i>Laboratory Aide</i>
8. After laboratory use return the items to Laboratory Aide	Receive and check the returned items	None	10 minutes	<i>Instructor and Laboratory Aide</i>
9. Leave the NAL clean and in order after use	Store the returned items for safekeeping.	None	3 minutes	<i>Laboratory Aide</i>
TOTAL:		None	51 minutes	



4. Utilization of College of Nursing Facilities				
This procedure shows how CON provides service of nursing facilities to all nursing and midwifery students				
Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All nursing and midwifery students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter from the students and instructors with Coordinators/Program Chairs and Dean approval		Office of the College of Nursing		
Logbook schedule to Laboratory Aid		Office of the College of Nursing		
Attendance sheet of students		Office of the College of Nursing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1. Receive the request letter for the approval of the Dean	None	2 minutes	<i>College Secretary</i>
	2. Check the availability of the requested date and time	None	2 minutes	<i>Faculty and staff in charge for the use of facility</i>
2. Fill up the log in logbook for the approved schedule	Confirm the approved schedule and coordinate with Laboratory Aide for the use of facility	None	3 minutes	<i>Students and staff in charge for the use of facility.</i>
TOTAL:		None	7 minutes	



Cavite State University Main Campus
College of Sports, Physical Education and Recreation
External and Internal Services



1. Submission of Documents for Approval / Endorsement

This procedure aims to ensure that completed staff work (CSW) is properly observed prior to the approval/endorsement of the Dean of College of Sports, Physical Education and Recreation

Office or Division:	Office of the Dean
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business Entity
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reference Number		Records Office		
Appropriate / related attachments to support the request or report		Concerned issuing agency(ies)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document for approval	1. Acknowledge receipt of the document	None	1 minute	<i>College Clerk.</i>
	2. Review the completeness of attached documents	None	2 minutes	<i>College Clerk</i>
2. Receive the document to comply with all the needed attachments	1. If found incomplete, return to the end-user/origin	None	1 minute	<i>College Clerk</i>
	2. If document is complete, encode the details to the computer for recording.	None	2 minutes	<i>College Clerk</i>



	3. Forward the document to the Dean for approval / endorsement	None	1 minute	<i>College Clerk</i>
	4. Endorse the document to the next office that needs to take action	None	2 minutes	<i>College Dean</i>
3. Receive the documents	Have the client sign in the logbook	None	1 minute	<i>College Clerk</i>
	TOTAL:	None	10 minutes	



2. Issuance of the Certificate of Good Moral Character (*for College and University use only*)

This procedure covers how the Office of the Dean facilitate the issuance of the Certificate of Good Moral Character for the use of the College/University offices and other student organizations inside the Campus.

Office or Division:	Office of the Dean
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Proof of payment	Secured personally by the student from the University Cashier's Office
Accomplished request slip	Secured personally by the student from the Office of the Guidance Facilitator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip from the Office of the Dean	Check and receive accomplished request form	None	2 minutes	<i>College Guidance Coordinator/ Facilitator</i>
2. Pay to the Cashier's Office	1. Receive the payment 2. Issue Official Receipt	Php15.00	5 minutes	<i>Staff of the Cashier's Office</i>
3. Check the proof of payment	Check the receipt/proof of payment form the Cashier's Office	None	1 minute	<i>College Guidance Coordinator/ Facilitator</i>



4. Receive the claim stub bearing the date of release of the requested certificate	1. Prepare the requested certificate by the staff of the Office of the Dean 1.1 Evaluate the students' records by the Guidance Coordinator 1.2 Issue the certificate	None	1 day	<i>Staff of the Office of the Dean</i> <i>Guidance Coordinator/ Facilitator</i> <i>Guidance Coordinator/ Facilitator</i>
5. Present the claim stub on the date indicated therein	Release the requested certificate and have it signed as received by the client	None	2 minutes	<i>Staff of the Office of the Dean</i>
TOTAL:		Php15.00	1 day and 10 minutes	



