



ROMBLON STATE UNIVERSITY

CITIZEN'S CHARTER  
2023 Edition

*Serving with Honor and Excellence!*



**I. Mandate**  
**Core Values**

**Stewardship.** Everything that we have today is borrowed. Our influence, our power, our environment and our lives. Let us make use of them responsibly and conscientiously because will never pass this world again.

**Competence.** An academic institution run by competent people will never go astray. Competence is knowing our job and doing is beyond what is expected us.

**Resilience.** We must be strong in trying times, never to surrender or believe in defeat. Let failure be our defining moments.

**Integrity.** To be persuasive, we must be believable; to be believable, we must be credible; and to be credible, we must be truthful. This is integrity.

**Balance.** Life is best lived in harmony. Balance then is crucial to a good life. RSU embraces the concept of understanding life and how to keep it best in balance. When there is balance, there is order. This is our holistic approach to the total development of man.

**Excellence.** There is still no substitute for excellence. It is hard to achieve but it can start as a habit.

**Service.** Community service and development is what makes a university, otherwise we become an academic institution for nothing.

**II. VISION**

A research- based academic institution committed to excellence and service in nurturing globally competitive workforce towards sustainable development.

**III. MISSION**

Romblon State University shall nurture an academic environment that provides advance education, higher technological and professional instruction and technical expertise in agriculture and fisheries, forestry, engineering and technology, education, humanities, science, and other relevant fields of study and collaborate with other institutions and communities through responsive, relevant, and research- based extension services.



#### IV. Service Pledge

1. Relevant and quality tertiary education ensured to achieved inclusive growth and access of deserving but poor students to quality tertiary education increased.
2. Higher education research improved to promote economic productivity and innovation.
3. Community engagement increased.
4. Effective and efficient management of resources.



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## 1. 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.



<b>Office of Division:</b>	OFFICE OF STUDENT AFFAIRS & SERVICES			
<b>Classification:</b>				
<b>Type of Transaction:</b>	PROCESSING OF SCHOLARSHIP APPLICATION (STUFAPs)			
<b>Who may avail:</b>	Students, Parents, Scholarship Coordinators			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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
	Prepares the Rank List of applicants and submits the same to CHEDRO for approval	1 month	None	Staff/ Scholarship Coordinator
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
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
	Prepares the certified list of grantees for payment and submits to CHEDRO	1 week	None	Staff/Scholarship Coordinator
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
<b>TOTAL:</b>		2 months, one week		



	and 25 minutes		
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<b>Office of Division:</b>	OFFICE OF STUDENT AFFAIRS & SERVICES
<b>Classification:</b>	
<b>Type of Transaction:</b>	ACCREDITATION OF STUDENT ORGANIZATIONS (SO)
<b>Who may avail:</b>	Officers of Student Organizations, Alumni

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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)				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
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
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 Director /staff
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
Secures Certificate of accreditation/re-accreditation	Issues Certificate of Accreditation/Reaccreditation			OSAS Director



<b>TOTAL:</b>	40 minutes		
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<b>Office of Division:</b>	OFFICE OF STUDENT AFFAIRS & SERVICES			
<b>Classification:</b>				
<b>Type of Transaction:</b>	PERMIT TO CONDUCT STUDENT ACTIVITIES			
<b>Who may avail:</b>	Student Organizations, Faculty Advisers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter, program of activities, (risk assessment and parent's waiver for off campus activities), CMO No. 63 requirements (for field trips and tours)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
<p><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;</p> <p>Asks signature of the college Dean, SSC President and Director of Student Affairs &amp; Services who may recommend to the Vice President for Academic Affairs and Services for approval;</p> <p>Presents letter and Program to</p>	<p>Receives request letter with the Program.</p> <p>Acts appropriately said permit to conduct activity upon meritorious evaluation results</p>	5 minutes	None	<p>S.O President Adviser,                  College SAS Coordinator                  College Dean, SSC President,                  OSAS Director/staff                  VPAA</p>



the VPAA for appropriate action.				
<p><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.</p> <p>Seeks endorsement from OSAS Director and Board Secretary for approval of the Vice President for Academic Affairs/University President.</p>	<p>Receives and evaluate compliance of documents &amp; recommends approval of permit to conduct activity upon meritorious evaluation result to the VPAA/President</p>	<p>5-25 minutes</p>	<p>None</p>	<p>SO President Adviser, College Dean, OSAS Director, Board Secretary &amp; VPAA/University President</p>
<p>Provides copy the Student Affairs coordinator of the college, (CHED for field trip/tour)</p>				
<p><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;</p> <p>Asks signature of the college Dean, SSC President and Director of Student Affairs &amp; Services who may recommend to the Vice President for Academic Affairs and Services for approval;</p> <p>Presents letter and Program to the VPAA for appropriate action.</p>	<p>Receives request letter with the Program.</p> <p>Acts appropriately said permit to conduct activity upon meritorious evaluation results</p>	<p>5 minutes</p>	<p>None</p>	<p>S.O President Adviser, College SAS Coordinator College Dean, SSC President, OSAS Director/staff VPAA</p>
<p><i>For off-campus activity:</i> Proponent submits CMO 63 S.</p>	<p>Receives and evaluate compliance of documents &amp; recommends</p>	<p>5-25 minutes</p>	<p>None</p>	<p>SO President Adviser, College Dean, OSAS Director,</p>



2017-based documents and request letter duly signed by the SO President, Adviser and College Dean.	approval of permit to conduct activity upon meritorious evaluation result to the VPAA/President			Board Secretary & VPAA/University President
Seeks endorsement from OSAS Director and Board Secretary for approval of the Vice President for Academic Affairs/University President.				
<b>TOTAL:</b>				

Qualification: Priority is given to poor but deserving students

<b>Office of Division:</b>	OFFICE OF STUDENT AFFAIRS & SERVICES			
<b>Classification:</b>				
<b>Type of Transaction:</b>	STUDENT ASSISTANTSHIP			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Letter, Recommendation from the Unit Head, Personal Data Sheet, Photocopy of Registration Form, 2x2 picture, class schedule, Summary of grades in previous semester/ter				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
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



Submits all requirements	Approves the application upon meritorious evaluation results. Submits list to the VPAA	10 minutes	None	OSAS Director
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
<b>TOTAL:</b>		30 minutes		

<b>Office of Division:</b>	OFFICE OF STUDENT AFFAIRS & SERVICES			
<b>Classification:</b>				
<b>Type of Transaction:</b>	<b>SIGNING OF CLEARANCE</b>			
<b>Who may avail:</b>	Students, (Employees, if required)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance form, Accomplishment & Financial Report for Student Organization Officers				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Presents filled-out Clearance Slip	Receives the clearance slip. Checks records as to any accountability	3 minutes	None	OSAS Staff
Settles accountability (if applicable)	Signs the slip if no accountability, otherwise advises applicant to settle accountability.	3-5 minutes	None	OSAS Director
<b>TOTAL:</b>		<b>3-8 minutes</b>		



## 2. OFFICE OF THE UNIVERSITY REGISTRAR

<b>Office of Division:</b>	<b>OFFICE OF THE UNIVERSITY REGISTRAR</b>			
<b>Classification:</b>				
<b>Type of Transaction:</b>	<b>ISSUANCE OF TRANSCRIPT OF RECORDS</b>			
<b>Who may avail:</b>	Students/Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance, Book-Bounded Thesis, Documentary Stamps				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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
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
	Prepares TOR	10 days	None	Edwin Karl F. Fabriquier Sania M. Gabo Angel Q. Maulion Sarah Jane Balato
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
Proceed to the Cashier for Payment	Issues Official Receipt	2 minutes	P40.00 /page	Cashier's Staff
Present Official Receipt for TOR	Received Request for Payment Slip and Issues Official Receipt	2 Minutes		Cashier's Staff



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
<b>TOTAL:</b>		<b>10 Days</b>		

<b>Office of Division:</b>	OFFICE OF THE UNIVERSITY REGISTRAR
<b>Classification:</b>	
<b>Type of Transaction:</b>	ISSUANCE OF CERIFICATION OF GRADES
<b>Who may avail:</b>	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance, Registration form, School ID, Documentary Stamps				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Submit requirements	Receives requirements and validates grades	5 Minutes	None	Edwin Karl F. Fabriquier Sania M. Gabo Angel Q. Maulion Sarah Jane Balato
	Verifies grades Prepares and issues certification	20 minutes	None	Edwin Karl F. Fabriquier Sania M. Gabo Angel Q. Maulion Sarah Jane Balato
Receives Payment Slip and proceed to the Cashier's Office	Issues Official Receipt	2 Minutes	P40.00	Cashier's Staff
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
<b>TOTAL:</b>		<b>1 Day</b>		



<b>Office of Division:</b>	OFFICE OF THE UNIVERSITY REGISTRAR			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ISSUANCE OF DIPLOMA			
<b>Who may avail:</b>	Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Clearance				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Submit requirements	Receives requirements and validates grades	5 Minutes	None	Edwin Karl F. Fabriquier Sania M. Gabo Angel Q. Maulion Sarah Jane Balato
<b>TOTAL:</b>		5 Minutes		

<b>Office of Division:</b>	OFFICE OF THE UNIVERSITY REGISTRAR			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ISSUANCE OF ADDING/DROPPING/CHANGING FORMS			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Registration Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>



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
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
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
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
<b>TOTAL:</b>				

<b>Office of Division:</b>	OFFICE OF THE UNIVERSITY REGISTRAR			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ISSUANCE OF COMPLETION FORM			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Request for Completion Form	Issues Completion Form	2 Minutes	None	Edwin Karl F. Fabriquier Sania M. Gabo



				Angel Q. Maulion Sarah Jane Balato
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
Receives the Completion Form and proceed to the Cashiers Office	Accepts payment and issues official receipt	2 Minutes	P30.00/ form	Cashier
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
<b>TOTAL:</b>		<b>6 Minutes</b>		



### 3. 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**

<b>Office of Division:</b>	OFFICE OF THE UNIVERSITY REGISTRAR
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<b>Classification:</b>				
<b>Type of Transaction:</b>		CONDUCT UNIVERSITY ADMISSION TEST (UAT)		
<b>Who may avail:</b>		Professionals, incoming freshmen, transferees, Junior and Senior High School students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Upon application for admission examination				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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
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
			Free for incoming freshmen and transferees per RA10931	
	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



			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
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
Encode in the Enrollment System the student information		5 Minutes per student	None	Staff
<b>TOTAL:</b>				

<b>Office of Division:</b>	OFFICE OF THE UNIVERSITY REGISTRAR
<b>Classification:</b>	
<b>Type of Transaction:</b>	ADMISSION OF STUDENTS (Professionals, freshmen, transferees, Junior and Senior High School)
<b>Who may avail:</b>	Professionals, incoming freshmen, transferees, Junior and Senior High School students
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
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
Attached required documents of applicants				
Record and file the original documents of applicants	Registrar Unit receive the documents of the applicants	5 minutes per student	None	Staff
<b>TOTAL:</b>				



#### 4. GUIDANCE AND COUNSELING SERVICES

<b>Office of Division:</b>	GUIDANCE AND COUNSELING SERVICES			
<b>Classification:</b>				
<b>Type of Transaction:</b>	COUNSELING SERVICES			
<b>Who may avail:</b>	Students, Faculty, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form, Call Slip				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Fills out Request Slip/Presents Call Slip	Refers client to counselor	3 minutes	None	Clerk
	Interviews client	5 minutes	None	Guidance Counselor
Reads and signs Confidentiality Agreement	Explains Confidentiality Agreement	5 minutes	None	Counselor
Discusses issues and plans interventions	Discusses issues and plans interventions	30 minutes	None	Guidance Counselor
Signs the Visitor's Log Book	Verifies Log Book	2 minutes	None	Clerk
	Summarizes/Reviews/Files Anecdotal Record	5 minutes/more	None	Guidance Counselor
	Follows up on the client			Guidance Counselor
	<b>TOTAL:</b>	30 minutes/more		

<b>Office of Division:</b>	GUIDANCE AND COUNSELING SERVICES
<b>Classification:</b>	



<b>Type of Transaction:</b>		HANDLING COMPLAINTS		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Written Complaints/Referral				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Complainant fills out Request Form/ Referral Form	Accepts written complaint/Referral	3 minutes	None	Clerk
	Reads Referral, evaluates the Referral	5 minutes	None	Counselor
	Interviews/Counsels complainant	30 minutes/more	None	Counselor
Signs in the Visitor's Log Book	Verifies signature in Logbook	1 minute	None	Clerk
	Issues Call Slip to complainee through the Guidance Coordinator	5 minutes	None	Guidance Counselor
Complainee presents Call Slip	Conducts interview/counseling Plans Intervention schedules meeting with both parties	30 minutes/more	None	Guidance Counselor
	Facilitates settlement.	20 minutes/more	None	Guidance Counselor
Parties sign in the Visitor's Log Book	Verifies signature in the Log Book	1 minute	None	Clerk
	<b>TOTAL:</b>	1 hour, 43 minutes/more		



<b>Office of Division:</b>	GUIDANCE AND COUNSELING SERVICES			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER			
<b>Who may avail:</b>	Students, Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance and school ID for students, TOR/ Diploma for Alumni				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Fills out Request Form Presents requirements	Verifies authenticity of requirements submitted	3 minutes	None	Clerk
	Prepares the certificate	4 minutes	None	Clerk
	Signs certificate, enters name in the Logbook	2 minutes	None	Counselor
Signs Logbook	Verifies signature in Logbook, releases CGMC, inform client to proceed to Cashier's Office	1 minute	None	Clerk
Receives certificate and proceeds to Cashier's Office for payment and seal stamping.				
	<b>TOTAL:</b>	10–15 minutes		



## 5. CASHIERING SERVICES

<b>Office of Division:</b>	CASHIERING SERVICES			
<b>Classification:</b>				
<b>Type of Transaction:</b>	CASH DISBURSEMENT			
<b>Who may avail:</b>	Employees, Students, Parents, Guardians, prospective enrollees, Laborers, Scholars			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Identification Card (ID); Authorization letter or Special Power of Attorney (SPA) for clients claiming on behalf of a company or another person				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Notify the Cashier on the nature of claim and present the necessary requirements	Verify the availability of the claim	4 minutes	None	Cashier
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
Receive the cash and count before leaving counter.	File the payroll	2 minutes	None	Cashier
<b>TOTAL:</b>		<b>10 minutes</b>		

*Note: The service may not be available when disbursing officer in charge of cash is on leave or with official transaction with the bank*

<b>Office of Division:</b>	CASHIERING SERVICES
<b>Classification:</b>	



<b>Type of Transaction:</b>	CHECK DISBURSEMENT
<b>Who may avail:</b>	Creditors, Suppliers, Employees, Students, Parents, Guardians, Graduates, prospective enrollees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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.	

CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
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
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
Claim the check. For suppliers, secure copies of withholding tax forms	None	2 minutes	None	Cashiering staff
<b>TOTAL:</b>		<b>10 inutes</b>		



<b>Office of Division:</b>	CASHIERING SERVICES			
<b>Classification:</b>				
<b>Type of Transaction:</b>	COLLECTION OF FEES			
<b>Who may avail:</b>	Students, Parents, Guardians, Lessees, Graduates, Admission applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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).				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Present the necessary requirements	Check the presented documents	1 minute	None	Collecting Officer
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
Receive the official receipt and the change if there is any. Count	Segregate the duplicate and triplicate and file them properly.	2 minutes	None	Collecting Officer



the change before leaving the counter.				
<b>TOTAL:</b>				

<b>Office of Division:</b>	CASHIERING SERVICES			
<b>Classification:</b>				
<b>Type of Transaction:</b>	SIGNING OF STUDENT CLEARANCE			
<b>Who may avail:</b>	Students Currently and Previously Enrolled or Authorized Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance Form and School ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Present the necessary requirements	Verify the account in the record/system. If the client has: <ul style="list-style-type: none"> <li>No outstanding balance, sign and release the clearance</li> <li>An outstanding balance, issue Order of Payment (OP)</li> </ul>	2 minutes	Collecting Officer	None
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



<b>TOTAL:</b>			
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<b>Office of Division:</b>	CASHIERING SERVICES
<b>Classification:</b>	
<b>Type of Transaction:</b>	Issuance of Certificate of Compensation Payment/Tax Withheld
<b>Who may avail:</b>	All employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Document Request Form				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Submit duly accomplished and approved Document Request Form to Accounting Office	Receipt of the Document Request Form	5-10 mins		Accounting Staff
	Prepare and print Tax Certificate	20 seconds		Accountant Balance of Accounts
	Review the accuracy of Tax Certificate			Accountant
	Approve and sign the Tax Certificate	2-5 mins		Accountant
Receipt of Tax Certificate	Issue Tax Certificate	2-5 mins		Accounting Staff
<b>TOTAL:</b>				



## 6. ACCOUNTING OFFICE

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

<b>Office of Division:</b>	ACCOUNTING OFFICE	
<b>Classification:</b>		
<b>Type of Transaction:</b>	REQUIRED SUPPORTING DOCUMENTS FROM SPMO BEFORE APPROVAL OF THE PAYMENT OF LIABILITY TO SUPPLIERS	
<b>Who may avail:</b>	Employees, Students, Suppliers, Contractors, and Other Stakeholders	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p>or Salaries, Honoraria and Other Benefits-Disbursement Voucher, Payroll, Biometric Print-out, DTR, Contract of Service, Job Order Contract, ObR/BUR, Appointment For Reimbursement- Disbursement Voucher (DV), PR, Inspection Report, ObR/BUR, Official Receipts and other necessary related documents depending on expense classification For Suppliers- Disbursement Voucher (DV), Purchase Request (PR), Sales Invoice, Inspection Report, ObR/BUR, APP and other necessary related documents depending on the classification of expenses. For Contractors- Disbursement Voucher (DV) and other necessary related documents depending on the progress payment. For Cash Advance for travel- Disbursement Voucher (DV), ObR/BUR, Travel Order, Proposed Itinerary of Travel, Invitation/Advisory.</p>	



For Cash advance for project implementation and the like- Disbursement Voucher (DV), ObR/BUR, Approved Budget Proposal.				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
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
<b>TOTAL:</b>		<b>50 minutes</b>		



## 7. 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.

<b>Office of Division:</b>	Extension Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Extension Proponents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		<b>None</b>	<b>22 days and 10 minutes</b>	

## 8. NATIONAL SERVICE TRAINING PROGRAM

<b>Office of Division:</b>	NATIONAL SERVICE TRAINING PROGRAM			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ENLISTMENT/CLUSTERING OF FRESHMEN			
<b>Who may avail:</b>	First Year Students (freshmen)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Enrolment of First Year Students (freshmen) from Colleges				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Acceptance of Students	Clustering of Students	2 minutes		Director, Coordinator, Clerk



Pays Red Cross Insurance	Clerk's accepts payment	1 minute		Director, Coordinator, Clerk
	Student is advised to proceed to the Cashier for payment validation and to the Registrar	30 minutes		University Cashier and Registrar
Orientation on Common Module	Provide Information on R.A. 9163	4 hours		Director, Coordinator, Clerk
<b>TOTAL:</b>				

<b>Office of Division:</b>	NATIONAL SERVICE TRAINING PROGRAM
<b>Classification:</b>	
<b>Type of Transaction:</b>	POOL OF IMPLEMENTERS CONSULTATION
<b>Who may avail:</b>	First Year Students (freshmen)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills out the Consultation Form	Assist in filling out the Consultation Form	5 minutes	Director, Coordinator, Implementers	Consultation Form
Gives the forms to the Students	Accepts the Consultation Form	2 minutes	Director, Coordinator, Implementers	Consultation Form
Interview the Student	Gives advice and Recommendations, Suggestions	15-20 minutes	Director, Coordinator, Implementers	Routing Slip/ Interview Form
Issuance of the Certificate of Consultation	Handing the Certificate of Consultation	2 minutes	Director, Coordinator, Implementers	Certificate of Consultation
<b>TOTAL:</b>				



## 9. HEALTH SERVICES UNIT

<b>Office of Division:</b>	HEALTH SERVICES UNIT			
<b>Classification:</b>				
<b>Type of Transaction:</b>	CONSULTATION, DENTAL PROCEDURE, PRESCRIPTION AND DISPENSING OF MEDICINES (DENTAL)			
<b>Who may avail:</b>	RSU Students, Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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
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	20 - 30 minutes	None	Dentist



	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			
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
4. Sign in the logbook for the medicines received	11. Secure completeness of the data in the logbook	5 minutes	None	Nurse
<b>TOTAL:</b>				

<b>Office of Division:</b>	HEALTH SERVICES UNIT			
<b>Classification:</b>				
<b>Type of Transaction:</b>	CONSULTATION, PRESCRIPTION AND DISPENSING OF MEDICINES (MEDICAL)			
<b>Who may avail:</b>	RSU Students, Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSI</b>	<b>FEE TO BE</b>	<b>PERSON</b>



		NG TIME	PAID	RESPONSIBLE
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
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
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
Sign in the logbook for the medicines received	Secure completeness of the data in the logbook	5 minutes	None	Nurse
5. Writes name , course and year	21. Provide client with the	15 - 20	None	Nurse



on the logbook Fill the needed information in the Dental Form	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)	minutes		
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
Proceed to the dispensing area for medications and other instructions*	28. Gives prescribed medications if available Give advice as to intake of medications and other necessary precautions	15 minutes	None	Nurse
Sign in the logbook for the medicines and received*	Secure completeness of the data in the logbook	5 minutes	None	Nurse
<b>END OF TRANSACTION</b> *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,	15 - 20 minutes	None	Nurse



	blood pressure, heart rate, respiratory rate, weight, height)			
<b>TOTAL:</b>				

<b>Office of Division:</b>	HEALTH SERVICES UNIT
<b>Classification:</b>	
<b>Type of Transaction:</b>	ANNUAL DENTAL EXAMINATION
<b>Who may avail:</b>	RSU Students, Faculty and Staff

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client's Logbook Dental Record				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Writes name , course and year on the logbook	32. Locate client's dental records from the file cabinet 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)	10 minutes	None	Nurse
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	10 - 20 minutes	None	Dentist



	assessment 38. Gives advice as to the management 39. Provides prescription and laboratory requests as needed Provide referral if the need arises			
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
Sign in the logbook for the medicines and received*	Secure completeness of the data in the logbook	5 minutes	None	Nurse
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
<b>TOTAL:</b>				

<b>Office of Division:</b>	HEALTH SERVICES UNIT
<b>Classification:</b>	



<b>Type of Transaction:</b>	ANNUAL MEDICAL EXAMINATION (NEW)			
<b>Who may avail:</b>	RSU Students, Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requested Laboratory				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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
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
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



Sign in the logbook for the medicines received*	Secure completeness of the data in the logbook	5 minutes	None	Nurse
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
<b>TOTAL:</b>				

<b>Office of Division:</b>	HEALTH SERVICES UNIT			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ANNUAL MEDICAL EXAMINATION (OLD)			
<b>Who may avail:</b>	RSU Students, Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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	10 minutes	None	Nurse



	59. Update necessary entry a. Review pertinent history Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height)			
Proceed to the Examination Area	60. Ask the client relevant questions pertaining to the medical history 61. Perform physical examination 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	10 - 20 minutes	None	Physician
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
Sign in the logbook for the medicines and received*	Secure completeness of the data in the logbook	5 minutes	None	Nurse
<b>TOTAL:</b>				

<b>Office of Division:</b>	HEALTH SERVICES UNIT
<b>Classification:</b>	
<b>Type of Transaction:</b>	TREATMENT OF MINOR INJURIES/WOUND



<b>Who may avail:</b>		RSU Students, Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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) Ask and record chief complaint	10 minutes	None	Nurse
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
Proceed to the dispensing area for medications and other	74. Gives prescribed medications if available	15 minutes	None	Nurse



instructions	Give advice as to intake of medications and other necessary precautions			
Sign in the logbook for the medicines and procedures received	Secure completeness of the data in the logbook	5 minutes	None	Nurse
<b>TOTAL:</b>				

## 10. COLLEGE OF EDUCATION

<b>Office of Division:</b>	COLLEGE OF EDUCATION			
<b>Classification:</b>				
<b>Type of Transaction:</b>	APPROVAL OF SUBJECTS & ASSESSMENT OF FEES			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance, Registered User to RSU Computerized Enrollment System, Made reservation of subjects online, Receipt of paid fees (college fees, SSC & Harrow				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
1. Show or present the requirements	Verify & check the requirements	1 minute		Dean / College Staff
2. Visit and Log-in to RSU Computerized Enrollment System	Access RSU Computerized Enrollment System	2 minutes		Dean / College Staff
3. Verify whether the student has made online reservation of	Check the student's record online if subjects are reserved	5 minutes		Dean / College Staff



subjects to be enrolled	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.			
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	5 minutes		Dean / College Staff
5. Assessment of Fees	Provide the student with system generated payment advice	2 minutes		Dean / College Staff
	<b>TOTAL:</b>			



## 11. COLLEGE OF ARTS AND SCIENCE

### 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.

<b>Office of Division:</b>	COLLEGE OF ARTS AND SCIENCE			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ENROLLMENT SERVICES			
<b>Who may avail:</b>	Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance, Registered User to RSU Computerized Enrollment System, Made reservation of subjects online,				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Takes the entrance test at the admission office (transferee)	Takes the entrance test at the accreditation office (transferee)	45 minutes	P100	Accreditation Office
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
Undergoes Admittance Interview	Endorse to Department Chairperson	10 minutes	None	Department Chairperson
Get Enrolment route slip personally/ through online	Provide route slip	1 minute	None	CAS Secretary/ CAS IMS Officer
Completion of CAS Student Information Sheet	Review submitted CAS student information sheet	2 minutes	None	CAS Secretary



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
Goes back to CAS Office submitting fully signed registration form	1. Keeps students' photocopy of registration form	5 minutes	None	CAS Secretary
Get updates from CAS Facebook page	CAS Hawk	None	None	Facebook page admin
	<b>END OF TRANSACTION</b>			
<b>OLD STUDENT (FACE-TO-FACE / MODULAR)</b>				
Updates CAS Student Information Sheet	Review submitted CAS student information sheet	2 minutes	None	CAS Secretary
Evaluates grades in the prospectus	Evaluates grades in the prospectus	15 minutes	None	Adviser
Get Enrolment Route Slip	Provide route slip	1 minute	None	CAS Secretary
Take Enrolment process following CAS Enrolment schedule	The students are advised to go to OSA, Registrar, Cashier's Office	45 mins	None	CAS Personnel
Goes back to CAS Office submitting fully signed registration form	1. Keeps students' photocopy of registration form	5 minutes	None	CAS Secretary
Get updates from CAS Facebook page	CAS Hawk	None	None	Facebook page admin
	<b>END OF TRANSACTION</b>			
<b>TRANSFEREE</b>				
Takes the entrance test at the admission office (transferee)	Takes the entrance test at the accreditation office (transferee)	45 mins	P100	Accreditation Office
Presents endorsement letter and necessary documents from the	Accepts & checks endorsement letter from the Office of the	1 minute	N/A	CAS Secretary



Office of Admission.	Admission.			
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
Undergoes Admittance Interview	Endorse to Department Chairperson	10 minutes	None	Department Chairperson
Completion of CAS Student Information Sheet	Review submitted CAS student information sheet	2 minutes	None	CAS Secretary
Get Enrolment route slip	Provide route slip	1 minute	None	CAS Secretary
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
Goes back to CAS Office submitting fully signed registration form	1. Keeps students' photocopy of registration form	5 minutes	None	CAS Secretary
Get updates from CAS Facebook page	CAS Hawk	None	None	Facebook page admin
	<b>END OF TRANSACTION</b>			
<b>SHIFTEE</b>				
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
Undergoes Admittance Interview	Endorse to Department Chairperson	10 minutes	None	Department Chairperson
Completion of CAS Student Information Sheet	Review submitted CAS student information sheet	2 minutes	None	CAS Secretary
Get Enrolment route slip	Provide route slip	1 minute	None	CAS Secretary
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
Goes back to CAS Office submitting fully signed registration	1. Keeps students' photocopy of registration form	5 minutes	None	CAS Secretary



form				
Get updates from CAS Facebook page	CAS Hawk	None	None	Facebook page admin
	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			

<b>Office of Division:</b>	COLLEGE OF ARTS AND SCIENCE		
<b>Classification:</b>			
<b>Type of Transaction:</b>	REQUEST OF UPPER 25		
<b>Who may avail:</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Clients visit CAS Office presenting Transcript Of Record	Schedule clients for an appointment	2 minutes	N/A	CAS Secretary
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
Proceed to University Cashier for document seal as the final process	Advise clients to go to University Cashier	2 minutes		Cashier personnel
	<b>TOTAL:</b>			



