

Serving with Honor and Excellence!



Citizen's Charter





OFFICE OF STUDENT AFFAIRS & SERVICES

VISION

The office of the Student Affairs and Services as an excellent channel for the implementation of programs and services towards student welfare and development in the Romblon State University.

MISSION

The office of the Student Affairs and Services is committed to support the RSU administration in providing quality programs and services for holistic welfare and development of the students.

OBJECTIVES

General:

To determine, develop and intensify the skills and potentials of students both in the academic and co-curricular activities through active participation and involvement in cooperative endeavor.

Specific:

- 1. To give students guidance and counseling to overcome fright, to increase self-confidence and to value self-esteem;*
- 2. To encourage students to verbalize ideas, feeling and emotions for better and mutual understanding;*
- 3. To train students to lead, to follow, to implement and to safeguard the policies of the Romblon State University appreciate the significance of humility.*
- 4. To inculcate in the heart and mind of every student the essence of academic freedom and to guide him or her on how to exercise such right with valor and pride.*



PROCESSING OF SCHOLARSHIP APPLICATION (STUFAPs)

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday (March – May)
Clients/Customers: Students, Parents, Scholarship Coordinators
Requirements: High School Card, Latest Income Tax Return of parents/Certificate of Indigency, Certificate of Good Moral Character, Medical Certificate, 2x2 ID picture (CHED/STUFAP Application Form, downloadable)
Processing Time: 2 months, one week and 25 minutes

STEP	CUSTOMER /APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Fills out STUFAPs (OSAS) application form upon presentation of the requirements	Assists the applicant and evaluates completeness of presented documents	10 minutes	None	Applicant OSAS Staff	CHED STUFAP/ OSAS application form
2		Prepares the Rank List of applicants and submits the same to CHEDRO for approval	1 month	None	Staff/ Scholarship Coordinator	
3	Awaits confirmation slip and award number from CHEDRO	Informs the chosen recipient/s of scholarship program upon notice from CHEDRO	1 month	None	Staff/ Scholarship Coordinator	
4	Submits the summary of grades signed by the College Dean/Registrar and copy of registration certificate	Evaluates the grades and number of units enrolled in the current semester and Registration Certificate	10 minutes	None	Staff/ Scholarship Coordinator	Summary of Grades Form
5		Prepares the certified list of grantees for payment and submits to CHEDRO	1 week	None	Staff/Scholarship Coordinator	
6	Inquires from the Cashier's office stipends which are available or have been released	Announces schedule of release of stipends upon receipt of notice	5 minutes	None	Staff/Scholarship Coordinator	

END OF TRANSACTION



ACCREDITATION OF STUDENT ORGANIZATIONS (SO)

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday (Within 15 class days from start of classes or as scheduled)
Clients/ Customers: Officers of Student Organizations, Alumni
Requirements: Student Organization Application form, recommendation letter from SSC President, List of officers and their biodata, constitution and by-laws and anti-hazing law, Request letter to nominated adviser, adviser's Acceptance letter, list of members, action plan of activities, accomplishment and financial reports in previous semester (for old SO)
Processing Time: 40 minutes
Note: For Fraternity & Sorority, Parent's Consent is required.

STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submits letter of application stating the objectives of the organization together with all other requirements and SSC's endorsement.	Receives letter of application and checks completeness of required documents	20 minutes	None	SSC President, OSAS Staff	All required Documents Accomplishment Form & Financial Statement Form
2	Submits all documents for review (four copies, one for University President, others for OSAS, SSC & for SO file)	Checks/reviews the accreditation documents	15 minutes	None	OSAS /staff Director	All required documents
3	President/Representatives seek approval of accreditation application	Lists /Registers the Accredited SO, gets OSAS's copy of the approved documents	5 minutes	None	OSAS Director	
4	Secures Certificate of accreditation/re-accreditation	Issues Certificate of Accreditation/Reaccreditation			OSAS Director	OSAS's Certification
END OF TRANSACTION						



PERMIT TO CONDUCT STUDENT ACTIVITIES

Schedule of Availability of Service: 8:00 AM – 5:00 PM; Monday to Friday (at least one week before the activity or one month before start of semester for student field trip/tour)

Clients/Customers: Student Organizations, Faculty Advisers

Requirements: Request letter, program of activities, (risk assessment and parent's waiver for off campus activities), CMO No. 63 requirements (for field trips and tours)

Processing Time: 5-30 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	<i>For in-campus activity:</i> President of SO prepares a request letter and Program for permit for an activity noted by the adviser and Student Affairs Coordinator of the College;	Receives request letter with the Program.	5 minutes	None	S.O President Adviser, College SAS Coordinator College Dean, SSC President, OSAS Director/staff VPAA	Request letter
2	Asks signature of the college Dean, SSC President and Director of Student Affairs & Services who may recommend to the Vice President for Academic Affairs and Services for approval;	Acts appropriately said permit to conduct activity upon meritorious evaluation results				
3	Presents letter and Program to the VPAA for appropriate action.					
1	<i>For off-campus activity:</i> Proponent submits CMO 63 S. 2017-based documents and request letter duly signed by the SO President, Adviser and College Dean.	Receives and evaluate compliance of documents & recommends approval of permit to conduct activity upon meritorious evaluation result to the VPAA/President	5–25 minutes	None	SO President Adviser, College Dean, OSAS Director, Board Secretary & VPAA/University President	Request letter, (CMO no.63 matrix for field trip/tour)
2	Seeks endorsement from OSAS Director and Board Secretary for approval of the Vice President for Academic Affairs/University President.					



3	Provides copy the Student Affairs coordinator of the college, (CHED for field trip/tour)					
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END OF TRANSACTION

Note: Permits approved by VPAA must be presented at OSAS office which will facilitate request for LGU Permit (Reference: Internal Measures on the Implementation of Flexible Delivery of Student Affairs and Services (SAS) Considering COVID-19 Pandemic)

STUDENT ASSISTANTSHIP

Schedule of Availability of Service: 8:00 AM – 5:00 PM; Monday to Friday

Clients/ Customers: Students

Requirements: Application Letter, Recommendation from the Unit Head, Personal Data Sheet, Photocopy of Registration Form, 2x2 picture, class schedule, Summary of grades in previous semester/term

Processing Time: 30 minutes

Qualification: Priority is given to poor but deserving students.

STEP	CUSTOMER /APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Fills out application form, and present class schedule	Evaluates application form as to adequacy of documents; checks possible vacancy for SA services	5 minutes	None	OSAS Staff	SA application form
2	Seeks Department/unit head 's recommendation indicating the nature of work assignment	Evaluates recommendation from Department/unit head having vacancies	5 minutes	None	OSAS Staff	
3	Submits all requirements	Approves the application upon meritorious evaluation results. Submits list to the VPAA	10 minutes	None	OSAS Director	
4	Submits payroll and DTR every end of the month at OSAS	Receives payroll and DTR. Submits to accounting department for payment.	10 minutes	None	OSAS Staff	DTR, SA Payroll Form

END OF TRANSACTION



SIGNING OF CLEARANCE

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday (three weeks before Midterm/Final Examination or as scheduled)
Clients/ Customers: Students, (Employees, if required)
Requirements: Clearance form, Accomplishment & Financial Report for Student Organization Officers
Processing Time: 3-8 minutes

STEP	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Presents filled-out Clearance Slip	Receives the clearance slip. Checks records as to any accountability	3 minutes	None	OSAS Staff	Clearance Slip
2	Settles accountability (if applicable)	Signs the slip if no accountability, otherwise advises applicant to settle accountability.	3-5 minutes	None	OSAS Director	Clearance slip
END OF TRANSACTION						



OFFICE OF THE UNIVERSITY REGISTRAR

ISSUANCE OF TRANSCRIPT OF RECORDS

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday

Clients/ Customers: Students/Alumni

Requirements: Clearance, Book-Bounded Thesis, Documentary Stamps

Processing Time: 10 Days

STEP	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submits requirements and Request for TOR	Issues Claim Slip	1 Minute	None	Edwin Karl F. Fabriquier Sania M. Gabo Angel Q. Maulion Sarah Jane Balato	Clearance
2	Fill out Claim Slip and gives it back to the staff	Verifies student's information Fill in the scheduled date on the Claim Slip for release of TOR	3 Minutes	None	Edwin Karl F. Fabriquier Sania M. Gabo Angel Q. Maulion Sarah Jane Balato	Claim Slip
3		Prepares TOR	10 days	None	Edwin Karl F. Fabriquier Sania M. Gabo Angel Q. Maulion Sarah Jane Balato	Form IX
4	Returns on the date scheduled for release of TOR	Issues Request for Payment Slip	1 Minute	None	Edwin Karl F. Fabriquier Sania M. Gabo Angel Q. Maulion Sarah Jane Balato	Payment Slip
5	Proceed to the Cashier for Payment	Issues Official Receipt	2 minutes	P40.00 /page	Cashier's Staff	Payment Slip
6	Present Official Receipt for TOR	Received Request for Payment Slip and Issues Official Receipt	2 Minutes		Cashier's Staff	Official Receipt



7	Present Official Receipt for TOR and 2 Documentary Stamps	Received Official Receipt and Release TOR	2 Minutes	None	Edwin Karl F. Fabriquier Sania M. Gabo Angel Q. Maulion Sarah Jane Balato	TOR
END OF TRANSACTION						

ISSUANCE OF CERIFICATION OF GRADES

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday

Clients/ Customers: Students

Requirements: Clearance, Registration form, School ID, Documentary Stamps

Processing Time: 1 Day

STEP	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submit requirements	Receives requirements and validates grades	5 Minutes	None	Edwin Karl F. Fabriquier Sania M. Gabo Angel Q. Maulion Sarah Jane Balato	Registration form of the previous and current semester
2		Verifies grades Prepares and issues certification	20 minutes	None	Edwin Karl F. Fabriquier Sania M. Gabo Angel Q. Maulion Sarah Jane Balato	Payment Slip
3	Receives Payment Slip and proceed to the Cashier's Office	Issues Official Receipt	2 Minutes	P40.00	Cashier's Staff	Official Receipt
4	Present Official Receipt for Certification of Grades and submit Documentary Stamps	Issues Certification of Grades	2 Minutes	None	Edwin Karl F. Fabriquier Sania M. Gabo Angel Q. Maulion Sarah Jane Balato	Certification of grades
END OF TRANSACTION						



ISSUANCE OF DIPLOMA

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday
Clients/ Customers: Alumni
Requirements: Clearance
Processing Time: 2 Minutes

STEP	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submit requirements	Receives requirements and validates grades	5 Minutes	None	Edwin Karl F. Fabriquier Sania M. Gabo Angel Q. Maulion Sarah Jane Balato	Registration form of the previous and current semester
END OF TRANSACTION						

ISSUANCE OF ADDING/DROPPING/CHANGING FORMS

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday
Clients/ Customers: Students
Requirements: Registration Form
Processing Time: 8 Minutes

STEP	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submits requirements for adding dropping or changing of subjects	Checks the total number of units enrolled by the student Issues adding/dropping/ changing form	2 Minutes	None	Edwin Karl F. Fabriquier Sania M. Gabo Angel Q. Maulion Sarah Jane Balato	Current Registration Form
2	Fill out the form and have it sign by their respective Dean of the College/Institute	Checks the entries on the form. Signs the adding/dropping /changing form	2 Minutes	None	University Registrar	Adding/ dropping/ changing form



3	Receives the adding/dropping/ changing form and proceed to Cashier for payment	Accept payment and Signs the adding/dropping /changing form	2 Minutes	P30.00/ form	Cashier's Staff	Official receipt
4	Return to the Registrar's Office and furnish a copy of the adding/dropping form	Get one copy of the Adding/ Dropping/Changing form	1 minute	None	Edwin Karl F. Fabriquier Sania M. Gabo Angel Q. Maulion Sarah Jane Balato	Adding/dropping/changing form
END OF TRANSACTION						

ISSUANCE OF COMPLETION FORM

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday

Clients/ Customers: Students

Requirements: Registration Form

Processing Time: 6 Minutes

STEP	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Request for Completion Form	Issues Completion Form	2 Minutes	None	Edwin Karl F. Fabriquier Sania M. Gabo Angel Q. Maulion Sarah Jane Balato	Completion Form
2	Fill out Completion Form and have it sign by their respective subject's Professor	Receives, checks and signs the Completion Form. Advice student to proceed to Cashier's office for payment	2 Minutes	None	University Registrar	Completion form
3	Receives the Completion Form and proceed to the Cashiers Office	Accepts payment and issues official receipt	2 Minutes	P30.00/ form	Cashier	Official Receipt



4	Return to the Registrar's Office and furnish a copy of the Completion Form	Get one copy of the Completion Form	1 minute	None	Edwin Karl F. Fabriquier Sania M. Gabo Angel Q. Maulion Sarah Jane Balato	Completion form
END OF TRANSACTION						

OFFICE OF THE UNIVERSITY REGISTRAR

ADMISSION UNIT

A. CONDUCT UNIVERSITY ADMISSION TEST (UAT)

Schedule of availability of service: 8:00AM - 5:00PM (Monday to Friday)

Customers/Clients: Professionals, incoming freshmen, transferees, Junior and Senior High School students

Requirements:

Upon application for admission examination:

Graduate Programs:

- 1.) Application Form for RSU-UAT
- 2.) Three (3) pc. 2x2 ID picture
- 3.) One (1) photocopy of NSO Birth Certificate and Marriage Contract (for married female applicant only)
- 4.) Examination Fee of Php100.00

Undergraduate Programs:

- 1.) Application Form for RSU-UAT
- 2.) One (1) pc. 2x2 ID picture
- 3.) One (1) photocopy of NSO Birth Certificate/Certificate of Live Birth
- 4.) One (1) photocopy of Grade 11 Report Card (First and Second Semester) back to back
- 5.) One (1) photocopy of School ID back to back
- 6.) One (1) pc. Long brown envelope
- 7.) Examination Fee: None per RA10931

Junior and Senior High School:

- 1.) Application Form for RSU-UAT
- 2.) One (1) pc. 2x2 ID picture
- 3.) One (1) photocopy of NSO Birth Certificate/Certificate of Live Birth
- 4.) One (1) pc. Long brown envelope
- 5.) Examination fee of Php100.00



During examination:

Graduate Programs:

- 1.) Admission examination slip
- 2.) Official Receipt
- 3.) Ballpen and pencil with eraser

Undergraduate Programs:

- 1.) Admission examination slip
- 2.) Ballpen and pencil with eraser

Junior and Senior High School:

- 1.) Admission examination slip
- 2.) Official Receipt
- 3.) Ballpen and pencil with eraser

Upon admission:

Graduate Programs:

- 1.) Enrollment Form
- 2.) Original Copy/authenticated copy of TOR (2 copies)
- 3.) Letter of recommendation or references from the current employer or immediate head
- 4.) Permit to study if currently employed
- 5.) An Essay stating the reasons why you want to enroll in the graduate program
- 6.) With a GWA of 2.0 for MA and 1.50 for Ph.D.
- 7.) Interview with the Dean of GEPS

Undergraduate Programs:

- 1.) Original copy of High School Report Card or Form 138 (G12) and 2 pcs photocopied
- 2.) Original copy of Certificate of Good Moral and 2 pcs photocopied
- 3.) Copy of TOR or Certificate of grades and Honorable dismissal (for transferees)
- 4.) Application Form for College Admission
- 5.) Interview with the College Dean or Program Chairperson

Junior and Senior High School:

- 1.) Original copy of Report Card
- 2.) Original copy of Certificate of Good Moral
- 3.) Enrollment Form
- 4.) Interview with the Science High School Director

Processing time:

10 Minutes



STEP	SERVICE PROVIDER	CUSTOMER / CLIENTS	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Issued Application Form for RSU-UAT to the customers/clients	Fill-out RSU-UAT Application Form and give it back to the Staff	5 Minutes	None	Staff	Application Form for RSU-UAT
2	Verifies student information and issued Admission Examination Slip	Proceeds to the Cashier Unit for payment	2 Minutes	Php100.00 (for graduate students, Junior and Senior High School)	1) Admission Staff 2) Cashier Staff	1) Admission Slip 2) Official Receipt
				Free for incoming freshmen and transferees per RA10931		
		Return on the schedule date of examination. Bring the Admission Examination Slip and Official Receipt				
3	Return on the schedule date of examination. Bring the Admission Examination Slip and Official Receipt	Return on the schedule date of examination. Bring the Admission Examination Slip and Official Receipt	Return on the schedule date of examination. Bring the Admission Examination Slip and Official Receipt	Return on the schedule date of examination. Bring the Admission Examination Slip and Official Receipt	Return on the schedule date of examination. Bring the Admission Examination Slip and Official Receipt	Return on the schedule date of examination. Bring the Admission Examination Slip and Official Receipt
4	Return on the schedule date of examination. Bring the Admission Examination Slip and Official Receipt	Return on the schedule date of examination. Bring the Admission Examination Slip and Official Receipt	Return on the schedule date of examination. Bring the Admission Examination	Return on the schedule date of examination. Bring the Admission Examination Slip and Official Receipt	Return on the schedule date of examination. Bring the Admission Examination Slip	Return on the schedule date of examination. Bring the Admission Examination



			Slip and Official Receipt		and Official Receipt	Slip and Official Receipt
5	Return on the schedule date of examination. Bring the Admission Examination Slip and Official Receipt	Return on the schedule date of examination. Bring the Admission Examination Slip and Official Receipt	Return on the schedule date of examination. Bring the Admission Examination Slip and Official Receipt	Return on the schedule date of examination. Bring the Admission Examination Slip and Official Receipt	Return on the schedule date of examination. Bring the Admission Examination Slip and Official Receipt	Return on the schedule date of examination. Bring the Admission Examination Slip and Official Receipt
6	Encode in the Enrollment System the student information		5 Minutes per student	None	Staff	Application Form for the University Admission Test

END OF TRANSACTION

ADMISSION OF STUDENTS (Professionals, freshmen, transferees, Junior and Senior High School)

STEP	SERVICE PROVIDER	CUSTOMER / CLIENTS	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Issued Test Evaluation Form and Endorsement Form	Dean/College Chairperson receives the test evaluation form, endorsement form and copy of required documents of applicants for enrollment	2 Minutes	None	Staff	1) Test Evaluation Form 2) Endorsement Form
2	Attached required documents of applicants					
3	Record and file the original documents of applicants	Registrar Unit receive the documents of the applicants	5 minutes per student	None	Staff	

END OF TRANSACTION



GUIDANCE AND COUNSELING SERVICES

COUNSELING SERVICES

Schedule of Availability of Services: 8:00am-5:00pm; Monday to Friday

Clients/Customers: Students, Faculty, Staff

Requirements: Referral Form, Call Slip

Processing Time: 30 minutes/more

STEP	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Fills out Request Slip/Presents Call Slip	Refers client to counselor	3 minutes	None	Clerk	Request Slip/ Call Slip
2		Interviews client	5 minutes	None	Guidance Counselor	Anecdotal Record
3	Reads and signs Confidentiality Agreement	Explains Confidentiality Agreement	5 minutes	None	Counselor	Confidentiality Agreement
4	Discusses issues and plans interventions	Discusses issues and plans interventions	30 minutes	None	Guidance Counselor	Intervention Plan
5	Signs the Visitor's Log Book	Verifies Log Book	2 minutes	None	Clerk	Log Book
6		Summarizes/Reviews/ Files Anecdotal Record	5 minutes/more	None	Guidance Counselor	Anecdotal Record
7 (Later date)		Follows up on the client			Guidance Counselor	
END OF TRANSACTION						



HANDLING COMPLAINTS

Schedule of Availability of Services: 8:00am-5:00pm; Monday to Friday

Clients/Customers: Students

Requirements: Written Complaints/Referral

Processing Time: 1 hour, 43 minutes/more

STEP	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Complainant fills out Request Form/ Referral Form	Accepts written complaint/Referral	3 minutes	None	Clerk	Accomplished Referral/Written Complaint
2		Reads Referral, evaluates the Referral	5 minutes	None	Counselor	
3		Interviews/Counsels complainant	30 minutes/more	None	Counselor	Anecdotal Record
4	Signs in the Visitor's Log Book	Verifies signature in Logbook	1 minute	None	Clerk	Log Book
5		Issues Call Slip to complaine through the Guidance Coordinator	5 minutes	None	Guidance Counselor	Call Slip
6	Complaine presents Call Slip	Conducts interview/counseling Plans Intervention schedules meeting with both parties	30 minutes/more	None	Guidance Counselor	Anecdotal Record Intervention Plan
7		Facilitates settlement.	20 minutes/more	None	Guidance Counselor	



8	Parties sign in the Visitor's Log Book	Verifies signature in the Log Book	1 minute	None	Clerk	Log Book
9 (later date)		Follows up on clients				
END OF TRANSACTION						

ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER

Schedule of Availability of Services: 8:00am-5:00pm; Monday to Friday

Clients/Customers: Students, Alumni

Requirements: Clearance and school ID for students, TOR/ Diploma for Alumni

Processing Time: 10—15 minutes

STEP	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Fills out Request Form Presents requirements	Verifies authenticity of requirements submitted	3 minutes	None	Clerk	Clearance/ TOR/Diploma and ID
2		Prepares the certificate	4 minutes	None	Clerk	CGMC
3		Signs certificate, enters name in the Logbook	2 minutes	None	Counselor	Signed CGMC Visitors Logbook
4	Signs Logbook	Verifies signature in Logbook, releases CGMC, inform client to proceed to Cashier's Office	1 minute	None	Clerk	
5	Receives certificate and proceeds to Cashier's Office for payment and seal stamping.					
END OF TRANSACTION						



CASHIERING SERVICES

CASH DISBURSEMENT

Schedule of Availability of Services: 8:15 am to 12pm; 1:15 – 5:00 pm – Monday to Friday except holidays.
Note: The service may not be available when disbursing officer in charge of cash is on leave or with official transaction with the bank

Clients/Customers: Employees, Students, Parents, Guardians, prospective enrollees, Laborers, Scholars

Requirements: Valid Identification Card (ID);
 Authorization letter or Special Power of Attorney (SPA) for clients claiming on behalf of a company or another person;

Processing Time: 10 minutes

STEP	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Notify the Cashier on the nature of claim and present the necessary requirements	Verify the availability of the claim	4 minutes	None	Cashier	None
2	Sign the payroll	Release cash after checking and verifying the signature against the ID presented. Note: Make sure that all copies of the payroll were duly signed.	4 minutes	None	Cashier	Signed Payroll
3	Receive the cash and count before leaving counter.	File the payroll	2 minutes	None	Cashier	None
END OF TRANSACTION						



CHECK DISBURSEMENT

Schedule of Availability of Services: 8:15 am to 12pm; 1:15 – 5:00 pm – Monday to Friday except holidays.

Clients/Customers: Creditors, Suppliers, Employees, Students, Parents, Guardians, Graduates, prospective enrollees

Requirements: Valid Identification Card (ID);
 Authorization letter or Special Power of Attorney (SPA) for clients claiming on behalf of a company or another person;
 Official Receipts for suppliers and other creditors claiming their account due from the university.

Processing Time: 10 minutes

STEP	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present the necessary requirements	Verify the availability of the check being claimed. Present Disbursement Voucher to the client for signature	4 minutes	None	Cashiering staff	None
2	Sign the Disbursement Voucher	Verify the signature in the Disbursement Voucher against the signature on the ID or SPA presented by client. Recheck the completeness of the requirements and release check and other necessary BIR forms	4 minutes	None	Cashiering staff	Disbursement Voucher/ Official Receipt of the client
3	Claim the check. For suppliers, secure copies of withholding tax forms	None	2 minutes	None	Cashiering staff	Disbursement Voucher/OR of the client
END OF TRANSACTION						



COLLECTION OF FEES

Schedule of Availability of Services: 8:00 am – 4:00 pm No Noon Break; Monday to Friday except holidays
Clients/Customers: Students, Parents, Guardians, Lessees, Graduates, Admission applicants
Requirements: Statement of Account (Rentals and Bid Documents);
Forms verified by the University Registrar: Assessment Form or Completion Form;
Transcript of Records and Certifications for seal stamping;
Valid Identification Cards (ID).
Processing Time: 6 minutes

STEP	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present the necessary requirements	Check the presented documents	1 minute	None	Collecting Officer	None
2	Pay the amount due to the university	Receive the payment and issue Official Receipt	3 minutes	Full or partial payment of the assessed fees (Post graduate) Except for TOR, Cert, etc. it must be paid in full	Collecting Officer	Official Receipt
3	Receive the official receipt and the change if there is any. Count the change before leaving the counter.	Segregate the duplicate and triplicate and file them properly.	2 minutes	None	Collecting Officer	None
END OF TRANSACTION						



SIGNING OF STUDENT CLEARANCE

Schedule of Availability of Services: 8:00 am – 4:00 pm No Noon Break; Monday to Friday except holidays
Clients/Customers: Students Currently and Previously Enrolled or Authorized Representative
Requirements: **Clearance Form and School ID**
Processing Time: 3 minutes and 20 seconds

STEP	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present the necessary requirements	Verify the account in the record/system. If the client has: <ul style="list-style-type: none"> No outstanding balance, sign and release the clearance An outstanding balance, issue Order of Payment (OP)	2 minutes	Collecting Officer	None	None
2	For clients without outstanding balance, get the signed clearance For clients with outstanding balance, pay accordingly	Receive payment and issue Official Receipt. After which, sign and release the clearance upon presentation of the client of his/her clearance for signature.	20 seconds 1 minute	Collecting officer	None Balance of Accounts	None Official Receipt
END OF TRANSACTION						



ACCOUNTING OFFICE

The **Accounting Office** is in charge of the processing of payments to suppliers for the purchase of goods and services.

I. REQUIRED SUPPORTING DOCUMENTS FROM SPMO BEFORE APPROVAL OF THE PAYMENT OF LIABILITY TO SUPPLIERS:

1. Disbursements Vouchers
2. Obligation Request (OR) for Charge to General Fund; Fund164; IGP164; SBO/SO; Trust Fund/Budget Utilization Request (BUR).
3. Purchase Request
4. Purchase Order
5. Charge Invoice
6. Delivery Receipt
7. Inspection and Acceptance Report
8. Canvass Papers
9. Abstract of Quotation
10. Stock Position Sheet
11. Waste Material Report for replacement items
12. Acknowledgement Receipt for Equipment (ARE) for Equipment or Inventory Custodian Slip (ICS) for semi-expendable supplies.

II. SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday: 8:00 AM to 5:00 PM
 No Noon Break

III. PROCEDURE:

STEP	CLIENT	OFFICE ACTIVITY	DURATION	PERSON INCHARGE
1	Supply and Property Office submits above documents to Accounting for internal audit	Accounting checks completeness of documents and VAT Certificate. Record the received documents in the Incoming Logbook.	10 minutes	Accounting Clerk



		Pre-audits the all the supporting documents received.	5 minutes	Accountant
		Prepares BIR forms 2307 and 2306 in three sets of copies	5 minutes	Accounting Clerk
		Fill up the Journal Entry Section of the Disbursements Vouchers.	5 minutes	Accounting Clerk
		Reviews and signs the disbursements voucher.	5 minutes	Accountant
		Assign the JEV Number and Disbursement Voucher and record to assigned logbook per fund cluster	5 minutes	Accounting Clerk
		Releases voucher to approving officer	5 minutes	Accounting Clerk
		Received approved Disbursements Vouchers for payment	5 minutes	Accounting Clerk
		Forward approved Disbursement Vouchers to Disbursing Office	5 minutes	Accounting Clerk
TOTAL TRANSACTION TIME			50 minutes	
END OF TRANSACTION				



EXTENSION SERVICE OFFICE

Review of Extension Proposals for URECO Approval

This procedure describes the transaction process in the review of submitted extension proposals from proponents. This applies to all extension activities undertaken by the University.