3. Use of University Sports Facilities for Various Activities				
This procedure shows how the College of Sports Physical Education and Recreation facilitates the approved activity requests for conference, sports activities, cultural programs and concerts for the use of the University gymnasium and other sports facilities of other government agencies, non-government organizations (NGOs) and private organizations.				
Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Government and Non-Government Organizations (NGOs), Private, Cultural and Religious Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to Office of the President (OP)		Personally written by Client		
Details of the activity request for Date/Facility to be used		Personally written by Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send a letter of request for the use of facilities with specific activity and other amenities needed	1. Receive the request letter approved by the Office of the President (OP) and acknowledges receipt of letter		2 minutes	<i>Office of the Dean/Secretary/Reservation Officer</i>
	2. Receive the payment which should be made 2 weeks before the scheduled date	Fees depend on the number of hours/days of duty	3 minutes	<i>Reservation Officer</i>
	3. Assign the staff and utility who will assist the client		5 minutes	<i>Reservation Officer</i>



	4. Coordinate with the concerned unit/s for the access of requesting party		30 minutes	<i>Reservation Officer/ Security Force</i>
	TOTAL	Fees depend on the number of hours/days of duty	40 minutes	



4. Use of University Sports Facilities				
This procedure covers how the College of Sports, Physical Education and Recreation facilitates the use of Sports Facilities for official purposes activities of the University Students, Faculty members and employees.				
Office or Division:	Office of the Dean			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	University Students/ Faculty Members/ Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to be sent to OVPAA/OP		Personally, written by Students/Faculty Members/Employees		
Additional Details for the use of Facilities		Personally provided by the requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the Office of Vice President for Academic Affairs (OVPAA) and University President (OP)	Receive letter of request including additional details and purpose	None	2 minutes	<i>Dean/Office Staff Reservation Officer</i>
2. Coordinate with the office of the Dean regarding final schedule and details of the activity	Coordinate with the concerned office/s in relation to the conduct of the activity	None	30 minutes	<i>Dean/Office Staff Reservation Officer</i>



3. Conduct the activity	Assist the requesting party throughout the activity	None	*1 day	CSPEAR Staff/Other offices concerned
	TOTAL:	None	*1 day and 32 minutes	

**depending on the duration of the activity*



Cavite State University Main Campus
University of Sports Director Office
External and Internal Services



1. Admission Procedure for Selection of Varsity Athletes				
This procedure covers screening and evaluation of applications for varsity athletes.				
Office or Division:	Director Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information Sheet		University Sports Development Office		
Admission Form		University Sports Development Office		
2 copies of 1x1 ID picture		Student Athlete Applicant		
Certification/Credentials as an Athlete		Student Athlete Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present student credentials for initial evaluation of concern coaches for interview	Evaluate the credentials of the student and conduct initial interview	None	15 minutes	<i>Concerned Coaches</i>
2. Proceed to the University Sports Director for final interview and evaluation	Conduct final evaluation and interview	None	30 minutes	<i>Director, Sports</i>
3. Receive admission form	The Director to sign and issue admission form	None	5 minutes	<i>USDO Staff</i>



	TOTAL:	None	50 minutes	
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2. Issuance of Certification of Scholarship and Other Purposes				
This procedure covers how the USDO providing student-athlete the certification for scholarship and/or for other legal purposes.				
Office or Division:	Office of the Director			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Admission form		University Sports Development Office		
Request Slip		University Sports Development Office		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip for certification and attach approved Admission Form	1. Receive the accomplished Request Slip	None	5 minutes	<i>USDO Staff</i>
	2. Issue certification for submission to the University Scholarship Coordinator			
	3. Validate and affix signature for the issued certification	None	2 minutes	<i>Director, Sports</i>
2. Receive issued certification	Have them signed in the logbook	None	2 minutes	<i>Director, Sports</i>
TOTAL:		None	9 minutes	



Cavite State University Main Campus
College of Veterinary Medicine and Biomedical Sciences
External and Internal Services



1. Submission of Documents for Approval / Endorsement

This procedure aims to ensure that completed staff work (CSW) is properly observed prior to the approval/endorsement of the Dean of College of Veterinary Medicine and Biomedical Sciences.