<b>Office of Division:</b>	
<b>Classification:</b>	
<b>Type of Transaction:</b>	Request of Adding/ Dropping Forms
<b>Who may avail:</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Clients visit CAS Office for the request of Adding/ Dropping	Provides the requested form/s	2 minutes	N/A	CAS Secretary
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
Proceed to Dean's Office for signature	Signing of form	2 minutes	None	CAS Dean
Wait for the process to be completed	Add/ Drop the requested subjects through RSU CES	5minutes	None	CAS Secretary
Proceed to University Cashier	Advise clients to go to University Cashier	2 minutes		Cashier personnel
Give the CAS Office a copy of	Receive and keep clients copy of	1minute	None	CAS Secretary



requested form	Adding/Dropping Form			
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
<b>REQUEST OF COPY OF GRADES</b>				
Visit CAS Office	1. Accommodate clients 2. Check if the concerned faculty is available for consultation	2 minutes	N/A	CAS Secretary/ CAS Faculty
<b>END OF TRANSACTION</b>				
<b>REQUEST COPY OF REGISTRATION FORM</b>				
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
<b>REQUEST TO SHIFT/ TRANSFER</b>				
Visit CAS Office	Accommodate clients' concerns	1 minute	N/A	CAS Secretary
Presents Clearance	Request the Copy of Clearance from the client	1 minute	None	CAS Secretary
Proceed to CAS Dean's Office	Provide Endorsement Letter	2 minutes	None	CAS Dean
<b>END OF TRANSACTION</b>				
<b>TOTAL:</b>				

<b>Office of Division:</b>	COLLEGE OF ARTS AND SCIENCE
<b>Classification:</b>	
<b>Type of Transaction:</b>	Request for Completion form for incomplete grade/s
<b>Who may avail:</b>	



**CHECKLIST OF REQUIREMENTS**

**WHERE TO SECURE**

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<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
Download the form Completion form at CAS Online Page	Provide and Post downloadable links of the forms	2minutes	None	CAS IMS Officer
Fill out the Completion form	Request clients to Fill out the Completion form	2 minutes	None	CAS Secretary
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
Proceed to Dean's Office for signature	Signing of form	2 minutes	None	CAS Dean
Go to Registrar's Office for signature	Signing of form	2 minutes	None	Registrar's personnel
Proceed to University Cashier for payment	Advise clients to go to University Cashier	2 minutes		Cashier personnel
Give the CAS Office a copy of requested form	Receive and keep clients copy of Completion form	1minute	None	CAS Secretary
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
<b>TOTAL:</b>				



<b>Office of Division:</b>	COLLEGE OF ARTS AND SCIENCE	
<b>Classification:</b>		
<b>Type of Transaction:</b>	CAS Faculty Consultation	
<b>Who may avail:</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit CAS Office	1. Accommodate clients 2. Check if the concerned faculty is available for consultation	2 minutes	N/A	CAS Secretary/ CAS Faculty
Attend to the concerned faculty member	Accommodate client needs and concerns	30minutes	None	Concerned Faculty
Receives the copy of Technical Advise Slip	Secure the hard copy of Technical Advise Slip	2 minutes	None	CAS Secretary
<b>TOTAL:</b>				



**11. COLLEGE OF ENGINEERING AND TECHNOLOGY**

<b>Office of Division:</b>	COLLEGE OF ENGINEERING AND TECHNOLOGY			
<b>Classification:</b>				
<b>Type of Transaction:</b>	REQUEST FOR THE CONDUCT OF ACTIVITIES/ MEETINGS			
<b>Who may avail:</b>	STUDENTS/ ALUMNI			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Signs in the Logbook	Checks if the client/s signed the logbook	20 sec	None	CET staff
Presents request/ permit for the	Checks the presented request/	20 sec	None	CET staff



conduct of the activity and other relevant documents	permit for the conduct of the activity and other relevant documents			
	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
<b>TOTAL:</b>				

<b>Office of Division:</b>	COLLEGE OF ENGINEERING AND TECHNOLOGY
<b>Classification:</b>	
<b>Type of Transaction:</b>	REQUEST FOR EVALUATION/ CERTIFICATION OF GRADES FOR GENERAL WEIGHTED AVERAGE
<b>Who may avail:</b>	STUDENTS/ ALUMNI
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Signs in the logbook	Checks if the client/s signed the logbook	20 sec	None	CET Staff
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
	Secretary computes the total average and issues certification of grades and general weighted average (GWA)	3- 5 minutes	None	CET Staff
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
Presents Receipt of Payment and TOR to the Dean	Deans signs the documents requested	10 sec	None	Dean



		<b>TOTAL:</b>		

<b>Office of Division:</b>	COLLEGE OF ENGINEERING AND TECHNOLOGY
<b>Classification:</b>	
<b>Type of Transaction:</b>	CONSULTATION
<b>Who may avail:</b>	STUDENTS/ ALUMNI
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Signs in the consultation logbook	Checks if the client/s signed the logbook	20 sec	None	CET Staff
	Secretary asks who is the teacher concerned for consultation and checks the availability of the teacher	1 min	None	CET Staff
	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
	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			

<b>Office of Division:</b>	COLLEGE OF ENGINEERING AND TECHNOLOGY
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<b>Classification:</b>	
<b>Type of Transaction:</b>	APPROVAL OF GRADE FORM FOR SCHOLARSHIP
<b>Who may avail:</b>	STUDENTS/ ALUMNI
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secures summary of grades form	Checks the Summary of Grades Form	20 sec	None	CET Staff
	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
Presents validated Grade Form to the Dean	The Dean signs the validated Grade Form	20 sec	None	Dean
	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			

<b>Office of Division:</b>	COLLEGE OF ENGINEERING AND TECHNOLOGY
<b>Classification:</b>	
<b>Type of Transaction:</b>	ENROLMENT PROCEDURE



Who may avail:	STUDENTS/ ALUMNI
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
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
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
Registers at the ROTC/ NSTP	ROTC/ NSTP Officer/ personnel registers the student.	5 minutes	None	ROTC/ NSTP
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
Opens personal account in the computerized enrolment system and selects the section and the subjects to be taken with	CET IT Personnel assists students printing registration form	2 minutes	None	CET IT Personnel



corresponding fees. Prints the registration form				
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
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
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
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
	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>OLD STUDENT</b>				
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
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
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
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
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
	<b>END OF TRANSACTION</b>			
<b>TRANSFEREES</b>				
Presents transfer credentials and take Entrance Examination at the Admission Office	Admission Office		None	Admission Office staff
Submits Admission Slip and Endorsement to College	Receives admission and endorsement slip from the Admission Office. CET	3 minutes	None	CET Staff Department



	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.			Chairperson
Takes Qualifying Examination (Battery Test) if applicable.	Qualifying Examination Committee administers the exam	3 hours	None	CET Staff/ Committee
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
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
<b>END OF TRANSACTION</b>				
<b>TOTAL:</b>				



## 12. COLLEGE OF BUSINESS AND ACCOUNTANCY

<b>Office of Division:</b>	COLLEGE OF BUSINESS AND ACCOUNTANCY			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ENROLMENT OF NEW STUDENTS/TRANSFEREES/SHIFTERS			
<b>Who may avail:</b>	Incoming First Year Students, Transferees and Shifters			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Admission slip 2. 1 long size white folder				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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
Secure Enrollment Trial Form after evaluation	Issues enrollment trial form	2 minutes	None	Evaluator
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
Secure Registration Form after presenting the verified Enrollment Trial Form	Issues registration form	2 minutes	None	College Secretary
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
Present Registration Form to the Registrar's office for approval and	Receives Registration Form and stamps "OFFICIALLY ENROLLED"	3 minutes	None	Registrar/Staff



stamping of 'OFFICIALLY ENROLLED'	and approve the same document.			
Present the Registration Form to the cashier's office for tagging	Tag the Registration Form	3 minutes	None	Cashier/Staff
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
<b>END OF TRANSACTION</b>				
<b>TOTAL:</b>				

<b>Office of Division:</b>	COLLEGE OF BUSINESS AND ACCOUNTANCY			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ENROLMENT OF NEW STUDENTS /TRANSFEREES			
<b>Who may avail:</b>	Incoming Second Year to Fourth Year Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Students Clearance (last semester attended) 2. Prospectus (Summary of Grades) with complete grades and with adviser or evaluator's initial. 3. Summary of Grades for Verification				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Present admission slip	Receives and checks admission slip	3 minutes	None	Evaluator
Secure enrollment trial form after presenting the complete requirements for admission	Issues Enrollment Trial Form	2 minutes	None	Evaluator
Fills out the enrollment trial form (subjects to be taken) and submit the same to the enrolling teacher	Checks and verifies the accomplished form	5 minutes	None	Evaluator/Curriculum adviser



for checking and verification				
Secure Registration Form after presenting the verified Enrollment Trial Form	Issues registration form	2 minutes	None	College Secretary
Proceed to National Service Training Program (NSTP) Office for Registration	Registers enrollee - NSTP	3 minutes	As Required	NSTP Staff
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
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
Present the Registration Form to the cashier's office for tagging	Tag the Registration Form	3 minutes	None	Cashier/Staff
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
	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			



### 13. INSTITUTE OF CRIMINAL JUSTICE EDUCATION

<b>Office of Division:</b>	INSTITUTE OF CRIMINAL JUSTICE EDUCATION			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ENROLMENT PROCEDURE OF NEW STUDENTS / TRANSFEREES/ SHIFTERS			
<b>Who may avail:</b>	Incoming First Year Students and Transferees/Shifters			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Present endorsement form from the admission office and the admission slip/requirement	Receives and checks admission slip	3 minutes	None	Evaluator
Undergo interview	Interview the applicant	5 minutes	None	Evaluator
Proceed to RSU Clinic for medical check-up	Laboratory test, evaluate result or issue certificate	10 minutes	None	Physician or Nurse
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
Fills out the enrollment trial form (subjects to be taken) and submit the same to the enrolling	Checks and verifies the accomplished form	5 minutes	None	Evaluator/Curriculum adviser



evaluator for checking/ verification and approval				
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
Proceed to National Service Training Program (NSTP) Office for Registration	Registers enrollee - NSTP	3 minutes	As Required	NSTP Staff
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
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
Present the Registration Form to the cashier's office for tagging	Tag the Registration Form	3 minutes	None	Cashier/Staff
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
	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			

<b>Office of Division:</b>	INSTITUTE OF CRIMINAL JUSTICE EDUCATION	
<b>Classification:</b>		
<b>Type of Transaction:</b>	ENROLMENT OF OLD STUDENTS	
<b>Who may avail:</b>	Second Year - Fourth Year students	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	



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				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
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
Takes the battery test (including transferees and shifters)	checks the battery test	45 minutes	None	Examiner
Secure Enrollment Trial Form after passing the battery exam	Issues enrollment trial form	2 minutes	None	Evaluator
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
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
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
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
Present the Registration Form to the cashier's office for tagging	Tag the Registration Form	3 minutes	None	Cashier/Staff
Submit the Registration Form to	Receives and file the Dean's copy	5 minutes	None	College Secretary



the Dean's Office for filing.	and forward the registrar's copy out the office of the Registrar.			
	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			



## 14. 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*



<b>Office of Division:</b>	INSTITUTE OF INFORMATION TECHNOLOGY			
<b>Classification:</b>				
<b>Type of Transaction:</b>	REQUEST FOR THE CONDUCT OF ACTIVITIES/MEETING			
<b>Who may avail:</b>	Students/Faculty/Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Secure Summary of Grades Form	-Checks the Summary of Grade Form	10 seconds		Institute Clerk
	-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
Presents validated Grade Form to the Director	The Director affix his signature on the validated Grade Form.	1 minute		Institute Director
<b>TOTAL:</b>				

\*\*\* Updated the duration of the activity from 40 secs to 1.5 minutes. Added 1 task under service provider “forward the received copy to ODIMO for documentation”



How to Avail of the Service

<b>Office of Division:</b>	INSTITUTE OF INFORMATION TECHNOLOGY
<b>Classification:</b>	
<b>Type of Transaction:</b>	APPROVAL OF GRADE FORM FOR SCHOLARSHIP
<b>Who may avail:</b>	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Grade Form, Grade Slip, Registration Form				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
Secure Summary of Grades Form	-Checks the Summary of Grade Form	10 seconds		Institute Clerk
	-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
Presents validated Grade Form to the Director	The Director affix his signature on the validated Grade Form.	1 minute		Institute Director
<b>TOTAL:</b>				



<b>Office of Division:</b>	INSTITUTE OF INFORMATION TECHNOLOGY			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ENROLLMENT FLOW FOR NEW STUDENT AND TRANSFEREES			
<b>Who may avail:</b>	New Student/ Transferees/ Other Clientele			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Result of RSU Admission Test (from RSU Admission Office) -Endorsement from the Admission Office -Photocopy of Good Moral Character -Photocopy of NSO Birth Certificate <b>For New Student</b> -Photocopy of High School Report Card (Form 138) <b>For Transferee</b> -Photocopy of Honorable Dismissal -Photocopy of Certified True Copy of Grades				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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
Proceed to the IIT One-Stop-Shop for Encoding of Subject Load and Assessment of Fees	Encode Student Subject Load	15 minutes		Institute Encoder



Secure Registration Form	Issue Registration Form	5 minutes		Institute Director
Register at the NSTP/NROTC (if not yet finished with NSTP/NROTC)	NSTP/NROTC Coordinator registers the student	5 minutes		NSTP/NROTC Coordinator
Proceed to the Institute Director for Approval of Registration Form	Approves Registration Form	10 minutes		Institute Director
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
Proceed to the Cashier for verification of Fees	Verify Assessed Fees	5 minutes		Cashier
Proceed to the Registrar for Tagging as Officially Enrolled	Tag the student as Officially Enrolled	5 minutes		Registrar
	<b>TOTAL:</b>			

<b>Office of Division:</b>	INSTITUTE OF INFORMATION TECHNOLOGY			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ENROLLMENT FLOW FOR OLD STUDENTS			
<b>Who may avail:</b>	Old Students/ Other Clientele			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Grade Slip of Previous Semester -Clearance				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Proceed to the IIT	Advise Student and Issue Trial	10-15		Institute Director/Adviser



Evaluation/Advising Area, submit Grade Slip and Clearance for Subject Advising	Form	minutes		
Proceed to the IIT One-Stop-Shop for Encoding of Subject Load	Encode Student Subject Load	15 minutes		Institute Encoder
Secure Registration Form	Issue Registration Form	5 minutes		Institute Director
Register at the NSTP/NROTC (if not yet finished with NSTP/NROTC)	NSTP/NROTC Coordinator registers the student	5 minutes		NSTP/NROTC Coordinator
Proceed to the Institute Director for Approval of Registration Form	Approves Registration Form	10 minutes		Institute Director
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
Proceed to the Cashier for verification of Fees	Verify Assessed Fees	5 minutes		Cashier
Proceed to the Registrar for Tagging as Officially Enrolled	Tag the student as Officially Enrolled	5 minutes		Registrar
	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			

<b>Office of Division:</b>	INSTITUTE OF INFORMATION TECHNOLOGY	
<b>Classification:</b>		
<b>Type of Transaction:</b>	REQUEST FOR EVALUATION/CERTIFICATION OF GRADES FOR GENERAL WEIGHTED AVERAGE	
<b>Who may avail:</b>	Students/ Other Clientele	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Request Letter, Authorization Letter for Representative		



CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Secure Request Slip from the Institute Clerk and Fill Up Request Form	-Assist Client to fill up the Request Slip	5 minutes		Institute Clerk
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
-Processing of Documents	Institute Record In-Charge	10 minutes		
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	P/20 per page	Institute Director
	<b>TOTAL:</b>			

<b>Office of Division:</b>	INSTITUTE OF INFORMATION TECHNOLOGY			
<b>Classification:</b>				
<b>Type of Transaction:</b>	SIGNING OF STUDENT CLEARANCE			
<b>Who may avail:</b>	Student currently and previously enrolled or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School ID				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
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



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	2 minutes		Institute Clerk
	-Sign Clearance	2 minutes		Institute Director
<b>TOTAL:</b>				

<b>Office of Division:</b>	INSTITUTE OF INFORMATION TECHNOLOGY
<b>Classification:</b>	Students/ Alumni/ Other Clientele
<b>Type of Transaction:</b>	CONSULTATION
<b>Who may avail:</b>	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter and other relevant documents for consultation				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Sign in the Log Book	-Checks if the client has signed in the consultation Log Book	20 seconds	IIT Clerk	
		1 minute	IIT Clerk	
	The Institute Clerk ask who is the teacher concerned for consultation and checks the availability of the teacher.	1 minute	IIT Clerk	
	-If available the clerk will inform the teacher concerned; if not, the clerk will schedule the consultation subject to the availability of the	1 minute	IIT Clerk	



	teacher			
	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			

### 15. COLLEGE OF AGRICULTURE, FISHERY AND FORESTRY

<b>Office of Division:</b>	COLLEGE OF AGRICULTURE, FISHERY AND FORESTRY			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ENROLLMENT			
<b>Who may avail:</b>	STUDENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Presents endorsement letter from the Office of the Admission.	Accepts endorsement letter from the Office of the Admission.	1 minute	None	CAFF Secretary
	CAFF personnel checks the course recommended by the Admissions office and will require a long folder from the student	1 minute	None	CAFF Secretary
Pays CAFFSO fees	CAFFSO Treasurer accepts payment.	10 minute	Php 150	CAFFSO Treasurer



			CAFFSO	
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
	<b>END OF TRANSACTION</b>			
<b>OLD STUDENT</b>				
Presents original copy of signed clearance.	Accepts & checks the original copy of signed clearance.	1 minute	None	CAFF Personnel
Presents copy of grades from egovapps.	Checks copy of grades from egovapps	2 minutes	None	CAFF Personnel
Evaluates grades in the prospectus.	Evaluates grades in the prospectus.	15 minutes	None	Adviser
Pays CAFFSO fees	CAFFSO Treasurer accepts payment.	10 minutes	Php 150 CAFFSO	CAFFSO Treasurer
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
	The student is advised to proceed to enroll NSTP.	10 minutes	None	NSTP/ROTC personnel
	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
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
	The student is advised to proceed to enroll NSTP.	10 minutes	None	NSTP/ROTC personnel
	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
<b>TRANSFEREE STUDENT</b>				
Takes the entrance test at the accreditation office (transferee)	Takes the entrance test at the accreditation office (transferee)	45 minutes	P100	Accreditation Office
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



	Advise the Student to proceed to the registrar to credit the taken subjects in other school.	1 minutes	N/A	Registrar
Undergoes interview with the Dean	Conducts interview with the Dean	15 minutes	N/A	Dean
Presents grades using the prospectus for evaluation.	Evaluates grades using the prospectus	15 minutes	N/A	Adviser
Pays CAFFSO fees	CAFFSO Treasurer accepts payment.	10 minutes	Php150 CAFFSO	CAFFSO Treasurer
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
	The student is advised to proceed to enroll NSTP.	10 minutes	None	NSTP/ROTC personnel
	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
	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			

<b>Office of Division:</b>	<b>COLLEGE OF AGRICULTURE, FISHERY AND FORESTRY</b>
<b>Classification:</b>	
<b>Type of Transaction:</b>	<b>POOL OF EXPERT CONSULTATION</b>
<b>Who may avail:</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Fills out the Appointment Form	Assist in filling out the Appointment Form	5 minutes	None	Counselor/Assistant
Gives the form to the Councilor	Accepting the Appointment Form	2 minutes	None	Counselor/Assistant
Gets interviewed	Giving advices and consultation	15-20 minutes	None	Counselor/Assistant



Received the Certificate of Consultation	Handling the Certificate of Consultation	2 minutes	None	Counselor/Assistant
	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			



## 16. GRADUATE EDUCATION AND PROFESSIONAL STUDIES

<b>Office of Division:</b>	GRADUATE EDUCATION AND PROFESSIONAL STUDIES			
<b>Classification:</b>				
<b>Type of Transaction:</b>	GEPS ENROLMENT AND PROCEDURE			
<b>Who may avail:</b>	students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Presents endorsement letter from the Office of the Admission.	Accepts endorsement letter from the Office of the Admission.	1 min	None	GEPS Personnel
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
	Evaluates the Submitted documents and records	15 min	None	Dean/Secretary
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
	The student is also advised to pay fees to the cashier and proceed to	30 mins	refer to the assessment in	Cashier



	the registrar.		the reg form	
	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			

<b>Office of Division:</b>	GRADUATE EDUCATION AND PROFESSIONAL STUDIES		
<b>Classification:</b>			
<b>Type of Transaction:</b>	GEPS ENROLMENT AND PROCEDURE		
<b>Who may avail:</b>	OLD STUDENT		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	

CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
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
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
	The student is also advised to pay fees to the cashier and proceed to the registrar.	30 mins	refer to the assesment in the reg form	Cashier
	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			

<b>Office of Division:</b>	GRADUATE EDUCATION AND PROFESSIONAL STUDIES
<b>Classification:</b>	



<b>Type of Transaction:</b>	GEPS APPLICATION FOR COMPREHENSIVE EXAM		
<b>Who may avail:</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	

CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Presents application form	Accepts and records the document.	2 mins	None	GEPS Personnel
Presents a copy of clearance	Accepts and records the document.	1 min	None	GEPS Personnel
Presents a certified true copy of TOR	Accepts and records the document.	2 min	None	GEPS Personnel
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
<b>GEPS CERTIFICATION OF GRADES</b>				
Submits a Copy of Clearance	Accepts and records the document.	1 min	None	GEPS Personnel
Requests Certification of Grades	Provides copy of Certification of Grades	15 mins	None	GEPS Personnel
	Dean will Check the Certification of Grades and sign	1 min	None	Dean/Chair
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
<b>END OF TRANSACTION</b>				



<b>GEPS CERTIFICATION OF GRADES</b>				
Takes the entrance test at the accreditation office (transferee)	Takes the entrance test at the accreditation office (transferee)	45 mins	P100	Accreditation Office
Presents endorsement letter from the Office of the Admission.	Accepts & checks endorsement letter from the Office of the Admission.	1 minute	None	GEPS Personnel
Undergoes interview with the Dean	Conducts interview with the Dean	15 mins	None	Dean/Chair/Adviser
Presents TOR, Good moral Character, Honorable Dismissal.	Evaluates grades using the prospectus	15 minutes	None	Dean/Chair/Adviser
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
	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
	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			



## 17. BIDS AND AWARDS COMMITTEE

### HOW TO AVAIL OF THE SERVICE:

<b>Office of Division:</b>	BIDS AND AWARDS COMMITTEE			
<b>Classification:</b>				
<b>Type of Transaction:</b>	Issuance/Renewal of Accreditation to Bidders for Infrastructure Projects, Goods, and Services			
<b>Who may avail:</b>	Any licensed private supplier/contractor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
INFRASTRUCTURE GOODS /SERVICES				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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
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
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
4 If approved: Payment of Accreditation fee at the Cashier's Office.	Issue accreditation certificate	5 Minutes	Php 3000 (New) Php 2000 (Old)	BAC Chair
Receive the Accreditation	Record and Release the Accreditation Certificate	3 Minutes		BAC Staff
<b>END OF TRANSACTION</b>				
<b>TOTAL:</b>				



## 18. HUMAN RESOURCE MANAGEMENT OFFICE

<b>Office of Division:</b>	<b>HUMAN RESOURCE MANAGEMENT OFFICE</b>			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ISSUANCE OF SERVICE RECORDS, CERTIFICATE OF EMPLOYMENT, NO PENDING ADMINISTRATIVE CASE, NO LEAVE OF ABSENCE WITHOUT PAY AND LAST DAY OF SERVICE			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Fill-out Request form	Receive Request	2 minutes	None	Maribel G. Ferrera Maricar G. Falogme
	Prepare the certification/ Service Records	10 minutes	None	Maribel G. Ferrera Maricar G. Falogme
	Review the contents of the Certification and endorse it to HRMO for signature	2 minutes	None	Maribel G. Ferrera
	Sign the Certification	2 minutes	None	HRMO Officer
	Inform the client of the availability of the certificate/ Service Record	1 minute	None	Maribel G. Ferrera
	Release the certificate and ask the client to affix his/her signature on the logbook	1 minute	None	Maribel G. Ferrera
Receive Request and sign on the logbook				
<b>END OF TRANSACTION</b>				
<b>TOTAL:</b>				



<b>Office of Division:</b>	<b>HUMAN RESOURCE MANAGEMENT OFFICE</b>			
<b>Classification:</b>				
<b>Type of Transaction:</b>	APPLICATION FOR SICK LEAVE AND/OR VACATION LEAVE			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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
	Post, record, and update Leave Balances	15 minutes	None	Melita G. Alojado Ilyn M. Tacasa
	Forward Application for Leave Form to the concerned signatories for the approval of Leave	3 minutes		Melita G. Alojado Ilyn M. Tacasa
	Release one (1) copy of signed application for leave to the employee	2 minutes		Melita G. Alojado
	<b>END OF TRANSACTION</b>			



<b>TOTAL:</b>			
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<b>Office of Division:</b>	<b>HUMAN RESOURCE MANAGEMENT OFFICE</b>
<b>Classification:</b>	
<b>Type of Transaction:</b>	APPLICATION FOR MONETIZATION OF LEAVE CREDITS
<b>Who may avail:</b>	Employees

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Leave Application Approved Request for Monetization				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Prepare letter of request for monetization	Receive Approved Letter	2 minutes	None	Melita G. Alojado Ilyn M. Tacasa
Fill-out Leave Form (CSC Form No. 6)	Receive accomplished leave form (CSC Form 6)	3 minutes	None	Melita G. Alojado Ilyn M. Tacasa
	Forward Leave Form to the concerned signatories for signatures	3 minutes		Immediate Head Melita G. Alojado Ilyn M. Tacasa
	Secure approval of the President	1 day		President
	Log and release one (1) approved Leave Form	2 minutes		In-Charge of Leave Card
	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			



## 19. SUPPLY OFFICE

<b>Office of Division:</b>	SUPPLY OFFICE			
<b>Classification:</b>				
<b>Type of Transaction:</b>	REQUISITION OF SUPPLIES AND EQUIPMENT			
<b>Who may avail:</b>	RSU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition and Issue Slip Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Secures Requisition and Issue Slip	Issues Requisition and Issue slip	2 minutes	None	Cheryl M. Maulion Charlie F. Faa Phelan F. Foja
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
	Checks the availability of the supplies/materials.	10 minutes	None	Cheryl M. Maulion Charlie F. Faa Phelan F. Foja
	Issues the requested supplies/materials to different requisitioning officer/employee	4 minutes	None	Cheryl M. Maulion Charlie F. Faa Phelan F. Foja
Checks the supplies/materials and signs the received section of RIS.		2 minutes	None	Requisitioning Officer/Employee
<b>END OF TRANSACTION</b>				



<b>TOTAL:</b>			
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<b>Office of Division:</b>	SUPPLY OFFICE
<b>Classification:</b>	
<b>Type of Transaction:</b>	PREPARATION OF DOCUMENTS FOR PROCUREMENT
<b>Who may avail:</b>	Suppliers, Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request Form (PR)				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Submits duly approved Purchase Request	Accepts Purchase Request Form	2 minutes	None	Cheryl M. Maulion Charlie F. Faa Phelan F. Foja
	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
	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
	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.
Fills-up and signs the canvass	Prepares abstract of quotation duly	2 days	None	Dr. Merian C. Mani



form by the authorized personnel/supplier	signed by the BAC members and the University President which determines the winning bidders			BAC Members Cheryl M. Maulion Charlie F. Faa Phelan F. Foja
	In case of Small Value Procurement (SVP), received RFQ from procurement office		None	Dr. Mario A. Fetalver, Jr. Larry I. Firmalo Procurement office staff Cheryl M. Maulion Charlie F. Faa Phelan F. Foja
	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
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
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
	Prepares the Disbursement Voucher	30 minutes	None	Cheryl M. Maulion
<b>TOTAL:</b>				



## 20. 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) Service Information

<b>Office of Division:</b>	Director's Office			
<b>Classification:</b>	External			
<b>Type of Transaction:</b>	G2G/Institution-to-Institution ACCEPTANCE OF INVITATIONS FOR FORA/CONFERENCE			
<b>Who May Avail:</b>	All faculty of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Acceptance Letter from Invitation		Office of the Director for Research and Development		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client logbook in the office lobby	N/A	1 minute	N/A	Staff
2. Send a letter of Invitation or any required document	Accept the letter	5 minutes	None	Director's Secretary
Acceptance Letter	Send an Acceptance letter	10 minutes	None	Director
<b>TOTAL:</b>				



<b>Office of Division:</b>	Director's Office			
<b>Classification:</b>	Internal			
<b>Type of Transaction:</b>	G2G ACCEPTANCE & EVALUATION OF RESEARCH PROPOSALS			
<b>Who May Avail:</b>	All faculty of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Acceptance Letter from Invitation		Office of the Director for Research and Development		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>				



<b>Office of Division:</b>	Monitoring & Evaluation Unit			
<b>Classification:</b>	Internal			
<b>Type of Transaction:</b>	<b>G2G MONITORING OF INTERNALLY FUNDED RESEARCHES</b>			
<b>Who May Avail:</b>	All faculty of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Acceptance Letter from Invitation		Office of the Director for Research and Development		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client logbook in the office lobby	N/A	1 minute	N/A	Staff
2. Send a copy of the quarterly/final report	Note or stamp that the copy has been received	2 minutes	None	Staff
3. Wait for schedule of presentation	Send a letter of notice/schedule	N/A	None	Director/Unit head
<b>TOTAL:</b>				