Office or Division: Extension Services Office
 Classification: Simple
 Type of Transaction: G2G – Government to Government
 Who may avail: Extension Proponents

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the proposal.	1. Receives and records submission.	None	5 minutes	Staff (ESO)
2. Presents Extension proposal in the Agency In-House Review	2.1 Organize Agency In-House Review	None	2 Days	ESO Office
	2.2 Summarize comments and suggestions from AIHR	None	5 Days maximum (after the AIHR)	ESO Office
3. Revise/Finalize proposal based on comments	3.1 Forward consolidated comments to proponent	None	1 day	Staff (ESO Office)
4. Submits the revised proposal.	4.1 Receives and records submission.	None	5 minutes	Staff (ESO Office)
	4.2 Endorse proposal to the Office of VP REDI	None	1 day	ESO Director
	4.3 Final review of proposal by OVPREDI	None	1 day	OVPREDI



	4.4 Endorse final proposal to Budget Office	None	1 day	OVPREDI
	4.5 Endorse final proposal to Office of the President	None	2 day	Budget Office
	4.6 Approve/Disapprove proposals	None	2 days	OP
	4.7 Return approved/disapproved proposal to OVPREDI	None	1 day	OP
	4.8 OVPREDI to forward approved/disapproved proposal to ESO	None	1 day	OVPREDI
	4.9 ESO to consolidate all approved proposals for submission to URECO	None	5 days	ESO
	TOTAL	None	22 days and 10 minutes	



NATIONAL SERVICE TRAINING PROGRAM

STUDENT'S REGISTRATION

STEPS	NEW STUDENTS	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON	FORMS
1	Acceptance of Students	Clustering of Students	2 minutes	Director, Coordinator, Clerk	Registration Form
2	Pays Red Cross Insurance	Clerk's accepts payment	1 minute	Director, Coordinator, Clerk	Issuance of Red cross Card
3		Student is advised to proceed to the Cashier for payment validation and to the Registrar	30 minutes	University Cashier and Registrar	Official Receipt/Copy of Registration Form
4	Orientation on Common Module	Provide Information on R.A. 9163	4 hours	Director, Coordinator, Clerk	Scheduled Program
END OF TRANSACTION					

POOL OF IMPLEMENTERS CONSULTATION

STEPS	INTERNAL CLIENT (Students, Faculty, Employees, Staff)	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON	FORMS
1	Fills out the Consultation Form	Assist in filling out the Consultation Form	5 minutes	Director, Coordinator, Implementers	Consultation Form
2	Gives the forms to the Students	Accepts the Consultation Form	2 minutes	Director, Coordinator, Implementers	Consultation Form
3	Interview the Student	Gives advice and Recommendations, Suggestions	15-20 minutes	Director, Coordinator, Implementers	Routing Slip/ Interview Form
4	Issuance of the Certificate of Consultation	Handing the Certificate of Consultation	2 minutes	Director, Coordinator, Implementers	Certificate of Consultation
END OF TRANSACTION					



HEALTH SERVICES UNIT

CONSULTATION, DENTAL PROCEDURE, PRESCRIPTION AND DISPENSING OF MEDICINES (DENTAL)

Schedule of Availability of Service: 8:00 am – 5:00 pm, Monday – Friday
Client/Costumer: RSU Students, Faculty and Staff
Requirements: None
Processing Time: Simple Case – 50 minutes
 Complicated Case – more than 50 minutes

STEPS		DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
COSTUMER/ APPLICANT	SERVICE PROVIDER				
1. Writes name, course and year on the logbook	1. Locate client's dental records from the file cabinet 2. Fill-out the consultation form a. Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height) b. Ask and record chief complaint	10 minutes	None	Nurse	Client's Logbook Dental Record
2. Proceed to the dentist's area	3. Ask the client relevant questions pertaining to the complaint 4. Conduct dental examination 5. Perform necessary procedure a. Dental prophylaxis b. Dental restoration c. Dental Extraction and d. Dental Consultation 6. Gives advice as to the management 7. Provides prescription and laboratory requests as needed 8. Provide referral if the need arises	20 - 30 minutes	None	Dentist	Dental Record Request form Prescription form Referral Form
3. Proceed to the dispensing area for medications and other instructions	9. Gives prescribed medications if available 10. Give advice as to intake of medications and other necessary precautions	15 minutes	None	Nurse	Prescription form



4. Sign in the logbook for the medicines received	11. Secure completeness of the data in the logbook	5 minutes	None	Nurse	Medicine Dispensary Logbook
END OF TRANSACTION					

CONSULTATION, PRESCRIPTION AND DISPENSING OF MEDICINES (MEDICAL)

Schedule of Availability of Service: 8:00 am – 5:00 pm, Monday – Friday
Client/Costumer: RSU Students, Faculty and Staff
Requirements: None
Processing Time: Simple Case – 50 minutes
 Complicated Case – more than 50 minutes

COSTUMER/ APPLICANT	STEPS	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
	SERVICE PROVIDER				
Writes name, course and year on the logbook	12. Locate client's medical records from the file cabinet 13. Review previous entry on the consultation form 14. Fill-out the consultation form a. Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height) Ask and record chief complaint	10 minutes	None	Nurse	Client's Logbook Medical Record Consultation Form
Proceed to the physician's area	15. Ask the client relevant questions pertaining to the complaint 16. Inform the client regarding assessment and management 17. Gives advice as to the management 18. Provides prescription and laboratory requests as needed 19. Provide referral if the need arises Issuance of Medical Certificate if needed	10 - 20 minutes	None	Physician	Consultation form Laboratory Request form Prescription form Referral Form Medical Certificate



Proceed to the dispensing area for medications and other instructions	20. Gives prescribed medications if available Give advice as to intake of medications and other necessary precautions	15 minutes	None	Nurse	Prescription form
Sign in the logbook for the medicines received	Secure completeness of the data in the logbook	5 minutes	None	Nurse	Medicine Dispensary Logbook
END OF TRANSACTION					

CONSULTATION, PRESCRIPTION AND DISPENSING OF MEDICINES (MEDICAL)

Schedule of Availability of Service: 8:00 am – 5:00 pm, Monday – Friday
Client/Costumer: RSU Students, Faculty and Staff
Requirements: None
Processing Time: Simple Case – 50 minutes
 Complicated Case – more than 50 minutes

STEPS		DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
COSTUMER/ APPLICANT	SERVICE PROVIDER				
5. Writes name , course and year on the logbook Fill the needed information in the Dental Form	21. Provide client with the necessary Dental Form 22. Guide the client in filling the form 23. Review entry on the dental form Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height)	15 - 20 minutes	None	Nurse	Client's Logbook Dental Form
Proceed to the Examination Area	24. Perform dental examination 25. Inform the client regarding assessment 26. Gives advice as to the management 27. Provides prescription and laboratory requests as needed Provide referral if the need arises	10 - 20 minutes	None	Dentist	Dental Form Request form Prescription form Referral Form
Proceed to the dispensing area for	28. Gives prescribed medications if available	15 minutes	None	Nurse	Prescription form



medications and other instructions*	Give advice as to intake of medications and other necessary precautions				
Sign in the logbook for the medicines and received*	Secure completeness of the data in the logbook	5 minutes	None	Nurse	Medicine Dispensary Logbook
END OF TRANSACTION					
*NOTE: These Steps may be omitted if the client is in normal, healthy state.					
6. Writes name, course and year on the logbook Fill the needed information in the Dental Form	29. Provide client with the necessary Dental Form 30. Guide the client in filling the form 31. Review entry on the dental form Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height)	15 - 20 minutes	None	Nurse	Client's Logbook Dental Form Form
Proceed to the Examination Area					

ANNUAL DENTAL EXAMINATION

Schedule of Availability of Service: 8:00 am – 5:00 pm, Monday – Friday
Client/Costumer: RSU Students, Faculty and Staff
Requirements: None
Processing Time: Simple Case – 20 minutes
 Complicated Case – more than 20 minutes

STEPS		DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
COSTUMER/ APPLICANT	SERVICE PROVIDER				
Writes name , course and year on the logbook	32. Locate client's dental records from the file cabinet	10 minutes	None	Nurse	Client's Logbook



	33. Review previous entry on the dental record 34. Update necessary entry a. Review pertinent history Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height)				Dental Record
Proceed to the Examination Area	35. Ask the client relevant questions pertaining to the dental history 36. Perform dental examination 37. Inform the client regarding assessment 38. Gives advice as to the management 39. Provides prescription and laboratory requests as needed Provide referral if the need arises	10 - 20 minutes	None	Dentist	Dental Record Request form Prescription form Referral Form
Proceed to the dispensing area for medications and other instructions*	40. Gives prescribed medications if available Give advice as to intake of medications and other necessary precautions	15 minutes	None	Nurse	Prescription form
Sign in the logbook for the medicines and received*	Secure completeness of the data in the logbook	5 minutes	None	Nurse	Medicine Dispensary Logbook
END OF TRANSACTION					
*NOTE: These Steps may be omitted if the client is in normal, healthy state.					
Writes name , course and year on the logbook	41. Locate client's dental records from the file cabinet 42. Review previous entry on the dental record 43. Update necessary entry a. Review pertinent history Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height)	10 minutes	None	Nurse	Client's Logbook Dental Record

ANNUAL MEDICAL EXAMINATION (NEW)



Schedule of Availability of Service: 8:00 am – 5:00 pm, Monday – Friday
Client/Costumer: RSU Students, Faculty and Staff
Requirements: Requested Laboratory
Processing Time: Simple Case – 35 minutes
 Complicated Case – more than 35 minutes

STEPS		DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
COSTUMER/ APPLICANT	SERVICE PROVIDER				
7. Writes name , course and year on the logbook 8. Fill out the needed information in the Medical Form Submit required laboratory results along with other requirements	44. Provide client with the necessary Medical Form 45. Guide the client in filling the form 46. Review entry on the medical record and the submitted requirements Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height)	15 - 20 minutes	None	Nurse	Client's Logbook Medical Form Dental Form Consultation Form
Proceed to the Examination Area	47. Ask the client relevant questions pertaining to the medical history 48. Review the laboratory results 49. Perform physical examination 50. Inform the client regarding assessment 51. Gives advice as to the management 52. Provides prescription and laboratory requests as needed Provide referral if the need arises	20 - 30 minutes	None	Physician	Medical form Request form Prescription form Referral Form
Proceed to the dispensing area for medications and other instructions*	53. Gives prescribed medications if available Give advice as to intake of medications and other necessary precautions	15 minutes	None	Nurse	Prescription form
Sign in the logbook for the medicines received*	Secure completeness of the data in the logbook	5 minutes	None	Nurse	Medicine Dispensary Logbook
END OF TRANSACTION					



*NOTE: These Steps may be omitted if the client is in normal, healthy state.

9. Writes name, course and year on the logbook 10. Fill out the needed information in the Medical Form Submit required laboratory results along with other requirements	54. Provide client with the necessary Medical Form 55. Guide the client in filling the form 56. Review entry on the medical record and the submitted requirements Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height)	15 - 20 minutes	None	Nurse	Client's Logbook Medical Form Dental Form Consultation Form
Proceed to the Examination Area					

ANNUAL MEDICAL EXAMINATION (OLD)

Schedule of Availability of Service: 8:00 am – 5:00 pm, Monday – Friday
Client/Costumer: RSU Students, Faculty and Staff
Requirements: None
Processing Time: Simple Case – 20 minutes
 Complicated Case – more than 20 minutes

STEPS		DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
COSTUMER/ APPLICANT	SERVICE PROVIDER				
Writes name , course and year on the logbook	57. Locate client's medical records from the file cabinet 58. Review previous entry on the medical record 59. Update necessary entry a. Review pertinent history Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height)	10 minutes	None	Nurse	Client's Logbook Medical Form
Proceed to the Examination Area	60. Ask the client relevant questions pertaining to the medical history 61. Perform physical examination	10 - 20 minutes	None	Physician	Medical form



	62. Inform the client regarding assessment 63. Gives advice as to the management 64. Provides prescription and laboratory requests as needed Provide referral if the need arises				Laboratory Request form Prescription form Referral Form
Proceed to the dispensing area for medications and other instructions*	65. Gives prescribed medications if available Give advice as to intake of medications and other necessary precautions	15 minutes	None	Nurse	Prescription form
Sign in the logbook for the medicines and received*	Secure completeness of the data in the logbook	5 minutes	None	Nurse	Medicine Dispensary Logbook

END OF TRANSACTION

*NOTE: These Steps may be omitted if the client is in normal, healthy state.

TREATMENT OF MINOR INJURIES/WOUNDS

Schedule of Availability of Service: 8:00 am – 5:00 pm, Monday – Friday
Client/Costumer: RSU Students, Faculty and Staff
Requirements: None
Processing Time: Simple Case – 15-20 minutes
 Complicated Case – more than 20 minutes

STEPS		DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
COSTUMER/ APPLICANT	SERVICE PROVIDER				
Writes name , course and year on the logbook	66. Locate client's medical records from the file cabinet 67. Review previous entry on the consultation form 68. Fill-out the consultation form a. Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height)	10 minutes	None	Nurse	Client's Logbook Medical Record Consultation Form



	Ask and record chief complaint				
Proceed to the Treatment Area	69. Ask the client relevant questions pertaining to the injury/wound 70. Inform the client regarding assessment and management 71. Perform necessary procedure/s a. Wound cleaning b. Suturing c. Wound dressing d. Bandaging e. Splinting 72. Gives advice as to the management 73. Provides prescription and laboratory requests as needed Provide referral if the need arises	20 - 30 minutes	None	Physician	Consultation form Laboratory Request form Prescription form Referral Form
Proceed to the dispensing area for medications and other instructions	74. Gives prescribed medications if available Give advice as to intake of medications and other necessary precautions	15 minutes	None	Nurse	Prescription form
Sign in the logbook for the medicines and procedures received	Secure completeness of the data in the logbook	5 minutes	None	Nurse	Medicine Dispensary Logbook Treatment Logbook
END OF TRANSACTION					



COLLEGE OF EDUCATION

APPROVAL OF SUBJECTS & ASSESSMENT OF FEES

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday (during Enrollment Period as posted/announced)

Clients/Customers: Students

Requirements: Clearance, Registered User to RSU Computerized Enrollment System, Made reservation of subjects online, Receipt of paid fees (college fees, SSC & Harrow)

Approximate Processing Time: 15 minutes

Fees: None

HOW TO AVAIL THE SERVICE

STEPS TO FOLLOW	SERVICE PROVIDER	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	PROCESSING TIME	DOCUMENTS REQUIRED
1. Show or present the requirements	Verify & check the requirements	Dean / College Staff	Dean's Office College of Education Building	1 minute	Clearance & Official Receipts
2. Visit and Log-in to RSU Computerized Enrollment System	Access RSU Computerized Enrollment System	Dean / College Staff	Dean's Office College of Education Building	2 minutes	
3. Verify whether the student has made online reservation of subjects to be enrolled	Check the student's record online if subjects are reserved If not, verify & check if the assigned campus, college and year level of the student is correct. If correct, advise the student to make online reservation of subjects.	Dean / College Staff	Dean's Office College of Education Building	5 minutes	



4. Request for the approval of subjects to be enrolled	Evaluate if the student is qualified to enrol the subjects being reserved online Approve the subjects to be taken in the system	Dean / College Staff	Dean's Office College of Education Building	5 minutes	
5. Assessment of Fees	Provide the student with system generated payment advice	Dean / College Staff	Dean's Office College of Education Building	2 minutes	
END OF TRANSACTION					



COLLEGE OF ARTS AND SCIENCES

CAS Goals

The College of Arts and Sciences is committed to provide relevant and quality training for students in AB Political Science, BS Biology, AB English, and AB Public Administration and related fields to satisfy the needs of regional and national development thrusts and even global arena, and to be of service to the community through extension program activities.

Schedule of Service Availability: Monday – Friday 8:00 A.M. – 5:00 P.M.

1. ENROLLMENT SERVICES

STEPS	NEW STUDENT (FRESHMAN)	SERVICE PROVIDER ACTIONS	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Takes the entrance test at the admission office (transferee)	Takes the entrance test at the accreditation office (transferee)	45 minutes	P100	Accreditation Office	TOR/Honorable Dismissal/Good Moral Character
2	Presents endorsement letter and necessary documents from the Office of Admission.	1. Accepts endorsement letter from the Office of the Admission. 2. CAS personnel checks the course recommended by the Admissions office and will require a long folder from the student	2 minutes	None	CAS Secretary	Endorsement letter, Medical Certificate, folder, 2x2 ID pic, photocopy of prospectus
3	Undergoes Admittance Interview	Endorse to Department Chairperson	10 minutes	None	Department Chairperson	None
4	Get Enrolment route slip personally/ through online	Provide route slip	1 minute	None	CAS Secretary/ CAS IMS Officer	CAS Enrolment Route Slip
5	Completion of CAS Student Information Sheet	Review submitted CAS student information sheet	2 minutes	None	CAS Secretary	Student Information Sheet



6	Take Enrolment process following CAS Enrolment schedule	1. The student is advised to proceed to NSTP enrolment 2. Then, student is advised to go to OSA, Registrar, Cashier's Office for signing of the registration of form	10 minutes	None	Admin. Personnel	Copy of signed/approved registration form from NSTP, OSA, Registrar, and Cashier's Office
7	Goes back to CAS Office submitting fully signed registration form	1. Keeps students' photocopy of registration form	5 minutes	None	CAS Secretary	Official receipts/copy of Registration form
8	Get updates from CAS Facebook page	CAS Hawk	None	None	Facebook page admin	None
END OF TRANSACTION						



STEPS	OLD STUDENT (FACE-TO-FACE / MODULAR)	SERVICE PROVIDER ACTIONS	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Updates CAS Student Information Sheet	Review submitted CAS student information sheet	2 minutes	None	CAS Secretary	Student Information Sheet
2	Evaluates grades in the prospectus	Evaluates grades in the prospectus	15 minutes	None	Adviser	Copy of grades/folder
3	Get Enrolment Route Slip	Provide route slip	1 minute	None	CAS Secretary	CAS Enrolment Route Slip
4	Take Enrolment process following CAS Enrolment schedule	The students are advised to go to OSA, Registrar, Cashier's Office	45 mins	None	CAS Personnel	Registration Form
5	Goes back to CAS Office submitting fully signed registration form	1. Keeps students' photocopy of registration form	5 minutes	None	CAS Secretary	Official receipts/copy of Registration form
6	Get updates from CAS Facebook page	CAS Hawk	None	None	Facebook page admin	None
END OF TRANSACTION						



STEPS	OLD STUDENT (ONLINE / MODULAR)	SERVICE PROVIDER ACTIONS	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Updates CAS Online Student Information Link	Review submitted CAS student information sheet	2 minutes	None	CAS IMS Officer	Student Information Sheet
2	Evaluates grades in the prospectus	Evaluates grades in the prospectus	15 minutes	None	Adviser	Copy of grades/folder
3	Get Enrolment Route Slip personally/ through online	Provide route slip	1 minute	None	CAS Secretary	CAS Enrolment Route Slip
4	Take Enrolment process	The students are advised to go to OSA, Registrar, Cashier's Office	45 mins	None	CAS Personnel	Registration Form
5	Receive registration form via online	Sends online copy of registration form	5 minutes	None	CAS Secretary	Official receipts/copy of Registration form
6	Get updates from CAS Facebook page	CAS Hawk	None	None	Facebook page admin	None
END OF TRANSACTION						



STEPS	TRANSFEEE	SERVICE PROVIDER ACTIONS	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Takes the entrance test at the admission office (transferee)	Takes the entrance test at the accreditation office (transferee)	45 mins	P100	Accreditation Office	TOR/Honorable Dismissal/Good Moral Character
2	Presents endorsement letter and necessary documents from the Office of Admission.	Accepts & checks endorsement letter from the Office of the Admission.	1 minute	N/A	CAS Secretary	Endorsement letter, Medical Certificate, folder, 2x2 ID pic, photocopy of prospectus
3	Proceed to Registrar's Office for document validation	Advise the Student to proceed to the registrar to credit the taken subjects in other school.	15 mins	N/A	Registrar	TOR/Honorable Dismissal/Good Moral Character
4	Undergoes Admittance Interview	Endorse to Department Chairperson	10 minutes	None	Department Chairperson	None
5	Completion of CAS Student Information Sheet	Review submitted CAS student information sheet	2 minutes	None	CAS Secretary	Student Information Sheet
6	Get Enrolment route slip	Provide route slip	1 minute	None	CAS Secretary	CAS Enrolment Route Slip
7	Take Enrolment process following CAS Enrolment schedule	1. The student is advised to proceed to NSTP enrolment 2. Then, students are advised to go to OSA, registrar, cashier	10 minutes	None	NSTP/ROTC personnel	Copy of registration form approved by NSTP Office
8	Goes back to CAS Office submitting fully signed registration form	1. Keeps students' photocopy of registration form	5 minutes	None	CAS Secretary	Official receipts/copy of Registration form



9	Get updates from CAS Facebook page	CAS Hawk	None	None	Facebook page admin	None
END OF TRANSACTION						

STEPS	SHIFTEE	SERVICE PROVIDER ACTIONS	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Presents endorsement letter from the previous College Dean's Office to CAS Dean's Office	Accepts & Checks endorsement letter	1 minute	N/A	CAS Secretary	Endorsement letter
2	Undergoes Admittance Interview	Endorse to Department Chairperson	10 minutes	None	Department Chairperson	None
3	Completion of CAS Student Information Sheet	Review submitted CAS student information sheet	2 minutes	None	CAS Secretary	Student Information Sheet
4	Get Enrolment route slip	Provide route slip	1 minute	None	CAS Secretary	CAS Enrolment Route Slip
5	Take Enrolment process following CAS Enrolment schedule	1. Students are advised to go to OSA, Registrar, and Cashier's Office for signing of the registration of form	10 minutes	None	Admin. Personnel	Copy of signed/approved registration form from OSA, Registrar, and Cashier's Office
6	Goes back to CAS Office submitting fully signed registration form	1. Keeps students' photocopy of registration form	5 minutes	None	CAS Secretary	Official receipts/copy of reg form
7	Get updates from CAS Facebook page	CAS Hawk	None	None	Facebook page admin	None
END OF TRANSACTION						



2. REQUEST OF UPPER 25

STEPS	CLIENTELES	SERVICE PROVIDER ACTIONS	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Clients visit CAS Office presenting Transcript Of Record	Schedule clients for an appointment	2 minutes	N/A	CAS Secretary	Appointment Slip/TOR
2	Get the computed General Weighted Average (GWA) on the set date of appointment	Provide the GWA Slip/ Certificate signed by CAS Dean	2minutes	None	Secretary	GWA Certificate
3	Proceed to University Cashier for document seal as the final process	Advise clients to go to University Cashier	2 minutes		Cashier personnel	GWA Certificate
END OF TRANSACTION						

*** Request of Adding/ Dropping Forms**

STEPS	CLIENTELES	SERVICE PROVIDER ACTIONS	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Clients visit CAS Office for the request of Adding/ Dropping	Provides the requested form/s	2 minutes	N/A	CAS Secretary	Appointment Slip
2	Fill out the Adding/ Dropping form of the concerned subject/s	Request clients to Fill out the Adding/ Dropping form of the concerned subject/s	2 minutes	None	CAS Secretary	Adding/Dropping Form
3	Proceed to Dean's Office for signature	Signing of form	2 minutes	None	CAS Dean	Adding/Dropping Form
4	Wait for the process to be completed	Add/ Drop the requested subjects through RSU CES	5minutes	None	CAS Secretary	Adding/Dropping Form
5	Proceed to University Cashier	Advise clients to go to University Cashier	2 minutes		Cashier personnel	GWA Certificate



6	Give the CAS Office a copy of requested form	Receive and keep clients copy of Adding/Dropping Form	1minute	None	CAS Secretary	Adding/Dropping Form
7	Log to CAS Record Forms Request as the final process	Request clients to log to CAS Record Forms Request as the final process	1 minute	None	CAS Secretary	None
END OF TRANSACTION						

***Request for Completion form for incomplete grade/s**

STEPS	CLIENTELES	SERVICE PROVIDER ACTIONS	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Clients need to contact CAS to schedule an appointment for request documents.	Schedule clients for an appointment with the concerned subject teacher	2 minutes	N/A	CAS Secretary	Appointment Slip
2	Download the form Completion form at CAS Online Page	Provide and Post downloadable links of the forms	2minutes	None	CAS IMS Officer	Completion Form
3	Fill out the Completion form	Request clients to Fill out the Completion form	2 minutes	None	CAS Secretary	Completion Form
4	Go to CAS Office on the set date of appointment and proceed to the concerned subject teacher	Accommodate clients	10 minutes	None	Concerned Subject teacher	Completion form
5	Proceed to Dean's Office for signature	Signing of form	2 minutes	None	CAS Dean	Completion form



6	Go to Registrar's Office for signature	Signing of form	2 minutes	None	Registrar's personnel	Completion form
7	Proceed to University Cashier for payment	Advise clients to go to University Cashier	2 minutes		Cashier personnel	Completion form
8	Give the CAS Office a copy of requested form	Receive and keep clients copy of Completion form	1minute	None	CAS Secretary	Completion form
9	Log to CAS Record Forms Request as the final process	Request clients to log to CAS Record Forms Request as the final process	1 minute	None	CAS Secretary	None
END OF TRANSACTION						

3. CAS Faculty Consultation

STEPS	CLIENTELES	SERVICE PROVIDER ACTIONS	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Visit CAS Office	1. Accommodate clients 2. Check if the concerned faculty is available for consultation	2 minutes	N/A	CAS Secretary/ CAS Faculty	Appointment Slip/Link
2	Attend to the concerned faculty member	Accommodate client needs and concerns	30minutes	None	Concerned Faculty	Technical Slip Form
3	Receives the copy of Technical Advise Slip	Secure the hard copy of Technical Advise Slip	2 minutes	None	CAS Secretary	Technical Slip Form
END OF TRANSACTION						



REQUEST OF COPY OF GRADES

STEPS	CLIENTELES	SERVICE PROVIDER ACTIONS	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Visit CAS Office	1. Accommodate clients 2. Check if the concerned faculty is available for consultation	2 minutes	N/A	CAS Secretary/ CAS Faculty	Appointment Slip/Link
END OF TRANSACTION						

REQUEST COPY OF REGISTRATION FORM

STEPS	CLIENTELES	SERVICE PROVIDER ACTIONS	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Visit CAS Office, and request CAS Secretary the Copy of Registration Cards	Accommodate clients by providing them with the Copy of Registration Card	5minutes	N/A	CAS Secretary	Copy of Registration Card
END OF TRANSACTION						

REQUEST TO SHIFT/ TRANSFER

STEPS	CLIENTELES	SERVICE PROVIDER ACTIONS	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Visit CAS Office	Accommodate clients' concerns	1 minute	N/A	CAS Secretary	None
2	Presents Clearance	Request the Copy of Clearance from the client	1 minute	None	CAS Secretary	Clearance
3	Proceed to CAS Dean's Office	Provide Endorsement Letter	2 minutes	None	CAS Dean	Endorsement Letter
END OF TRANSACTION						



COLLEGE OF ENGINEERING AND TECHNOLOGY

CLIENTS/ CUSTOMER/ APPLICANT: STUDENTS/ ALUMNI

REQUEST FOR THE CONDUCT OF ACTIVITIES/ MEETINGS

STEPS	CLIENT/ CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Signs in the Logbook	Checks if the client/s signed the logbook	20 sec	None	CET staff	None
2	Presents request/ permit for the conduct of the activity and other relevant documents	Checks the presented request/ permit for the conduct of the activity and other relevant documents	20 sec	None	CET staff	Action Plan, VPAA's approved letter of request, Waiver, OSA permit
3		If the documents are ok, the Dean will affix his signature; if not, the client will be informed of the reasons for non-approval.	20 sec	None	CET staff	None
END OF TRANSACTION						



REQUEST FOR EVALUATION/ CERTIFICATION OF GRADES FOR GENERAL WEIGHTED AVERAGE

STEPS	CLIENT/ CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Signs in the logbook	Checks if the client/s signed the logbook	20 sec	None	CET Staff	None
2	Presents the TOR issued by Office of the Registrar	Secretary checks the TOR issued by the Office of the Registrar	20 sec	None	CET Staff	Transcript of Record
3		Secretary computes the total average and issues certification of grades and general weighted average (GWA)	3- 5 minutes	None	CET Staff	Certificate of Grades and General Weighted Average
4	Pays for requested documents	Secretary advises the client to proceed to Cashier for payment and stamping of the University seal on the TOR	20 sec	None	CET Staff	
5	Presents Receipt of Payment and TOR to the Dean	Deans signs the documents requested	10 sec	None	Dean	Receipt/ TOR
END OF TRANSACTION						



CONSULTATION

STEPS	CLIENT/ CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Signs in the consultation logbook	Checks if the client/s signed the logbook	20 sec	None	CET Staff	Documents for consultation
2		Secretary asks who is the teacher concerned for consultation and checks the availability of the teacher	1 min	None	CET Staff	Letter of request
3		If available, the staff will advise the teacher concerned; If not, the staff will schedule consultation subject to the availability the teacher	20 sec	None	CET Staff	
END OF TRANSACTION						



APPROVAL OF GRADE FORM FOR SCHOLARSHIP

STEPS	CLIENT/ CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Secures summary of grades form	Checks the Summary of Grades Form	20 sec	None	CET Staff	Summary of grades form
2		Secretary checks the filled-out subject taken with corresponding grades from the computerized enrolment system and validates/ checks the client's average grades. If grades are complete, documents will be endorsed to the Dean for signature; If incomplete, the client will be advised to secure the grades from faculty concerned.	20 sec	None	CET Staff	
3	Presents validated Grade Form to the Dean	The Dean signs the validated Grade Form	20 sec	None	Dean	
END OF TRANSACTION						