Office or Division:	Office of the Dean
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business Entity
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reference Number		Records Office		
Appropriate / related attachments to support the request or report		Concerned issuing agency(ies)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document for approval	1. Acknowledge receipt of the document	None	1 minute	<i>College Clerk.</i>
	2. Review the completeness of attached documents	None	2 minutes	<i>College Clerk</i>
2. Receive the document to comply with all the needed attachments	1. If found incomplete, return to the end-user/origin	None	1 minute	<i>College Clerk</i>
	2. If document is complete, encode the details to the computer for recording.	None	2 minutes	<i>College Clerk</i>



	3. Forward the document to the Dean for approval / endorsement	None	1 minute	<i>College Clerk</i>
	4. Endorse the document to the next office that needs to take action	None	2 minutes	<i>College Dean</i>
3. Receive the documents	Have the client sign in the logbook	None	1 minute	<i>College Clerk</i>
	TOTAL:	None	10 minutes	



2. Issuance of the Certificate of Good Moral Character (*for College and University use only*)

This procedure covers how the Office of the Dean facilitate the issuance of the Certificate of Good Moral Character for the use of the College/University offices and other student organizations inside the Campus.

Office or Division:	Office of the Dean
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Proof of payment	Secured personally by the student from the University Cashier's Office
Accomplished request slip	Secured personally by the student from the Office of the Guidance Facilitator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request slip from the Office of the Dean	Check and receive accomplished request form	None	2 minutes	<i>College Guidance Coordinator/ Facilitator</i>
2. Pay to the Cashier's Office	1. Receive the payment 2. Issue Official Receipt	Php15.00	5 minutes	<i>Staff of the Cashier's Office</i>
3. Check the proof of payment	Check the receipt/proof of payment form the Cashier's Office	None	1 minute	<i>College Guidance Coordinator/ Facilitator</i>



<p>4. Receive the claim stub bearing the date of release of the requested certificate</p>	<p>1. Prepare the requested certificate by the staff of the Office of the Dean</p> <p>1.1 Evaluate the students' records by the Guidance Coordinator</p> <p>1.2 Issue the certificate</p>	<p>None</p>	<p>1 day</p>	<p><i>Staff of the Office of the Dean</i></p> <p><i>Guidance Coordinator/ Facilitator</i></p> <p><i>Guidance Coordinator/ Facilitator</i></p>
<p>5. Present the claim stub on the date indicated therein</p>	<p>Release the requested certificate and have it signed as received by the client</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Staff of the Office of the Dean</i></p>
<p>TOTAL:</p>		<p>Php15.00</p>	<p>1 day and 10 minutes</p>	



3. Implementation of Retention Policy for the degree in Doctor of Veterinary Medicine				
This procedure aims to maintain the quality of future graduates of the course and ensure high percentage of licensure exam passers				
Office or Division:	College of Veterinary Medicine and Biomedical Sciences			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Incoming 2 nd Year DVM Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificates of Grades (COG)		College Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit COG to registration advisers	Evaluate the submitted COG if the student has no failing mark in any academic subject and a general weighted average (GWA) of 2.00.	None	1 hour	<i>Registration adviser</i>
2. Communicate with the registration adviser about the result of the evaluation	Inform the student about their status and advise whether they can continue with the DVM program.	None	1 hour	<i>Registration adviser</i>
	TOTAL:	None	2 hours	



4. Deployment of Clinician students (Junior and Senior)				
This procedure covers how OJT was redesigned to Online or Virtual On-the-Job Training to facilitate the completion of the course remotely. It is an online internship/ practicum where students will gain experiences from linkage establishments through distance learning.				
Office or Division:	Chair, Department of Clinical and Population Health			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All DVM Junior and Senior students enrolled in subjects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration form		College Registrar		
Curriculum Checklist		Registration Adviser		
Resume		Student		
Written Consent (For on-site clinical duties if the condition permits)		Parents/ Legal Guardian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend mandatory Pre-OJT Orientation	1. Explain the concept, objectives, mechanics, and requirements of the OJT program; 1.1. Provide tips on grooming, customer relations, work values and online etiquette;	None	3 hours	<i>OJT Coordinators and OJT advisers</i>