<b>Office of Division:</b>	Director's Office			
<b>Classification:</b>	External			
<b>Type of Transaction:</b>	G2G/ Institution-to-Institution ACCEPTANCE OF POTENTIAL IPS			
<b>Who May Avail:</b>	All faculty of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Acceptance Letter from Invitation		Office of the Director for Research and Development		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client logbook in the office lobby	N/A	1 minute	N/A	Staff
2. Send a copy of the IP (Patent, Trademark, etc.) proposal to the secretariat	Accept the proposal	2 minutes	None	Director's Secretary
3. Wait for a notice of acceptance that the IP Proposal has already been evaluated and accepted	Send an Acceptance letter	10 days	None	Director/Unit head
<b>TOTAL:</b>				



<b>Office of Division:</b>	Publications Unit			
<b>Classification:</b>	Internal			
<b>Type of Transaction:</b>	G2G ACCEPTANCE OF POTENTIAL PAPERS FOR PUBLICATION			
<b>Who May Avail:</b>	All faculty of the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Acceptance Letter from Invitation		Office of the Director for Research and Development		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>				



21. **ROMBLON STATE UNIVERSITY-CAJIDIOCAN CAMPUS**

**ADMISSION OFFICE FRONTLINE SERVICES**

<b>Schedule of Availability of Service:</b>	8:00 am - 5:00 pm; Monday to Friday (during Filing Period as posted/announced)
<b>Clients/Customers:</b>	High School Graduates and Transferees
<b>Requirements:</b>	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
<b>Processing Time:</b>	8 minutes



<b>Office of Division:</b>	ADMISSION OFFICE FRONTLINE SERVICES			
<b>Classification:</b>				
<b>Type of Transaction:</b>	PROCESSING OF APPLICATION FOR RSU COLLEGE ADMISSION TEST (RSU-CAT)			
<b>Who may avail:</b>	Duly accomplished Application Form			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Photocopy of High School Report Card duly authenticated by the Principal/Photocopy of Transcript of Records for Transferees	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Photocopy of NSO Live birth document	Provides form.	1 minute	None	Staff
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
Pays the Cashier	Receives payment and issues Official Receipt	3 minutes	None	Cashier
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



Receives Notice of Admission with the scheduled date of examination.				
	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			

<b>Office of Division:</b>	ADMISSION OFFICE FRONTLINE SERVICES			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ADMINISTRATION OF THE ENTRANCE EXAMINATION			
<b>Who may avail:</b>	High School Graduates and Transferees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notification Letter				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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
Takes the examination on the date, time and assigned room	Administers the examination, checks the answer sheets of examinees	1 day	None	Proctor
Asks for the endorsement letter to the Medical/ Dental Office and Guidance Office.	Issues endorsement letter	5 minutes	None	Director of Admission Staff
Proceeds to the Medical/ Dental Office and shows Endorsement	Verifies endorsement letter.	5 minutes	None	Medical Officer Nurse



Letter.	Conducts Medical / Dental Checkup. Issues Medical Certificate if results are satisfactory.			
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
<b>TOTAL:</b>		<b>1 day and 16 minutes</b>		

<b>Office of Division:</b>	ADMISSION OFFICE FRONTLINE SERVICES			
<b>Classification:</b>				
<b>Type of Transaction:</b>	RELEASE OF ENTRANCE EXAMINATION RESULTS AND ENDORSEMENT FRESHMEN ENROLEES			
<b>Who may avail:</b>	High School Graduates and Transferees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Entrance Test Result				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Verifies Examination Results	Issues endorsement letter for enrolment addressed to their corresponding colleges/ institute.	5 minutes	None	Staff
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



	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			

## 22. GUIDANCE AND COUNSELING SERVICES FRONTLINE SERVICES

<b>Office of Division:</b>	ADMISSION OFFICE FRONTLINE SERVICES			
<b>Classification:</b>				
<b>Type of Transaction:</b>	HANDLING COMPLAINTS			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Written Complaints/Referral				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Complainant fills out Request Form/ Referral Form	Accepts written complaint/Referral	3 minutes	None	Clerk
	Reads Referral, evaluates the Referral	5 minutes	None	Counselor
	Interviews/Counsels complainant	30 minutes/more	None	Counselor
Signs in the Visitor's Log Book	Verifies signature in Logbook	1 minute	None	Clerk
	Issues Call Slip to complaine through the Guidance Coordinator	5 minutes	None	Guidance Counselor



Complainee presents Call Slip	Conducts interview/counseling Plans Intervention schedules meeting with both parties	30 minutes/more	None	Guidance Counselor
	Facilitates settlement.	20 minutes/more	None	Guidance Counselor
Parties sign in the Visitor's Log Book	Verifies signature in the Log Book	1 minute	None	Clerk
	Follows up on clients			
	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			

<b>Office of Division:</b>	GUIDANCE AND COUNSELING SERVICES FRONTLINE SERVICES
<b>Classification:</b>	
<b>Type of Transaction:</b>	COUNSELING SERVICES
<b>Who may avail:</b>	Students, Faculty, Staff

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Referral Form, Call Slip				
Fills out Request Slip/Presents Call Slip	Refers client to counselor	3 minutes	None	Clerk
	Interviews client	5 minutes	None	Guidance Counselor
Reads and signs Confidentiality Agreement	Explains Confidentiality Agreement	5 minutes	None	Counselor
Discusses issues and plans interventions	Discusses issues and plans interventions	30 minutes	None	Guidance Counselor



Signs the Visitor's Log Book	Verifies Log Book	2 minutes	None	Clerk
	Summarizes/Reviews/ Files Anecdotal Record	5 minutes/more	None	Guidance Counselor
	Follows up on the client			Guidance Counselor
<b>TOTAL:</b>		<b>30 minutes/more</b>		

<b>Office of Division:</b>	GUIDANCE AND COUNSELING SERVICES FRONTLINE SERVICES			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER			
<b>Who may avail:</b>	Students, Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance and school ID for students, TOR/ Diploma for Alumni				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Fills out Request Form Presents requirements	Verifies authenticity of requirements submitted	3 minutes	None	Clerk
	Prepares the certificate	4 minutes	None	Clerk
	Signs certificate, enters name in the Logbook	2 minutes	None	Counselor
Signs Logbook	Verifies signature in Logbook, releases CGMC, inform client to proceed to Cashier's Office	1 minute	None	Clerk
Receives certificate and proceeds				



to Cashier's Office for payment and seal stamping.				
	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			

<b>Office of Division:</b>	GUIDANCE AND COUNSELING SERVICES FRONTLINE SERVICES			
<b>Classification:</b>				
<b>Type of Transaction:</b>	STUDENT SERVICES FRONTLINE SERVICES			
<b>Who may avail:</b>	CHED Scholar Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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
	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
	Receives the confirmation slip from CHED *	5 minutes	None	Staff/ Scholarship Coordinator



	Posts the names of the chosen recipients along with the schedule of briefing on provisions of the scholarship program			
Reports to OSS on scheduled date for briefing	Explains provisions of the scholarship program (new scholars)	10 minutes	None	Staff/ Scholarship Coordinator
<b>TOTAL:</b>				

<b>Office of Division:</b>	GUIDANCE AND COUNSELING SERVICES FRONTLINE SERVICES
<b>Classification:</b>	
<b>Type of Transaction:</b>	REGISTRATION OF ENTRANCE SCHOLARS
<b>Who may avail:</b>	Entrance Scholars

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Entrance test result, High School Card (Form 138), Certificate from the Principal as Valedictorian, Salutatorian, Certificate of Good Moral Character				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
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
Receives scholarship form	Advises them to return with their registration form	5 minutes	None	Staff
Fills out Registration Form (RF)	Affixes signature on RF	10 minutes	None	OSS Director/ Coordinator
Makes payments of miscellaneous to Cashier, then submits photocopy of RF to OSS	Receives/ files copy of RF	5 minutes	None	Staff



<b>TOTAL:</b>	<b>25 minutes</b>		
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<b>Office of Division:</b>	GUIDANCE AND COUNSELING SERVICES FRONTLINE SERVICES
<b>Classification:</b>	
<b>Type of Transaction:</b>	REGISTRATION OF RESIDENT ACADEMIC SCHOLARS, CHED SCHOLARS AND BARANGAY BENEFICIARIES
<b>Who may avail:</b>	Academic Scholars, CHED Scholars and Barangay Beneficiaries

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>For Academic Scholars and CHED Scholars</b> - Class cards, Summary of Grades, Photocopy of previous and current registration form</p> <p><b>For Barangay Beneficiaries</b> – Entrance test result, High School Report Card, Certificate of Good Moral Character (for 1<sup>st</sup> year students), Summary of grades signed by the Dean (for Old Students), Birth Certificate, Latest Certificate of Incumbency</p>	

CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
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
	Approves or disapproves application	30 minutes	None	OSS Director/Coordinator



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
<b>TOTAL:</b>				

**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

<b>Office of Division:</b>	GUIDANCE AND COUNSELING SERVICES FRONTLINE SERVICES
<b>Classification:</b>	
<b>Type of Transaction:</b>	ACCREDITATION/ REACCREDITATION OF STUDENT ORGANIZATIONS
<b>Who may avail:</b>	Officers of Student Organizations

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
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				
Submits requirements	Receives requirements and checks for completeness and authenticity	20 minutes	None	Staff
Presents proposed Action Plan, Financial Statement and	Evaluates presentation	20 minutes	None	Staff/OSS Director/ Coordinator/SSC Officers



Accomplishment Report*				
	Approves/ Disapproves Presentation  Affixes signature on documents if approved.	10 minutes	None	OSS Director/Coordinator
Photocopies the signed documents (4 copies)	Receives the original copy	5 minutes	None	OSS Director/Coordinator
<b>TOTAL:</b>				

<b>Office of Division:</b>	GUIDANCE AND COUNSELING SERVICES FRONTLINE SERVICES			
<b>Classification:</b>				
<b>Type of Transaction:</b>	<b>SECURING PERMITS OF STUDENT ACTIVITIES</b>			
<b>Who may avail:</b>	Student Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
a. For In-Campus activity, submits letter of request to conduct the activity duly	Signs permit to conduct activity after favorable assessment result	5 minutes		SO President, Adviser, College Dean/Campus



signed by the Student Org. President, noted by the Adviser and recommended by the Campus Director two weeks before the activity				Director, OSS Director/Coordinator
a. 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		SO President, Adviser, College Dean/Campus Director, OSS Director/Coordinator
b. 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		SO Pres. , Adviser, College Dean, OSS Director and VPAA
<b>TOTAL:</b>				

<b>Office of Division:</b>	GUIDANCE AND COUNSELING SERVICES FRONTLINE SERVICES		
<b>Classification:</b>			
<b>Type of Transaction:</b>	PROCESSING OF APPLICATION FOR STUDENT ASSISTANTSHIP		
<b>Who may avail:</b>	Students preferably poor but deserving		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Student Application Letter, Recommendation from the Unit Head, Photocopy of Registration Form and Vacant Period Form			



CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Submits application letter and class schedule	Receives application letter and checks schedule of vacant time	5 minutes	None	Staff
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
	Determines if applicant meets all qualifications and requirements	10 minutes	None	OSS Director
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
	<b>TOTAL:</b>	<b>15minutes (Tours and Field Trips)</b>		

<b>Office of Division:</b>	GUIDANCE AND COUNSELING SERVICES FRONTLINE SERVICES
<b>Classification:</b>	
<b>Type of Transaction:</b>	HANDLING OF COMPLAINTS AGAINST STUDENTS/FACULTY
<b>Who may avail:</b>	Anyone aggrieved or offended by a student/faculty member
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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	



CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
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
Accomplishes and submit Incident Report form/complaint letter	Receives accomplished Incident Report Form	15 minutes	None	Guidance Counselor/ OSS Director/Coordinator
	Informs venue, date and time of dialogue/hearing	5 minutes	None	Guidance Counselor/ OSS Director/Coordinator
Attends dialogue/hearing	Conducts dialogue/hearing and works for resolution of complaint	1 hour	None	OSS Director/Coordinator/ Hearing Committee
Awaits recommendation of the Hearing Committee	Makes recommendation for appropriate action	1 week	None	OSS Director/Coordinator Hearing Committee
	<b>TOTAL:</b>			

<b>Office of Division:</b>	GUIDANCE AND COUNSELING SERVICES FRONTLINE SERVICES			
<b>Classification:</b>				
<b>Type of Transaction:</b>	SIGNING OF CLEARANCE			
<b>Who may avail:</b>	Students, Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance form, Accomplishment and Financial report for Student Organization Officers				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Presents filled-up Clearance Slip	Receives clearance slip.	5 minutes	None	Staff



	Checks records of clients accountability			
Settles accountability	Signs if no accountability, otherwise advises applicant to settle accountability	5 minutes	None	OSS Director/Coordinator
<b>TOTAL:</b>				

<b>Office of Division:</b>	GUIDANCE AND COUNSELING SERVICES FRONTLINE SERVICES
<b>Classification:</b>	
<b>Type of Transaction:</b>	ISSUANCE OF GATE PASS FOR STUDENTS WITH VEHICLE
<b>Who may avail:</b>	Students with vehicles

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Driver's license, Vehicle OR/ CR (updated)				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
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
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



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
<b>TOTAL:</b>				

### 23. LEARNING RESOURCE CENTER

<b>Office of Division:</b>	LEARNING RESOURCE CENTER
<b>Classification:</b>	
<b>Type of Transaction:</b>	ISSUANCE OF THE LIBRARY CARDS
<b>Who may avail:</b>	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2pcs. 1x1 ID picture; Enrolment Form				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Submits the requirements	<ul style="list-style-type: none"> <li>Receive the following requirements:                             <ul style="list-style-type: none"> <li>✓ 1x1 ID pictures together</li> <li>✓ Certificate of enrollment or Receipt of payment</li> <li>✓ Filled-out application form</li> </ul> </li> </ul>	10 minutes	None	Librarian/LRC Coordinator
	<ul style="list-style-type: none"> <li>Issues the claim stub bearing the releasing date of releasing date of the library card</li> </ul>	3 minutes	None	Librarian/LRC Coordinator
	<ul style="list-style-type: none"> <li>Prepares the Library Card for Approval</li> </ul>	15 minutes	None	Librarian/LRC Coordinator
	<ul style="list-style-type: none"> <li>Issues the Library Card as</li> </ul>	48 hours		Librarian/ LRC Coordinator



	scheduled			
<b>TOTAL:</b>				

<b>Office of Division:</b>	LEARNING RESOURCE CENTER
<b>Classification:</b>	
<b>Type of Transaction:</b>	BORROWING AND RETURNING OF LIBRARY MATERIALS
<b>Who may avail:</b>	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Cards				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Inquires about the library material needed	<ul style="list-style-type: none"> <li>Accommodates clients</li> <li>Asks for the library card, other documents, if necessary</li> <li>Checks the availability of the requested library material</li> </ul>	5 minutes	None	Librarian/LRC Coordinator
Borrows the library material requested	<ul style="list-style-type: none"> <li>Releases the requested/borrowed library material subject to library policy</li> </ul>	10 minutes	None	Librarian/LRC Coordinator
Returns the library materials	<ul style="list-style-type: none"> <li>Receives the borrowed library materials as scheduled</li> <li>Receives O.R. of payment for overdue fines</li> <li>Returns the library material to its respective location</li> </ul>	5 minutes	Overdue Fees	Librarian/LRC Coordinator
<b>TOTAL:</b>				