ENROLMENT PROCEDURE

STEPS	CLIENT/ CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submits Admission Slip and Endorsement to College	Receives admission and endorsement slip from the Office of the Admission. CET personnel checks the course recommended by the Admission Office. Requires the student to submit a prescribed long folder for filing of student records	3 minutes	None	CET Staff	Admission Endorsement Form
2	Fills up Personal Profile Form	The student creates personal account with the assistance of the CET IT Personnel in the computerized enrolment system and encodes personal data.	5 minutes	None	Student	Personal Profile Form
3	Pays CETSO and Accredited Department Organization fee	CETSO and Department Treasurer accepts the payment and issues official receipt	10 minutes	Student Managed Fees	CETSO & Department Treasurer	Official Receipt
4	Registers at the ROTC/ NSTP	ROTC/ NSTP Officer/ personnel registers the student.	5 minutes	None	ROTC/ NSTP	ROTC/NSTP Registration
5	Proceeds to Department Chairperson for enlistment and approval of subjects to be taken	The Department Chairperson checks the Trial Enrolment Form entries and approves the subject for encoding	2 minutes	None	Department Chairperson	Trial Enrolment Form
6	Opens personal account in the computerized enrolment system and selects the section and the	CET IT Personnel assists students printing registration form	2 minutes	None	CET IT Personnel	Printed Registration form with assessment of fees



	subjects to be taken with corresponding fees. Prints the registration form					
7	Proceeds to the Chairman or Dean's Office for approval of subjects to be taken.	Chairman or Dean checks the subjects enrolled and assessment of fees and approves registration form	2 minutes	None	Chair/Dean/Student	Approved Registration form
8	Proceeds to the Cashier's Office for tagging of Registration form and inclusion in the master list	Cashier's Office accepts Registration form and includes student in the master list of enrollees	15 - 30 minutes	None	Cashier's Office personnel	Approved Registration form
9	Submits the Registration Form to the Registrar's Office for stamping	The Registrar's Office Personnel stamps the Registration Form and enters the student's name in the roster of officially enrolled students	30 seconds	None	Registrar's Office	Stamped Registration Form
10	Proceeds to ITC to secure ID Card	The ITC personnel takes the picture and signature specimen of the student and prints the ID Card.	30 minutes	None	ITC Personnel	Stamped Registration Form
END OF TRANSACTION						



STEPS	OLD STUDENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Presents duly signed Clearance to the CET Secretary and secures Trial Enrolment Form	The CET Secretary gives a copy of Trial Enrolment Form to the student	10 sec	None	CET Staff	Duly signed Clearance
2	Presents Copy of Grades to the Department Chairperson for evaluation.	The Department Chairperson evaluates the grades and qualifies student to take Qualifying Exam (Battery Exam).	5 minutes	None	Department Chairperson	Grades
3	Qualified incoming 2nd semester First year student or transferee takes Qualifying Examination (Battery Test)	Qualifying Examination Committee administers the exam	3 hours	None	CET Staff/ Committee	None
4	Qualifying exam passers are admitted to 2nd semester First year and shall follow the New Student enrolment procedure nos. 3 to 9.	CET staff issues necessary Trial Enrolment Form	10 sec	None	CET Staff	Trial Enrolment Form
5	Qualifying examination flunkers are ineligible to proceed to 2nd semester First year; get transfer credentials and endorsement to transfer to other colleges	CET staff issues transfer credentials and Endorsement to Transfer Form	15 minutes	None	CET Staff	Endorsement to Transfer Form
END OF TRANSACTION						



STEPS	TRANSFEREES	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Presents transfer credentials and take Entrance Examination at the Admission Office	Admission Office		None	Admission Office staff	Transfer Credentials
2	Submits Admission Slip and Endorsement to College	Receives admission and endorsement slip from the Admission Office. CET personnel checks the course recommended by the Admission Office. Requires the student to submit a prescribed long folder for filing of student records. The Department Chairperson evaluates entry level of student.	3 minutes	None	CET Staff Department Chairperson	Admission Endorsement Form
3	Takes Qualifying Examination (Battery Test) if applicable.	Qualifying Examination Committee administers the exam	3 hours	None	CET Staff/ Committee	None
4	Qualifying exam passers are admitted to 2nd semester First year/ appropriate year level and shall follow the New Student enrolment procedure nos. 2 to 10.	CET staff issues necessary Trial Enrolment Form	10 sec	None	CET Staff	Trial Enrolment Form
5	Qualifying examination flunkers are ineligible for admission to the College and will be endorsed to other colleges	CET staff advises students to look for other Colleges to enroll in and hands him his transfer credentials	20 sec	None	CET Staff	Transfer Credentials
END OF TRANSACTION						



COLLEGE OF BUSINESS AND ACCOUNTANCY

ENROLMENT OF OLD STUDENTS

Schedule of Availability of Service: 8:00am – 12nn; 1:00 – 5pm Monday to Friday
Clients/Customers: Second Year – Fourth Year students
Requirements:
 1. Students Clearance (last semester attended)
 2. Prospectus (Summary of Grades) with complete grades and with adviser or evaluator's initial.
 3. Class cards for verification
Processing time: 30 minutes

STEPS	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present all Grade slip and clearance for evaluation or verification against the grades posted on the prospectus	Checks the clearance and verifies grades from grade slip and the prospectus and have it signed	5 minutes	None	Evaluator	
2	Secure Enrollment Trial Form after evaluation	Issues enrollment trial form	2 minutes	None	Evaluator	Trial Form
3	Fills out the Enrollment Trial Form (subjects to be taken) and submit the same to the enrolling teacher for checking and verification	Checks and verifies the accomplished form	5 minutes	None	Evaluator/Curriculum adviser	Trial form
4	Secure Registration Form after presenting the verified Enrollment Trial Form	Issues registration form	2 minutes	None	College Secretary	Registration form
5	Proceed to the Office of Student Affairs (scholars only) for evaluation and approval of scholarship	Checks the required documents and affixes signature on the space provided for the scholarship coordinator/director for student's affairs	5 minutes	None	Scholarship coordinator/Director, OSA	Registration Form



6	Present Registration Form to the Registrar's office for approval and stamping of 'OFFICIALLY ENROLLED'	Receives Registration Form and stamps "OFFICIALLY ENROLLED" and approve the same document.	3 minutes	None	Registrar/Staff	Registration Form
7	Present the Registration Form to the cashier's office for tagging	Tag the Registration Form	3 minutes	None	Cashier/Staff	Registration Form
8	Submit the Registration Form to the Dean's Office for filing.	Receives and file the Dean's copy and forward the registrar's copy out the office of the Registrar.	5 minutes	None	College Secretary	Registration Form
END OF TRANSACTION						

ENROLMENT OF NEW STUDENTS /TRANSFEREES

Schedule of Availability of Service: 8:00am – 12nn; 1:00 – 5pm Monday to Friday
Clients/Customers: Incoming First Year Students and Transferees
Requirements:
 1. Admission slip
 2. 1 long size white folder
Processing time: 31 minutes

STEPS	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present admission slip	Receives and checks admission slip	3 minutes	None	Evaluator	
2	Secure enrollment trial form after presenting the complete requirements for admission	Issues Enrollment Trial Form	2 minutes	None	Evaluator	Trial Form



3	Fills out the enrollment trial form (subjects to be taken) and submit the same to the enrolling teacher for checking and verification	Checks and verifies the accomplished form	5 minutes	None	Evaluator/Curriculum adviser	Trial form
4	Secure Registration Form after presenting the verified Enrollment Trial Form	Issues registration form	2 minutes	None	College Secretary	Registration form
5	Proceed to National Service Training Program (NSTP) Office for Registration	Registers enrollee - NSTP	3 minutes	As Required	NSTP Staff	Registration Form
6	Proceed to the Office of Student Affairs (scholars only) for evaluation and approval of scholarship	Checks the required documents and affixes signature on the space provided for the scholarship coordinator/director for student's affairs	5 minutes	None	Scholarship coordinator/Director, OSA	Registration Form
7	Present Registration Form to the Registrar's office for approval and stamping of "OFFICIALLY ENROLLED"	Receives Registration Form and stamps "OFFICIALLY ENROLLED" and approve the same document.	3 minutes	None	Registrar/Staff	Registration Form
8	Present the Registration Form to the cashier's office for tagging	Tag the Registration Form	3 minutes	None	Cashier/Staff	Registration Form
9	Submit the Registration Form to the Dean's Office for filing.	Receives and file the Dean's copy and forward the registrar's copy out the office of the Registrar.	5 minutes	None	College Secretary	Registration Form
END OF TRANSACTION						



INSTITUTE OF CRIMINAL JUSTICE EDUCATION

ENROLMENT PROCEDURE OF NEW STUDENTS / TRANSFEREES/ SHIFTERS

Schedule of Availability of Service: 8:00am – 12nn; 1:00 – 5pm Monday to Friday as per enrolment Schedule

Clients/Customers: Incoming First Year Students and Transferees/Shifters

- Requirements/Qualifications:**
1. Senior High GWA must be 85% (2.00) or better
 2. Pass the RSU admission exam
 3. Height must be 5'4 feet for male and 5'2 for female
 4. Pass the physical examination and agility test
 5. long size white folder
 6. Birth Certificate (PSA)

Processing time: 50 minutes

STEPS	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present endorsement form from the admission office and the admission slip/requirement	Receives and checks admission slip	3 minutes	None	Evaluator	
2	Undergo interview	Interview the applicant	5 minutes	None	Evaluator	Endorsement
3	Proceed to RSU Clinic for medical check-up	Laboratory test, evaluate result or issue certificate	10 minutes	None	Physician or Nurse	Med. Certificate
4	Secure enrollment trial form after passing the screening criteria (Grade, interview, height, Medical, and agility) and presenting the complete requirements for admission (2x2 ID, Long folder, PSA, Form 137, medical certificate)	Issues Enrollment Trial Form	3 minutes	None	Evaluator	Trial Form



5	Fills out the enrollment trial form (subjects to be taken) and submit the same to the enrolling evaluator for checking/ verification and approval	Checks and verifies the accomplished form	5 minutes	None	Evaluator/Curriculum adviser	Trial form
6	Submit the approved trial form for encoding into the RSU enrollment system	Enrollment into the system and issues registration form	5 minutes	None	Personnel In-charge	Registration form
7	Proceed to National Service Training Program (NSTP) Office for Registration	Registers enrollee - NSTP	3 minutes	As Required	NSTP Staff	Registration Form
8	Proceed to the Office of Student Affairs (scholars only) for evaluation and approval of scholarship	Checks the required documents and affixes signature	5 minutes	None	Scholarship Director, OSA	Registration Form
9	Present Registration Form to the Registrar's office for approval and stamping of "OFFICIALLY ENROLLED"	Receives Registration Form and stamps "OFFICIALLY ENROLLED" and approve the same document.	3 minutes	None	Registrar/Staff	Registration Form
10	Present the Registration Form to the cashier's office for tagging	Tag the Registration Form	3 minutes	None	Cashier/Staff	Registration Form
11	Submit the Registration Form to the Dean's Office for filing.	Receives and file the Dean's copy and forward the registrar's copy out the office of the Registrar.	5 minutes	None	College Secretary	Registration Form



ENROLMENT OF OLD STUDENTS

Schedule of Availability of Service: 8:00am – 12nn; 1:00 – 5:00pm Monday to Friday
Clients/Customers: Second Year – Fourth Year students
Requirements:
 1. Students Clearance (last semester attended)
 2. Prospectus (Summary of Grades) with complete grades and with adviser or evaluator's initial.
 3. Battery test result

Processing time: 78 minutes

STEPS	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Present the clearance and Grade Slip for verification and evaluation of the grades that will be reflected in the prospectus	Checks the clearance and verifies grades from grade slip and the prospectus and have it signed	5 minutes	None	Evaluator	
2	Takes the battery test (including transferees and shifters)	checks the battery test	45 minutes	None	Examiner	Exam Result
3	Secure Enrollment Trial Form after passing the battery exam	Issues enrollment trial form	2 minutes	None	Evaluator	Trial Form
4	Fills out the Enrollment Trial Form (subjects to be taken) and submit the same to the evaluator in-charge for checking, verification, and approval	Checks and verifies the accomplished form	5 minutes	None	Evaluator/Curriculum adviser	Trial form
5	Submit the approved trial form for encoding into the RSU Enrollment System	Enrollment into the system and issues registration form	5 minutes	None	College Secretary	Registration form
6	Proceed to the Office of Student Affairs (scholars only) for evaluation and approval of scholarship	Checks the required documents and affixes signature on the space provided for the scholarship	5 minutes	None	Scholarship coordinator/Director, OSA	Registration Form



		coordinator/director for student's affairs				
7	Present Registration Form to the Registrar's office for approval and stamping of 'OFFICIALLY ENROLLED'	Receives Registration Form and stamps "OFFICIALLY ENROLLED" and approve the same document.	3 minutes	None	Registrar/Staff	Registration Form
8	Present the Registration Form to the cashier's office for tagging	Tag the Registration Form	3 minutes	None	Cashier/Staff	Registration Form
9	Submit the Registration Form to the Dean's Office for filing.	Receives and file the Dean's copy and forward the registrar's copy out the office of the Registrar.	5 minutes	None	College Secretary	Registration Form
END OF TRANSACTION						



INSTITUTE OF INFORMATION TECHNOLOGY

GOAL

The Institute of Information Technology is committed to provide relevant and quality training for students in Information Technology and related fields consistently to satisfy the needs of regional and national development thrusts.

OBJECTIVES

The Information Technology Education (ITE) programs prepare students to be professionals in this field. Specifically, students by the time they graduate are envisioned to be:

1. excellent software developers, system analyst, researchers, ICT instructors and consultants, system administrators, responsible software application users, and the like who will contribute to the country's effort in the field of Information and Communication Technology;
2. competent, self-directed ICT professionals who are equipped with principles and skills in order to respond to the shifting needs of the global industry; and
3. socially responsible Romblomanon RSUans who are committed to the service of the community through ICT.

This Citizen's Charter is in compliance with RA 9485 otherwise known as the Anti- Red Tape Act of 2007 (ARTA) and Civil Service Memorandum NO.12, S. 2008.

This CITIZEN's CHARTER is a product of collaborative efforts of the University's Key Officials, Deans, Directors and Heads of Units. It describes the step-by-step procedures in availing the key services of the University in commitment to provide efficient and highest quality services to the clients. It ensures transparency and right to information.

We hope that on their part, the clients would respond and reciprocate in a positive way because we believe RSU is pushing aggressively to make a difference.

PERFORMANCE PLEDGE

We, the members of the Faculty and Staff of the Romblon State University, do hereby pledge and commit to:

Responsibly and willingly do our best to provide quality education to the youth of this country;

Sincerely ensure strict compliance to rules, regulations, and ethical standards in the implementation of the programs, projects, and activities with transparency and fairness; and

Unselfishly and unanimously take responsibility in the accomplishment of the University's goals for the people's welfare.

Integrity, we VALUE; Nobility, we LIVE BY; Sincerity, we PLEDGE.



REQUEST FOR THE CONDUCT OF ACTIVITIES/MEETINGS

Schedule of Availability of Service : Monday to Friday - 7:00 AM - 5:00 PM
Who may avail of the Service : Students/ Faculty/ Alumni
What are the Requirements : Request Letter

How to Avail of the Service

STEPS	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1	Sign in the Log Book	Checks if the Client has signed in the Log Book	20 seconds	IIT Clerk		
2	Presents request to conduct activity and other relevant documents	-Checks the presented request for the conduct of activity and other relevant documents -If the request is in order, the Director will affix his signature otherwise the client will be informed of the reason for non-approval.	20 seconds	IIT Clerk IIT Director		Action Plan
END OF TRANSACTION						



APPROVAL OF GRADE FORM FOR SCHOLARSHIP

Schedule of Availability of Service : Monday to Friday - 7:00 AM - 5:00 PM
Who may avail of the Service : Students
What are the Requirements : Grade Form, Grade Slip, Registration Form

How to Avail of the Service

STEPS	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1	Secure Summary of Grades Form	-Checks the Summary of Grade Form	10 seconds	Institute Clerk		Grade Form Grade Slip Registration Form
		-Secretary checks the filled out Grade Form with the subjects taken with the corresponding grade taken from the RSU WeBSAMS and validate/checks the clients average grade. If grades are complete the Grade Form will be endorsed to the Director for signature, if incomplete the client will be advised to secure the grades from the faculty concerned.	5 minutes	Institute Clerk		
2	Presents validated Grade Form to the Director	The Director affix his signature on the validated Grade Form.	1 minute	Institute Director		Grade Form
END OF TRANSACTION						



ENROLLMENT FLOW FOR NEW STUDENT AND TRANSFEREES

- Schedule of Availability of Service** : Enrollment Period - 7:00 AM - 5:00 PM
Who may avail of the Service : New Student/ Transferees/ Other Clientele
What are the Requirements : -Result of RSU Admission Test (from RSU Admission Office)
 -Endorsement from the Admission Office
 -Photocopy of Good Moral Character
 -Photocopy of NSO Birth Certificate
For New Student
 -Photocopy of High School Report Card (Form 138)
For Transferee
 -Photocopy of Honorable Dismissal
 -Photocopy of Certified True Copy of Grades

How to Avail of the Service

STEPS	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1	Proceed to the IIT Evaluation/Advising Area -Submit Credentials -Interview -Subject Advising -Secure Student Information Data Sheet and Trial Form	Review credentials Interview the applicant Advise on Subjects to enroll Issue Student Information Data Sheet and Trial Form	2 minutes 10-15 minutes 10 minutes 3 minutes	Institute Clerk Institute Director/Adviser		Student Information Data Sheet, Trial Form
2	Proceed to the IIT One-Stop-Shop for Encoding of Subject Load and Assessment of Fees	Encode Student Subject Load	15 minutes	Institute Encoder		Trial Form
3	Secure Registration Form	Issue Registration Form	5 minutes	Institute Director		Registration Form
4	Register at the NSTP/NROTC (if not yet finished with NSTP/NROTC)	NSTP/NROTC Coordinator registers the student	5 minutes	NSTP/NROTC Coordinator		Trial Form



5	Proceed to the Institute Director for Approval of Registration Form	Approves Registration Form	10 minutes	Institute Director		Trial Form/Receipt of Payment
6	Proceed to the Director of Student Affairs and Student Services for Tagging (Free Tuition and Misc, Scholarships)	Tag the Student for Free Tuition and Misc Fees and/or Scholarship	5 minutes	OSASS Director		Registration Form
7	Proceed to the Cashier for verification of Fees	Verify Assessed Fees	5 minutes	Cashier		Registration Form
8	Proceed to the Registrar for Tagging as Officially Enrolled	Tag the student as Officially Enrolled	5 minutes	Registrar		Registration Form
END OF TRANSACTION						

ENROLLMENT FLOW FOR OLD STUDENTS

- Schedule of Availability of Service** : Enrollment Period - 7:00 AM - 5:00 PM
Who may avail of the Service : Old Students/ Other Clientele
What are the Requirements : -Grade Slip of Previous Semester
 -Clearance

How to Avail of the Service

STEPS	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1	Proceed to the IIT Evaluation/Advising Area, submit Grade Slip and Clearance for Subject Advising	Advise Student and Issue Trial Form	10-15 minutes	Institute Director/Adviser		Grade Slip / Trial Form
2	Proceed to the IIT One-Stop-Shop for Encoding of Subject Load	Encode Student Subject Load	15 minutes	Institute Encoder		Trial Form
3	Secure Registration Form	Issue Registration Form	5 minutes	Institute Director		Registration Form



4	Register at the NSTP/NROTC (if not yet finished with NSTP/NROTC)	NSTP/NROTC Coordinator registers the student	5 minutes	NSTP/NROTC Coordinator		Trial Form
5	Proceed to the Institute Director for Approval of Registration Form	Approves Registration Form	10 minutes	Institute Director		Trial Form/Receipt of Payment
6	Proceed to the Director of Student Affairs and Student Services for Tagging (Free Tuition and Misc, Scholarships)	Tag the Student for Free Tuition and Misc Fees and/or Scholarship	5 minutes	OSASS Director		Registration Form
7	Proceed to the Cashier for verification of Fees	Verify Assessed Fees	5 minutes	Cashier		Registration Form
8	Proceed to the Registrar for Tagging as Officially Enrolled	Tag the student as Officially Enrolled	5 minutes	Registrar		Registration Form
END OF TRANSACTION						

REQUEST FOR EVALUATION/CERTIFICATION OF GRADES FOR GENERAL WEIGHTED AVERAGE

- Schedule of Availability of Service** : Monday to Friday - 7:00 AM - 5:00 PM
Who may avail of the Service : Students/ Other Clientele
What are the Requirements : -Request Letter, Authorization Letter for Representative

How to Avail of the Service

STEPS	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1	Secure Request Slip from the Institute Clerk and Fill Up Request Form	-Assist Client to fill up the Request Slip	5 minutes	Institute Clerk		Request Slip
	Submit Accomplished Request Slip	-Issue Bill of Assessment and advise Client to pay at the Cashiers Office while processing the Documents	1 minute	Institute Clerk		Bill Assessment Form



	-Processing of Documents	10 minutes	Institute Record In-Charge			
	Pay to the Cashier's Office	-Process payment and issue Receipt of Payment	5 minutes	Collecting Officer		
	Present Receipt	-The Director affix his signature to the Certification and release the document	5 minutes	Institute Director	P/20 per page	
END OF TRANSACTION						

SIGNING OF STUDENT CLEARANCE

- Schedule of Availability of Service** : Monday to Friday - 7:00 AM - 5:00 PM (Scheduled signing of Clearance only)
- Who may avail of the Service** : Student currently and previously enrolled or authorized representative
- What are the Requirements** : School ID

How to Avail of the Service

STEPS	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1	Present School ID	-Verify signature of Items 1 to 13 in the Clearance Form and check if students have proper haircut (male) and uniform	2 minutes	Institute Clerk		Student Clearance
	If Items 1-13 is not fully signed and the student is not in proper uniform and haircut If Items 1-13 is fully signed and student is in proper uniform and haircut	-Return the Clearance -Sign Clearance	2 minutes 2 minutes	Institute Clerk Institute Director		
END OF TRANSACTION						



CONSULTATION

- Schedule of Availability of Service** : Monday to Friday - 7:00 AM - 5:00 PM
- Who may avail of the Service** : Students/ Alumni/ Other Clientele
- What are the Requirements** : Request Letter and other relevant documents for consultation

How to Avail of the Service

STEPS	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1	Sign in the Log Book	-Checks if the client has signed in the consultation Log Book -The Institute Clerk ask who is the teacher concerned for consultation and checks the availability of the teacher. -If available the clerk will inform the teacher concerned; if not, the clerk will schedule the consultation subject to the availability of the teacher	20 seconds 1 minute 1 minute	IIT Clerk IIT Clerk IIT Clerk		Documents for consultation Letter of Request
END OF TRANSACTION						



COLLEGE OF AGRICULTURE, FISHERY AND FORESTRY

STEPS	NEW STUDENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Presents endorsement letter from the Office of the Admission.	Accepts endorsement letter from the Office of the Admission.	1 minute	None	CAFF Secretary	Endorsement letter
		CAFF personnel checks the course recommended by the Admissions office and will require a long folder from the student	1 minute	None	CAFF Secretary	Folder, 2x2 ID pic, photocopy of prospectus
2	Pays CAFFSO fees	CAFFSO Treasurer accepts payment.	10 minute	Php 150 CAFFSO	CAFFSO Treasurer	OR
3	Presents the subject loading for assessment of fees through the egovapps program.	Approves the subject loading and assessment of fees through the egovapps program	15 minute	None	CAFF Secretary	Copy of registration form
END OF TRANSACTION						

STEPS	OLD STUDENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Presents original copy of signed clearance.	Accepts & checks the original copy of signed clearance.	1 minute	None	CAFF Personnel	Clearance
2	Presents copy of grades from egovapps.	Checks copy of grades from egovapps	2 minutes	None	CAFF Personnel	Username and password / Copy of grades
3	Evaluates grades in the prospectus.	Evaluates grades in the prospectus.	15 minutes	None	Adviser	Copy of grades/folder.
4	Pays CAFFSO fees	CAFFSO Treasurer accepts payment.	10 minutes	Php 150 CAFFSO	CAFFSO Treasurer	OR



5	Presents the subject loading for assessment of fees from the egovapps program.	Approves the subject loading for assessment of fees through the egovapps program.	15 minutes	None	CAFF Secretary	Copy of trial form
		The student is advised to proceed to enroll NSTP.	10 minutes	None	NSTP/ROTC personnel	Copy of registration form with approval from the NSTP
		The student is also advised to pay fees to the cashier and proceed to the registrar.	30 minutes	Refer to the assessment in the reg form	Cashier	Official receipts/copy of registration form
END OF TRANSACTION						

STEPS	TRANSFEREE STUDENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Takes the entrance test at the accreditation office (transferee)	Takes the entrance test at the accreditation office (transferee)	45 minutes	P100	Accreditation Office	TOR/Honorable Dismissal/Good Moral Character
2	Presents endorsement letter from the Office of the Admission.	Accepts & checks endorsement letter from the Office of the Admission.	1 minute	N/A	CAFF Secretary	Endorsement letter
		Advise the Student to proceed to the registrar to credit the taken subjects in other school.	1 minutes	N/A	Registrar	TOR/Honorable Dismissal/Good Moral Character
3	Undergoes interview with the Dean	Conducts interview with the Dean	15 minutes	N/A	Dean	Copy of Grades
4	Presents grades using the prospectus for evaluation.	Evaluates grades using the prospectus	15 minutes	N/A	Adviser	Copy of grades/folder



5	Pays CAFFSO fees	CAFFSO Treasurer accepts payment.	10 minutes	Php150 CAFFSO	CAFFSO Treasurer	OR
6	Presents the subject loading for assessment of fees from the egovapps program.	Approves the subject loading for assessment of fees through the egovapps program.	15 minutes	None	CAFF Secretary	Copy of trial form
		The student is advised to proceed to enroll NSTP.	10 minutes	None	NSTP/ROTC personnel	Copy of registration form with approval from the NSTP
		The student is also advised to pay fees to the cashier and proceed to the registrar.	30 minutes	Refer to the assessment in the registration form	Cashier	Official receipts/copy of registration form
END OF TRANSACTION						

POOL OF EXPERT CONSULTATION

STEPS	INTERNAL CLIENT (Students, Faculty, Employees, Staff)	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Fills out the Appointment Form	Assist in filling out the Appointment Form	5 minutes	None	Counselor/Assistant	Appointment Form
2	Gives the form to the Councilor	Accepting the Appointment Form	2 minutes	None	Counselor/Assistant	Appointment Form
3	Gets interviewed	Giving advices and consultation	15-20 minutes	None	Counselor/Assistant	Routine Interview Form
4	Received the Certificate of Consultation	Handling the Certificate of Consultation	2 minutes	None	Counselor/Assistant	Certificate of Consultation
END OF TRANSACTION						



GRADUATE EDUCATION AND PROFESSIONAL STUDIES

GEPS ENROLMENT AND PROCEDURE

STEPS	NEW STUDENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS/ DOCUMENTS
1	Presents endorsement letter from the Office of the Admission.	Accepts endorsement letter from the Office of the Admission.	1 min	None	GEPS Personnel	Endorsement letter
2	Presents the following documents: 1. TOR in the Undergraduate Program, 2. Two letters of Recommendation from former or Current Employer, 3. Birth Certificate, 4. Marriage Certificate (for married female, (2 copies), 5. 2"x2" Photo (2 copies), 6. Permit to Study if Current Employed, and 7. 1-page Essay Stating the reasons taking Masteral Program.	Accepts all the documents and Record	1 min	None	GEPS Personnel	Documents
		Evaluates the Submitted documents and records	15 min	None	Dean/Secretary	Checklist Form
3	Presents the subject loading for assesment of fees through the RSU System	Approves the subject loading and assesment of fees through the RSU System	15 mins	None	Dean/Secretary	Copy of registration form



		The student is also advised to pay fees to the cashier and proceed to the registrar.	30 mins	refer to the assessment in the reg form	Cashier	Official receipts/copy of reg form
END OF TRANSACTION						

STEPS	OLD STUDENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS/ DOCUMENTS
1	Submit a copy of grades from the previous subjects	Checks the copy of grades from the checklist of the Professors and Record to the Computer	15 mins	None	GEPS Personnel	Copy of Grades
2	Presents the subject loading for assesment of fees through the RSU System	Approve the subject loading and assesment of fees through the RSU System	15 mins	None	Dean	Copy of registration form
		The student is also advised to pay fees to the cashier and proceed to the registrar.	30 mins	refer to the assessment in the reg form	Cashier	Official receipts/copy of reg form
END OF TRANSACTION						

GEPS APPLICATION FOR COMPREHENSIVE EXAM

STEPS	STUDENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS/ DOCUMENTS
1	Presents application form	Accepts and records the document.	2 mins	None	GEPS Personnel	Application Form
2	Presents a copy of clearance	Accepts and records the document.	1 min	None	GEPS Personnel	Copy of Clearance