	<p>1.2. Brief students about the qualifications, compensation levels, and post- ECQ outlook in the various sectors of the industry;</p> <p>1.3. Orient the students about the nature of work that awaits them in the establishment.</p>			
2. Submit all required documents to OJT advisers	Review all documented papers for validity and credibility	None	1 day	<i>OJT Adviser</i>
3. Attend the virtual OJT in the comforts of their home	<p>1. Facilitate virtual training arrangements</p> <p>.1. Prepares students for the “new normal” conduct of transactions in the industry</p>	None	*3 hours	<i>OJT Adviser</i>
4. Attends the virtual OJT conducted by alumni of the University	Contacts alumni working in the industry and sets schedule for a training regarding industry practices	None	3 hours	<i>OJT Adviser and Alumni working in the industry</i>
5. Attends webinars and other online veterinary clinical resources for supplemental learning	<p>1. Provides links for webinars;</p> <p>1.1 Suggests online resources</p>	None	3 hours	<i>OJT Adviser</i>



	1.2 Conducts post-webinars discussion hours			
6. Submits all required activities like info graphics and video demonstration for the assessment of learning	Evaluates performance of students through submitted activities	None	*3 hours	<i>OJT Adviser</i>
	TOTAL:	None	*1 day, 15 hours	

**Weekly*

**Depending on the place from CvSU*



5. Patient consultation (New Patients)				
This procedure shows how the CVMBS assists new patients in assessing, validating and attending to their health needs.				
Office or Division:	Animal Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B G2			
Who may avail:	All citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient Information		To be provided by the client		
Proof of payment (Official Receipt)		University Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the client logbook	Assist client in accomplishing information in the logbook	None	1 minute	<i>Laboratory Aide</i>
2. Accomplish patient data sheet	Assist client in accomplishing needed information in patient data sheet	None	3 minutes	<i>Laboratory Aide</i>
3. Inquire about needed veterinary service	1. Interview about chief complaint and general patient history	None	5 minutes	<i>Laboratory Aide</i>



	2. Endorse case to the veterinarian-on-duty			
4. Present any documents relevant to patient's medical history (e.g. vaccination record, past prescriptions)	Validate the documents presented	None	1 minute	<i>Veterinarian-on-Duty</i>
5. Wait for veterinarian's clinical evaluation of patient	<ol style="list-style-type: none"> 1. Interview client about relevant patient history 2. Assess health status of patient 3. Encode findings in patient data sheet 4. Informs owner 	None	15 minutes	<i>Veterinarian-on-Duty</i>
6. Pay the necessary fees to the University Cashier	Receives payment for veterinary services	Depends on the clinical case	3 minutes	<i>University Cashier</i>
7. Present the official receipt	<ol style="list-style-type: none"> 1. Receives official receipt 2. Inform Veterinarian-on-Duty of accomplished payment 	None	5 minutes	<i>Laboratory Aide</i>
8. Present patient for diagnostic test and consultation	<ol style="list-style-type: none"> 1. Conduct diagnostic tests, if applicable 2. Provide prophylaxis or treatment to patient 	Depends on the clinical case	*2 hours	<i>Veterinarian-on-Duty</i> <i>Laboratory Aide</i>



	3. Give back patient to owner 4. Inform owner			
9. Receive recommended schedule of next visit	1. Schedule next visit of patient 2. Provide Client Feedback Form	None	2 minutes	<i>Veterinarian-on-Duty</i>
10. Fill out Client Feedback Form	Receive Client Feedback Form	None	3 minutes	<i>Laboratory Aide</i>
	TOTAL:	Depends on the clinical case	*2 hours and 37 minutes	