<b>Office of Division:</b>	LEARNING RESOURCE CENTER				
<b>Classification:</b>					
<b>Type of Transaction:</b>	RE-ISSUANCE OF LOST LIBRARY CARD				
<b>Who may avail:</b>	Students				
<b>Type of Transaction:</b>	MULTIMEDIA SERVICES		WHERE TO SECURE		
<b>Who may avail:</b>	Students				
<b>CLIENT STEPS</b>	<b>CHECKLIST OF REQUIREMENTS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Library Cards					
Submits the requirements need		<ul style="list-style-type: none"> <li>Receives the following requirements:</li> </ul>	5 minutes	None	Librarian/LRC Coordinator
Presents the validated library card		<ul style="list-style-type: none"> <li>Request letter</li> </ul>	2 minute	None	Librarian/LRC Coordinator
Fills out the Multimedia Form		<ul style="list-style-type: none"> <li>Receives the fill out form</li> <li>2pcs. 1 x 1 ID pictures</li> <li>Provides the LRC users 1-hour free internet access per visit</li> </ul>	5 minutes	None	Librarian/LRC Coordinator
Signs the logbook		<ul style="list-style-type: none"> <li>Prepares the library card and other multimedia services</li> </ul>	48 hours	None	Librarian/LRC Coordinator
		<ul style="list-style-type: none"> <li>Issues the library card as scheduled</li> </ul>	<b>TOTAL:</b> 7 minutes		
			<b>TOTAL:</b> 48 hours and 5 minutes		

<b>Office of Division:</b>	LEARNING RESOURCE CENTER			
<b>Classification:</b>				
<b>Type of Transaction:</b>	SIGNING OF CLEARANCE			



<b>Who may avail:</b>	Students and Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Cards for students				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Submits the clearance of signature	<ul style="list-style-type: none"> <li>• Receives the clearance from students and faculty</li> <li>• Verify requirements, if necessary</li> <li>• Endorses the clearance to the Director for signature</li> </ul>	15 minute	None	Librarian/LRC Coordinator
	<ul style="list-style-type: none"> <li>• Signs the clearance</li> </ul>	3 minutes	None	Director, LRC Coordinator
	<ul style="list-style-type: none"> <li>• Returns the clearance to the student/faculty</li> </ul>	2 minutes	None	Librarian/LRC Coordinator
<b>TOTAL:</b>				



## 24. CASHIER'S OFFICE

- 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

<b>Office of Division:</b>	CASHIER'S OFFICE			
<b>Classification:</b>				
<b>Type of Transaction:</b>	COLLECTION OF PAYMENTS			
<b>Who may avail:</b>	Students/Faculty/Staff/Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For tuition / miscellaneous fees:</b> Assessed Registration form, Official Receipts (for those with unpaid bills) <b>For Library fees, Certification of grades etc.:</b> Order of Payment 6 minutes during enrolment				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Presents requirements	Verifies requirements submitted for authenticity and correctness	3 minutes	none	Staff
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
<b>TOTAL:</b>				



## 25. HEALTH SERVICES UNIT

<b>Office of Division:</b>	HEALTH SERVICES UNIT			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ANNUAL MEDICAL EXAMINATION			
<b>Who may avail:</b>	RSU Students, Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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
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 <math>\geq 38^{\circ}\text{C}</math> of body temperature will be recheck and referred for further evaluation and management.)</i> Writes name, course and year	Temperature check.	1-5 minutes	None	Nurse
	Provide client with the necessary Medical Form	15 - 20 minutes	None	Nurse



<p>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>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>3. Proceed to the Examination Area</p> <ul style="list-style-type: none"> <li>Performed as per Physician advised</li> </ul>	<p>Ask the client relevant questions pertaining to the medical history</p> <p>Review the laboratory results</p> <p>Perform physical examination</p> <p>Inform the client regarding assessment</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>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>



5. Sign in the logbook for the medicines and received*	Secure completeness of the data in the logbook	5 minutes	None	Nurse
<b>TOTAL:</b>				

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

<b>Office of Division:</b>				
<b>Classification:</b>				
<b>Type of Transaction:</b>	TREATMENT OF MINOR INJURIES/WOUNDS			
<b>Who may avail:</b>	RSU Students, Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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
2. Before entering the clinic, have the temperature check upon entering the clinic. Always wear face mask/ face shield and	Temperature check	1-3 minutes	None	Nurse



<p>observe physical/ social distancing at least 1.0 meter from one another. <i>(Any person that has <math>\geq 38^{\circ}\text{C}</math> 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> <ol style="list-style-type: none"> <li>a. Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height)</li> <li>b. Ask and record chief complaint</li> </ol>	<p>10 minutes</p>	<p>None</p>	<p>Nurse</p>
<p>3. Proceed to the Treatment Area</p> <ul style="list-style-type: none"> <li>• Performed as per Physician advised</li> </ul>	<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> <ol style="list-style-type: none"> <li>c. Wound cleaning</li> <li>d. Suturing</li> <li>e. Wound dressing</li> <li>f. Bandaging</li> <li>g. Splinting</li> </ol> <p>Gives advice as to the</p>	<p>20 - 30 minutes</p>	<p>None</p>	<p>Physician</p>



	management Provides prescription and laboratory requests as needed Provide referral if the need arises			
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
5. Sign in the logbook for the medicines and procedures received	Secure completeness of the data in the logbook	5 minutes	None	Nurse
	<b>TOTAL:</b>			

<b>Office of Division:</b>	HEALTH SERVICES UNIT			
<b>Classification:</b>				
<b>Type of Transaction:</b>	CONSULTATION, PRESCRIPTION AND DISPENSING OF MEDICINES(Medical)			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSI</b>	<b>FEE TO BE</b>	<b>PERSON</b>



		NG TIME	PAID	RESPONSIBLE
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
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 <math>\geq 38^{\circ}\text{C}</math> 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
	Locate client's medical records from the file cabinet  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	10 minutes	None	Nurse



<p>3. Proceed to the physician's area</p> <ul style="list-style-type: none"> <li>Performed as per Physician advised</li> </ul>	<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>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>5. 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>
<b>TOTAL:</b>				

<p>Office of Division:</p>	<p>HEALTH SERVICES UNIT <sup>142</sup></p>
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<b>Classification:</b>				
<b>Type of Transaction:</b>	CONSULTATION, PRESCRIPTION AND DISPENSING OF MEDICINES (Dental)			
<b>Who may avail:</b>	RSU Students, Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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
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 <math>\geq 38^{\circ}\text{C}</math> of body temperature will be recheck and referred for further evaluation and management.)</i> Writes name, course and	Temperature check	1-3 minutes	None	Nurse
	Locate client's dental records from the file cabinet  Fill-out the consultation form a. Takes vital signs (temperature, blood pressure, heart rate,	10 minutes	None	Nurse



year on the logbook	respiratory rate, weight, height) b. Ask and record chief complaint			
3. Proceed to Dentist's Area	<p>Ask the client relevant questions pertaining to the complaint</p> <p>Inform the client regarding the assessment, procedure and management</p> <p>Conduct dental examination</p> <ul style="list-style-type: none"> <li>a. Dental prophylaxis</li> <li>b. Oral surgery</li> <li>c. Dental restoration</li> <li>d. Others</li> </ul> <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>	30-60 minutes	None	Dentist
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	None	Nurse
5. Sign in the logbook for the medicines and procedures received*	Secure completeness of the data in the logbook	5 minutes	None	Nurse



		<b>TOTAL:</b>		

<b>Office of Division:</b>	HEALTH SERVICES UNIT
<b>Classification:</b>	
<b>Type of Transaction:</b>	ANNUAL DENTAL EXAMINATION
<b>Who may avail:</b>	RSU Students, Faculty and Staff

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
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
2. Before entering the clinic, have the temperature check upon entering the clinic. Always wear face mask/ face shield and observe physical/ social	Temperature check	1-3 minutes	None	Nurse



<p>distancing at least 1.0 meter from one another. <i>(Any person that has <math>\geq 38^{\circ}\text{C}</math> 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</p>	<p>Provide client with necessary dental form  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)</p>	<p>15-20 minutes</p>	<p>None</p>	<p>Nurse</p>
<p>3. Proceed to Dentist's Area</p>	<p>Inform the client regarding the assessment  Perform dental examination  Gives advice as to the management  Provides prescription and laboratory requests as needed  Provide referral if the need arises</p>	<p>10-20 minutes</p>	<p>None</p>	<p>Dentist</p>
<p>4. Proceed to the dispensing area for medications and other instructions*</p>	<p>Gives prescribed medications if available Give advice as to intake of medications and other necessary precautions</p>	<p>15 minutes</p>	<p>None</p>	<p>Nurse</p>
<p>3. Sign in the logbook for the</p>	<p>Secure completeness of the data</p>	<p>5 minutes</p>	<p>None</p>	<p>Nurse</p>



medicines and procedures received*	in the logbook			
	<b>TOTAL:</b>			



26.

**REGISTRAR' S OFFICE**

<b>Office of Division:</b>				
<b>Classification:</b>				
<b>Type of Transaction:</b>	ISSUANCE OF CERTIFICATION OF GRADES			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance, Registration Form, Class Cards				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Submits requirements	Receives requirements and validate grades Prepare and issues certification	5 minutes	None	Staff
Receives document and proceeds to cashier for payment	Accepts payment for the document requested	2 minutes	None	Cashier
Receives OR and returns to the registrar for signature	Signs the Certification of Grades	2 minutes	None	Registrar
Receives the Certification of Grades and sign the logbook				
<b>TOTAL:</b>				

<b>Office of Division:</b>	REGISTRAR' S OFFICE		
<b>Classification:</b>			
<b>Type of Transaction:</b>	ISSUANCE OF COMPLETION OF GRADE		
<b>Who may avail:</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	



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CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Requests for Completion forms.	Issues completion forms	2 minutes	None	Staff
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
Receives the completion form and proceeds to the cashier for payment	Accepts payment and issues OR.	2 minutes	None	Cashier
<b>TOTAL:</b>				

<b>Office of Division:</b>	REGISTRAR' S OFFICE
<b>Classification:</b>	
<b>Type of Transaction:</b>	<b>ISSUANCE OF DIPLOMA</b>
<b>Who may avail:</b>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Requests for Diploma	Secure students clearance, checks and issues gold seal for the diploma	2 minutes	None	Staff
Receives Diploma and signs the logbook				



<b>Office of Division:</b>	
<b>Classification:</b>	
<b>Type of Transaction:</b>	ISSUANCE OF TRANSCRIPT OF RECORD (TOR)
<b>Who may avail:</b>	Students, Alumni
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Clearance, Book-Bounded Thesis	

CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Submits requirement and requests for TOR	Issues Claim Slip	1 Minute	None	Staff
Fills out Claim Slip and gives it back to the staff	Verifies student information	2 minutes	None	Staff
	Fills in the scheduled date for release of the TOR on the claim slip	1 minutes		
	Prepares TOR	30 minutes		
Returns on the scheduled date of the release of the TOR	Issues TOR	3 Minutes	None	Staff
Receives TOR and proceeds to cashier for payment	Receives payment and issues Official Receipt (OR)	2 Minutes	₱ 40.00/page	Cashier
Receives OR and Returns to the Registrar for Signature	Signs the TOR	2 Minutes	None	Registrar/Staff
	Issued Documentary Stamp			
Receives the duly signed TOR and signs in the logbook	Make sure that it was registered in the logbook			
<b>TOTAL:</b>				



<b>Office of Division:</b>	
<b>Classification:</b>	
<b>Type of Transaction:</b>	ADDING/DROPPING AND CHANGING SUBJECTS
<b>Who may avail:</b>	Students
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Registration form	

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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
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
Receives the completion form and proceeds to the cashier for payment	Accepts payment and issues OR	2 minutes	None	Cashier
<b>TOTAL:</b>				



## 27. 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

<b>Office of Division:</b>	OFFICE OF THE CAMPUS REGISTRAR			
<b>Classification:</b>				
<b>Type of Transaction:</b>	<b>ISSUANCE OF TRANSCRIPT OF RECORDS</b>			
<b>Who may avail:</b>	Students/Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance, Book-Bounded Thesis, Documentary Stamps		Collecting Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Submits requirements and Request for TOR	Issues Claim Slip	1 Minute	None	Myra F. Fadrequilan
Fill out Claim Slip and gives it back to the staff	Verifies student's information	3 Minutes	None	Myra F. Fadrequilan



day	Fill in the scheduled date on the Claim Slip for release of TOR			
	Prepares TOR	10 days	None	Myra F. Fadrequilan
Returns on the date scheduled for release of TOR	Issues Request for Payment Slip	1 Minute	None	Myra F. Fadrequilan
Proceed to the Cashier for Payment	Issues Official Receipt	2 minutes	P40.00 /page	Collecting Officer
Present Official Receipt for TOR	Received Request for Payment Slip and Issues Official Receipt	2 Minutes		Collecting Officer
Present Official Receipt for TOR and 2 Documentary Stamps	Received Official Receipt and Release TOR	2 Minutes	None	Myra F. Fadrequilan
<b>TOTAL:</b>				

<b>Office of Division:</b>	OFFICE OF THE CAMPUS REGISTRAR	
<b>Classification:</b>		
<b>Type of Transaction:</b>	SUANCE OF CERIFICATION OF GRADES	
<b>Who may avail:</b>	Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Registration form of the previous and current semester\ Payment Slip Official Receipt		



CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Submit requirements	Receives requirements and validates grades	5 Minutes	None	Myra F. Fadrequilan
	Verifies grades Prepares and issues certification	20 minutes	None	Myra F. Fadrequilan
Receives Payment Slip and proceed to the Cashier's Office	Issues Official Receipt	2 Minutes	P40.00	Collecting Officer
Present Official Receipt for Certification of Grades and submit Documentary Stamps	Issues Certification of Grades	2 Minutes	None	Myra F. Fadrequilan
	<b>TOTAL:</b>			

<b>Office of Division:</b>	OFFICE OF THE CAMPUS REGISTRAR			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ISSUANCE OF DIPLOMA			
<b>Who may avail:</b>	lumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
DIPLOMA				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Present Student Clearance and submit Documentary Stamps	Release Diploma and have student signs the Log Book	2 Minutes	None	Myra F. Fadrequilan
	<b>END OF TRANSACTION</b>			