3	Presents a certified true copy of TOR	Accepts and records the document.	2 min	None	GEPS Personnel	TOR
4	Proceed for the payment for the Compre-Exam	The student is advised to pay at the Office of GEPS	5 mins	P1,210	GEPS Personnel	Receipt of Payment
END OF TRANSACTION						

GEPS CERTIFICATION OF GRADES

STEPS	STUDENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS/ DOCUMENTS
1	Submits a Copy of Clearance	Accepts and records the document.	1 min	None	GEPS Personnel	Copy of Clearance
2	Requests Certification of Grades	Provides copy of Certification of Grades	15 mins	None	GEPS Personnel	Copy of Certification of Grades
		Dean will Check the Certification of Grades and sign	1 min	None	Dean/Chair	Copy of Certification of Grades
3	Proceed for the payment for the Certification of Grades	The student is also advised to pay fees to the cashier and proceed to the registrar.	30 mins	refer to the assessment in the Certification Form	Cashier	Official Receipt/Certification of Grades
END OF TRANSACTION						

GEPS CERTIFICATION OF GRADES

STEPS	TRANSFEREE	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS/ DOCUMENTS
1	Takes the entrance test at the accreditation office (transferee)	Takes the entrance test at the accreditation office (transferee)	45 mins	P100	Accreditation Office	TOR/Honorable Dismissal/Good Moral Character
2	Presents endorsement letter from the Office of the Admission.	Accepts & checks endorsement letter from	1 minute	None	GEPS Personnel	Endorsement letter



		the Office of the Admission.				
3	Undergoes interview with the Dean	Conducts interview with the Dean	15 mins	None	Dean/Chair/Adviser	Interview Result Form
4	Presents TOR, Good moral Character, Honorable Dismissal.	Evaluates grades using the prospectus	15 minutes	None	Dean/Chair/Adviser	TOR/Honorable Dismissal/Good Moral Character
5	Presents the subject loading for assessment of fees from the RSU System	Approves the subject loading for assessment of fees through the RSU System.	15 mins	None	Dean/Chair	Copy of reg form
		The student is also advised to pay fees to the cashier and proceed to the registrar.	30 mins	refer to the assessment in the reg form	Cashier	Official receipts/copy of reg form
END OF TRANSACTION						



BIDS AND AWARDS COMMITTEE

Transaction 1: Issuance/Renewal of Accreditation to Bidders for Infrastructure Projects, Goods, and Services
Schedule of Availability of Service: Monday to Friday 8:00 AM to 5:00 PM No Noon Break
Who may avail: Any licensed private supplier/contractor

Requirements:

A. INFRASTRUCTURE:

1. Letter request for accreditation/renewal
2. Registration certificate from SEC, Department of Trade & Industry (DTI) for sole proprietorship, or CDA for cooperatives
3. Mayors/Business permit or equivalent document
4. Tax clearance
5. PhilGEPS Certificate of Registration (Platinum)
6. Statement of all Ongoing Government and private contracts
7. Statement of SLCC
8. AFS with total & current assets and liabilities, stamped "received" by the BIR.
9. NFCC Computation
10. Omnibus Sworn Statement in accordance with Section 25.3 11 Supplier's Financial Documents

B. GOODS /SERVICES

1. Letter request for accreditation/renewal
2. Registration certificate from SEC, Department of Trade & Industry (DTI) for sole proprietorship, or CDA for cooperatives
3. Mayors/Business permit or equivalent document
4. Tax clearance
5. PhilGEPS Certificate of Registration (Platinum)
6. Statement of all Ongoing Government and private contracts
7. Statement of SLCC
8. AFS with total & current assets and liabilities, stamped "received" by the BIR.
9. NFCC Computation
10. Omnibus Sworn Statement in accordance with Section 25.3 11 Supplier's Financial Documents

Duration: 6 days and 13 Minutes



HOW TO AVAIL OF THE SERVICE:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Fill up the visitor's log book and present requirements	Check if the requirements submitted are valid and complete.	10 Minutes	BAC Chair with BAC Staff		
2	Wait for BAC finding and recommendations	Present the documents to the BAC members for evaluation.	5 Working days	BAC Chair and the BAC Members, and TWG members, BAC Secretariat		
3	Receive the notice from BAC on the Accreditation application status	Give notice of advice to the concern supplier or bidder with the result of the BAC Evaluation.	1 day	BAC Secretariat		Notice of Accreditation
4	4 If approved: Payment of Accreditation fee at the Cashier's Office.	Issue accreditation certificate	5 Minutes	BAC Chair	Php 3000 (New) Php 2000 (Old)	Certificate of Accreditation
5	Receive the Accreditation	Record and Release the Accreditation Certificate	3 Minutes	BAC Staff		
END OF TRANSACTION						



HUMAN RESOURCE MANAGEMENT OFFICE

ISSUANCE OF SERVICE RECORDS, CERTIFICATE OF EMPLOYMENT, NO PENDING ADMINISTRATIVE CASE, NO LEAVE OF ABSENCE WITHOUT PAY AND LAST DAY OF SERVICE

Schedule of Availability of Services: 8:00am-5:00pm; Monday to Friday
Clients/Customers: Employees
Requirements: Request Form
Processing Time: 18 minutes/more

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Fill-out Request form	Receive Request	2 minutes	None	Maribel G. Ferrera Maricar G. Falogme	Request Form
2		Prepare the certification/ Service Records	10 minutes	None	Maribel G. Ferrera Maricar G. Falogme	
3		Review the contents of the Certification and endorse it to HRMO for signature	2 minutes	None	Maribel G. Ferrera	
4		Sign the Certification	2 minutes	None	HRMO Officer	
5		Inform the client of the availability of the certificate/ Service Record	1 minute	None	Maribel G. Ferrera	
6		Release the certificate and ask the client to affix his/her signature on the logbook	1 minute	None	Maribel G. Ferrera	
7	Receive Request and sign on the logbook					
END OF TRANSACTION						



APPLICATION FOR SICK LEAVE AND/OR VACATION LEAVE

Schedule of Availability of Services: 8:00am-5:00pm; Monday to Friday
Clients/Customers: Employees
Requirements: Leave Application
 Medical certification, in case of sick leave of more than five days
 Clearance for vacation leave in excess of 30 calendar days;
 Travel authority, in case vacation leave will be spent overseas
 Clearance for travel abroad
Processing Time: 25 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Fill-out Leave Form (CSC Form No. 6)	Receive accomplished Leave Form (CSC Form No. 6) duly endorsed and signed by the recommending official or office/ department head	5 minutes	None	Melita G. Alojado Ilyn M. Tacasa	Leave Form (CSC Form No. 6)
2		Post, record, and update Leave Balances	15 minutes	None	Melita G. Alojado Ilyn M. Tacasa	Leave Card
3		Forward Application for Leave Form to the concerned signatories for the approval of Leave	3 minutes		Melita G. Alojado Ilyn M. Tacasa	Leave Form (CSC Form No. 6)
4		Release one (1) copy of signed application for leave to the employee	2 minutes		Melita G. Alojado	Approved Leave Form (CSC Form No. 6)
END OF TRANSACTION						



APPLICATION FOR MONETIZATION OF LEAVE CREDITS

Schedule of Availability of Services: 8:00am-5:00pm; Monday to Friday
Clients/Customers: Employees
Requirements: Leave Application
 Approved Request for Monetization
Processing Time: 1 day and 10 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Prepare letter of request for monetization	Receive Approved Letter	2 minutes	None	Melita G. Alojado Ilyn M. Tacasa	
2	Fill-out Leave Form (CSC Form No. 6)	Receive accomplished leave form (CSC Form 6)	3 minutes	None	Melita G. Alojado Ilyn M. Tacasa	Leave Form (CSC Form No. 6)
3		Forward Leave Form to the concerned signatories for signatures	3 minutes		Immediate Head Melita G. Alojado Ilyn M. Tacasa	Leave Form (CSC Form No. 6)
4		Secure approval of the President	1 day		President	Leave Form (CSC Form No. 6)
5		Log and release one (1) approved Leave Form	2 minutes		In-Charge of Leave Card	Leave Form (CSC Form No. 6)
END OF TRANSACTION						



SUPPLY OFFICE

REQUISITION OF SUPPLIES AND EQUIPMENT

Schedule: 8:00 am to 5:00 pm No Noon Break; Monday to Friday except holidays
Clients: RSU Employees
Requirements: Requisition and Issue Slip Form
Processing Time: 20 minutes

PROCEDURES

STEP	ACTIONS		DURATION OF THE ACTIVITY	FEES	PERSON RESPONSIBLE	FORM
	CLIENT	SERVICE PROVIDER				
1	Secures Requisition and Issue Slip	Issues Requisition and Issue slip	2 minutes	None	Cheryl M. Maulion Charlie F. Faa Phelan F. Foja	Requisition and Issue Slip (RIS) Form
2	Fill-up requisition and issue slip in triplicate copy and secures the signature of unit head/director and Chief Administrative Officer.	Accepts the Requisition and Issue Slip (RIS)	2 minutes	None	Cheryl M. Maulion Charlie F. Faa Phelan F. Foja Unit Head/Director Dr. Tomas T. Faminial	
3		Checks the availability of the supplies/materials.	10 minutes	None	Cheryl M. Maulion Charlie F. Faa Phelan F. Foja	
4		Issues the requested supplies/materials to different requisitioning officer/employee	4 minutes	None	Cheryl M. Maulion Charlie F. Faa Phelan F. Foja	
5	Checks the supplies/materials and signs the received section of RIS.		2 minutes	None	Requisitioning Officer/Employee	
END OF TRANSACTION						



PREPARATION OF DOCUMENTS FOR PROCUREMENT

Schedule: 8:00 am to 5:00 pm No Noon Break; Monday to Friday except holidays
Clients: Suppliers, Employees
Requirements: Purchase Request Form (PR)
Processing Time: 7 working days

PROCEDURES:

STEP	ACTIONS		DURATION OF THE ACTIVITY	FEES	PERSON RESPONSIBLE	FORM
	CLIENT	SERVICE PROVIDER				
1	Submits duly approved Purchase Request	Accepts Purchase Request Form	2 minutes	None	Cheryl M. Maulion Charlie F. Faa Phelan F. Foja	Purchase Request Form
2		Endorse the Purchase Request to the Bids and Awards Committee (BAC) office	5 minutes	None	Cheryl M. Maulion Charlie F. Faa Phelan F. Foja BAC staff	Purchase Request Form
3		Received Purchase Request from BAC office with resolution identifying the mode of procurement.	5 minutes	None	Dr. Merian C. Mani BAC Members and staff Cheryl M. Maulion Charlie F. Faa Phelan F. Foja	BAC resolution form Purchase Request Form
4		Prepare Request for Quotation (RFQ) for shopping mode of procurement duly signed by BAC Chairman and procurement officer	30 minutes	None	Cheryl M. Maulion Charlie F. Faa Phelan F. Foja Larry I. Firmalo Dr. Mario A. Fetalver, Jr.	Request for Quotation Form (RFQ)
5	Fills-up and signs the canvass form by the authorized personnel/supplier	Prepares abstract of quotation duly signed by the BAC members and the University President which determines the winning bidders	2 days	None	Dr. Merian C. Mani BAC Members Cheryl M. Maulion Charlie F. Faa Phelan F. Foja	Abstract of Quotation
		In case of Small Value Procurement (SVP), received RFQ from procurement office		None	Dr. Mario A. Fetalver, Jr. Larry I. Firmalo Procurement office staff	Abstract of Quotation



					Cheryl M. Maulion Charlie F. Faa Phelan F. Foja	
6		Prepares the Purchase Order (PO) duly signed by the Accountant and University President	2 days	None	Cheryl M. Maulion Cynthia R. Laynesa Dr. Merian C. Mani	Purchase Order (PO) Form
7	Sign the Purchase Order by the winning bidder or supplier	Award the Purchase Order to the winning bidder or supplier	1 day	None	Larry I. Firmalo Procurement Staff	Purchase Order (PO) Form
8	Awaits for the inspection of supplies and equipment	Received the supplies and equipment delivered by the winning bidder or supplier and prepares the Inspection	1 day	None	Cheryl M. Maulion Charlie F. Faa Phelan F. Foja Inspectorate Committee	Inspection and Acceptance Report
9		Prepares the Disbursement Voucher	30 minutes	None	Cheryl M. Maulion	Disbursement Voucher
END OF TRANSACTION						



RESEARCH AND DEVELOPMENT OFFICE

Mandate

The Research and Development office of Romblon State University is mandated to review and approve research proposals, conduct and monitor progress of research activities, review completed research project, disseminate research outputs, and protect intellectual properties of the university.

Vision

The Office of Research and Development will create an outstanding climate of support for Romblon State University researchers, broadly enabling excellent research advances across asia-pacific.

Mission:

To enable the achievement of excellence by the research community, the Office of Research:

- Partners with the research community to create a culture of high achievement
- Promotes shared responsibility, the ethical conduct of research, and compliance.
- Enhances researchers' abilities to obtain and manage locally and externally funded researches
- Strategically invests in promising research and researchers

Pledge

The Research and Development Office shall deliver quality service in research and development while adhering to the specific standards of performance and behavior in the delivery of service as stated in Civil Service Commission (CSC) where "all applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to" R.A. 11032, specifically on Section 21 (f))



ACCEPTANCE OF INVITATIONS FOR FORA/CONFERENCES

Service Information

Office or Division: Director's Office
Classification: External
Type of Transaction: G2G/ Institution-to-Institution
Who may avail: All faculty of the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acceptance Letter from Invitation		Office of the Director for Research and Development		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office lobby	N/A	N/A	1 minute	Staff
2. Send a letter of Invitation or any required document	Accept the letter	None	5 minutes	Director's Secretary
Acceptance Letter	Send an Acceptance letter	None	10 minutes	Director

ACCEPTANCE & EVALUATION OF RESEARCH PROPOSALS

Service Information

Office or Division: Director's Office
Classification: Internal
Type of Transaction: G2G
Who may avail: All faculty of the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acceptance Letter from Invitation		Office of the Director for Research and Development		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office lobby	N/A	N/A	1 minute	Staff
2. Send a copy of the proposal to the secretariat	Accept the proposal	None	2 minutes	Director's Secretary
3. Wait for a notice of acceptance that the proposal has already been evaluated and accepted	Send an Acceptance letter	None	10 days	Director



MONITORING OF INTERNALLY FUNDED RESEARCHES

Service Information

Office or Division: Monitoring & Evaluation Unit

Classification: Internal

Type of Transaction: G2G

Who may avail: All faculty of the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acceptance Letter from Invitation		Office of the Director for Research and Development		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office lobby	N/A	N/A	1 minute	Staff
2. Send a copy of the quarterly/final report	Note or stamp that the copy has been received	None	2 minutes	Staff
3. Wait for schedule of presentation	Send a letter of notice/schedule	None	N/A	Director/Unit head

ACCEPTANCE OF POTENTIAL IPS

Service Information

Office or Division: KMTTO unit

Classification: Internal

Type of Transaction: G2G

Who may avail: All faculty of the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acceptance Letter from Invitation		Office of the Director for Research and Development		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office lobby	N/A	N/A	1 minute	Staff
2. Send a copy of the IP (Patent, Trademark, etc.) proposal to the secretariat	Accept the proposal	None	2 minutes	Director's Secretary
3. Wait for a notice of acceptance that the IP Proposal has already been evaluated and accepted	Send an Acceptance letter	None	10 days	Director/Unit head



ACCEPTANCE OF POTENTIAL PAPERS FOR PUBLICATION

Service Information

Office or Division: Publications Unit
Classification: Internal
Type of Transaction: G2G
Who may avail: All faculty of the University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Acceptance Letter from Invitation		Office of the Director for Research and Development		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the office lobby	N/A	N/A	1 minute	Staff
2. Send a copy of the potential paper for publication to the secretariat	Accept the paper	None	2 minutes	Director's Secretary
3. Wait for a notice of acceptance to the accredited journal publications thru the unit of the publications	Send an Acceptance letter from the journal publications	None	none	Director/Unit head



ROMBLON STATE UNIVERSITY-CAJIDIOCAN CAMPUS
ADMISSION OFFICE FRONTLINE SERVICES

PROCESSING OF APPLICATION FOR RSU COLLEGE ADMISSION TEST (RSU-CAT)

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday (during Filing Period as posted/announced)

Clients/Customers: High School Graduates and Transferees

Requirements: Duly accomplished Application Form

Photocopy of High School Report Card duly authenticated by the Principal/Photocopy

of Transcript of Records for Transferees

Photocopy of NSO Live birth document

Processing Time: 8 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Asks for RSU-CAT application form	Provides form.	1 minute	None	Staff	Application form 1
2	Fills out the form and submits requirements	Checks the form and requirements submitted and instructs student proceed to the Cashier's Office	2 minutes	None	Staff	Application form 1
3	Pays the Cashier	Receives payment and issues Official Receipt	3 minutes	None	Cashier	
4	Receives Official Receipt. Indicates Official Receipt # in the Application Form.	Receives the accomplished form and verifies OR # indicated. Issues notice of admission slip.	2 minutes	None	Staff	Notice of Admission Slip
5	Receives Notice of Admission with the scheduled date of examination.					
END OF TRANSACTION						



ADMINISTRATION OF THE ENTRANCE EXAMINATION

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday
Clients/Customers: High School Graduates and Transferees
Requirements: Notification Letter
Processing Time: 1 day and 16 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submits the notification letter regarding the date, time and place of examination	Accepts and files the notification letter to the folder provided for each student	1 minute	None	Staff	Notification Letter
2	Takes the examination on the date, time and assigned room	Administers the examination, checks the answer sheets of examinees	1 day	None	Proctor	
3	Asks for the endorsement letter to the Medical/ Dental Office and Guidance Office.	Issues endorsement letter	5 minutes	None	Director of Admission Staff	Endorsement Letter
4	Proceeds to the Medical/ Dental Office and shows Endorsement Letter.	Verifies endorsement letter. Conducts Medical / Dental Checkup. Issues Medical Certificate if results are satisfactory.	5 minutes	None	Medical Officer Nurse	Endorsement Letter Medical Certificate.
5	Receives Medical Results Form. Proceeds to the Guidance Office for interview. Surrenders endorsement letter.	Receives Endorsement Letter. Administers oral interview.	5 minutes	None	Guidance Counselor	
END OF TRANSACTION						



RELEASE OF ENTRANCE EXAMINATION RESULTS AND ENDORSEMENT FRESHMEN ENROLEES

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday (as per enrolment schedule)
Clients/Customers: High School Graduates and Transferees
Requirements: Entrance Test Result
Processing Time: 25 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Verifies Examination Results	Issues endorsement letter for enrolment addressed to their corresponding colleges/ institute.	5 minutes	None	Staff	Endorsement Letter
2	Receives Endorsement Letter. Proceeds to their respective college / institutes.	Receives endorsement letter and provides necessary forms for enrolment.	10 minutes	None	Staff of Respective College/ Institute	Endorsement Letter
END OF TRANSACTION						

GUIDANCE AND COUNSELING SERVICES FRONTLINE SERVICES

HANDLING COMPLAINTS

Schedule of Availability of Services: 8:00am-5:00pm; Monday to Friday
Clients/Customers: Students
Requirements: Written Complaints/Referral
Processing Time: 1 hour, 43 minutes/more

STEP	CUSTOMER	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Complainant fills out Request Form/ Referral Form	Accepts written complaint/Referral	3 minutes	None	Clerk	Accomplished Referral/Written Complaint



2		Reads Referral, evaluates the Referral	5 minutes	None	Counselor	
3		Interviews/Counsels complainant	30 minutes/more	None	Counselor	Anecdotal Record
4	Signs in the Visitor's Log Book	Verifies signature in Logbook	1 minute	None	Clerk	Log Book
5		Issues Call Slip to complaine through the Guidance Coordinator	5 minutes	None	Guidance Counselor	Call Slip
6	Complaine presents Call Slip	Conducts interview/counseling Plans Intervention schedules meeting with both parties	30 minutes/more	None	Guidance Counselor	Anecdotal Record Intervention Plan
7		Facilitates settlement.	20 minutes/more	None	Guidance Counselor	
8	Parties sign in the Visitor's Log Book	Verifies signature in the Log Book	1 minute	None	Clerk	Log Book
9 (later date)		Follows up on clients				
END OF TRANSACTION						

COUNSELING SERVICES

Schedule of Availability of Services:

8:00am-5:00pm; Monday to Friday

Clients/Customers:

Students, Faculty, Staff

Requirements:

Referral Form, Call Slip

Processing Time:

30 minutes/more

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Fills out Request Slip/Presents Call Slip	Refers client to counselor	3 minutes	None	Clerk	Request Slip/ Call Slip
2		Interviews client	5 minutes	None	Guidance Counselor	Anecdotal Record



3	Reads and signs Confidentiality Agreement	Explains Confidentiality Agreement	5 minutes	None	Counselor	Confidentiality Agreement
4	Discusses issues and plans interventions	Discusses issues and plans interventions	30 minutes	None	Guidance Counselor	Intervention Plan
5	Signs the Visitor's Log Book	Verifies Log Book	2 minutes	None	Clerk	Log Book
6		Summarizes/Reviews/ Files Anecdotal Record	5 minutes/more	None	Guidance Counselor	Anecdotal Record
7 (Later date)		Follows up on the client			Guidance Counselor	
END OF TRANSACTION						

ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER

Schedule of Availability of Services:

8:00am-5:00pm; Monday to Friday

Clients/Customers:

Students, Alumni

Requirements:

Clearance and school ID for students, TOR/ Diploma for Alumni

Processing Time:

10—15 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Fills out Request Form Presents requirements	Verifies authenticity of requirements submitted	3 minutes	None	Clerk	Clearance/ TOR/Diploma and ID
2		Prepares the certificate	4 minutes	None	Clerk	CGMC
3		Signs certificate, enters name in the Logbook	2 minutes	None	Counselor	Signed CGMC Visitors Logbook
4	Signs Logbook	Verifies signature in Logbook, releases CGMC, inform client to proceed to Cashier's Office	1 minute	None	Clerk	



5	Receives certificate and proceeds to Cashier's Office for payment and seal stamping.					
END OF TRANSACTION						

STUDENT SERVICES FRONTLINE SERVICES

PROCESSING OF SCHOLARSHIP APPLICATIONS (CHED SCHOLARS)

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday (March – April)

Clients/ Customers: CHED Scholar Applicants

Requirements: High School Report Card (Form 138), Latest Income Tax Return of parents or guardian, NCAE Result, Certificate of Good Moral Character, Medical Certificate, 2x2 ID picture

Processing Time: 2 hours and 20 minutes

STEP	CUSTOMER /APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Fills out STUFAP OSS application form upon presentation of the requirements	Receives STUFAP OSS application form and evaluates completeness of documents	5 minutes	None	Staff	STUFAP OSS application form
2		Consolidates all application forms received from March to April Rank-lists the applicants and submits rank-listed applicants to CHEDRO as required	2 hours	None	Staff/ Scholarship Coordinator	
3		Receives the confirmation slip from CHED * Posts the names of the chosen recipients along with the schedule of briefing on provisions of the scholarship program	5 minutes	None	Staff/ Scholarship Coordinator	



4	Reports to OSS on scheduled date for briefing	Explains provisions of the scholarship program (new scholars)	10 minutes	None	Staff/ Scholarship Coordinator	
END OF TRANSACTION						

**Confirmation slips awarded to recipients usually takes 3-5 months.*

REGISTRATION OF ENTRANCE SCHOLARS

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday (April – June)

Clients/ Customers: Entrance Scholars

Requirements: Entrance test result, High School Card (Form 138), Certificate from the Principal as Valedictorian, Salutatorian, Certificate of Good Moral Character

Processing Time: 25 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Presents proof of entitlement to scholarship/grant along with other requirements	Receives and checks papers /credentials presented. Gives scholarship application form if requirements submitted are satisfactory.	5 minutes	None	Staff	Scholarship form
2	Receives scholarship form	Advises them to return with their registration form	5 minutes	None	Staff	Scholarship form
3	Fills out Registration Form (RF)	Affixes signature on RF	10 minutes	None	OSS Director/ Coordinator	Registration Form (RF)
4	Makes payments of miscellaneous to Cashier, then submits photocopy of RF to OSS	Receives/ files copy of RF	5 minutes	None	Staff	Registration form

END OF TRANSACTION



REGISTRATION OF RESIDENT ACADEMIC SCHOLARS, CHED SCHOLARS AND BARANGAY BENEFICIARIES

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday (week before enrolment or as scheduled)

Clients/Customers: Academic Scholars, CHED Scholars and Barangay Beneficiaries

Requirements: **For Academic Scholars and CHED Scholars** – Class cards, Summary of Grades, Photocopy of previous and current registration form

For Barangay Beneficiaries – Entrance test result, High School Report Card, Certificate of Good Moral Character (for 1st year students), Summary of grades signed by the Dean (for Old Students), Birth Certificate, Latest Certificate of Incumbency

Processing Time: 1 hour and 5 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Fills out summary of grades form. Secures signature of College Dean/Institute Director/Campus Director and submits to OSS	Receives summary of grades form and evaluates the grades of applicants as to their qualifications.	15 minutes	None	OSS Director/Coordinator/ Staff	Summary of grades form
2		Approves or disapproves application	30 minutes	None	OSS Director/Coordinator	Registration form
3	If application is approved, photocopies registration form and gives copies to OSS, Cashier, Registrar and Budget Officer	Records/files approved scholarship	5 minutes	None	Staff	Registration form
END OF TRANSACTION						

NOTE: Qualifications for Academic Scholars

-with an average grade of 1.0-1.5 (for Full Academic Scholars) and 1.51-1.75 (for Partial Academic Scholars)

-no grade lower than 2.0 in any subject.