**time varies depending on the complexity of the clinical case (time specified is for routine single vaccination only)*



6. Patient consultation (Old Patients)				
This procedure shows how the CVMBS assists old patients in follow up consultation about their health needs.				
Office or Division:	Animal Clinic			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B G2			
Who may avail:	All citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient Record		CVMBS Animal Clinic		
Proof of payment (Official Receipt)		University Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the client logbook	Assist client in accomplishing information in the logbook	None	1 minute	<i>Laboratory Aide</i>
2. Wait for patient record to be retrieved	Retrieve patient's medical record in the filing cabinet	None	3 minutes	<i>Laboratory Aide</i>
3. Inquire about needed veterinary service	1. Interview about chief complaint and general patient history 2. Endorse case to the veterinarian-on-duty	None	5 minutes	<i>Laboratory Aide</i>



4. Present any documents relevant to patient's medical history (e.g. vaccination record, past prescriptions)	Validate the documents presented	None	1 minute	<i>Veterinarian-on-Duty</i>
5. Wait for veterinarian's clinical evaluation of patient	<ol style="list-style-type: none"> 1. Interviews client about relevant patient history 2. Assess health status of patient 3. Encode findings in patient data sheet 4. Informs owner 	None	15 minutes	<i>Veterinarian-on-Duty</i>
6. Pay the necessary fees to the University Cashier	Receive payment for veterinary services	Depends on the clinical case	3 minutes	<i>University Cashier</i>
7. Present the official receipt	<ol style="list-style-type: none"> 1. Receive official receipt from Cashier 2. Inform Veterinarian-on-Duty of accomplished payment 	None	5 minutes	<i>Laboratory Aide</i>
8. Present patient for diagnostic test and consultation	<ol style="list-style-type: none"> 1. Conduct diagnostic tests, if applicable 2. Provide prophylaxis or treatment to patient 	Depends on the clinical case	*2 hours	<i>Veterinarian-on-Duty</i> <i>Laboratory Aide</i>



	3. Give back patient to owner 4. Inform owner			
9. Receive recommended schedule of next visit	Schedules next visit of patient	None	2 minutes	<i>Veterinarian-on-Duty</i>
10. Fill out client feedback form	Provide/receive client feedback form	None	3 minutes	<i>Laboratory Aide</i>
	TOTAL:	Depends on the clinical case	*2 hours and 37 minutes	

**time varies depending on the complexity of the clinical case (time specified is for routine single vaccination only)*



Cavite State University Main Campus
Office of the Graduate School and Open Learning College
External and Internal Services



1. Submission of Documents for Approval / Endorsement

This procedure aims to ensure that completed staff work (CSW) is properly observed prior to the approval/endorsement of the Dean of College of Agriculture, Food, Environment and Natural Resources

Office or Division:	Office of the Dean, College of Agriculture, Food, Environment and Natural Resources
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business Entity
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reference Number		Records Office		
Appropriate / related attachments to support the request or report		Concerned issuing agency(ies)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document for approval	1. Acknowledge receipt of the document	None	1 minute	<i>College Clerk.</i>
	2. Review the completeness of attached documents	None	2 minutes	<i>College Clerk</i>
2. Receive the document to comply with all the needed attachments	1. If found incomplete, return to the end-user/origin	None	1 minute	<i>College Clerk</i>
	2. If document is complete, encode the details to the computer for recording.	None	2 minutes	<i>College Clerk</i>



	3. Forward the document to the Dean for approval / endorsement	None	1 minute	<i>College Clerk</i>
	4. Endorse the document to the next office that needs to take action	None	2 minutes	<i>College Dean</i>
3. Receive the documents	Have the client sign in the logbook	None	1 minute	<i>College Clerk</i>
	TOTAL:	None	10 minutes	



2. Procedure on Admission of New Students	
This process aims to facilitate the receiving of applications/requirements from the applicant.	
Office or Division:	Office of the Graduate School and Open Learning College
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All graduate students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form for Admission	Office of the Graduate School and Open Learning or through tiny.cc/gsolcadmission
Recommendation Forms (2 sealed letters of recommendation) Accomplished from the former professor and or immediate supervisor	Applicant
Original or Authenticated Transcript of Records	Previous Institution
Approved permit to study (for public school teachers only)	Workplace
Application fee	Applicant
3 pcs passport size ID picture (white background)	Applicant
Certified true copy of students' visa and passport (for Foreign Nationals)	Applicant