<b>TOTAL:</b>			
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<b>Office of Division:</b>	OFFICE OF THE CAMPUS REGISTRAR			
<b>Classification:</b>				
<b>Type of Transaction:</b>	SUANCE OF ADDING/DROPPING/CHANGING FORMS			
<b>Who may avail:</b>	Students/Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Adding/ dropping/ changing form	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Official receipt	Checks the total number of units enrolled by the student	2 Minutes	None	Myra F. Fadrequilan
Adding/dropping/changing form	Checks the entries on the form Signs the adding/dropping /changing form	2 Minutes	None	Campus Director
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
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
	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			



<b>Office of Division:</b>	OFFICE OF THE CAMPUS REGISTRAR			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ISSUANCE OF COMPLETION FORM			
<b>Who may avail:</b>	Students/Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Completion Form Official Receipt Registration Form				
Adding/ dropping/ changing form	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Official receipt	Checks the total number of units enrolled by the student	2 Minutes	None	Myra F. Fadrequilan
Adding/dropping/changing form	Checks the entries on the form Signs the adding/dropping /changing form	2 Minutes	None	Campus Director
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
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
<b>END OF TRANSACTION</b>				
<b>TOTAL:</b>				



**28. OFFICE OF THE CAMPUS CASHIER**

<b>Office of Division:</b>	OFFICE OF THE CAMPUS CASHIER			
<b>Classification:</b>				
<b>Type of Transaction:</b>	COLLECTION OF PAYMENTS			
<b>Who may avail:</b>	Students/Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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),				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Submits the requirements	<ul style="list-style-type: none"> <li>▪ Receives the following requirements:                             <ul style="list-style-type: none"> <li>✓ 1X1 ID pictures together</li> <li>✓ Certificate of enrollment or Receipt of payment</li> <li>✓ Filled-out application form</li> </ul> </li> </ul>	10 minutes	None	Librarian/LRC Staff
	<ul style="list-style-type: none"> <li>▪ Issues the claim stub bearing the releasing date of the library card</li> </ul>	3 minutes	None	Librarian/LRC Staff
	<ul style="list-style-type: none"> <li>▪ Prepares the Library Card for</li> </ul>	15	None	Librarian/LRC Staff



	approval	minutes		
	▪ Issues the Library Card as scheduled	48 hours		Librarian/LRC Staff
	<b>TOTAL:</b>			

**29. CAMPUS LEARNING RESOURCE CENTER**

<b>Office of Division:</b>	CAMPUS LEARNING RESOURCE CENTER			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ISSUANCE OF THE LIBRARY CARDS			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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),				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Presents requirements	Verifies requirements submitted for authenticity and corrections.	3 minutes	None	Collecting Officer
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



<b>TOTAL:</b>			
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**30. CAMPUS LEARNING RESOURCE CENTER**

<b>Office of Division:</b>	CAMPUS LEARNING RESOURCE CENTER			
<b>Classification:</b>				
<b>Type of Transaction:</b>	BORROWING AND RETURNING OF LIBRARY MATERIALS			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Inquires about the library material needed	<ul style="list-style-type: none"> <li>▪ Accommodates clients</li> <li>▪ Asks for the library card, other documents, if necessary</li> <li>▪ Checks the availability of the requested library material</li> </ul>	5 minutes	None	Librarian/LRC Staff
Borrows the library	<ul style="list-style-type: none"> <li>▪ Releases the</li> </ul>	10 minutes	None	Librarian/LRC
Returns the library materials	<ul style="list-style-type: none"> <li>▪ Receives the borrowed library materials as scheduled</li> <li>▪ Receives O.R. of payment for overdue fines</li> <li>▪ Returns the library material to its respective</li> </ul>	5 minutes	Overdue Fees	Librarian/LRC Staff



	▪ location			
		<b>TOTAL:</b>		

<b>Office of Division:</b>	CAMPUS LEARNING RESOURCE CENTER			
<b>Classification:</b>				
<b>Type of Transaction:</b>	MULTIMEDIA SERVICES			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Card				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Presents the validated library card	Receives the library card	2 minute	None	Librarian/LRC Staff
Fills out the	Receives the	5 minutes	None	Librarian/LRC
Multimedia Form	filled-out form ▪ Provides the LRC users 1 hour free internet access per visit and other multimedia services			Staff



TOTAL:			
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<b>Office of Division:</b>	CAMPUS LEARNING RESOURCE CENTER			
<b>Classification:</b>				
<b>Type of Transaction:</b>	RE-ISSUANCE OF LOST LIBRARY CARDS			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter, 2 pcs. 1x1 ID pictures, Enrolment Form or Receipt of Payment				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Submits the requirements need	<ul style="list-style-type: none"> <li>▪ Receives the following requirements:                             <ul style="list-style-type: none"> <li>✓ Request letter</li> <li>✓ 2 pcs. 1x1 ID pictures</li> <li>✓ Enrolment form or Receipt of payment</li> </ul> </li> </ul>	5 minutes	None	Librarian/LRC Staff
Signs the logbook	<ul style="list-style-type: none"> <li>▪ Prepares the library card</li> <li>▪ Issues the library card as scheduled</li> </ul>	48 hours	None	Librarian/LRC Staff
<b>TOTAL:</b>				



<b>Office of Division:</b>	CAMPUS LEARNING RESOURCE CENTER			
<b>Classification:</b>				
<b>Type of Transaction:</b>	SIGNING OF CLEARANCE			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Cards for Students				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Submits the clearance for signature	<ul style="list-style-type: none"> <li>▪ Receives the clearance from students and faculty</li> <li>▪ Verify requirements, if necessary</li> <li>▪ Endorses the clearance to the Director for signature</li> </ul>	15 minutes	None	Librarian/LRC Staff
	Signs the clearance	3 minutes	None	Director, LRC
	<ul style="list-style-type: none"> <li>▪ Returns the clearance to the</li> </ul>	2 minutes	None	Librarian/LRC Staff
<b>TOTAL:</b>		48 hours and 28 minutes		



31. ROMBLON STATE UNIVERSITY-ROMBLON CAMPUS

<b>Office of Division:</b>	REGISTRAR SERVICES			
<b>Classification:</b>				
<b>Type of Transaction:</b>				
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form None Receipt / Doc Stamp 2. Class Cards & Doc Stamp 3. Certification Paper 4. Completion Form 5. ADC Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
I. ISSUANCE OF TOR	1. Filing up of request form and Verification of student's information	10 min	P40.00 / page	Ms. Chrysalis Oliveros
	2. Preparation of TOR	5 days		(Mr. Rex Merida)
	3. Payment to Cashier	5 min		Ms. Jessca Salingay
	4. Presentation of Receipt & 2 Doc Stamp	2 min		Ms. Chrysalis Oliveros



		<b>END OF TRANSACTION</b>				
II.	ISSUANCE OF DIPLOMA		1. Presentation of clearance & submission of 2 Doc Stamps	5 min		Ms. Chrysalis Oliveros
III.	ISSUANCE OF CERTIFICATES OF GRADES		1. Submission of requirements and Verification of student's information	10 min 2 min	None P30.00 2 pcs Doc Stamp	Ms. Chrysalis Oliveros
			2. Preparation of certificates	10 min		(Mr. Rex Merida)
			3. Payment to Cashier	5 min		Ms. Jessca Salingay
			4. Presentation of receipt, Doc Stamp and placement of school seal	5 min		Ms. Chrysalis Oliveros
			5. Signing of certificates	2 min		Dr. Ruel Virgil Adriguez
		<b>END OF TRANSACTION</b>				
IV.	ISSUANCE OF ADDING / DROPPING / CHANGING FORMS		1. Submission of requirements and Verification of student's information	2 min	P25.00	Ms. Chrysalis Oliveros
			2. Payment to Cashier	10 min		Ms. Jessca Salingay
			3. Filing up form & endorsement	5 min		Dept. Chairperson
			4. Evaluation and approval	5 min		Mr. Rex Merida



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

<b>Office of Division:</b>	
<b>Classification:</b>	
<b>Type of Transaction:</b>	
<b>Who may avail:</b>	LIBRARY RESOURCE SERVICES
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1x1 ID picture and Registration Form Application Form None 2. Library Card None Book Card None Borrowed materials Official Receipt 3. Library Card None Multi-media SF 4. Request letter, 2 pcs. 1x1 ID pic, & Registration Form 5. Clearance Form 6.				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
I. ISSUANCE OF LIBRARY CARDS				
	1. Submission requirements of	5 min		Mr. Christian Maaba
	2. Preparation and release	5 days		
	3. Filling up of application	2 min		Mr. Christian Maaba
II. BORROWING / RETURNING OF LIBRARY MATERIALS OR EQUIPMENT				
	1. Request to borrow	5 min		Library Staff



	2. Filling up borrowing slip / card	3 min		
	3. Approval and issuance	3 min		Mr. Christian Maaba
	4. Receipt of borrowed materials	-		
	5. Return of borrowed materials	3 min		Library Staff
	6. Presentation of OR (if overdue)	5 min		Ms. Jessca Salingay
III. MULTI-MEDIA SERVICES				
	1. Request for service	3 min		Library Staff
	2. Filling out of Multimedia Service Form	5 min		
	3. Approval and provision of 1-hour time to use the library computer	1 hour		Mr. Christian Maaba
IV. RE-ISSUANCE OF LOST LIBRARY CARD				
	1. Submission of requirements and Verification of student's information	5 min		Library Staff -
	2. Signing to logbook	5 min		



	3.			
	4. Preparation & Issuance of new library card	10 min		Mr. Christian Maaba
V. SIGNING OF CLEARANCE				
	1. Submission of clearance form	1 min		Library Staff
	2. Verification, checking and signing	5 min		Mr. Christian Maaba
	3. Return of student's clearance	1 min		Library Staff
		<b>TOTAL:</b>		
<b>Office or Division:</b>	<b>ADMISSION SERVICES</b>			
<b>Classification:</b>				
<b>Type of Transaction:</b>				
<b>Who may avail:</b>				

CHECKLIST OF REQUIREMENTS	169	WHERE TO SECURE
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- I. 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
- II. Examination Slip Ballpen and pencil Test Questionnaire & AS None
- III. 1) Original copy of High School Report Card or Form 138 (G12) for 1<sup>st</sup> & 2<sup>nd</sup> 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 Enrollment Form Registration Form
- VI. Endorsement form Registration Form Clearance/Grade

CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
I. APPLICATION FOR ADMISSION EXAMINATION				
	1. Submission of requirements and verification	5 min		Ms. Chrysalis Oliveros
	2. Filling out of application form	5 days		Ms. Chrysalis Oliveros
	3. Issuance of Examination Slip and Schedule	2 min		Ms. Chrysalis Oliveros
II. ADMISSION EXAMINATION				
	1. Presentation of Examination Slip	2 min		Ms. Joana Macalisang
	2. Administration of Examination	3 hrs		Ms. Joana Macalisang
	3. Retrieval of testing materials	2 min		Ms. Joana Macalisang
	4. Orientation on the release	5 min		Ms. Joana Macalisang



	of results and enrollment			
III. ENROLLMENT FOR NEW STUDENTS TRANSFEREES				
	1. Submission of requirements and verification	3 min		Ms. Chrysalis Oliveros
	2. Filling out of enrollment, ROTC medical and Guidance forms	30 min		Nurse / Counselor
	3. Interview / career coaching	10 min		Department Chair
	4. Encoding of subjects	5 min		Enrollment Staff
	5. Tagging & printing of registration form	5 min		Ms. Jessca Salingay
	6. Official approval of enrollment	2 min		Mr. Rex Merida
IV. ENROLLMENT FOR REGULAR OLD STUDENTS				
	1. Submission of requirements and Checking of record folders	5 min		Department Faculty
	2. Evaluation of grades and subjects taken	10 min		Evaluator
	3. Encoding of subjects	3 min		Encoder
	4. Tagging & printing of	5 min		Ms. Jessca Salingay



	registration form			
	5. Official approval of enrollment	2 min		Mr. Rex Merida
V. ENROLLMENT FOR IRREGULAR AND RETURNEE-STUDENTS				
	1. Submission of requirements and Checking of record folders	5 min		Department Faculty
		10 min		
	2. Evaluation of grades and subjects taken			Evaluator
	3. Filling up of trial form	5 min		-
	4. Career Guidance	10 min		Mr. Orlando Mindoro
	5. Encoding of subjects	5 min		Encoder
	6. Tagging & printing of registration form	5 min		Ms. Jessca Salingay
	7. Official approval of enrollment	2 min		Mr. Rex Merida
VI. ENROLLMENT FOR SHIFTERS				
	1. Request for endorsement form	5 min		Department Faculty
	2. Processing of signatories	10 min		
	3. Submission of requirements and Checking of record folders	5 min		



	4. Evaluation of grades and subjects taken	10 min		Evaluator
	5. Filling up of trial form	5 min		Mr. Orlando Mindoro
	6. Career Guidance	5 min		Encoder
	7. Encoding of subjects			Ms. Jessca Salingay
	8. Tagging & printing of registration form	5 min		Mr. Rex Merida
	<b>TOTAL:</b>			



32.