-carries the full semestral load as prescribed by their respective curriculum



ACCREDITATION/ REACCREDITATION OF STUDENT ORGANIZATIONS

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday (3rd week of June or as scheduled)

Clients/ Customers: Officers of Student Organizations

Requirements: Complete papers for accreditation (Letter of Application, Recommendation from the SSC, List of officers, Name of adviser and his /her letter of acceptance, List of members with specimen signatures, proposed action plan, Constitution and by-laws)

Processing Time: 55 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE
1	Submits requirements	Receives requirements and checks for completeness and authenticity	20 minutes	None	Staff
2	Presents proposed Action Plan, Financial Statement and Accomplishment Report*	Evaluates presentation	20 minutes	None	Staff/OSS Director/ Coordinator/SSC Officers
3		Approves/ Disapproves Presentation Affixes signature on documents if approved.	10 minutes	None	OSS Director/Coordinator
4	Photocopies the signed documents (4 copies)	Receives the original copy	5 minutes	None	OSS Director/Coordinator
END OF TRANSACTION					



SECURING PERMITS OF STUDENT ACTIVITIES

Schedule of Availability of Service: 8:00 AM – 5:00 PM, Monday to Friday (two weeks before the activity)
Clients/ Customers: Student Organizations
Requirements: Letter of Request
Processing Time: 5 minutes (In-Campus Activity), 10 minutes (Off-Campus Activity), 15minutes (Tours and Field Trips)

STEP	CUSTOMER /APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	a. For In-Campus activity, submits letter of request to conduct the activity duly signed by the Student Org. President, noted by the Adviser and recommended by the Campus Director two weeks before the activity.	Signs permit to conduct activity after favorable assessment result	5 minutes	None	SO President, Adviser, College Dean/Campus Director, OSS Director/Coordinator	Project/ Program Proposal, Action Plan
	b. For Off-Campus activity, submits letter of request to conduct the activity duly signed by the Student Org. President, noted by the Adviser, and recommended by the Campus Director and OSS Coordinator	Signs permit to conduct activity after favorable assessment result	10 minutes	None	SO President, Adviser, College Dean/Campus Director, OSS Director/Coordinator	Project/ Program Proposal, Action Plan
	c. For tours and field trips, submits documents prescribed at CMO # 17 signed by Adviser, and recommended by the College Dean	Further recommends approval of the permit to the VPAA.	15 minutes	None	SO Pres. , Adviser, College Dean, OSS Director and VPAA	Matrix of requirements provided in CMO # 17
END OF TRANSACTION						



PROCESSING OF APPLICATION FOR STUDENT ASSISTANTSHIP

Schedule of Availability of Service: 8:00 AM – 5:00 PM; Monday to Friday

Clients/ Customers: Students preferably poor but deserving

Requirements: Student Application Letter, Recommendation from the Unit Head, Photocopy of Registration Form and Vacant Period Form

Processing Time: 35 minutes

STEP	CUSTOMER /APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submits application letter and class schedule	Receives application letter and checks schedule of vacant time	5 minutes	None	Staff	
2	Department/unit head writes letter to recommend the SA Applicant indicating the work assignment	Receives recommendation letter from Department/unit head	10 minutes	None	Staff	
3		Determines if applicant meets all qualifications and requirements	10 minutes	None	OSS Director	
4	Submits payroll and daily time record (DTR) every end of the month	Receives payroll and DTR. Submits both documents to the accounting department	10 minutes	None	Staff	SA Payroll Form
END OF TRANSACTION						



HANDLING OF COMPLAINTS AGAINST STUDENTS/FACULTY

Schedule of Availability of Service: Week before enrollment or as Scheduled
Clients/ Customers: Anyone aggrieved or offended by a student/faculty member
Requirements: Accomplished Incident Report also referred to as Complaint Form which includes: Full name of the student/teacher complained about and full name of person complaining (complainant) A narration of relevant facts that show the offense allegedly committed by the student/faculty member complained about; Evidences and testimonies of witnesses
Processing Time: 1 week, 1 hour and 50 minutes

STEP	CUSTOMER /APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Orally reports complaint to the Office of the Student Services	Discusses complaints with complainant and gives Logbook to document complaint	30 minutes	None	Guidance Counselor/ OSS Director/Coordinator	Logbook
2	Accomplishes and submit Incident Report form/complaint letter	Receives accomplished Incident Report Form	15 minutes	None	Guidance Counselor/ OSS Director/Coordinator	Incident Report Form
3		Informs venue, date and time of dialogue/hearing	5 minutes	None	Guidance Counselor/ OSS Director/Coordinator	Notice of dialogue/ Hearing
4	Attends dialogue/hearing	Conducts dialogue/hearing and works for resolution of complaint	1 hour	None	OSS Director/Coordinator/ Hearing Committee	
5	Awaits recommendation of the Hearing Committee	Makes recommendation for appropriate action	1 week	None	OSS Director/Coordinator Hearing Committee	
END OF TRANSACTION						



SIGNING OF CLEARANCE

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday (two weeks before finals or as scheduled)

Clients/ Customers: Students, Faculty

Requirements: Clearance form, Accomplishment and Financial report for Student Organization Officers

Processing Time: 10 minutes

STEP	CUSTOMER /APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Presents filled-up Clearance Slip	Receives clearance slip. Checks records of clients accountability	5 minutes	None	Staff	Clearance Slip
2	Settles accountability	Signs if no accountability, otherwise advises applicant to settle accountability	5 minutes	None	OSS Director/Coordinator	Clearance slip
END OF TRANSACTION						

ISSUANCE OF GATE PASS FOR STUDENTS WITH VEHICLE

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday (as scheduled)

Clients/ Customers: Students with vehicles

Requirements: Driver's license, Vehicle OR/ CR (updated)

Processing Time: 22 minutes

STEP	CUSTOMER /APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Fills out Vehicle Gate Pass Application form and submits to the Office of the Student Services. Presents the OR/ CR of vehicle for checking	Receives application form and checks the OR/CR of the vehicle. Briefs the applicant of the rules and policies of the University as regards driving inside the campus	15 minutes	None	Staff	Vehicle Gate Pass Application form



2	Pays required registration fee to cashier, and presents Official Receipt (OR) to the Office of the Student Services (OSS)	Checks the OR number Issues the Gate Pass sticker	2 minutes	None	OSS Director	Official Receipt (OR) Gate pass sticker
3	Brings the vehicle near the OSS for checking of the muffler	Checks the muffler and the issued Gate Pass Sticker on the vehicle	5 minutes	None	OSS Director/ Staff	
END OF TRANSACTION						

**LEARNING RESOURCE CENTER
ISSUANCE OF THE LIBRARY CARDS**

Schedule of Availability of Service: 8:30 AM – 4:00 PM
Monday to Friday

Clients: Students

Requirements: 2pcs. 1x1 ID picture; Enrolment Form

Processing time: 48 hours and 28 minutes

STEPS	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON INVOLVED	FORMS
1	Submits the requirements	<ul style="list-style-type: none"> Receive the following requirements: <ul style="list-style-type: none"> ✓ 1x1 ID pictures together ✓ Certificate of enrollment or Receipt of payment ✓ Filled-out application form 	10 minutes	None	Librarian/LRC Coordinator	Filled-Out Application Form
		<ul style="list-style-type: none"> Issues the claim stub bearing the releasing date of releasing date of the library card 	3 minutes	None	Librarian/LRC Coordinator	
		<ul style="list-style-type: none"> Prepares the Library Card for Approval 	15 minutes	None	Librarian/LRC Coordinator	
		<ul style="list-style-type: none"> Issues the Library Card as scheduled 	48 hours		Librarian/LRC Coordinator	
END OF TRANSACTION						



BORROWING AND RETURNING OF LIBRARY MATERIALS

Schedule of Availability of Service: 8:30 AM – 4:00 PM

Monday to Friday

Clients: Students

Requirements: Library Cards

Processing time: 20 minutes

STEPS	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON INVOLVED	FORMS
1	Inquires about the library material needed	<ul style="list-style-type: none"> Accommodates clients Asks for the library card, other documents, if necessary Checks the availability of the requested library material 	5 minutes	None	Librarian/LRC Coordinator	Filled-Out Application Form
2	Borrows the library material requested	<ul style="list-style-type: none"> Releases the requested/borrowed library material subject to library policy 	10 minutes	None	Librarian/LRC Coordinator	Borrower's Slip form Book Card
3	Returns the library materials	<ul style="list-style-type: none"> Receives the borrowed library materials as scheduled Receives O.R. of payment for overdue fines Returns the library material to its respective location 	5 minutes	Overdue Fees	Librarian/LRC Coordinator	Overdue Slip Log Book
END OF TRANSACTION						



MULTIMEDIA SERVICES

Schedule of Availability of Service: 9:00 AM – 4:00 PM

Monday to Friday

Clients: Students

Requirements: Library Cards

Processing time: 7 minutes

STEPS	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON INVOLVED	FORMS
1	Presents the validated library card	<ul style="list-style-type: none"> Receives the library card 	2 minute	None	Librarian/LRC Coordinator	None
2	Fills out the Multimedia Form	<ul style="list-style-type: none"> Receives the filled-out form Provides the LRC users 1 hour free internet access per visit and other multimedia services 	5 minutes	None	Librarian/LRC Coordinator	Multimedia Form
END OF TRANSACTION						

RE-ISSUANCE OF LOST LIBRARY CARDS

Schedule of Availability of Service: 8:00 AM – 4:00 PM

Monday to Friday

Clients: Students

Requirements: Requests letter, 2pcs. 1x1 ID pictures, Enrolment Form of Receipt of Payment

Processing time: 48 hours and 5 minutes

STEPS	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON INVOLVED	FORMS
1	Submits the requirements need	<ul style="list-style-type: none"> Receives the following requirements: <ul style="list-style-type: none"> Request letter 2pcs. 1x1 ID pictures Enrolment form or receipt of payment 	5 minute	None	Librarian/LRC Coordinator	None
2	Signs the logbook	<ul style="list-style-type: none"> Prepares the library card Issues the library card as scheduled 	48 hours	None	Librarian/LRC Coordinator	Multimedia Form
END OF TRANSACTION						



SIGNING OF CLEARANCE

Schedule of Availability of Service: 8:30 AM – 4:00 PM
 Monday to Friday
Clients: Students and Faculty
Requirements: Library Cards for students
Processing time: 5 minutes

STEPS	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON INVOLVED	FORMS
1	Submits the clearance of signature	<ul style="list-style-type: none"> Receives the clearance from students and faculty Verify requirements, if necessary Endorses the clearance to the Director for signature 	15 minute	None	Librarian/LRC Coordinator	Logbook Requirements
		<ul style="list-style-type: none"> Signs the clearance 	3 minutes	None	Director, LRC Coordinator	Logbook
		<ul style="list-style-type: none"> Returns the clearance to the student/faculty 	2 minutes	None	Librarian/LRC Coordinator	
END OF TRANSACTION						



CASHIER'S OFFICE

COLLECTION OF PAYMENTS

Schedule of Availability of Service : 8:00am – 4:00pm; Monday to Friday

Clients/Costumers : Students/Faculty/Staff/Alumni

Requirements : **For tuition / miscellaneous fees:**
Assessed Registration form, Official Receipts (for those with unpaid bills)

: **For Library fees, Certification of grades etc.:** Order of Payment

Processing time : 6 minutes during enrolment

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Presents requirements	Verifies requirements submitted for authenticity and correctness	3 minutes	none	Staff	
2	Pays the partial or full payments of the assessed fees of amount indicated in the Order of Payment	Receives payment Issues OR Posts payment made	3 minutes		Staff	
3	Receives Official Receipt					
END OF TRANSACTION						

HEALTH SERVICES UNIT

ANNUAL MEDICAL EXAMINATION

Schedule of Availability of Service: 8:00 am – 5:00 pm, Wednesday and Thursday

Client/Costumer: RSU Students, Faculty and Staff

Requirements: None

Processing Time: Simple Case – 35 minutes
Complicated Case – more than 35 minutes

STEPS		DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
COSTUMER/APPLICANT	SERVICE PROVIDER				
1. Online appointment made prior to consultation via phone call, messenger and	Online confirmation will be sent	1 day before consultation	None	Nurse	Confirmation receipt



<p>facebook page. Only stable patient with appointment will be catered</p>					
<p>2. Before entering the clinic, have the temperature check upon entering the clinic. Always wear face mask/ face shield and observe physical/ social distancing at least 1.0 meter from one another. <i>(Any person that has $\geq 38^{\circ}\text{C}$ of body temperature will be recheck and referred for further evaluation and management.)</i></p> <p>Writes name, course and year on the logbook</p> <p>Fill the needed information in the Medical Form</p> <p>Submit required laboratory results along with other requirements</p>	<p>Temperature check.</p> <p>Provide client with the necessary Medical Form</p> <p>Guide the client in filling the form</p> <p>Review entry on the medical record and the submitted requirements</p> <p>Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height)</p>	<p>1-5 minutes</p> <p>15 - 20 minutes</p>	<p>None</p> <p>None</p>	<p>Nurse</p> <p>Nurse</p>	<p>Client's Logbook</p> <p>Medical Form</p>
<p>3. Proceed to the Examination Area</p> <ul style="list-style-type: none"> Performed as per Physician advised 	<p>Ask the client relevant questions pertaining to the medical history</p> <p>Review the laboratory results</p>	<p>20 - 30 minutes</p>	<p>None</p>	<p>Physician</p>	<p>Medical form</p> <p>Request form</p>



	Perform physical examination Inform the client regarding assessment Gives advice as to the management Provides prescription and laboratory requests as needed Provide referral if the need arises				Prescription form Referral Form
4. Proceed to the dispensing area for medications and other instructions*	Gives prescribed medications if available Give advice as to intake of medications and other necessary precautions	15 minutes	None	Nurse	Prescription form
5. Sign in the logbook for the medicines and received*	Secure completeness of the data in the logbook	5 minutes	None	Nurse	Medicine Dispensary Logbook

END OF TRANSACTION

*NOTE: These Steps may be omitted if the client is in normal, healthy state.

TREATMENT OF MINOR INJURIES/WOUNDS

Schedule of Availability of Service: 8:00 am – 5:00 pm, Wednesday and Thursday
Client/Costumer: RSU Students, Faculty and Staff
Requirements: None
Processing Time: Simple Case – 50 minutes
 Complicated Case – more than 50 minutes



STEPS		DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
COSTUMER/APPLICANT	SERVICE PROVIDER				
1. Online appointment made prior to consultation via phone call, messenger and facebook page. Only stable patient with appointment will be catered.	Online confirmation will be sent	1 day before consultation	None	Nurse	Confirmation receipt
2. Before entering the clinic, have the temperature check upon entering the clinic. Always wear face mask/ face shield and observe physical/ social distancing at least 1.0 meter from one another. <i>(Any person that has $\geq 38^{\circ}\text{C}$ of body temperature will be recheck and referred for further evaluation and management.)</i> Writes name, course and year on the logbook	Temperature check	1-3 minutes	None	Nurse	Client's Logbook
	Locate client's medical records from the file cabinet	10 minutes	None	Nurse	Client's Logbook Medical Record
	Review previous entry on the consultation form Fill-out the consultation form a. Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height)				



	b. Ask and record chief complaint				
3. Proceed to the Treatment Area <ul style="list-style-type: none"> Performed as per Physician advised 	Ask the client relevant questions pertaining to the injury/wound Inform the client regarding assessment and management Perform necessary procedure/s <ul style="list-style-type: none"> c. Wound cleaning d. Suturing e. Wound dressing f. Bandaging g. Splinting Gives advice as to the management Provides prescription and laboratory requests as needed Provide referral if the need arises	20 - 30 minutes	None	Physician	Consultation form Request form Prescription form Referral Form
4. Proceed to the dispensing area for medications and other instructions	Gives prescribed medications if available	15 minutes	None	Nurse	Prescription form



	Give advice as to intake of medications and other necessary precautions				
5. Sign in the logbook for the medicines and procedures received	Secure completeness of the data in the logbook	5 minutes	None	Nurse	Medicine Dispensary Logbook

END OF TRANSACTION

*NOTE: These Steps may be omitted if the client is in normal, healthy state.

CONSULTATION, PRESCRIPTION AND DISPENSING OF MEDICINES (Medical)

Schedule of Availability of Service: 8:00 am – 5:00 pm, Wednesday and Thursday
Client/Costumer: RSU Students, Faculty and Staff
Requirements: None
Processing Time: Simple Case – 40 minutes
 Complicated Case – more than 40 minutes

STEPS		DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
COSTUMER/APPLICANT	SERVICE PROVIDER				
1. Online appointment made prior to consultation via phone call, messenger and facebook page. Only stable patient with appointment will be catered.	Online confirmation will be sent	1 day before consultation	None	Nurse	Confirmation receipt
2. Before entering the clinic, have the temperature check upon entering the clinic. Always wear face mask/ face shield and observe physical/ social distancing at least 1.0 meter from one another. <i>(Any person that has $\geq 38^{\circ}\text{C}$ of body temperature will be recheck and referred for further evaluation and management.)</i>	Temperature check	1-3 minutes	None	Nurse	Client's Logbook
	Locate client's medical records from the file cabinet	10 minutes	None	Nurse	



<p>Writes name, course and year on the logbook</p>	<p>Review previous entry on the consultation form</p> <p>Fill-out the consultation form</p> <p>a. Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height)</p> <p>b. Ask and record chief complaint</p>				<p>Medical Record</p> <p>Consultation Form</p>
<p>3. Proceed to the physician's area</p> <ul style="list-style-type: none"> Performed as per Physician advised 	<p>Ask the client relevant questions pertaining to the complaint</p> <p>Inform the client regarding assessment and management</p> <p>Conduct procedure and management</p> <p>Gives advice as to the management</p> <p>Provides prescription and laboratory requests as needed</p> <p>Provide referral if the need arises</p>	<p>20-30 minutes</p>	<p>None</p>	<p>Physician</p>	<p>Consultation form</p> <p>Request form</p> <p>Prescription form</p> <p>Referral Form</p>



4. Proceed to the dispensing area for medications and other instructions*	Gives prescribed medications if available Give advice as to intake of medications and other necessary precautions	15 minutes	None	Nurse	Prescription form
5. Sign in the logbook for the medicines and procedures received*	Secure completeness of the data in the logbook	5 minutes	None	Nurse	Medicine Dispensary Logbook

END OF TRANSACTION

*NOTE: These Steps may be omitted if the client is in normal, healthy state.

CONSULTATION, PRESCRIPTION AND DISPENSING OF MEDICINES (Dental)

Schedule of Availability of Service: 8:00 am – 5:00 pm, Wednesday and Thursday
Client/Costumer: RSU Students, Faculty and Staff
Requirements: None
Processing Time: Simple Case – 50 minutes
 Complicated Case – more than 50 minutes

STEPS		DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
COSTUMER/APPLICANT	SERVICE PROVIDER				
1. Online appointment made prior to consultation via phone call, messenger and facebook page. Only stable patient with appointment will be catered.	Online confirmation will be sent	1 day before consultation	None	Nurse	Confirmation receipt



ANNUAL DENTAL EXAMINATION

Schedule of Availability of Service: 8:00 am – 5:00 pm, Wednesday and Thursday
Client/Costumer: RSU Students, Faculty and Staff
Requirements: None
Processing Time: Simple Case – 50 minutes
 Complicated Case – more than 50 minutes

STEPS		DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
COSTUMER/APPLICANT	SERVICE PROVIDER				
1. Online appointment made prior to consultation via phone call, messenger and facebook page. Only stable patient with appointment will be catered.	Online confirmation will be sent	1 day before consultation	None	Nurse	Confirmati on receipt
2. Before entering the clinic, have the temperature check upon entering the clinic. Always wear face mask/ face shield and observe physical/ social distancing at least 1.0 meter from one another. <i>(Any person that has $\geq 38^{\circ}\text{C}$ of body temperature will be recheck and referred for further evaluation and management.)</i> Writes name, course and year on the logbook Fills the needed information in the Dental form	Temperature check	1-3 minutes	None	Nurse	Client's Logbook
	Provide client with necessary dental form	15-20 minutes	None	Nurse	Client's Logbook
	Guide the client in filling the form				
	Review the entry on the dental form				
Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height)					Dental Form



<p>3. Proceed to Dentist's Area</p>	<p>Inform the client regarding the assessment</p> <p>Perform dental examination</p> <p>Gives advice as to the management</p> <p>Provides prescription and laboratory requests as needed</p> <p>Provide referral if the need arises</p>	<p>10-20 minutes</p>	<p>None</p>	<p>Dentist</p>	<p>Dental Form</p> <p>Request Form</p> <p>Prescription form</p> <p>Referral Form</p>
<p>4. Proceed to the dispensing area for medications and other instructions*</p>	<p>Gives prescribed medications if available</p> <p>Give advice as to intake of medications and other necessary precautions</p>	<p>15 minutes</p>	<p>None</p>	<p>Nurse</p>	<p>Prescription form</p>
<p>3. Sign in the logbook for the medicines and procedures received*</p>	<p>Secure completeness of the data in the logbook</p>	<p>5 minutes</p>	<p>None</p>	<p>Nurse</p>	<p>Medicine Dispensary Logbook</p>

END OF TRANSACTION

*NOTE: These Steps may be omitted if the client is in normal, healthy state.



REGISTRAR' S OFFICE

ISSUANCE OF CERTIFICATION OF GRADES

Schedule of availability of service: 8:00 – 5:00 pm; Monday to Friday

Clients/Costumer: Students

Requirements: Clearance, Registration Form, Class Cards

Processing Time: 9 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submits requirements	Receives requirements and validate grades Prepare and issues certification	5 minutes	None	Staff	Certificatio n of Grades
2	Receives document and proceeds to cashier for payment	Accepts payment for the document requested	2 minutes	None	Cashier	Certificatio n of Grades
3	Receives OR and returns to the registrar for signature	Signs the Certification of Grades	2 minutes	None	Registrar	OR/Certifi cation of Grades
4	Receives the Certification of Grades and sign the logbook					Logbook
END OF TRANSACTION						



ISSUANCE OF COMPLETION OF GRADE

Schedule of availability of service: 8:00 – 5:00 pm; Monday to Friday
Clients/Customer: Students
Requirements: None
Processing Time: 6 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Requests for Completion forms.	Issues completion forms	2 minutes	None	Staff	Completion Forms
2	Accomplishes completion form and have it signed by their respective subject teacher/s	Received the duly signed completion forms and have it signed by the Registrar Signs the completion form.	2 minutes	None	Staff/Registrar	Completion Forms
3	Receives the completion form and proceeds to the cashier for payment	Accepts payment and issues OR.	2 minutes	None	Cashier	OR
END OF TRANSACTION						

ISSUANCE OF DIPLOMA

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Requests for Diploma	Secure students clearance, checks and issues gold seal for the diploma	2 minutes	None	Staff	Diploma
2	Receives Diploma and signs the logbook					
END OF TRANSACTION						



ISSUANCE OF TRANSCRIPT OF RECORD (TOR)

Schedule of Availability of Services: 8:00 am – 5:00 pm, Monday to Friday as per enrolment schedule

Clients/Customers: Students, Alumni

Requirements: Clearance, Book-Bounded Thesis

Processing Time: 41 minutes

STEPS	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submits requirement and requests for TOR	Issues Claim Slip	1 Minute	None	Staff	Claim Slip
2	Fills out Claim Slip and gives it back to the staff	Verifies student information	2 minutes	None	Staff	Claim Slip
		Fills in the scheduled date for release of the TOR on the claim slip	1 minutes			
		Prepares TOR	30 minutes			
3	Returns on the scheduled date of the release of the TOR	Issues TOR	3 Minutes	None	Staff	TOR
4	Receives TOR and proceeds to cashier for payment	Receives payment and issues Official Receipt (OR)	2 Minutes	₱ 40.00/page	Cashier	TOR
5	Receives OR and Returns to the Registrar for Signature	Signs the TOR Issued Documentary Stamp	2 Minutes	None	Registrar/Staff	OR/TOR
6	Receives the duly signed TOR and signs in the logbook	Make sure that it was registered in the logbook				Logbook
END OF TRANSACTION						



ADDING/DROPPING AND CHANGING SUBJECTS

Schedule of availability of service: 8:00 am – 5:00 pm; Monday to Friday

Clients/Customers: Students

Requirements: Registration form

Processing Time: 8 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1	Submits requirements and requests for ADC forms	Checks the total number of units enrolled by the student before issuing the ADC form	2 minutes	None	Staff	Adding/Dropping /Changing Subjects (ADC) form
2	Accomplishes the forms and have it signed by their respective dean/director of the college/institute	Checks the entries on the form Signs the ADC form	2 minutes	None	Staff Registrar	ADC form
3	Receives the completion form and proceeds to the cashier for payment	Accepts payment and issues OR	2 minutes	None	Cashier	OR
END OF TRANSACTION						



ROMBLON STATE UNIVERSITY-CALATRAVA CAMPUS

OFFICE OF THE CAMPUS DIRECTOR

The office is committed to render the best services to the public students and employees.
To act on immediate request from the Faculty and Staff, students and the public.
Any of request from the Campus Director can be done online or offline.

Receiving Clerk

- (1) one minute for every request for recording in the logbook.
- (1) one minute for the preparation for submission to the office of the Campus Director.
- (5) five minutes for the approval and or disapprove for every request.
- (5) five minutes for the communication and action prepared in every request.
- (2) two minutes-receiving of clerk for filing the receipt from the client employee, students and the public.

OFFICE OF THE CAMPUS REGISTRAR

ISSUANCE OF TRANSCRIPT OF RECORDS

Clients/Costumes: Students/Alumni
Requirements: Clearance, Book-Bounded Thesis, Documentary Stamps
Processing Time: 10 Days

STEPS	CLIENTS/ COSTUMERS	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON RESPONSIBLE
1	Submits requirements and Request for TOR	Issues Claim Slip	1 Minute	None	Myra F. Fadrequilan
2	Fill out Claim Slip and gives it back to the staff	Verifies student's information	3 Minutes	None	Myra F. Fadrequilan
		Fill in the scheduled date on the Claim Slip for release of TOR			
3		Prepares TOR	10 days	None	Myra F. Fadrequilan
4	Returns on the date scheduled for release of TOR	Issues Request for Payment Slip	1 Minute	None	Myra F. Fadrequilan
5	Proceed to the Cashier for Payment	Issues Official Receipt	2 minutes	P40.00 /page	Collecting Officer



6	Present Official Receipt for TOR	Received Request for Payment Slip and Issues Official Receipt	2 Minutes		Collecting Officer
7	Present Official Receipt for TOR and 2 Documentary Stamps	Received Official Receipt and Release TOR	2 Minutes	None	Myra F. Fadrequilan
END OF TRANSACTION					

ISSUANCE OF CERIFICATION OF GRADES

Clients/Costumers:

Students

Requirements:

Clearance, Registration form, School ID, Documentary Stamps

Processing Time:

1 day

STEPS	CLIENTS/ COSTUMERS	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON RESPONSIBLE	DOCUMENTS REQUIRED
1	Submit requirements	Receives requirements and validates grades	5 Minutes	None	Myra F. Fadrequilan	Registration form of the previous and current semester
2		Verifies grades Prepares and issues certification	20 minutes	None	Myra F. Fadrequilan	Payment Slip
3	Receives Payment Slip and proceed to the Cashier's Office	Issues Official Receipt	2 Minutes	P40.00	Collecting Officer	Official Receipt
4	Present Official Receipt for Certification of Grades and submit Documentary Stamps	Issues Certification of Grades	2 Minutes	None	Myra F. Fadrequilan	Certification of grades
END OF TRANSACTION						



ISSUANCE OF DIPLOMA

Clients/Costumers: Alumni
Requirements: Clearance
Processing Time: 2 Minutes

STEPS	CLIENTS/ COSTUMERS	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON RESPONSIBLE	DOCUMENTS REQUIRED
1	Present Student Clearance and submit Documentary Stamps	Release Diploma and have student signs the Log Book	2 Minutes	None	Myra F. Fadrequilan	Diploma
END OF TRANSACTION						

ISSUANCE OF ADDING/DROPPING/CHANGING FORMS

Clients/Costumers: Students
Requirements: Registration Form
Processing Time: 8 Minutes

STEPS	CLIENTS/ COSTUMERS	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON RESPONSIBLE	DOCUMENTS REQUIRED
1	Submits requirements for adding dropping or changing of subjects	Checks the total number of units enrolled by the student	2 Minutes	None	Myra F. Fadrequilan	Current Registration Form
2	Fill out the form and have it sign by their respective Dean of the College/Institute	Checks the entries on the form Signs the adding/dropping /changing form	2 Minutes	None	Campus Director	Adding/ dropping/ changing form
3	Receives the adding/dropping/ changing form and proceed to Cashier for payment	Accept payment and Signs the adding/dropping /changing form	2 Minutes	P30.00/ form	Collecting Officer	Official receipt
4	Return to the Registrar's Office and furnish a copy of the adding/dropping form	Get one copy of the Adding/ Dropping/Changing form	1 minute	None	Myra F. Fadrequilan	Adding/dropping/changing form



END OF TRANSACTION

ISSUANCE OF COMPLETION FORM

Clients/Costumers: Students
Requirements: Registration Form
Processing Time: 6 Minutes

STEPS	CLIENTS/ COSTUMERS	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON RESPONSIBLE	DOCUMENTS REQUIRED
1	Request for Completion Form	Issues Completion Form	2 Minutes	None	Myra F. Fadrequilan	Completion Form
2	Fill out Completion Form and have it sign by their respective subject's Professor	Receives, checks and signs the Completion Form. Advice student to proceed to Cashier's office for payment	2 Minutes	None	Professor/Instructor	Completion form
3	Receives the Completion Form and proceed to the Cashiers Office	Accepts payment and issues official receipt	2 Minutes	P30.00/ form	Collecting Officer	Official Receipt
4	Return to the Registrar's Office and furnish a copy of the Completion Form	Get one copy of the Completion Form	1 minute	None	Myra F. Fadrequilan	Completion form

END OF TRANSACTION



OFFICE OF THE CAMPUS CASHIER

COLLECTION OF PAYMENTS

Clients/Customers: Students/Alumni

Requirements : For tuition/miscellaneous fees: Assessed registration form, official receipts (for those with unpaid bills)
For certification of grades, adding/dropping changing form, completion form and etc., Order of Payment
For seal stamping: Transcript of record (TOR),

Processing Time : 6 minutes during enrolment

STEPS	COSTUMERS/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	DOCUMENTS REQUIRED
1	Presents requirements	Verifies requirements submitted for authenticity and corrections.	3 minutes	None	Collecting Officer	
2	Pays the partial or full payment of the assessed fees or the amount indicated in the Order of payment.	Receives payment Issues OR Post payment made	3 minutes		Collecting Officer	
3	Receives official receipt					
END OF TRANSACTION						

CAMPUS LEARNING RESOURCE CENTER

ISSUANCE OF THE LIBRARY CARDS

Schedule of availability Of Service: 8:30 AM – 4:00 PM,

Monday to Friday

Clients: Students

Requirements: 2 pcs. 1x1 ID picture ; Enrolment Form

Processing time: 48 hours and 28 minutes

STEPS	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON INVOLVED	FORMS
1	Submits the requirements	<ul style="list-style-type: none"> ▪ Receives the following requirements: ✓ 1X1 ID pictures together 	10 minutes	None	Librarian/LR C Staff	Filled-Out Application Form



		<ul style="list-style-type: none"> ✓ Certificate of enrollment or Receipt of payment ✓ Filled-out application form 				
		<ul style="list-style-type: none"> ▪ Issues the claim stub bearing the releasing date of the library card 	3 minutes	None	Librarian/LR C Staff	
		<ul style="list-style-type: none"> ▪ Prepares the Library Card for approval 	15 minutes	None	Librarian/LR C Staff	
		<ul style="list-style-type: none"> ▪ Issues the Library Card as scheduled 	48 hours		Librarian/LR C Staff	
END OF TRANSACTION						