TOEFL certificate (for foreign nationals from countries where English is not medium of instruction)		Applicant		
Short brown envelope		Applicant		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the original requirements to the office of the Graduate School or by putting in the drop box located at the guard house or send the documents via courier delivery service addressed to Graduate School and Open Learning College	1. Collect, receive and check all the requirements 2. Receive and check the requirements	None	15 minutes	<i>GS-OLC Staff</i>
2. Take admission examination as scheduled	Administer the examination.	None	30 minutes	<i>GS-OLC Staff</i>
	a. After consolidation of the requirements/ credentials, send the documents to the concerned college for evaluation. b. Evaluate the submitted documents.		4 Days	<i>Evaluation Committee</i>



	c. Once accepted , the GS-OLC Dean to approve and sign the evaluation sheet of the application		2 minutes	<i>Dean of the Graduate School</i>
3. Get notice of admission thru phone call or email	Inform the applicant if qualified or not.	None	2 minutes	<i>GS – OLC Staff</i>
4. Qualified applicant to submit the following accomplished forms to to the College Registrar : a. Admission Slip b. Application form for Admission c. Notice of Admission d. Pre-registration form e. Student information sheet	Check and collect the forms from the applicant.	None	3 minutes	<i>GS-OLC College Registrar</i>
TOTAL:		None	4 days and 55 minutes	



3. Procedure on Enrollment				
This process aims to facilitate the receiving of applications/requirements from the applicant.				
Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre enrollment form		Office of the Graduate School and Open Learning or through tiny.cc/gsolcenrollment		
Approved Plan of Course Work (for the continuing student)		To be provided personally by the student		
Payment of Fees		Cashier or Landbank		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the pre-registration form and submit to the GS Registrar or through online using the list of courses and schedule uploaded to cvsu.edu.ph/registrar and send to tiny.cc/gsolcenrollment .	1. Collect, receive and check all the requirements 1.1. Verify and process the registration	None	15 minutes	<i>GS-OLC Staff</i>



1.1 Receive confirmation through email from gsolcadmission@cvsu.edu.ph				
1.2. Check myportal.cvsu.edu.ph to confirm the assessment				
	TOTAL:	None	15 minutes	



4. Comprehensive Examination	
This process aims to provide student the mechanics for taking online Comprehensive Examination using Google Classroom	
Office or Division:	Registrar's Office
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Graduate Students completed all the Academic Requirements
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Gmail account	Student
Google Form (http://tiny.cc/gsolc-onlinecompre)	Office of the Graduate School and Open Learning College
Questionnaire in the Google Classroom	Office of the Graduate School and Open Learning College
Answer Sheet	Office of the Graduate School and Open Learning College
Accomplished Plan of Course Work	Student
Nomination for Members of Advisory Committee	Office of the Graduate School and Open Learning College
Application for Written Comprehensive Examination	Office of the Graduate School and Open Learning College
Pay Compre Fee	Cashier Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enroll the Comprehensive Examination in the Graduate School once all the requirements were submitted.	1. Facilitate enrolment. 2. Set the schedule date of the examination 3. Provide announcement to the student .	Comprehensive Examination Fee	15 minutes	<i>GS-OLC Registrar</i>
2. Access the announcements including the breakdown of subjects to be taken.	Post the announcement to be accessed by the student.	None	5 minutes	<i>GS-OLC Technical Staff</i>
3. During examination date, student must be in testing room before the scheduled time. Sign the Special Instructions before the start of the examination.	Impose time limit rule in taking the examination per subject Discuss the instructions .	None	5 minutes	<i>GS – OLC Technical Staff</i>
4. Use the official answer sheet while taking the examination.	1. Monitor and facilitate the examination. 2. Collect the answer sheet.	None	30 minutes	<i>GS – OLC Technical Staff</i>