**CAMPUS LEARNING RESOURCE CENTER
BORROWING AND RETURNING OF LIBRARY MATERIALS**

Schedule of availability Of Service: 8:30 AM – 4:00 PM,
Monday to Friday

Clients: Students

Requirements: Library Card

Processing time: 20 minutes

STEPS	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON INVOLVED	FORMS
1	Inquires about the library material needed	<ul style="list-style-type: none"> ▪ Accommodates clients ▪ Asks for the library card, other documents, if necessary ▪ Checks the availability of the requested library material 	5 minutes	None	Librarian/LR C Staff	Filled-Out Application Form
2	Borrows the library	<ul style="list-style-type: none"> ▪ Releases the 	10 minutes	None	Librarian/LR C	Borrower's
3	Returns the library materials	<ul style="list-style-type: none"> ▪ Receives the borrowed library materials as scheduled 	5 minutes	Over due Fees	Librarian/LR C Staff	Overdue Slip



		<ul style="list-style-type: none"> ▪ Receives O.R. of payment for overdue fines ▪ Returns the library material to its respective location 				Log Book
END OF TRANSACTION						

MULTIMEDIA SERVICES

Schedule of availability Of Service: 8:30 AM – 4:00 PM,
Monday to Friday
Clients: Students
Requirements: Library Card
Processing time: 7 minutes

STEPS	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON INVOLVED	FORMS
1	Presents the validated library card	Receives the library card	2 minute	None	Librarian/LR C Staff	None
2	Fills out the Multimedia Form	Receives the filled-out form	5 minutes	None	Librarian/LR C Staff	Multimedia Form
		<ul style="list-style-type: none"> ▪ Provides the LRC users 1 hour free internet access per visit and other multimedia services 				
END OF TRANSACTION						



RE-ISSUANCE OF LOST LIBRARY CARDS

Schedule of availability Of Service: 8:30 AM – 4:00 PM,
 Monday to Friday
Clients: Students
Requirements: Request Letter, 2 pcs. 1x1 ID pictures, Enrolment Form or Receipt of Payment
Processing time: 48 hours and 28 minutes

STEPS	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON INVOLVED	FORMS
1	Submits the requirements need	<ul style="list-style-type: none"> ▪ Receives the following requirements: <ul style="list-style-type: none"> ✓ Request letter ✓ 2 pcs. 1x1 ID pictures ✓ Enrolment form or Receipt of payment 	5 minutes	None	Librarian/LR C Staff	None
2	Signs the logbook	<ul style="list-style-type: none"> ▪ Prepares the library card ▪ Issues the library card as scheduled 	48 hours	None	Librarian/LR C Staff	Multimedia Form
END OF TRANSACTION						

SIGNING OF CLEARANCE

Schedule of availability Of Service: 8:30 AM – 4:00 PM,
 Monday to Friday
Clients: Students and Faculty
Requirements: Library Cards for Students
Processing time: 48 hours and 28 minutes

STEPS	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON INVOLVED	FORMS
1	Submits the clearance for signature	<ul style="list-style-type: none"> ▪ Receives the clearance from students and faculty ▪ Verify requirements, if necessary 	15 minutes	None	Librarian/LR C Staff	Logbook Requirements



		<ul style="list-style-type: none"> Endorses the clearance to the Director for signature 				
		Signs the clearance	3 minutes	None	Director, LRC	Logbook
		<ul style="list-style-type: none"> Returns the clearance to the student/faculty 	2 minutes	None	Librarian/LRC Staff	
END OF TRANSACTION						



ROMBLON STATE UNIVERSITY-ROMBLON CAMPUS

REGISTRAR SERVICES

SERVICES & PROCEDURES	REQUIREMENTS	PERSONS TO APPROACH	DURATION
I. ISSUANCE OF TOR 1. Filing up of request form and Verification of student's information 2. Preparation of TOR 3. Payment to Cashier 4. Presentation of Receipt & 2 Doc Stamp	Request Form None P40.00 / page Receipt / Doc Stamp	Ms. Chrysalis Oliveros (Mr. Rex Merida) Ms. Jessca Salingay Ms. Chrysalis Oliveros	10 min 5 days 5 min 2 min
II. ISSUANCE OF DIPLOMA 1. Presentation of clearance & submission of 2 Doc Stamps	Class Cards & Doc Stamp	Ms. Chrysalis Oliveros	5 min
III. ISSUANCE OF CERTIFICATES OF GRADES 1. Submission of requirements and Verification of student's information 2. Preparation of certificates 3. Payment to Cashier 4. Presentation of receipt, Doc Stamp and placement of school seal 5. Signing of certificates	Class Cards None P30.00 2 pcs Doc Stamp Certification Paper	Ms. Chrysalis Oliveros (Mr. Rex Merida) Ms. Jessca Salingay Ms. Chrysalis Oliveros Dr. Ruel Virgil Adriguez	10 min 10 min 5 min 5 min 2 min
IV. ISSUANCE OF ADDING / DROPPING / CHANGING FORMS 1. Submission of requirements and Verification of student's information 2. Payment to Cashier 3. Filing up form & endorsement 4. Evaluation and approval	Registration Form P25.00 None None	Ms. Chrysalis Oliveros Ms. Jessca Salingay Dept. Chairperson Mr. Rex Merida	2 min 10 min 5 min 5 min



3. Submission of copies to all concerned	ADC Form	Concerned Authority	2 min
III. ISSUANCE OF COMPLETION FORM			
1. Request for completion form		Ms. Chrysalis Oliveros	2 min
2. Payment to Cashier	P25.00	Ms. Jessca Salingay	5 min
3. Filing up & securing of completion grades	Completion Form	Concerned Instructor	5 min
3. Submission of copies to the Registrar	Completion Form	Mr. Rex Merida	2 min
4. Submission of copies to the Dean	Completion Form	Dept. Chairperson	2 min
END OF TRANSACTION			

LIBRARY RESOURCE SERVICES

SERVICES & PROCEDURES	REQUIREMENTS	PERSONS TO APPROACH	DURATION
I. ISSUANCE OF LIBRARY CARDS			
1. Submission of requirements	1x1 ID picture and Registration Form	Mr. Christian Maaba	5 min
2. Filling up of application	Application Form	-	5 days
3. Preparation and release	None	Mr. Christian Maaba	2 min
II. BORROWING / RETURNING OF LIBRARY MATERIALS OR EQUIPMENT			
1. Request to borrow	Library Card	Library Staff	5 min
2. Filling up borrowing slip / card	None	-	3 min
3. Approval and issuance	Book Card	Mr. Christian Maaba	3 min
4. Receipt of borrowed materials	None	-	-
5. Return of borrowed materials	Borrowed materials	Library Staff	3 min
6. Presentation of OR (if overdue)	Official Receipt	Ms. Jessca Salingay	5 min
III. MULTI-MEDIA SERVICES			
1. Request for service	Library Card	Library Staff	3 min
2. Filling out of Multimedia Service Form	None	-	5 min
	Multi-media SF	Mr. Christian Maaba	1 hour



3. Approval and provision of 1-hour time to use the library computer			
IV. RE-ISSUANCE OF LOST LIBRARY CARD			
1. Submission of requirements and Verification of student's information	Request letter, 2 pcs. 1x1 ID pic, & Registration Form	Library Staff	5 min
2. Signing to logbook	None	-	5 min
3. Preparation & Issuance of new library card	None	Mr. Christian Maaba	10 min
V. SIGNING OF CLEARANCE			
1. Submission of clearance form	Clearance Form	Library Staff	1 min
2. Verification, checking and signing	None	Mr. Christian Maaba	5 min
3. Return of student's clearance	None	Library Staff	1 min
END OF TRANSACTION			

ADMISSION SERVICES

SERVICES & PROCEDURES	REQUIREMENTS	PERSONS TO APPROACH	DURATION
I. APPLICATION FOR ADMISSION EXAMINATION			
1. Submission of requirements and verification	1) Application Form 2) 1 pc. 2x2 ID picture 3) 1 photocopy of NSO Birth Certificate 4) 1 photocopy of Grade 11 Report Card (First and Second Semester) back-to-back 5) 1 photocopy of School ID back-to-back	Ms. Chrysalis Oliveros	5 min
2. Filling out of application form			



<p>3. Issuance of Examination Slip and Schedule</p>	<p>6) 1 pc. long brown envelope None None</p>	<p>- Ms. Chrysalis Oliveros</p>	<p>5 days 2 min</p>
<p>II. ADMISSION EXAMINATION 1. Presentation of Examination Slip 2. Administration of Examination 3. Retrieval of testing materials 4. Orientation on the release of results and enrollment</p>	<p>Examination Slip Ballpen and pencil Test Questionnaire & AS None</p>	<p>Ms. Joana Macalisang Ms. Joana Macalisang Ms. Joana Macalisang Ms. Joana Macalisang</p>	<p>2 min 3 hrs 2 min 5 min</p>
<p>III. ENROLLMENT FOR NEW STUDENTS / TRANSFEREES 1. Submission of requirements and verification 2. Filling out of enrollment, ROTC medical and Guidance forms 3. Interview / career coaching 4. Encoding of subjects 5. Tagging & printing of registration form 6. Official approval of enrollment</p>	<p>1) Original copy of High School Report Card or Form 138 (G12) for 1st & 2nd sem. 2) Original copy of Certificate of Good Moral Character / (For transferees: copy of TOR or Certificate of grades and Honorable dismissal) 3) Photocopy of diploma Ballpen Enrollment Form Enrollment Form</p>	<p>Ms. Chrysalis Oliveros Nurse / Counselor Department Chair Enrollment Staff Ms. Jessca Salingay Mr. Rex Merida</p>	<p>3 min 30 min 10 min 5 min 5 min 2 min</p>



	Enrollment Form Registration Form		
<p>IV. ENROLLMENT FOR REGULAR OLD STUDENTS</p> <ol style="list-style-type: none"> Submission of requirements and Checking of record folders Evaluation of grades and subjects taken Encoding of subjects Tagging & printing of registration form Official approval of enrollment 	<ol style="list-style-type: none"> Registration Form Clearance/Grades Form <p>None</p> <p>Enrollment Slip none</p> <p>Registration Form</p>	<p>Department Faculty</p> <p>Evaluator</p> <p>Encoder Ms. Jessca Salingay</p> <p>Mr. Rex Merida</p>	<p>5 min</p> <p>10 min</p> <p>3 min 5 min</p> <p>2 min</p>
<p>V. ENROLLMENT FOR IRREGULAR AND RETURNEE-STUDENTS</p> <ol style="list-style-type: none"> Submission of requirements and Checking of record folders Evaluation of grades and subjects taken Filling up of trial form Career Guidance Encoding of subjects Tagging & printing of registration form Official approval of enrollment 	<ol style="list-style-type: none"> Registration Form Clearance/Grades Form <p>None</p> <p>Ballpen Trial Form Approved Trial Form None</p> <p>Registration Form</p>	<p>Department Faculty</p> <p>Evaluator</p> <p>-</p> <p>Mr. Orlando Mindoro Encoder Ms. Jessca Salingay</p> <p>Mr. Rex Merida</p>	<p>5 min</p> <p>10 min</p> <p>5 min 10 min 5 min 5 min</p> <p>2 min</p>
<p>VI. ENROLLMENT FOR SHIFTERS</p> <ol style="list-style-type: none"> Request for endorsement form Processing of signatories 	<p>None</p> <p>Endorsement form</p>	<p>Ms. Joana Macalisang Concerned Personnel</p>	<p>2 min 30 min</p>



<p>3. Submission of requirements and Checking of record folders</p> <p>4. Evaluation of grades and subjects taken</p> <p>5. Filling up of trial form</p> <p>6. Career Guidance</p> <p>7. Encoding of subjects</p> <p>8. Tagging & printing of registration form</p> <p>9. Official approval of enrollment</p>	<p>1) Endorsement form</p> <p>2) Registration Form</p> <p>3) Clearance/Grade Form</p> <p>None</p> <p>Ballpen</p> <p>Trial Form</p> <p>Approved Trial Form</p> <p>None</p> <p>Registration Form</p>	<p>Department Faculty</p> <p>Evaluator</p> <p>-</p> <p>Mr. Orlando Mindoro</p> <p>Encoder</p> <p>Ms. Jessca Salingay</p> <p>Mr. Rex Merida</p>	<p>5 min</p> <p>10 min</p> <p>5 min</p> <p>10 min</p> <p>5 min</p> <p>5 min</p> <p>5 min</p>
<p>END OF TRANSACTION</p>			



ROMBLON STATE UNIVERSITY-SANTA FE/SAN JOSE CAMPUSES

OFFICE OF THE CAMPUS REGISTRAR ISSUANCE OF TRANSCRIPT OF RECORDS

Clients/Costumers :Students/Alumni
Requirements :Clearance, Book-Bounded Thesis, Documentary Stamps
Processing Time :10 Days

STEPS	CLIENTS/ COSTUMERS	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON RESPONSIBLE (ON ROTATION)	DOCUMENTS REQUIRED
1	Submits requirements and Request for TOR	Issues Claim Slip	1 Minute	None	Marites F. Rasgo Precy D.Ausan	Clearance
2	Fill out Claim Slip and gives it back to the staff	Verifies student's information	3 Minutes	None	Marites F. Rasgo Precy D.Ausan	Claim Slip
		Fill in the scheduled date on the Claim Slip for release of TOR				
3		Prepares TOR	10 days	None	Marites F. Rasgo Precy D.Ausan	Form IX
4	Returns on the date scheduled for release of TOR	Issues Request for Payment Slip	1 Minute	None	Marites F. Rasgo Precy D.Ausan	Payment Slip
5	Proceed to the Cashier for Payment	Issues Official Receipt	2 minutes	P40.00 /page	Cashier's Coordinator	Payment Slip
6	Present Official Receipt for TOR	Received Request for Payment Slip and Issues Official Receipt	2 Minutes		Cashier's Coordinator	Official Receipt
7	Present Official Receipt for TOR and 2 Documentary Stamps	Received Official Receipt and Release TOR	2 Minutes	None		TOR
END OF TRANSACTION						



ISSUANCE OF CERIFICATION OF GRADES

Clients/Costumers :Students
 Requirements :Clearance, Registration form, School ID, Documentary Stamps
 Processing Time :1 day

STEPS	CLIENTS/ COSTUMERS	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON RESPONSIBLE (ON ROTATION)	DOCUMENTS REQUIRED
1	Submit requirements	Receives requirements and validates grades	5 Minutes	None	Marites F. Rasgo Precy D.Ausan	Registration form of the previous and current semester
2		Verifies grades Prepares and issues certification	20 minutes	None	Marites F. Rasgo Precy D.Ausan	Payment Slip
3	Receives Payment Slip and proceed to the Cashier's Office	Issues Official Receipt	2 Minutes	P40.00	Cashier's Coordinator	Official Receipt
4	Present Official Receipt for Certification of Grades and submit Documentary Stamps	Issues Certification of Grades	2 Minutes	None	Marites F. Rasgo Precy D.Ausan	Certification of grades
END OF TRANSACTION						

ISSUANCE OF DIPLOMA

Clients/Costumers :Alumni
 Requirements :Clearance,
 Processing Time :1 day

STEPS	CLIENTS/ COSTUMERS	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON RESPONSIBLE (ON ROTATION)	DOCUMENTS REQUIRED
1	Present Student Clearance and submit Documentary Stamps	Release Diploma and have student signs the Log Book	2 Minutes	None	Marites F. Rasgo Precy D.Ausan	Diploma
END OF TRANSACTION						



ISSUANCE OF ADDING/DROPPING/CHANGING FORMS

Clients/Costumers :Students
 Requirements :Registration Form
 Processing Time :8 Minutes

STEPS	CLIENTS/ COSTUMERS	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON RESPONSIBLE (ON ROTATION)	DOCUMENTS REQUIRED
1	Request for Completion Form	Issues Completion Form	2 Minutes	None	Marites F. Rasgo Precy D.Ausan	Completion Form
2	Fill out Completion Form and have it sign by their respective subject's Professor	Receives, checks and signs the Completion Form. Advice student to proceed to Cashier's office for payment	2 Minutes	None	University Registrar	Completion form
3	Receives the Completion Form and proceed to the Cashiers Office	Accepts payment and issues official receipt	2 Minutes	P30.00/ form	Cashier's Coordinator	Official Receipt
4	Return to the Registrar's Office and furnish a copy of the Completion Form	Get one copy of the Completion Form	1 minute	None	Marites F. Rasgo Precy D.Ausan	Completion form
END OF TRANSACTION						



ROMBLON STATE UNIVERSITY-SANTA MARIA CAMPUS

OFFICE OF THE CAMPUS REGISTRAR

ISSUANCE OF TRANSCRIPT OF RECORDS

Clients/Costumers

:Students/Alumni

Requirements

:Clearance, Book-Bounded Thesis, Documentary Stamps

Processing Time

:10 Days

STEPS	CLIENTS/ COSTUMERS	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON RESPONSIBLE (ON ROTATION)	DOCUMENTS REQUIRED
1	Submits requirements and Request for TOR	Issues Claim Slip	1 Minute	None	Ellenie M. Lagueza Roselyn M. Galasao	Clearance
2	Fill out Claim Slip and gives it back to the staff	Verifies student's information	3 Minutes	None	Ellenie M. Lagueza Roselyn M. Galasao	Claim Slip
		Fill in the scheduled date on the Claim Slip for release of TOR				
3		Prepares TOR	10 days	None	Ellenie M. Lagueza Roselyn M. Galasao	Form IX
4	Returns on the date scheduled for release of TOR	Issues Request for Payment Slip	1 Minute	None	Ellenie M. Lagueza Roselyn M. Galasao	Payment Slip
5	Proceed to the Cashier for Payment	Issues Official Receipt	2 minutes	P40.00 /page	Cashier's Coordinator	Payment Slip
6	Present Official Receipt for TOR	Received Request for Payment Slip and Issues Official Receipt	2 Minutes		Cashier's Coordinator	Official Receipt
7	Present Official Receipt for TOR and 2 Documentary Stamps	Received Official Receipt and Release TOR	2 Minutes	None		TOR
END OF TRANSACTION						



ISSUANCE OF CERIFICATION OF GRADES

Clients/Costumers :Students
 Requirements :Clearance, Registration form, School ID, Documentary Stamps
 Processing Time :1 day

STEPS	CLIENTS/ COSTUMERS	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON RESPONSIBLE (ON ROTATION)	DOCUMENTS REQUIRED
1	Submit requirements	Receives requirements and validates grades	5 Minutes	None	Ellenie M. Lagueza Roselyn M. Galasao	Registration form of the previous and current semester
2		Verifies grades Prepares and issues certification	20 minutes	None	Ellenie M. Lagueza Roselyn M. Galasao	Payment Slip
3	Receives Payment Slip and proceed to the Cashier's Office	Issues Official Receipt	2 Minutes	P40.00	Cashier's Coordinator	Official Receipt
4	Present Official Receipt for Certification of Grades and submit Documentary Stamps	Issues Certification of Grades	2 Minutes	None	Ellenie M. Lagueza Roselyn M. Galasao	Certification of grades
END OF TRANSACTION						

ISSUANCE OF DIPLOMA

Clients/Costumers :Alumni
 Requirements :Clearance,
 Processing Time :1 day

STEPS	CLIENTS/ COSTUMERS	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON RESPONSIBLE (ON ROTATION)	DOCUMENTS REQUIRED
1	Present Student Clearance and submit Documentary Stamps	Release Diploma and have student signs the Log Book	2 Minutes	None	Ellenie M. Lagueza Roselyn M. Galasao	Diploma
END OF TRANSACTION						



ISSUANCE OF ADDING/DROPPING/CHANGING FORMS

Clients/Costumers :Students
 Requirements :Registration Form
 Processing Time :8 Minutes

STEPS	CLIENTS/ COSTUMERS	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON RESPONSIBLE (ON ROTATION)	DOCUMENTS REQUIRED
1	Request for Completion Form	Issues Completion Form	2 Minutes	None	Ellenie M. Lagueza Roselyn M. Galasao	Completion Form
2	Fill out Completion Form and have it sign by their respective subject's Professor	Receives, checks and signs the Completion Form. Advice student to proceed to Cashier's office for payment	2 Minutes	None	University Registrar	Completion form
3	Receives the Completion Form and proceed to the Cashiers Office	Accepts payment and issues official receipt	2 Minutes	P30.00/ form	Cashier's Coordinator	Official Receipt
4	Return to the Registrar's Office and furnish a copy of the Completion Form	Get one copy of the Completion Form	1 minute	None	Ellenie M. Lagueza Roselyn M. Galasao	Completion form
END OF TRANSACTION						



ROMBLON STATE UNIVERSITY-SAN AGUSTIN CAMPUS

Campus Vision

Romblon State University San Agustin, a research-based and a committed change-agent Fisheries and Aquatic Sciences campus for a globally competitive and empowered workforce towards providing excellent service and development in the MIMAROPA Region

Campus Mission

The campus shall provide advanced and innovative curricular programs in Fisheries, Aquatic, and Allied Sciences. It shall also undertake responsive research and extension services to nurture the potentials of students in the sustainable management of resources

Campus Goals

1. Enhance its curricular programs with research, extension, and production;
2. Develop ladderized courses in fisheries, education, and other relative disciplines;
3. Provide competent professionals with desirable values and attitude;
4. Produce globally competitive graduates who will be flexible in tackling job opportunities in both private and government agencies.

Campus Objectives

1. Conserve, protect, and develop the natural resources of our nation;
2. Tap its great economic potentials not only for our generation but for those that are yet to come as well;
3. Inculcate the value of self-reliance among the youth, and develop in them the entrepreneurial skills to propel this nation towards brighter horizons;
4. Enhance the people's environmental awareness and make them take pride in the patrimony of our country; and
 Provide the people with equal access to quality education and ample opportunities for personal and economic advancement.

1. Request for Action/Decision from the Office of the Campus Director

Upon receiving of request/record, the OCD staff record/assess matter concern and immediately forwarded to the OCD for decision/action.

Office/Unit:	Office of the Campus Director (OCD)
Classification:	Simple
Type of Transaction:	RSU-SA2S - RSU San Agustin Campus to Students RSU-SA2C – RSU San Agustin to Community



Who may avail:		<ul style="list-style-type: none"> a. Faculty members and staff b. Students (graduate and undergraduate) c. Parents and community members d. Partner agencies both public and private e. Oversight bodies including Offices within RSU System 		
CHECKLIST OF REQUIREMENT				WHERE TO SECURE
By concerned parties involved Presented request/record or matters needs the attention of OCD				OCD office and can also be reached through different multimedia platforms, e.g. CP, email, Facebook, messenger
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit/send a request to the above concern	Receive/retrieve request	None		OCD Staff
Proceed to OCD for action/decision	Forward to OCD for action	None		OCD Staff
	OCD decide/act	None		Campus Director

2. Request for Action/Decision from the Office of the Chairperson, Department of Fisheries (OC-DF)

Upon receiving of request/record, the OC-DF staff record/assess matter concern and immediately forwarded to the OC-DF for decision/action

Office/Unit:	Office of the Chairperson, Department of Fisheries
Classification:	Simple
Type of Transaction:	RSU-SA2S - RSU San Agustin Campus to Students RSU-SA2C – RSU San Agustin to Community
Who may avail:	<ul style="list-style-type: none"> a. Faculty members and staff b. Students (graduate and undergraduate) c. Parents and community members d. Partner agencies both public and private e. Oversight bodies including Offices within RSU System



CHECKLIST OF REQUIREMENT	WHERE TO SECURE			
By concerned parties involved Presented request/record or matters that needs the attention of OC-DF.	OCDF office and can also be reached through different multimedia platforms, e.g. CP, email, Facebook, messenger.			
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit/send a request to the above concern	Receive/retrieve request	None	1 min	OC--DF Staff
Proceed to OC-DF for action/decision	Forward to OCDF for action	None	1 min	OC-DF Staff
End of transaction	OC-DF decide/act	None	3 min	Chair, Department of Fisheries
TOTAL:		5 min		

3. Request for Action/Decision from the Office of the Chair Department of Education (OC-DE)

Upon receiving of request/record, the OC-DE student assistant record/assess matter concern and immediately forwarded to the Chair of OC-DE for decision/action.

Office/Unit:	Office of the Chairperson, Department of Education
Classification:	Simple
Type of Transaction:	RSU-SA2S - RSU San Agustin Campus to Students RSU-SA2C – RSU San Agustin to Community
Who may avail:	<ul style="list-style-type: none"> a. Faculty members and staff b. Students (undergraduate) c. Parents and community members d. Partner agencies both public and private e. Oversight bodies including Offices within RSU System



CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
By concerned parties involved Presented request/record or matters need attention from the OC-DE			OC-DE office and can also be reached through different multimedia platforms, e.g. CP, email, Facebook, messenger	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the Logbook	Records the purpose of the transaction	none	1minute	OC-DE student assistant
2. Asks/requests the purpose/transaction	Receive client	None	1 minute	OC-DE
	OC-DE decide/act on the matter concerned	None	5 minute	Chair of OC-DE
3. Signs the Technical Advice Form	Provides Technical Advice Form	None	1 minute	Chair of OC-DE
- End of transaction				
TOTAL:			8 minutes	

4. Enrolment Process of Students

Upon request of students for enrollment, requirements and process are given to guide them secure and complete the documents, and once submitted, the processing is immediately conducted for subsequent tagging as officially enrolled.

Office/Unit:	Office of the Campus Registrar
Classification:	Simple to Complex
Type of Transaction:	RSU-SA – RSU-San Agustin Campus to Students



Who may avail:	<ul style="list-style-type: none"> • Continuing students • New students • Transferee students • Shifter students
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
<p><u>For New Students:</u></p> <ol style="list-style-type: none"> 1. College examination test 2. NSO certified birth certificate 3. Form 138-A (High School record) 4. Original certificate of Good Moral Character 5. 2 copies of passport size photo ID <p><u>For Transferee/Shifter Students:</u></p> <ol style="list-style-type: none"> 1. Official Transcript of Records (OTR) or Certification of Grade 2. Certificate of Honorable Dismissal 3. Certificate of Good Moral Character 4. NSO Certified Birth Certificate <p><u>For Continuing Students:</u></p> <ol style="list-style-type: none"> 1. Approved Clearance 	<p>Campus test centers NSO Office School where graduated School where graduated</p> <p>School where previously enrolled</p> <p>-do-</p> <p>-do-</p> <p>NSO Office</p> <p>Clearance Form can be secured from Department Chairperson's Office</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>New Students:</u></p> <ol style="list-style-type: none"> 1. Submit result of the entrance examination, Form 138, NSO Birth Certificate, Certificate of Good Moral Character, 2 copies of photo ID picture, and 	<p>Receive and check the completeness</p> <p>Issue Registration Form</p>	None	2 minutes	Registrar



<p>secure registration form for enrollment.</p> <p>2. Fill up the registration form and secure the signature of the Department Chairperson and Campus Director.</p> <p>3. Submit to Registrar's Office for assessment</p> <p>- End of transaction</p>	<p>Receive and check the completeness of required information and if complete, tag as officially enrolled</p>	<p>None</p>	<p>5 minutes</p>	<p>Registrar</p>
<p><u>Transferee/Shifter Students</u></p> <p>1. Submit OTR, NSO Birth Certificate, Certificate of Good Moral Character, Honorable Dismissal, 2 copies of photo ID picture, and secure Registration Form for enrollment.</p>	<p>Receive and check the completeness and integrity of the document</p> <p>Issue Registration Form</p>	<p>None</p>	<p>2 Minutes</p>	<p>Registrar</p>



<p>2. Fill out the registration form and secure the signature of the Department Chairperson and Campus Director.</p> <p>3. Submit to Registrar's Office for assessment.</p> <p>- End of transaction</p>	<p>Receive and check the completeness of required information and if complete, tag as officially enrolled.</p>	<p>None</p>	<p>5 Minutes</p>	<p>Registrar</p>
<p><u>Continuing Students</u></p>				
<p>1. Present approved clearance, and secure Registration Form for enrollment.</p>	<p>Receive and check the completeness of the information and issue Registration Form</p>	<p>None</p>	<p>2 Minutes</p>	<p>Registrar</p>
<p>2. Fill up the registration form and secure the signature of the Department Chairperson, Campus Director.</p>	<p>Receive and check the completeness of required information and</p>			
<p>3. Submit to Registrar's Office for assessment</p>				



- End of transaction	if complete, tag as officially enrolled	None	5 Minutes	Registrar
TOTAL:		8 minutes		

5. Issuance of Official Transcript of Records

Upon request of student/alumni, the requirement for issuance of OTR is given to guide them in securing the required documents, and once completed, the student is informed of a waiting period of ten working days for preparation of the OTR and the date of release.

Office/Unit:	Office of the Campus Registrar		
Classification:	Simple		
Type of Transaction:	RSU-SA2S - RSU San Agustin Campus to Students RSU-SA2A – RSU San Agustin Campus to Alumni		
Who may avail:	<ol style="list-style-type: none"> 1. Enrolled students 2. Dropped out students 3. Alumni 		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE	
<p><u>For enrolled/dropped out students</u></p> <ol style="list-style-type: none"> a. Approved Clearance b. Request Form <p><u>For Alumni</u></p> <ol style="list-style-type: none"> a. Approved Clearance b. Book-bound Thesis c. Request Form 		<p>Clearance Form can be secured from Department Chairperson's Office.</p> <p>Request Form can be secured from the Office of the Registrar</p>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>Enrolled/Dropped out students/Alumni</u> 1. Secure clearance form and have it signed by respective signatories 2. Submit approved clearance/thesis and secure Request Form 3. Fill out the request form and submit	Issue Clearance Form	None	1 minute	Reg. staff
	Receive and issue Request Form	None	1 minute	Reg. staff
	Receive and check the	None	1 minute	Reg. staff
4. Release of OTR - End of transaction	completeness of the information	None	10 days	Registrar
	Prepare OTR	40.00/page	1 minute	Reg. staff
	Release of OTR			

6. Issuance of Certification of Grades (CoG)

Upon request, the student will be instructed how to secure CoG.

Office/Unit:	Office of the Campus Registrar
Classification:	Simple
Type of Transaction:	RSU-SA2S – RSU San Agustin Campus to Student
Who may avail:	Enrolled students
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
Presented Registration Form	Office of the Registrar



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Form, fill out and submit together with Registration Form	Release Request Form and receive Registration Form	None	1 minute	Reg. staff
2. Release Certification of Grades	Verify grades and prepare Certification of Grade	None	5 minutes	Registrar
- End of transaction	Release CoG	Php40.00	1 minute	Reg. staff
TOTAL:		7 minutes		

7. Issuance of Adding/Dropping/Changing Forms (ADCF)

Upon request, the student is instructed on the process and issued ADCF.

Office/Unit:	Office of the Campus Registrar			
Classification:	Simple			
Type of Transaction:	RSU-SA2S – RSU San Agustin Campus to Students			
Who may avail:	Enrolled Students			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Registration Form and Adding/Changing/Dropping Form (ACDF)		Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present the Registration Form of enrollment and secure ACDF	Receive and issue ACDF	Php. 30.00	1 minute	Reg. staff
2. Fill out the ACDF and submit	Receive and check the accuracy of data, and return to the student for approval of signatories	None	1 minute	Reg. staff
3. Secure approval of the signatories and submit	Receive and tear off Registrar's copy	None	1 minute	Reg. staff
- End transaction				
TOTAL:		3 minutes		

8. Issuance of Completion of Grade Form

Upon request of Completion of Grade Form, students are issued of CGF for the signature of respective subject professor.

Office/Unit:	Office of the Campus Registrar			
Classification:	Simple			
Type of Transaction:	RSU-SA2S – RSU San Agustin Campus to Students			
Who may avail:	Enrolled Students			
CHECKLIST OF REQUIREMENT				WHERE TO SECURE
Registration Form and Completion Grade Form (CGF)				Office of the Campus Registrar
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Registration Form and Secure CGF	Receive and issue CGF	Php. 30.00	1 minute	Reg. staff
2. Fill out and have it signed by the respective subject professor	Receive and tear off the student's copy and release to the student	none	1 minute	Reg. staff
3. Submit and secure student's copy - End of transaction				
TOTAL:		2 minutes		



9. Issuance of the Library Card

Upon request, students are instructed on the process and requirement in how to secure Library Card.

Office/Unit:		Learning Resource Center (LRC)		
Classification:		Simple		
Type of Transaction:		RSU-SA2S – RSU San Agustin Campus to Students		
Who may avail:		Enrolled students		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Presented Enrolment Form and 2 copies of 1x1 inch recent Photo ID			LRC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Enrolment Form and two copies of 1x1 inch photo ID	Receive and issue Library Card application form	None	1 minute	LRC staff
2. Fill out the application form, and submit - End of transaction	Receive and prepare Library Card for approval	None	3 minutes	LRC staff
	Release Library Card.			Librarian
TOTAL:		6 minutes		

10. Borrowing and Returning of Library Materials

Upon request, the student is guided on how to access the learning resource materials.

Office/Unit:	Learning Resource Center
Classification:	Simple
Type of Transaction:	RSU-SA2S- RSU San Agustin Campus to Student
Who may avail:	Enrolled students (undergraduate and graduate)
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
Presented Library Card	Learning Resource Center



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>Borrowing LRC materials</u> 1. Sign in the logbook and ask for the availability of library materials needed 2. Present Library Card and fill-out borrower's card - End of transaction	Check and retrieve library material needed	None	3 minutes	LRC staff
	Check Library Card and receive filled-out borrower's card	None	1 minute	LRC staff
	Indicate the due date on the borrower's slip and release the library material	None	1 minute	LRC staff
<u>Returning Library Material</u> 1. Return borrowed library material 2. Pay overdue fee, if any - End of transaction	Receive the library material and check the due date, if overdue ask the student to pay the overdue fee	None. If overdue, a ten pesos fine per day is imposed	1 to 3 minutes	Librarian
	Receive the Official Receipt of payment		1 minute	LRC staff
TOTAL:		7 to 10 minutes		



11. Re-Issuance of Lost Library Card

Upon submission of the request, the student is guided on the process and documents needed to submit for re-issuance of a lost library card.

Office/Unit:	Learning Resource Center			
Classification:	Simple			
Type of Transaction:	RSU-SA2S – RSU San Agustin Campus to Students			
Who may avail:	Enrolled students			
CHECKLIST OF REQUIREMENT	WHERE TO SECURE			
Presented request letter, enrolment form, and 2 copies of 1x1 inch recent Photo ID	Learning Resource Center			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request letter, enrolment form, and 2 copies of 1x1 photo ID. Fill-out application form	Receive documents and check the accuracy and completeness	None	3 minutes	LRC staff
	Prepare a Library Card for approval and release	None	2 minutes	Librarian
2. Sign in the Logbook and receive re-issued Library Card				
- End of transaction				
TOTAL:				

12. Signing of Clearance

Upon request of the student, the clearance form is immediately processed and endorsed for signature, if there is no LRC liability.



Office/Unit:	Learning Resource Center			
Classification:	Simple			
Type of Transaction:	RSU-SA2S – RSU San Agustin Campus to Student			
Who may avail:	Continuing students Graduating students/Alumni			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Library Card		Learning Resource Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Library Card and Clearance Form.	Check Library Card and verify for unreturned LRC materials, if any.	3 minutes	None	LRC staff
	If none, endorse clearance to Librarian for signature	1 minute	None	Librarian
	Release signed clearance	1 minute	None	LRC staff
2. Receive signed Clearance				
- End of transaction				
		TOTAL:	5 minutes	

13. Request for Annual Medical Examination

Upon request, the University Doctor together with the campus Nurse schedule the conduct of annual Medical Examination of the faculty, staff, and students

Office/Unit:	Office of the Medical Clinic
Classification:	Simple to complex
Type of Transaction:	RSU-SA2F – RSU San Agustin Campus to Faculty RSU-SA2S ₁ – RSU San Agustin Campus to Staff RSU-SA2S ₂ – RSU San Agustin Campus to Students
Who may avail:	Faculty members Staff Students



CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
<u>For Faculty and Staff</u> Employee's ID <u>For Students</u> Student's ID Enrolment Form			HR Office Registrar's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Logbook and fill-out the Medical Record Form (MRF).	Issue MRF and instruct how to fill-out.	None	1 minute	Nurse
	Receive and check the completeness of the information and retrieve the client's medical record.	None	4 Minutes	Nurse
		None	1 minute	Nurse
2. Submits required laboratory results along with other requirements.	Review entry on the medical record and the submitted requirements.	None	10-15 minutes	Nurse
3. Proceed to the examination area.	Take vital signs; temperature, blood pressure, heart rate, respiratory rate, weight, and height.	None	2 minutes	Physician
4. Proceed to the dispensing area for medication and other instructions.	Ask the client about the relevant information about medical history.	None	10 minutes	Physician
5. Sign in the logbook for the medicine received.	Perform a physical examination.			
- End of transaction	Inform the client of the assessment.	None	5 minutes	Physician
	Advise as to the management and provide prescription and laboratory request if necessary			
	Give prescribed medication, if the medicine is			



	available	None	3 minutes	Physician
	Advise as to intake of medications and other precautions.	None	15 minutes	Nurse
	Ensure the completeness of information in the logbook	None	3 minutes	Nurse

14. Conduct of the First Aid Treatment

Upon entering the clinic of the client needing first aid treatment, the health care provider immediately assesses the health condition and promptly give appropriate intervention.

Office/Unit:	Office of Medical Clinic			
Classification:	Simple to Complex			
Type of Transaction:	RSU-SA2F – RSU San Agustin Campus to Faculty RSU-SA2S ₁ – RSU San Agustin Campus to Staff RSU -SA2S ₂ – RSU San Agustin Campus to Students			
Who may avail:	Faculty members Staff Students			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Faculty/Staff Consultation Form Student Consultation Form		Office of the Medical Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Sign in the logbook indicating name, category (faculty, staff, student)</p>	<p>Retrieve client's Medical Record Form</p> <p>Fill-out the consultation form indicating the state of the vital signs, and ask the client about the major concern.</p> <p>Asks the client relevant questions about the immediate health problem, e.g. injury or wound.</p>	<p>None</p>	<p>10 minutes</p>	<p>Nurse</p>
<p>2. Proceed to the treatment area.</p>	<p>Inform the client about the assessment.</p> <p>Perform necessary procedures and give advise on the health concern.</p> <p>Provide prescription and laboratory request, if needed.</p> <p>Provide referral, if necessary.</p> <p>Release prescribed medication, if available</p> <p>Give advise as to intake of the medication and other necessary precautions.</p> <p>Ensure completeness of the data in the logbook.</p>	<p>None</p>	<p>20-30 minutes</p>	<p>Physician</p>



3. Proceed to the dispensing area for medications and other instructions.		None	15 minutes	Nurse
4. Sign in the logbook for the medicine received.		None	5 minutes	Nurse
- End of transaction				

15. Issuance of the Certificate of Good Moral Character

Upon request of the client, the certificate of Good Moral Character is immediately processed and issued upon verification of record.

Office/Unit:	Guidance and Counseling Services (GCS)			
Classification:	Simple			
Type of Transaction:	RSU-SA2S – RSU San Agustin Campus to Students			
Who may avail:	Students			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<u>For Students/Alumni</u> Presented approved Clearance Form and Student's ID		Office of the Guidance and Counseling Services. It can also be reached through multimedia platforms, e.g. email, Facebook, Messenger		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved Clearance Form and fill out the Request Form and submit.	Verify the authenticity of the document submitted.	None	3 minutes	GCS staff
2. Pay the Certificate to the Cashier's Office	Check the record of student and prepare the Certificate and have it signed. Receive payment and affix the dry seal of the University.	None Php. 25.00	10 minutes 2 minutes	Counselor Cashier's Office



End of transaction	Enter in the logbook and release to the client.			
TOTAL:		15 minutes		

16. Conduct of Counseling Service

Upon request through faculty referral or personally seeks assistance, the Counselor handles the case confidentially and immediately proceed to develop a plan/protocol in managing the case.

Office/Unit:	Guidance and Counseling Services
Classification:	Simple to complex
Type of Transaction:	RSU-SA2S – RSU San Agustin Campus to Students
Who may avail:	Students Students' Organization

CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Referral, Call Slip, Personal Appearance		Office of the Guidance and Counseling Services. It can also be reached through multimedia platforms, e.g. email, Facebook, Messenger		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Faculty Referral/or personally secure assistance:				
1. Faculty endorse student needs counseling services. If willing, the counseling procedure proceeded.	Determine the willingness of the concerned student to undergo the counseling process.	None	5 minutes	Counselor
2. Sign in the visitor's logbook and fill-out the call slip and submit.	Check and receive the filledout call slip and filed	None	1 minute	Counselor



3. Read and sign the Confidentiality Agreement.	Ensure that the written agreement is fully comprehended and understood by the student.	None	20 minutes	Counselor
4. Discuss issues and concerns.	Start counseling process.			
5. Develop an intervention plan for succeeding sessions.	Facilitate the development of counseling schedule and intervention plan	None	30 minutes to 1 hr.	Counselor
- End of transaction		None	10-15 minutes	Counselor
TOTAL:				

17. Handling Complaints and Mediation

Upon request through faculty referral or personal appearance to the Office of Guidance and Counseling Services, the aggrieved parties are immediately entertained and processed for a successful settlement.

Office/Unit:	Guidance and Counseling Services			
Classification:	Simple to complex			
Type of Transaction:	RSU-SA2S – RSU San Agustin Campus to Students			
Who may avail:	Students			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Presented request/record or matter needs the attention of the Guidance Coordinator		Office of the Guidance and Counseling Services. It can also be reached through multimedia platforms, e.g. email, Facebook, Messenger		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill-out Request Form/Referral Form.	Receive written/verbal complain or referrals.	None	3 minutes	Counselor
	Assess written complaint/verbal/Referral.	None	5-10 minutes	Counselor
	Verify the signature and issue complaine Call Slip, and receive the slip.	None	3 minutes	Counselor
	Conduct a preliminary	None	10-15 minutes	Counselor
2. Sign in to the Visitor's logbook and fill-out Complinee Call Slip and submit.	interview and begin the mediation process.			
	Conduct joint and separate interviews with both parties.	None	20-30 minutes per interview	Counselor
3. Present the grievance of both parties.	If settle, proceed to sign in of amicable settlement. If not develop a schedule of meetings.	None	5-10 minutes	Counselor
	Facilitate sign in the logbook	None	3 minutes	Counselor
4. Sign in to the Visitor's logbook. - End of transaction				
TOTAL:				



ROMBLON STATE UNIVERSITY-SAN ANDRES CAMPUS

OFFICE OF THE CAMPUS DIRECTOR

The office is committed to render the best services to the public students and employees.
 To act on immediate request from the Faculty and Staff, students and the public.
 Any of request from the Campus Director can be done online or offline.

Receiving Clerk

- (1) one minute for every request for recording in the logbook.
- (1) one minute for the preparation for submission to the office of the Campus Director.
- (5) five minutes for the approval and or disapprove for every request.
- (5) five minutes for the communication and action prepared in every request.
- (2) two minutes-receiving of clerk for filing the receipt from the client employee, students and the public.

OFFICE OF THE CAMPUS REGISTRAR

ISSUANCE OF TRANSCRIPT OF RECORDS

Clients/Costumes: Students/Alumni
Requirements: Clearance, Book-Bounded Thesis, Documentary Stamps
Processing Time: 10 Days

STEPS	CLIENTS/ COSTUMERS	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON RESPONSIBLE
1	Submits requirements and Request for TOR	Issues Claim Slip	1 Minute	None	Registrar
2	Fill out Claim Slip and gives it back to the staff	Verifies student's information	3 Minutes	None	Registrar
		Fill in the scheduled date on the Claim Slip for release of TOR			Registrar
3		Prepares TOR	10 days	None	Registrar
4	Returns on the date scheduled for release of TOR	Issues Request for Payment Slip	1 Minute	None	Registrar
5	Proceed to the Cashier for Payment	Issues Official Receipt	2 minutes	P40.00 /page	Collecting Officer



6	Present Official Receipt for TOR	Received Request for Payment Slip and Issues Official Receipt	2 Minutes		Collecting Officer
7	Present Official Receipt for TOR and 2 Documentary Stamps	Received Official Receipt and Release TOR	2 Minutes	None	Registrar
END OF TRANSACTION					

ISSUANCE OF CERIFICATION OF GRADES

Clients/Costumers: Students
Requirements: Clearance, Registration form, School ID, Documentary Stamps
Processing Time: 1 day

STEPS	CLIENTS/ COSTUMERS	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON RESPONSIBLE	DOCUMENTS REQUIRED
1	Submit requirements	Receives requirements and validates grades	5 Minutes	None	Registrar	Registration form of the previous and current semester
2		Verifies grades Prepares and issues certification	20 minutes	None	Registrar	Payment Slip
3	Receives Payment Slip and proceed to the Cashier's Office	Issues Official Receipt	2 Minutes	P40.00	Collecting Officer	Official Receipt
4	Present Official Receipt for Certification of Grades and submit Documentary Stamps	Issues Certification of Grades	2 Minutes	None	Registrar	Certification of grades
END OF TRANSACTION						



ISSUANCE OF DIPLOMA

Clients/Costumers: Alumni
Requirements: Clearance
Processing Time: 2 Minutes

STEPS	CLIENTS/ COSTUMERS	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON RESPONSIBLE	DOCUMENTS REQUIRED
1	Present Student Clearance and submit Documentary Stamps	Release Diploma and have student signs the Log Book	2 Minutes	None	Registrar	Diploma
END OF TRANSACTION						

ISSUANCE OF ADDING/DROPPING/CHANGING FORMS

Clients/Costumers: Students
Requirements: Registration Form
Processing Time: 8 Minutes

STEPS	CLIENTS/ COSTUMERS	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON RESPONSIBLE	DOCUMENTS REQUIRED
1	Submits requirements for adding dropping or changing of subjects	Checks the total number of units enrolled by the student	2 Minutes	None	Registrar	Current Registration Form
2	Fill out the form and have it sign by their respective Dean of the College/Institute	Checks the entries on the form Signs the adding/dropping /changing form	2 Minutes	None	Campus Director	Adding/ dropping/ changing form
3	Receives the adding/dropping/ changing form and proceed to Cashier for payment	Accept payment and Signs the adding/dropping /changing form	2 Minutes	P30.00/ form	Collecting Officer	Official receipt
4	Return to the Registrar's Office and furnish a copy of the adding/dropping form	Get one copy of the Adding/ Dropping/Changing form	1 minute	None	Registrar	Adding/dropping/changing form



END OF TRANSACTION

ISSUANCE OF COMPLETION FORM

Clients/Costumers: Students
Requirements: Registration Form
Processing Time: 6 Minutes

STEPS	CLIENTS/ COSTUMERS	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON RESPONSIBLE	DOCUMENTS REQUIRED
1	Request for Completion Form	Issues Completion Form	2 Minutes	None	Registrar	Completion Form
2	Fill out Completion Form and have it sign by their respective subject's Professor	Receives, checks and signs the Completion Form. Advice student to proceed to Cashier's office for payment	2 Minutes	None	Professor/Instructor	Completion form
3	Receives the Completion Form and proceed to the Cashiers Office	Accepts payment and issues official receipt	2 Minutes	P30.00/ form	Collecting Officer	Official Receipt
4	Return to the Registrar's Office and furnish a copy of the Completion Form	Get one copy of the Completion Form	1 minute	None	Registrar	Completion form

END OF TRANSACTION



OFFICE OF THE CAMPUS CASHIER

COLLECTION OF PAYMENTS

Clients/Customers: Students/Alumni

Requirements : For tuition/miscellaneous fees: Assessed registration form, official receipts (for those with unpaid bills)
 For certification of grades, adding/dropping changing form, completion form and etc., Order of Payment
 For seal stamping: Transcript of record (TOR),

Processing Time : 6 minutes during enrolment

STEPS	COSTUMERS/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	DOCUMENTS REQUIRED
1	Presents requirements	Verifies requirements submitted for authenticity and corrections.	3 minutes	None	Collecting Officer	
2	Pays the partial or full payment of the assessed fees or the amount indicated in the Order of payment.	Receives payment Issues OR Post payment made	3 minutes		Collecting Officer	
3	Receives official receipt					
END OF TRANSACTION						

CAMPUS LEARNING RESOURCE CENTER

ISSUANCE OF THE LIBRARY CARDS

Schedule of availability Of Service: 8:30 AM – 4:00 PM,

Monday to Friday

Clients: Students

Requirements: 2 pcs. 1x1 ID picture ; Enrolment Form

Processing time: 48 hours and 28 minutes

STEPS	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON INVOLVED	FORMS
1	Submits the requirements	<ul style="list-style-type: none"> ▪ Receives the following requirements: ✓ 1X1 ID pictures together 	10 minutes	None	Librarian/LR C Staff	Filled-Out Application Form



		<ul style="list-style-type: none"> ✓ Certificate of enrollment or Receipt of payment ✓ Filled-out application form 				
		<ul style="list-style-type: none"> ▪ Issues the claim stub bearing the releasing date of the library card 	3 minutes	None	Librarian/LR C Staff	
		<ul style="list-style-type: none"> ▪ Prepares the Library Card for approval 	15 minutes	None	Librarian/LR C Staff	
		<ul style="list-style-type: none"> ▪ Issues the Library Card as scheduled 	48 hours		Librarian/LR C Staff	
END OF TRANSACTION						

**CAMPUS LEARNING RESOURCE CENTER
 BORROWING AND RETURNING OF LIBRARY MATERIALS**

Schedule of availability Of Service: 8:30 AM – 4:00 PM,
 Monday to Friday

Clients: Students

Requirements: Library Card

Processing time: 20 minutes

STEPS	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON INVOLVED	FORMS
1	Inquires about the library material needed	<ul style="list-style-type: none"> ▪ Accommodates clients ▪ Asks for the library card, other documents, if necessary ▪ Checks the availability of the requested library material 	5 minutes	None	Librarian/LR C Staff	Filled-Out Application Form
2	Borrows the library	<ul style="list-style-type: none"> ▪ Releases the 	10 minutes	None	Librarian/LR C	Borrower's
3	Returns the library materials	<ul style="list-style-type: none"> ▪ Receives the borrowed library materials as scheduled 	5 minutes	Over due Fees	Librarian/LR C Staff	Overdue Slip



		<ul style="list-style-type: none"> ▪ Receives O.R. of payment for overdue fines ▪ Returns the library material to its respective location 				Log Book
END OF TRANSACTION						

MULTIMEDIA SERVICES

Schedule of availability Of Service: 8:30 AM – 4:00 PM,
Monday to Friday

Clients: Students

Requirements: Library Card

Processing time: 7 minutes

STEPS	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON INVOLVED	FORMS
1	Presents the validated library card	Receives the library card	2 minute	None	Librarian/LR C Staff	None
2	Fills out the Multimedia Form	Receives the filled-out form	5 minutes	None	Librarian/LR C Staff	Multimedia Form
		<ul style="list-style-type: none"> ▪ Provides the LRC users 1 hour free internet access per visit and other multimedia services 				
END OF TRANSACTION						



RE-ISSUANCE OF LOST LIBRARY CARDS

Schedule of availability Of Service: 8:30 AM – 4:00 PM,
Monday to Friday
Clients: Students
Requirements: Request Letter, 2 pcs. 1x1 ID pictures, Enrolment Form or Receipt of Payment
Processing time: 48 hours and 28 minutes

STEPS	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON INVOLVED	FORMS
1	Submits the requirements need	<ul style="list-style-type: none"> ▪ Receives the following requirements: <ul style="list-style-type: none"> ✓ Request letter ✓ 2 pcs. 1x1 ID pictures ✓ Enrolment form or Receipt of payment 	5 minutes	None	Librarian/LR C Staff	None
2	Signs the logbook	<ul style="list-style-type: none"> ▪ Prepares the library card ▪ Issues the library card as scheduled 	48 hours	None	Librarian/LR C Staff	Multimedia Form
END OF TRANSACTION						

SIGNING OF CLEARANCE

Schedule of availability Of Service: 8:30 AM – 4:00 PM,
Monday to Friday
Clients: Students and Faculty
Requirements: Library Cards for Students
Processing time: 48 hours and 28 minutes

STEPS	CUSTOMER APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON INVOLVED	FORMS
1	Submits the clearance for signature	<ul style="list-style-type: none"> ▪ Receives the clearance from students and faculty ▪ Verify requirements, if necessary 	15 minutes	None	Librarian/LR C Staff	Logbook Requirements



		<ul style="list-style-type: none"> Endorses the clearance to the Director for signature 				
		Signs the clearance	3 minutes	None	Director, LRC	Logbook
		<ul style="list-style-type: none"> Returns the clearance to the student/faculty 	2 minutes	None	Librarian/LRC Staff	
END OF TRANSACTION						



ROMBLON STATE UNIVERSITY-SAN FERNANDO CAMPUS

The Romblon State University-San Fernando Campus developed a guide book called CITIZEN's CHARTER in compliance with RA 9485 otherwise known as the Anti-Red Tape Act of 2007 (ARTA) and Civil Service Memorandum No. 12,s.2008.

This CITIZEN CHARTER is the result of the joint efforts of key officials of the University, Director, Dean, Planning Coordinator, and Heads of Units. It explains the step-by-step procedures for making use of the main facilities of Romblon State University-San Fernando Campus, dedicated to providing clients with effective and high-quality services. It guarantees accountability and the right to access.

I. ACCOUNTING OFFICE

Type of Service :		Prepare of Payroll / Voucher/ Obligation Request				
Schedule of Availability of Service:		8:00 am - 5:00 pm, Monday to Friday				
Clients:		Teaching and Non-Teaching Staff				
Key person/s:		Accounting Staff				
Requirements:		Forms				
Duration:		10 minutes				
STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS /DOCUMENTS OF CLIENT
1	Reviewed/Monitor deduction From GSIS, HDMF, BIR, PHILHEALTH and Loans	Email from GSIS, HDMF Land Bank (Accounting) Circular from BIR(Mandatory)	120 Mins	None	Accounting Staff	Deduction notice from GSIS.HDMF. Land Bank (Cashier's Office), Circular of BIR/ Tax Computation, Listing of Deduction
2	Post in the Regular Payroll	Accounting Staff	10 min	None	Accounting Staff	Payroll with Deductions
3	Attached Obligation Request & Vouchers	Accounting Staff	3 min	None	Accounting Staff	Obligation Request & Voucher
4	Checking & Signature	HRMO / Campus Director For Signatures	5 min	None	Accounting Staff	Signed Payroll
5	Send to RSU Main With Transmittal	Accounting Staff	5 min	None	Accounting Staff	Emailed Payroll
END OF TRANSACTION						



II. SUPPLY OFFICE

Type of Service :		PREPARATION OF PURCHASE REQUEST				
Schedule of Availability of Service:		8:00 am - 5:00 pm, Monday to Friday				
Clients:		Outside Client				
Key person/s:		Supply Officer				
Requirements:		Purchase Request Form				
Duration:		10 minutes				
STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS /DOCUMENTS OF CLIENT
1	Submits letter of request	Accepts letter of request	3 minutes	None	Staff	
2		Prepares purchase request form duly signed by the authorized personnel	1 day	None	Staff	Purchase Request
3	Signs the canvass form and waits for the winning bidders	Prepares canvass duly signed by BAC Chairman/Supplier/bidder	1 hour	None	Staff	Canvass Form
		Prepares abstract of quotation duly signed by BAC Members which determines the winning bidders	1 hour	None	Staff	Abstract of Quotation
4		Prepares Purchase Order to the winning Bidder	1 hour	None	Staff	Purchase Order
5	Awaits for the inspection of supplies and equipment	Inspects the supplies and equipment and prepares the inspection report for signature of the Inspectorate Committee	1 day	None	Staff/Inspectorate Committee	Inspection Report
6		Prepares Disbursement Voucher	30 minutes	None	Staff	Disbursement Voucher
END OF TRANSACTION						



Type of Service : REQUISITION OF SUPPLIES/ EQUIPMENT
Schedule of Availability of Service: 8:00 am - 5:00 pm, Monday to Friday
Clients: Outside Client
Key person/s: RSU Officials/Faculty/Employees
Requirements: Requisition and Issue Slip Form
Duration: 8 Minutes

STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS / DOCUMENTS OF CLIENT
1	Ask for Requisition Issue Slip Form	Issues requisition issue slip	2 minutes	None	Staff	Requisition and Issue Slip
2	Fills-up the RIS and secures the signature of department/unit head and Campus Director	Accepts the requisition slip	1 minute	None	Staff / Campus Director	
3		Checks the availability of the materials	15 minutes	None	Staff	
4		Issues/gives the requested materials to different requisitioning officer or employee	5 minutes	None	Staff	
5	Checks the supplies/materials.		2 minutes	None		
	Signs the received form.					