	<p>3. Send the answer sheet to the concerned faculty member for evaluation.</p> <p>4. Send the result of the evaluation thru email of the students</p>			
5. Receive the results after evaluation.	Confirm the receipt of the results of evaluation thru email.	None	5 minutes	<i>GS – OLC Technical Staff</i>
	TOTAL:	Comprehensive Examination Fee	1 hour, 59 minutes	
Online Comprehensive Examination				
1. Enroll in the Comprehensive Examination.	<p>Facilitate enrolment.</p> <p>Set the schedule date of the examination</p>	Comprehensive Examination Fee	15 minutes	<i>GS-OLC Registrar</i>
2. Sign up for a Gmail account and fill up personal information on a Google form accessible using the link:	Inform student thru email or facebook account on the schedule date of examination.	None	2 minutes	<i>GS-OLC Technical Staff</i>



http://tiny.cc/gsolc-onlinecompre				
<p>3. Access the announcements containing the breakdown of subjects to be taken together with the answer sheet.</p>	<p>Post the Questionnaires for each assigned subject</p>	<p>None</p>	<p>5 minutes</p>	<p><i>GS-OLC Technical Staff</i></p>
<p>4. During examination date, student accesses the posted Questionnaires in the Google Classroom as Classwork Assignments.</p>	<p>Impose time limit rule in taking the examination per subject</p>	<p>None</p>	<p>1 hour</p>	<p><i>GS – OLC Technical Staff</i></p>
<p>5. Use the official answer sheet while taking the examination</p>	<ol style="list-style-type: none"> 1. Monitor the submitted answer sheet by the examiner 2. Facilitate the checking of the uploaded answer sheets by the examiner. 3. Send the answer sheet to the concerned faculty members for evaluation. 	<p>None</p>	<p>30 minutes</p>	<p><i>GS – OLC Technical Staff</i></p>



	4. Send the result of the evaluation thru email of the students			
6. Receive the results after evaluation.	Confirm the receipt of the results of evaluation thru email.	None	5 minutes	GS – OLC Technical Staff
	TOTAL:	Comprehensive Examination Fee	1 hour, 59 minutes	



3. Thesis / Dissertation Proposal / Final Oral Defense	
This process aims to provide proper implementation of virtual oral defense.	
Office or Division:	Registrar's Office
Classification:	Complex
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Qualified Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Passed the general comprehensive examination	Office of the Graduate School and Open Learning College
Approved thesis/dissertation outline /final paper recommended by the advisory committee	Student
Approved request form for oral presentation	Student
Online platform link	Student



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enroll in Thesis Writing	Facilitate enrolment	Tuition fee Oral defense fee External Panel Fee	15 minutes	<i>GSOLC Registrar</i>
2. Request and secure form for approval of the advisory committee and submit to the office of the Dean of the Graduate School for approval before the presentation.	Send appropriate form to the student.	None	2 minutes	<i>GS-OLC Staff</i>
3. Submit the copy of the final draft of the thesis/dissertation manuscript to panel members for approval	Advise the student for the protocols	None	5 minutes	<i>GSOLC staff</i> <i>Panel of Examiners/Members</i>



4. Submit the approved form for schedule of oral defense	Check for availability of panel members and approve the schedule of defense.	None	5 minutes	<i>GS-OLC Staff</i>
5. Present thesis /dissertation	Facilitate the thesis/ dissertation		1 hour	<i>Panel members, Dean of the Graduate School and Technical staff</i>
	TOTAL:	Tuition fee Oral defense fee External Panel Fee	1 hour, 27 minutes	
Virtual Thesis / Dissertation Proposal / Final Oral Defense				
1. Enroll in Thesis Writing following the procedures posted in FB page of the Graduate School and Open learning College.	Facilitate enrolment	Tuition fee Oral defense fee External Panel Fee	15 minutes	<i>GSOLC Registrar</i>