END OF TRANSACTION



III. HUMAN RESOURCE MANAGEMENT OFFICE

Type of Service : OF LEAVE/SERVICE CREDITS		SECURING OF SERVICE RECORD, CERTIFICATE OF EMPLOYMENT AND CERTIFICATION				
Schedule of Availability of Service:		8:00 am - 5:00 pm, Monday to Friday				
Clients:		Teaching and Non- teaching Employees				
Key person/s:		HRMO/ Staff				
Requirements:		Requisition Form				
Processing Time :		30 minutes				
STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS / DOCUMENTS OF CLIENT
1	Secure request form	Gives request form	1 minute	none	Asst. to HRMO /Staff	Request form
2	Fills-out and submits requests form	Receives request form Accesses to files for record verification Prepares the document/s requested	25 minutes	none	Asst. to HRMO/Records Officer/ Staff	Request form
3	Secure the signature of Human Resource Management Officer/Campus Director	HRMO reviews the prepared document/s & affix the signature	4 minutes	none	HRMO/Campus Director	
END OF TRANSACTION						



Type of Service : APPLICATION FOR LEAVE
Schedule of Availability of Service: 8:00 am - 5:00 pm, Monday to Friday
Clients: Teaching and Non- teaching Employees
Key person/s: HRMO/ Staff
Requirements: Application form/Form 6
Processing Time : 30 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS /DOCUMENTS OF CLIENT
1	Secures application for leave	Provides CS Form6 for application of leave	1 minute	none	Asst. to HRMO/ staff	Application form
2	Fills- out and submits application form duly signed by the unit/department head	Receives request form Records application for leave and accrued leave credits. Prepares and signs the document/s requested	15 minutes	none	Asst to HRMO/ staff/Dept /Unit Head	Application form
3		Forwards the processed leave application for HRMO's and Campus Director's Approval	5 minutes	none	Asst. to HRMO/Staff	Application form
4	Awaits the approval of application	HRMO notifies employee status of vacation leave applied for and signed the application	5 minutes	none	HRMO	
5		Files the copy of the application for leave	4 minutes	none	Asst to. HRMO /Records officer/staff	Application form
END OF TRANSACTION						



Type of Service :		RECORDING OF INCOMING AND OUTGOING COMMUNICATIONS				
Schedule of Availability of Service:		8:00 am - 5:00 pm, Monday to Friday				
Clients:		Teaching and Non- teaching Employees				
Key person/s:		HRMO/ Staff				
Requirements:		Record Book				
Processing Time :		3 minutes				
STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS /DOCUMENTS OF CLIENT
1	Presents the outgoing /incoming communications for recording	Records the communications	2 minute	none	Asst. to HRMO/ Records Officer/ Staff	Record book
2	Signs in the logbook	Present the logbook for signature	1 minute	none	Asst to HRMO/ staff/Designated official	Record book
END OF TRANSACTION						

Type of Service :		TRACING OF COMMUNICATIONS				
Schedule of Availability of Service:		8:00 am - 5:00 pm, Monday to Friday				
Clients:		Teaching and Non- teaching Employees				
Key person/s:		HRMO/ Staff				
Requirements:		Requisition Form				
Processing Time :		5 minutes				
STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS /DOCUMENTS OF CLIENT
1	Trace the whereabouts of the communication	Trace in the logbook the communication	2 minutes	none	Asst to HRMO/ staff/Designated official	Record book
2	Provide the details/whereabouts of the communication	Provide the needed information	3 miuntes	None	Asst to HRMO/ staff/Designated official	Record book
END OF TRANSACTION						



	<ul style="list-style-type: none"> •Submit required laboratory results along with other requirements 					
3	Proceed to the Examination Area <ul style="list-style-type: none"> • Performed as per Physician advised 	<ul style="list-style-type: none"> •Ask the client relevant questions pertaining to the medical history •Review the laboratory results •Perform physical examination •Inform the client regarding assessment •Gives advice as to the management •Provides prescription and laboratory requests as needed •Provide referral if the need arises 	20 - 30 minutes	Physician	None	Medical form Request form Prescription form Referral Form
4	Proceed to the dispensing area for medications and other instructions*	<ul style="list-style-type: none"> •Gives prescribed medications if available •Give advice as to intake of medications 	15 minutes	Nurse	None	Prescription form



		and other necessary precautions				
5	Sign in the logbook for the medicines and received*	Secure completeness of the data in the logbook	5 minutes	Nurse	None	Medicine Dispensary Logbook
END OF TRANSACTION						

Type of Service :		TREATMENT OF MINOR INJURIES/WOUNDS				
Schedule of Availability of Service:		8:00 am – 5:00 pm, Monday, Tuesday and Friday				
Clients:		RSU Students, Faculty and Staffs				
Key person/s:		Nurse				
Requirements:		None				
Processing Time:		Simple Case – 50 minutes Complicated Case – more than 50 minutes				
STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEE	FORMS /DOCUMENTS OF CLIENT
1	Online appointment made prior to consultation via phone call, messenger and facebook page. Only stable patient with appointment will be catered.	Online confirmation will be sent	1 day before consultation	Nurse	None	Confirmation receipt
2	Before entering the clinic, have the temperature check upon entering the clinic. Always wear face mask/ face shield and observe physical/ social distancing at least 1.0 meter from one another. (Any	Temperature check	1-3 minutes 10 minutes	Nurse	None	Client's Logbook



	<p><i>person that has $\geq 38^{\circ}\text{C}$ of body temperature will be recheck and referred for further evaluation and management.)</i></p> <p>Writes name, course and year on the logbook</p>	<p>Locate client's medical records from the file cabinet</p> <p>Review previous entry on the consultation form</p> <p>Fill-out the consultation form</p> <p>h. Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height)</p> <p>i. Ask and record chief complaint</p>				<p>Client's Logbook</p> <p>Medical Record</p> <p>Consultation Form</p>
3	<p>Proceed to the Treatment Area</p> <ul style="list-style-type: none"> Performed as per Physician advised 	<p>Ask the client relevant questions pertaining to the injury/wound</p> <p>Inform the client regarding assessment and management</p> <p>Perform necessary procedure/s</p> <p>j. Wound cleaning</p> <p>k. Suturing</p> <p>l. Wound dressing</p> <p>m. Bandaging</p> <p>n. Splinting</p>	20-30 minutes	Physician	None	<p>Consultation form</p> <p>Request form</p> <p>Prescription form</p>



		<p>Gives advice as to the management</p> <p>Provides prescription and laboratory requests as needed</p> <p>Provide referral if the need arises</p>				Referral Form
4	Proceed to the dispensing area for medications and other instructions	<p>Gives prescribed medications if available</p> <p>Give advice as to intake of medications and other necessary precautions</p>	15 minutes	Nurse	None	Prescription form
5	Sign in the logbook for the medicines and procedures received	Secure completeness of the data in the logbook	5 minutes	Nurse	None	Medicine Dispensary Logbook
END OF TRANSACTION						

<p>Type of Service : CONSULTATION, PRESCRIPTION AND DISPENSING OF MEDICINES (Medical)</p> <p>Schedule of Availability of Service: 8:00 am – 5:00 pm, Monday, Tuesday and Friday</p> <p>Clients: Outside Client</p> <p>Key person/s: RSU Officials/Faculty/Employees</p> <p>Requirements: None</p> <p>Processing Time: Simple Case – 40 minutes Complicated Case – more than 40 minutes</p>						
STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEE	FORMS / DOCUMENTS OF CLIENT
1	Online appointment made prior to consultation via phone call, messenger and	Online confirmation will be sent	1 day before consultation	Nurse	None	Confirmation receipt



	facebook page. Only stable patient with appointment will be catered.					
2	<p>Before entering the clinic, have the temperature check upon entering the clinic. Always wear face mask/ face shield and observe physical/ social distancing at least 1.0 meter from one another. <i>(Any person that has $\geq 38^{\circ}\text{C}$ of body temperature will be recheck and referred for further evaluation and management.)</i></p> <p>Writes name, course and year on the logbook</p>	Temperature check	1-3 minutes	Nurse	None	Client's Logbook
		<p>Locate client's medical records from the file cabinet</p> <p>Review previous entry on the consultation form</p> <p>Fill-out the consultation form</p> <p>c. Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height)</p>	10 minutes	Nurse		<p>Medical Record</p> <p>Consultation Form</p>



		d. Ask and record chief complaint				
3	Proceed to the physician's area <ul style="list-style-type: none"> Performed as per Physician advised 	Ask the client relevant questions pertaining to the complaint Inform the client regarding assessment and management Conduct procedure and management Gives advice as to the management Provides prescription and laboratory requests as needed Provide referral if the need arises	20-30 minutes	Physician	None	Consultation form Request form Prescription form Referral Form
4	Proceed to the dispensing area for medications and other instructions*	Gives prescribed medications if available Give advice as to intake of medications and other necessary precautions	15 minutes	Nurse	None	Prescription form



5	Sign in the logbook for the medicines and procedures received*	Secure completeness of the data in the logbook	5 minutes	Nurse	None	Medicine Dispensary Logbook
END OF TRANSACTION						

Type of Service : CONSULTATION, PRESCRIPTION AND DISPENSING OF MEDICINES (Dental)
Schedule of Availability of Service: 8:00 am – 5:00 pm, Monday, Tuesday and Friday
Clients: Outside Client
Key person/s: RSU Officials/Faculty/Employees
Requirements: None
Processing Time: Simple Case – 50 minutes
 Complicated Case – more than 50 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEE	FORMS / DOCUMENTS OF CLIENT
1	Online appointment made prior to consultation via phone call, messenger and facebook page. Only stable patient with appointment will be catered.	Online confirmation will be sent	1 day before consultation	Nurse	None	Confirmation receipt



5	Sign in the logbook for the medicines and procedures received*	Secure completeness of the data in the logbook	5 minutes	Nurse	None	Medicine Dispensary Logbook
END OF TRANSACTION						

Type of Service :		ANNUAL DENTAL EXAMINATION				
Schedule of Availability of Service:		8:00 am – 5:00 pm, Monday, Tuesday and Friday				
Clients:		RSU Students, Faculty and Staffs				
Key person/s:		Dentist				
Requirements:		None				
Duration:		Simple Case: 50 minutes Complicated Case: more than 50 minutes				
STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEE	FORMS / DOCUMENTS OF CLIENT
1	Online appointment made prior to consultation via phone call, messenger and facebook page. Only stable patient with appointment will be catered.	Online confirmation will be sent	1 day before consultation	Nurse	None	Confirmation receipt



2	<p>Before entering the clinic, have the temperature check upon entering the clinic. Always wear face mask/ face shield and observe physical/ social distancing at least 1.0 meter from one another. <i>(Any person that has $\geq 38^{\circ}\text{C}$ of body temperature will be recheck and referred for further evaluation and management.)</i></p> <p>Writes name, course and year on the logbook</p> <p>Fills the needed information in the Dental form</p>	<p>Temperature check</p>	<p>1-3 minutes</p>	Nurse	None	Client's Logbook
		<p>Provide client with necessary dental form</p> <p>Guide the client in filling the form</p> <p>Review the entry on the dental form</p> <p>Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height)</p>	<p>15-20 minutes</p>			<p>Client's Logbook</p> <p>Dental Form</p>



3	Proceed to Dentist's Area	<p>Inform the client regarding the assessment</p> <p>Perform dental examination</p> <p>Gives advice as to the management</p> <p>Provides prescription and laboratory requests as needed</p> <p>Provide referral if the need arises</p>	10-20 minutes	Dentist	None	<p>Dental Form</p> <p>Request Form</p> <p>Prescription form</p> <p>Referral Form</p>
4	Proceed to the dispensing area for medications and other instructions*	<p>Gives prescribed medications if available</p> <p>Give advice as to intake of medications and other necessary precautions</p>	15 inutes	Nurse	None	Prescription form
5	Sign in the logbook for the medicines and procedures received*	Secure completeness of the data in the logbook	5 minutes	Nurse	None	Medicine Dispensary Logbook
END OF TRANSACTION						



V. OFFICE OF THE STUDENT SERVICES

Type of Service :		SIGNING OF CLEARANCE				
Schedule of Availability of Service:		8:00 am-5:00 pm (Monday to Friday) two weeks before finals or as scheduled				
Clients/ Customers:		Student/ Faculty				
Key person/s:		OSAS Coordinator				
Requirements:		Clearance form, accomplishment and financial report for student Organization officers				
Processing Time:		10 minutes				
STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS / DOCUMENTS OF CLIENT
1	Present filled up Clearance slip	Receive clearance slip. Checks records for clients accountability	5 minutes	None	Staff	Clearance slip
2	Settles accountability	Sign if no accountability, otherwise advised applicant to settle accountability	5 minutes	None	OSS Director	Clearance slip
END OF TRANSACTION						

Type of Service :		HANDLING OF ACOMPLAINTS AGAINST STUDENTS/FACULTY				
Schedule of Availability of Service:		8:00 am-5:00 pm (Monday to Friday) two weeks before finals or as scheduled				
Clients/ Customers:		Student/ Faculty				
Key person/s:		OSAS Coordinator/ Campus Director? Guidance Coordinator				
Requirements:		Anyone aggrieved or offended by a student faculty member <ul style="list-style-type: none"> ❖ Accomplished incident report also referred to as complaint form. ❖ Full name of the student/teacher complained about and full name of person complaining (complainant) ❖ A narration of relevant 1acis that show the offense allegedly committed by the student faculty member complained about; ❖ Evidenced and testimonies of witnesses 				



Processing Time:		1 week, 1 hour and 50 minutes				
STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS / DOCUMENTS OF CLIENT
1	Orally reports complaint to the Office of the Student Services	Discusses complaints with complainant and gives Logbook to document Complaint	30 minutes	None	Guidance Counselor/ OSS Director	Logbook
2	Accomplishes and submit Incident Report form/ complaint Letter	Receives accomplished Incident Report form	15 minutes	None	Guidance Counselor OSS Director	Incident Report form
3	Confirms venue, date && time of fact finding dialogue/hearing to be conducted	Informs venue, date and time of dialogue /hearing	5 minutes	None	Guidance Counselor OSS Director	Notice of dialogue/ hearing
4	Attends dialogue/hearing	Conducts dialogue/hearing and works for resolution of complaint	1 HOUR	None	OSS Director Hearing Committee	Logbook
5	Awaits recommendation of the Hearing Committee	Makes recommendation for appropriate action	1 WEEK	None	OSS Director Hearing Committee	Incident report Decision
END OF TRANSACTION						



VI. GUIDANCE AND PLACEMENT SERVICES

Type of Service :		ISSUANCE OF CERTIFICATE OF MORAL CHARACTER				
Schedule of Availability of Service:		8:00 am - 5:00 pm, Monday to Friday				
Clients:		Students and Alumni, Students with Scholarship Grant				
Key person/s:		Guidance Coordinator/ Staff				
Requirements:		Requisition and Issue Slip Form				
Processing time:		30 minutes				
STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEE	FORMS / DOCUMENTS OF CLIENT
1	Write request in the logbook	Receives request	5 minutes	Staff	None	
2	Present clearance and valid ID	Verifies authenticity/ veracity	3 minutes	Staff	None	Clearance Slip
3		Prepares/ process the certificate	15 minutes	Guidance Coordinator	None	
4		Signs certificate and enters name in the logbook	5 minutes	Guidance Coordinator	None	
5	Receives certificate/ acknowledges it by affixing signature in the logbook	Advises to pay for University Seal at the Cashier's Office	2 minutes	Guidance Coordinator	None	
END OF TRANSACTION						



Type of Service :	GUIDANCE/ COUNSELING SERVICE
Schedule of Availability of Service:	8:00 am - 5:00 pm, Monday to Friday
Clients:	Students
Key person/s:	Guidance Coordinator/ Staff
Requirements:	Referrals from the Dean/ Guidance Coordinator
Processing time:	2 hours

STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEE	FORMS / DOCUMENTS OF CLIENT
1	Seeks pieces of advice	Entertains and accommodates client with humility, understanding and enthusiasm. Provides assistance to clients in search for self-development and self-development.	1 hour	Guidance Coordinator	None	Individual inventory form
2	Listen to the suggestions/ recommendations of the counsellor	Discuss aspects that need improvement	30 minutes	Guidance Coordinator	None	Personal History form
3	Agrees on next schedule for follow-up	Sets next schedule	5 minutes	Guidance Coordinator	None	None
4	Signs the logbook	Checks correct entry	5 minutes	Staff	None	Logbook
END OF TRANSACTION						



Type of Service :	CONDUCT OF ORIENTATION/SEMINARS
Schedule of Availability of Service:	8:00 am - 5:00 pm, Monday to Friday
Clients:	Students
Key person/s:	Guidance Coordinator/ Staff
Requirements:	Program Design
Processing time:	18 hours or 3 working days

STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS / DOCUMENTS OF CLIENT
1		Prepares draft of Program Design	9 hours	None	Counselor	
2		Finalizes and encodes Program Design	5 hours	None	Counselor	
3		Submits Final copy for approval of budget	20 minutes	None	Counselor	
4		Retrieves the same after 7 working days or upon approval		None	Counselor	Attendance sheets
	Attends seminar/orientation Signs attendance sheet	Requires 100% attendance	8 hours	None	Counselor Staff Resource Speaker	
		Prepares certificate of participation	30 minutes	None	Staff/Counselor	
	Receives Certificate of Participation	Distributes Certificate of Participation	30 minutes	None	Counselor/Resource Speaker	Certificates
END OF TRANSACTION						



VII. ADMISSION OFFICE

Type of Service : APPLICATION FOR RSU COLLEGE ADMISSION TEST (RSU-CAT)						
Schedule of Availability of Service: 8:00 am – 5:00 pm, Monday to Friday (during Filing Period as posted/announced)						
Clients/Costumers: Senior High School Graduates and Transferees						
Key person/s: Guidance Coordinator/ Staff						
Requirements: *Non-Refundable Application * Photocopy of Senior High School Report Card duly authenticated by the Principal/Photocopy of Transcript of Records of Transferees *Photocopy of PSA Live birth documents						
Processing Time: 5 minutes						
STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS / DOCUMENTS OF CLIENT
1	Secures RSU-CAT application form	Gives application form for the College Admission Test	1 minute	None	Guidance Coordinator/Staff	Application form 1
2	Fills out the form and submits to the Counselor/Staff for Verification and checking of requirements	Checks the form and requirements submitted	2 minutes	None	Guidance Coordinator/Staff	Office of admission form 1
3	Returns the accomplished application form to the Office of Admission Scheduling of Test	Receives the accomplished form and issues notice of admission slip	2 minutes	None	Guidance Coordinator/Staff	Schedule of Admission Test 2
END OF TRANSACTION						



Type of Service :	ADMINISTRATION OF ENTRANCE EXAMINATION
Schedule of Availability of Service:	8:00 am – 5:00 pm, Monday to Friday
Clients/Costumers:	Senior High School Graduates and Transferees
Key person/s:	Guidance Coordinator/ Staff
Requirements:	Notification Letter
Processing Time:	6 days and 11 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS / DOCUMENTS OF CLIENT
1	Submits the notification letter regarding the date, time, and place of examination	Accepts and file the notification letter to the folder provided for each student	1 minute	None	Staff	Notification Letter
2	Takes the examination on the date, time, and assigned rooms	Administer the examination, checks the answer sheets of examinees	1 day	None	Proctor	
3	Secures medical certificate	Issues Medical Certificate	5 minutes	None	Nurses/Doctor	
4	Secure Forms for the oral interview	Administers oral interview to the applicants	5 minutes	None	Guidance Coordinator	
5	Gets the result of the examination	Posts and emails results of the examination	5 days	None	Guidance Coordinator/Staff	
END OF TRANSACTION						



Type of Service : ENROLMENT OF FIRST YEAR ENROLEES
Schedule of Availability of Service: 8:00 am – 5:00 pm, Monday to Friday (as per enrolment schedule)
Clients/Costomers: Senior High School Graduates and Transferees
Key person/s: Guidance Coordinator/ Staff
Requirements: Entrance Test Result
Processing Time: 25 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS / DOCUMENTS OF CLIENT
1	Claims the result of Exam Notice of Admission to the College	Gives the result of written Test	5 minutes	None	Staff	Admission form 3
2	Secures the endorsement to the Guidance Coordinator Office and Medical Officer for Oral and Medical Examinations	Endorses the clientele to the Guidance Office and Health Services Division	10 minutes	None	Staff	Office of admission form 4 and 5
3	Seeks endorsement to the College Dean for admission and Enrolment	Endorses the Clientele/Student to College Dean for enrolment	10 minutes	None	Staff	Admission form 6
END OF TRANSACTION						



Type of Service :		ENROLMENT OF 2ND – 5TH YEAR ENROLEES				
Schedule of Availability of Service:		8:00 am – 5:00 pm, Monday to Friday				
Clients/Costomers:		Students and Transferees				
Key person/s:		Guidance Coordinator/ Staff				
Requirements:		Class cards, General Clearance Slip				
Processing Time:		27 minutes				
STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS / DOCUMENTS OF CLIENT
1	Fills up registration form	Issues registration form	2 minutes/client	None	Staff	Registration Form
2	Writes subject load	Gives subject load to students	2 minutes/client	None		
3	If scholar, secures signature of OSAS Chairperson	Approves scholarship	10 minutes	None	OSAS/Staff	
	Submits Filled-up registration form for assessment	Assess fees	3 minutes/client	None	Dean/Chairperson	
	Submits Registration form to Registrar's office, Dean's, Cashier's office	Receive registration form Prints & release class cards	5 minutes/client	None	Registrar's Office	
END OF TRANSACTION						



VIII. OFFICE OF THE UNIVERSITY REGISTRAR

Type of Service :		ENROLMENT (FOR GRADUATE STUDIES AND SECOND COURSER)				
Schedule of Availability of Service:		Every enrolment period (8:00am-5:00pm; Monday to Friday) No noon break				
Clients:		Graduate studies and second courser students				
Key person/s:		Registrar/ Staff				
Requirements:		<p>For RSU-SFC Alumni: Copy of TRO, Permit to Study (if employed), thick long folder, 2 pcs 2x2 picture(latest, identical)</p> <p>For Transferees: Original Certificate of Transfer, Copy of TOR, Permit to Study (if employed), PSA issued Birth Certificate, 2 pcs 2x2 Picture (latest, identical and no filter), thick and long folder.</p>				
Duration:		45 Minutes				
STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY <i>(under normal circumstances)</i>	PERSON RESPONSIBLE	FEE	FORMS / DOCUMENTS OF CLIENT
1	Transferees/New (Masteral)	Personal Interview	5 minutes	Graduate Studies Head	None	None
	Old & Returning Students: Secure Account Clearance	Issue Account Clearance	5 minutes	Cashier	None	Account Clearance
2	All Students: Submit required documents for enrolment	Examine the required documents	5 minutes	Registrar/Staff	None	Required documents
	a. Transferees Only: Fill out forms	Issue RO Forms 1,2, & 3	5 minutes	Registrar/Staff	None	RO Forms 1,2, & 3
	b. Transferees Only: Submit filled-out Forms 1,2&3	Check the accomplished forms	2 minutes	Registrar/Staff	None	Accomplished forms



	a. All Students: Fill-out RO Form 3B	Issue RO Form 3B	5 minutes	Registrar/Staff	None	RO Form 3B
	b. All Students: To respective department's office	Check and sign the accomplished form & assess the school fees	3 minutes	Department Head/Assigned Faculty Assessor	None	Accomplished RO Form 3B
	c. All Students: To dean's office	Check and sign the accomplished form	2 minutes	Dean	None	Accomplished RO Form 3B
	d. All Students: To registrar's office	Check and sign the accomplished form	2 minutes	Registrar	None	Accomplished RO Form 3B
	e. All Students: To cashier's office - Pay school fees	Receive payment, issue Official Receipt. Get the cashier's copy of RO Form 3B	3 minutes	Cashier	None	Accomplished RO Form 3B, OR of payment
3	All Students: To registrar's office	Stamp ENROLLED RO Form 3B, Return the Student's copy to enrollee and issue classcards	3 minutes	Registrar/Staff	None	Accomplished RO Form 3B & OR of payment
4	New/Transferees Only: Get the RO Form 2 and proceed to IGP Center for ID issuance	Return the accomplished RO Form 2	2 minutes	Registrar/Staff	None	RO Form 2



Old & Returning students Only: Present School ID for validation	Validates school ID	3 minutes	Registrar/Staff	None	School ID
END OF TRANSACTION					

Type of Service : ENROLMENT Schedule of Availability of Service: Every enrolment period (8:00am-5:00pm; Monday to Friday) No noon break Clients: Incoming Freshmen, Transferees, Old, and Returning Students Key person/s: Registrar/ Staff Requirements: For RSU-SFC Alumni: Copy of TRO, Permit to Study (if employed), thick long folder, 2 pcs 2x2 picture(latest, identical) For Transferees: Original Certificate of Transfer, Copy of TOR, Permit to Study (if employed), PSA issued Birth Certificate, 2 pcs 2x2 Picture (latest, identical and no filter), thick and long folder. For Old & Returning Students: Account Clearance, Copy of Grades or Class cards of last semester attended and School ID for Validation Duration: 60 Minutes						
STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY <i>(under normal circumstances)</i>	PERSON RESPONSIBLE	FEE	FORMS / DOCUMENTS OF CLIENT
1	Entering Freshmen & Transferees: Secure Admission Slip	Issue Admission Slip	5 minutes	Guidance Counsellor/Staff	None	Admission Slip
	Old & Returning Students: Secure Account Clearance	Issue Account Clearance	5 minutes	Cashier	None	Account Clearance
2	Entering Freshmen & Transferees Only: Submit for medical/dental examination	Medical/Dental Examination	10 minutes	School Dentist/Nurse	None	Admission Slip/Medical Certificate
3	Entering Freshmen & Transferees Only: Submit for interview	Personal Interview	6 minutes	Department Head/Assigned Faculty	None	Admission Slip



4	a. All Students: Submit required documents for enrolment	Examine the required documents	5 minutes	Registrar/Staff	None	Admission Slip/Medical Certificate/Required documents	
	b. Entering Freshmen & Transferees Only: Fill out forms	Issue RO Forms 1,2, & 3	5 minutes	Registrar/Staff	None	RO Forms 1,2, & 3	
	c. Entering Freshmen & Transferees Only: Submit filled-out Forms 1,2&3	Check the accomplished forms	2 minutes	Registrar/Staff	None	Accomplished forms	
5	All Students: Fill-out RO Form 3B	Issue RO Form 3B	5 minutes	Registrar/Staff	None	RO Form 3B	
	a. All Students: To respective department's office	Check and sign the accomplished form & assess the school fees	3 minutes	Department Head/Assigned Faculty Assessor	None	Accomplished RO Form 3B	
	b. All Students: To respective dean's office	Check and sign the accomplished form	2 minutes	Dean	None	Accomplished RO Form 3B	
	c. All Students: To registrar's office	Check and sign the accomplished form	2 minutes	Registrar	None	Accomplished RO Form 3B	
	d. All Students: To cashier's office	Get the cashier's copy of RO Form 3B	2 minutes	Cashier	None	Accomplished RO Form 3B	
	6	All Students: To registrar's office	Stamp ENROLLED RO Form 3B, Return the Student's copy to enrollee and issue classcards	3 minutes	Registrar/Staff	None	Accomplished RO Form 3B



7	a. Entering Freshmen & Transferees Only: Get the RO Form 2 and proceed to IGP Center for ID issuance	Return the accomplished RO Form 2	2 minutes	Registrar/Staff	None	RO Form 2
	b. Old & Returning students Only: Present School ID for validation	Validates school ID	3 minutes	Registrar/Staff	None	School ID
END OF TRANSACTION						

Type of Service : **ISSUANCE OF SCHOOL DOCUMENTS**
 Official Transcript of Records, Certificate of Transfer/Honorable Dismissal, Certification, Authentication, Verification (CAV), Diploma, Form 137-A, Permit to Cross-Enrol, Completion of Grades, Adding/ Changing/Dropping Subjects, GWA

Schedule of Availability of Service: 8:00am - 5:00pm; Monday to Friday. No noon break

Clients: Interested Applicant

Key person/s: Registrar/ Staff

Requirements: Request for Record Form, Approved Clearance, Valid ID for identification, OR of payment for requested document/s

Note: If the applicant is only an authorized representative, he should present an Authorization letter from and valid ID the owner of the record

Duration: 30 Minutes

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (under normal circumstances)	PERSON RESPONSIBLE	FEE	FORMS / DOCUMENTS OF CLIENT
1	Sign in the logbook and fill out Request for Record Form	Check student record (if not yet cleared, issue Clearance Form); if cleared, issue Request for Record Form	10 minutes	Registrar/Staff	None	Required documents



2	Pay corresponding fees at the cashier	Accept payment for documents requested and issue official receipt	5 minutes	Cashier	Computation based on the document/s being requested and the number of copies	Request for Record Form
3	File the request form at the registrar's office	Check entries at the Request of Record Form, OR & duly signed Clearance if not yet cleared.	10 minutes	Registrar/Staff	None	Request for Record Form, OR of payment, and duly signed clearance if applicable
4	Get Claim Slip	Issue Claim Slip	5 minutes	Registrar/Staff	None	Claim Slip
5	Present Claim Slip on due date	Release document/s applied for	5 minutes	Registrar/Staff	None	Claim Slip
END OF TRANSACTION						