<p>2. Request and secure form for approval of the advisory committee and submit to the office of the Dean of the Graduate School for final approval.</p>	<p>Send appropriate form to the student.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>GS-OLC Staff</i></p>
<p>3. Submit the copy of the final draft of the thesis/dissertation manuscript through email to each panel members one week prior to the defense scheduled time .</p>	<p>Advise the student for the protocols</p>	<p>None</p>	<p>5 minutes</p>	<p><i>GSOLC staff</i> <i>Panel of Examiners/Members</i></p>
<p>4. Send the approved form for oral defense to the office of the Graduate School through email.</p>	<p>1. Check the available schedule for confirmation of the scheduled defense.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>GS-OLC Staff</i></p>
<p>5. Set the Online platform link and sends to the advisory</p>	<p>Approve and verify the correct schedule</p>	<p>None</p>	<p>2 minutes</p>	<p><i>GS – OLC Staff</i></p>



committee and other panel members.				
6. Present the prepared thesis/dissertation through teleconference	Facilitate the teleconference.	None	1 hour	<i>Panel members, Dean of the Graduate School and Technical staff</i>
	TOTAL:	Tuition fee Oral defense fee External Panel Fee	1 hour, 29 minutes	



Cavite State University Main Campus

Hostel Tropicana

External and Internal Services



1. Food Service Operation				
This procedure covers how the Hostel Tropicana Food Services cater to various events and banquet functions such as meetings, seminars, trainings, and conferences conducted within University premises.				
Office or Division:	Hostel Tropicana			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	University Officials, Personnel, University Guest and other Government and Non-Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request		Requesting Party		
Banquet Event Order Form		Hostel Tropicana		
Billing Statement		Hostel Tropicana		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up foodservice reservation form	Verify reservation/banquet event function details prior to the event	None	1 minute	<i>Hostel Personnel</i>
2. Present Approved Purchase request form	1. Validate presented purchase request form	None	3 minutes	<i>University Chef</i>
	2. Confirm orders base from the presented purchase request	None	10minutes	<i>University Chef</i>



3. Conduct banquet event/ functions	Prepare and serve ordered food on the stated date and time	Depending on the incurred amount indicated on the billing statement issued	1 day	<i>Hostel Banquet event staff</i>
4. Received Billing Statement	Issue billing statement signed by the University Chef and Hostel Manager	None	10 minutes	<i>Hostel Authorized Personnel</i>
5. Pay the necessary fee	1. Collect necessary payment	Depending on the incurred amount indicated on the billing statement issued	10 minutes	<i>University Cashier/Collecting officer</i>
	2. Issue official receipt from the University Cashier's office			
TOTAL:		Depending on the incurred amount indicated on the billing statement issued	1 day, 34 minutes	



2. Lodging/Billeting Services				
This procedure covers how the Hostel Tropicana arrange for the board and lodging services of University guests, and other individuals needing accommodation within the University premises				
Office or Division:	Hostel Tropicana			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Employees, Students, Parent/Guardian, Graduates and other University guests and Government and Non-Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Guest registration form		Hostel Tropicana front desk officer		
Billing statement		Hostel Tropicana front desk officer		
Banquet Event Order		Hostel Tropicana		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out guest reservation form upon arrival	1. Verify registration details indicated 2. Log in the visitors logbook and check personal belongings for security purposes	None	1 minute	<i>Front desk officer/eceptionist</i>
2. Check in	1. Designate guestroom	None	1 minute	<i>Front desk officer</i>



	2. Accompany guest to the assigned guestroom	None	1 minute	<i>Bellman/ housekeeper</i>
3. Check out	1. Check the vacated rooms	None	1 minute	<i>Bellman/ housekeeper</i>
	2. Issue billing statement	None	1 minute	<i>Front desk officer</i>
4. Pay the necessary fee	Collect necessary fees and issue official receipt from the University Cashiers office	Depending on the incurred amount indicated on the billing statement issued	3 minutes	<i>University Cashier/Collecting Officer</i>
	TOTAL:	Depending on the incurred amount indicated on the billing statement issued	8 minutes	