ROMBLON STATE UNIVERSITY-SANTA FE/SAN JOSE CAMPUSES

<b>Office of Division:</b>	OFFICE OF THE CAMPUS REGISTRAR			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ISSUANCE OF TRANSCRIPT OF RECORDS			
<b>Who May Avail:</b>	Students/Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
:Clearance, Book-Bounded Thesis, Documentary Stamps				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
1. Submits requirements and Request for TOR	1.1 Issues Claim Slip	1 Minute	None	Marites F. Rasgo Precy D.Ausan
2. Fill out Claim Slip and gives it back to the staff	2.1 Verifies student's information	3 Minutes	None	Marites F. Rasgo Precy D.Ausan
	2.2 Fill in the scheduled date on the Claim Slip for release of TOR			
	2.3 Prepares TOR	10 days	None	Marites F. Rasgo Precy D.Ausan
3. Returns on the date scheduled for release of TOR	3.1 Issues Request for Payment Slip	1 Minute	None	Marites F. Rasgo Precy D.Ausan
4. Proceed to the Cashier for Payment	4.1 Issues Official Receipt	2 minutes	P40.00 /page	Cashier's Coordinator
5. Present Official Receipt for TOR	5.1 Received Request for Payment Slip and Issues Official Receipt	2 Minutes		Cashier's Coordinator
6. Present Official Receipt for	6.1 Received Official Receipt and	2 Minutes	None	



TOR and 2 Documentary Stamps	Release TOR			
<b>TOTAL:</b>				
<b>Office of Division:</b>	OFFICE OF THE CAMPUS REGISTRAR			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ISSUANCE OF CERIFICATION OF GRADES			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance, Registration form, School ID, Documentary Stamps Registration Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	Receives requirements and validates grades	5 Minutes	None	Marites F. Rasgo Precy D.Ausan
2.	Verifies grades Prepares and issues certification	20 minutes	None	Marites F. Rasgo Precy D.Ausan
3. Receives Payment Slip and proceed to the Cashier's Office	Issues Official Receipt	2 Minutes	P40.00	Cashier's Coordinator
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
<b>END OF TRANSACTION</b>				



<b>ISSUANCE OF DIPLOMA</b>				
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
<b>END OF TRANSACTION</b>				
<b>ISSUANCE OF ADDING/DROPPING/CHANGING FORMS</b>				
1. Request for Completion Form	Issues Completion Form	2 Minutes	None	Marites F. Rasgo Precy D.Ausan
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
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
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
<b>END OF TRANSACTION</b>				
<b>TOTAL:</b>				



**ROMBLON STATE UNIVERSITY-SANTA MARIA CAMPUS**  
**OFFICE OF THE CAMPUS REGISTRAR**

<b>Office of Division:</b>	<b>OFFICE OF THE CAMPUS REGISTRAR</b>			
<b>Classification:</b>				
<b>Type of Transaction:</b>	ISSUANCE OF TRANSCRIPT OF RECORDS			
<b>Who May Avail:</b>	Students/Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance, Book-Bounded Thesis, Documentary Stamps, Registration Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Submits requirements and Request for TOR	Issues Claim Slip	1 Minute	None	Ellenie M. Lagueza Roselyn M. Galasao
Fill out Claim Slip and gives it back to the staff	Verifies student's information	3 Minutes	None	Ellenie M. Lagueza Roselyn M. Galasao
	Fill in the scheduled date on the Claim Slip for release of TOR			
	Prepares TOR	10 days	None	Ellenie M. Lagueza Roselyn M. Galasao
Returns on the date scheduled for release of TOR	Issues Request for Payment Slip	1 Minute	None	Ellenie M. Lagueza Roselyn M. Galasao
Proceed to the Cashier for Payment	Issues Official Receipt	2 minutes	P40.00 /page	Cashier's Coordinator
Present Official Receipt for TOR	Received Request for Payment Slip and Issues Official Receipt	2 Minutes		Cashier's Coordinator



Present Official Receipt for TOR and 2 Documentary Stamps	Received Official Receipt and Release TOR	2 Minutes	None	
	<b>END OF TRANSACTION</b>			
<b>ISSUANCE OF CERIFICATION OF GRADES</b>				
Submit requirements	Receives requirements and validates grades	5 Minutes	None	Ellenie M. Lagueza Roselyn M. Galasao
	Verifies grades Prepares and issues certification	20 minutes	None	Ellenie M. Lagueza Roselyn M. Galasao
Receives Payment Slip and proceed to the Cashier's Office	Issues Official Receipt	2 Minutes	P40.00	Cashier's Coordinator
Present Official Receipt for Certification of Grades and submit Documentary Stamps	Issues Certification of Grades	2 Minutes	None	Ellenie M. Lagueza Roselyn M. Galasao
	<b>END OF TRANSACTION</b>			
<b>ISSUANCE OF DIPLOMA</b>				
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
	<b>END OF TRANSACTION</b>			
<b>ISSUANCE OF ADDING/DROPPING/CHANGING FORMS</b>				
Request for Completion Form	Issues Completion Form	2 Minutes	None	Ellenie M. Lagueza Roselyn M. Galasao
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
Receives the Completion Form and proceed to the Cashiers Office	Accepts payment and issues official receipt	2 Minutes	P30.00/ form	Cashier's Coordinator
Return to the Registrar's Office and furnish a copy of the	Get one copy of the Completion Form	1 minute	None	Ellenie M. Lagueza Roselyn M. Galasao



Completion Form				
		TOTAL:		

**33. 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

<b>Office of Division:</b>	Office of the Campus Director (OCD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	RSU-SA2S - RSU San Agustin Campus to Students RSU-SA2C - RSU San Agustin to Community			
<b>Who May Avail:</b>	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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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 OCD decide/act		None	OCD Staff
			None	Campus Director
<b>TOTAL:</b>				



**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

<b>Office of Division:</b>	Office of the Chairperson, Department of Fisheries			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	RSU-SA2S - RSU San Agustin Campus to Students RSU-SA2C - RSU San Agustin to Community			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>a. Faculty members and staff</li> <li>b. Students (graduate and undergraduate)</li> <li>c. Parents and community members</li> <li>d. Partner agencies both public and private</li> <li>e. Oversight bodies including Offices within RSU System</li> </ul>			
<b>CHECKLIST OF REQUIREMENT</b>	<b>WHERE TO SECURE</b>			
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.			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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



<b>TOTAL:</b>	5 min
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**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.

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

**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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the Logbook	Records the purpose of the transaction	none	1 minute	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 - End of transaction	Provides Technical Advice Form	None	1 minute	Chair of OC-DE
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.

<b>Office of Division:</b>	Office of the Campus Registrar
<b>Classification:</b>	Simple to Complex
<b>Type of Transaction:</b>	RSU-SA - RSU-San Agustin Campus to Students
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Continuing students</li> <li>• New students</li> <li>• Transferee students</li> <li>• Shifter students</li> </ul>
<b>CHECKLIST OF REQUIREMENT</b>	<b>WHERE TO SECURE</b>



<p><b>For New Students:</b></p> <ol style="list-style-type: none"> <li>1. College examination test</li> <li>2. NSO certified birth certificate</li> <li>3. Form 138-A (High School record)</li> <li>4. Original certificate of Good Moral Character</li> <li>5. 2 copies of passport size photo ID</li> </ol> <p><b>For Transferee/Shifter Students:</b></p> <ol style="list-style-type: none"> <li>1. Official Transcript of Records (OTR) or Certification of Grade</li> <li>2. Certificate of Honorable Dismissal</li> <li>3. Certificate of Good Moral Character</li> <li>4. NSO Certified Birth Certificate</li> </ol> <p><b>For Continuing Students:</b></p> <ol style="list-style-type: none"> <li>1. Approved Clearance</li> </ol>	<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>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b>New Students:</b></p> <ol style="list-style-type: none"> <li>1. Submit result of the entrance examination, Form 138, NSO Birth Certificate, Certificate of Good Moral Character, 2 copies of photo ID picture, and secure registration form for enrollment.</li> </ol>	<p>Receive and check the completeness</p> <p>Issue Registration Form</p>	None	2 minutes	Registrar



<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><b><u>Transferee/Shifter Students</u></b></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</p>				



<p>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><b><u>Continuing Students</u></b></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 if complete, tag as officially enrolled</p>	<p>None</p>	<p>2 Minutes</p>	<p>Registrar</p>
<p>3. Submit to Registrar's Office for assessment</p>	<p>Receive and check the completeness of required information and if complete, tag as officially enrolled</p>	<p>None</p>	<p>2 Minutes</p>	<p>Registrar</p>



- End of transaction		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.

<b>Office of Division:</b>	Office of the Campus Registrar
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	RSU-SA2S - RSU San Agustin Campus to Students RSU-SA2A - RSU San Agustin Campus to Alumni
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Enrolled students</li> <li>2. Dropped out students</li> <li>3. Alumni</li> </ol>

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
<p><b><u>For enrolled/dropped out students</u></b></p> <ol style="list-style-type: none"> <li>a. Approved Clearance</li> <li>b. Request Form</li> </ol> <p><b><u>For Alumni</u></b></p> <ol style="list-style-type: none"> <li>a. Approved Clearance</li> <li>b. Book-bound Thesis</li> <li>c. Request Form</li> </ol>	<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
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<b>Enrolled/Dropped out students/Alumni</b>				
1. Secure clearance form and have it signed by respective signatories	Issue Clearance Form	None	1 minute	Reg. staff
2. Submit approved clearance/thesis and secure Request Form	Receive and issue Request Form	None	1 minute	Reg. staff
3. Fill out the request form and submit	Receive and check the completeness of the information	None	1 minute	Reg. staff
4. Release of OTR  - End of transaction	Prepare OTR	None	10 days	Registrar
	Release of OTR	40.00/ page	1 minute	Reg. staff

**6. Issuance of Certification of Grades (CoG)**

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

<b>Office of Division:</b>	Office of the Campus Registrar
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	RSU-SA2S - RSU San Agustin Campus to Student
<b>Who may avail:</b>	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
<b>TOTAL:</b>			7 minutes	

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

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

<b>Office of Division:</b>	Office of the Campus Registrar
<b>Classification:</b>	Simple



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

<b>Office of Division:</b>	Office of the Campus Registrar				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	RSU-SA2S - RSU San Agustin Campus to Students				
<b>Who may avail:</b>	Enrolled Students				
<b>CHECKLIST OF REQUIREMENT</b>				<b>WHERE TO SECURE</b>	
Registration Form and Completion Grade Form (CGF)				Office of the Campus Registrar	
<b>CLIENT STEPS</b>		<b>AGENCY ACTION</b>	<b>FEES TO</b>	<b>PROCESSING</b>	<b>PERSON RESPONSIBLE</b>



		<b>BE PAID</b>	<b>TIME</b>	
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				
<b>TOTAL:</b>		2 minutes		

9. Issuance of the Library Card

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

<b>Office of Division:</b>	Learning Resource Center (LRC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	RSU-SA2S - RSU San Agustin Campus to Students			
<b>Who may avail:</b>	Enrolled students			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
Presented Enrolment Form and 2 copies of 1x1 inch recent Photo ID			LRC	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit Enrolment Form and two copies of 1x1 inch photo ID	Receive and issue Library Card application form	None	1 minute	LRC staff
	Receive and prepare Library Card for approval	None	3 minutes	LRC staff
2. Fill out the application form, and submit  - End of transaction	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.

<b>Office of Division:</b>	Learning Resource Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	RSU-SA2S- RSU San Agustin Campus to Student			
<b>Who may avail:</b>	Enrolled students (undergraduate and graduate)			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Presented Library Card		Learning Resource Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



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

<b>Office of Division:</b>	Learning Resource Center
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	RSU-SA2S - RSU San Agustin Campus to Students			
<b>Who may avail:</b>	Enrolled students			
<b>CHECKLIST OF REQUIREMENT</b>	<b>WHERE TO SECURE</b>			
Presented request letter, enrolment form, and 2 copies of 1x1 inch recent Photo ID	Learning Resource Center			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
2. Sign in the Logbook and receive re-issued Library Card	Prepare a Library Card for approval and release	None	2 minutes	Librarian
- End of transaction				
	<b>TOTAL:</b>			

### 12. Signing of Clearance

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

<b>Office of Division:</b>	Learning Resource Center		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	RSU-SA2S - RSU San Agustin Campus to Student		
<b>Who may avail:</b>	Continuing students Graduating students/Alumni		
<b>CHECKLIST OF REQUIREMENT</b>	<b>WHERE TO SECURE</b>		
Library Card	Learning Resource Center		



CLIENT STEPS	AGENCY ACTION	FEE 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				
<b>TOTAL:</b>		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

<b>Office of Division:</b>	Office of the Medical Clinic
<b>Classification:</b>	Simple to complex
<b>Type of Transaction:</b>	RSU-SA2F - RSU San Agustin Campus to Faculty RSU-SA2S <sub>1</sub> - RSU San Agustin Campus to Staff RSU-SA2S <sub>2</sub> - RSU San Agustin Campus to Students
<b>Who may avail:</b>	Faculty members Staff Students
<b>CHECKLIST OF REQUIREMENT</b>	
<b>WHERE TO SECURE</b>	



For Faculty and Staff Employee's ID For Students Student's ID Enrolment Form			HR Office	
			Registrar's Office	
CLIENT STEPS	AGENCY ACTION	FEEES 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
.Submits required laboratory results long with other requirements.  .Proceed to the examination area.  4. Proceed to the dispensing area for medication and other instructions.  5. Sign in the logbook for the medicine received.  - End of transaction	Review entry on the medical record and the submitted requirements.	None	10-15 minutes	Nurse
	Take vital signs; temperature, blood pressure, heart rate, respiratory rate, weight, and height.	None	2 minutes	Physician
	Ask the client about the relevant information about medical history.	None	10 minutes	Physician
	Perform a physical examination.			
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.

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



<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.

<b>Office/Unit:</b>	Guidance and Counseling Services (GCS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	RSU-SA2S - RSU San Agustin Campus to Students
<b>Who may avail:</b>	Students

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
For Students/Alumni 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	FEES 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.	None	10 minutes	Counselor
	Receive payment and affix the dry	Php. 25.00	2 minutes	Cashier's Office



	seal of the University.			
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.

<b>Office of Division:</b>	Guidance and Counseling Services			
<b>Classification:</b>	Simple to complex			
<b>Type of Transaction:</b>	RSU-SA2S - RSU San Agustin Campus to Students			
<b>Who may avail:</b>	Students Students' Organization			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
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
<b>TOTAL:</b>				

**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.

<b>Office of Division:</b>	Guidance and Counseling Services
<b>Classification:</b>	Simple to complex
<b>Type of Transaction:</b>	RSU-SA2S - RSU San Agustin Campus to Students



<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out Request Form/Referral Form.	Receive written/verbal complain or referrals.	None	3 minutes	Counselor
2. Sign in to the Visitor's logbook and fill-out Complainee Call Slip and submit.	Assess written complaint/verbal/ Referral.	None	5-10 minutes	Counselor
	Verify the signature and issue complainee Call Slip, and receive the slip.	None	3 minutes	Counselor
	Conduct a preliminary	None	10-15 minutes	Counselor
3. Present the grievance of both parties.	interview and begin the mediation process.	None	20-30 minutes per interview	Counselor
4. Sign in to the Visitor's logbook. - End of transaction	Conduct joint and separate interviews with both parties.			
		If settle, proceed to sign in of amicable settlement. If not develop a schedule of meetings.	None	5-10 minutes
	Facilitate sign in the logbook	None	3 minutes	Counselor



				TOTAL:

**34. ROMBLON STATE UNIVERSITY-SAN ANDRES CAMPUS**

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.

<b>Office of Division:</b>	OFFICE OF THE CAMPUS DIRECTOR			
<b>Classification:</b>				
<b>Type of Transaction:</b>	<b>ISSUANCE OF TRANSCRIPT OF RECORDS</b>			
<b>Who May Avail:</b>	Students/Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance, Book-Bounded Thesis, Documentary Stamps				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Submits requirements and Request for TOR	Issues Claim Slip	1 Minute	None	Registrar



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
	Prepares TOR	10 days	None	Registrar
Returns on the date scheduled for release of TOR	Issues Request for Payment Slip	1 Minute	None	Registrar
Proceed to the Cashier for Payment	Issues Official Receipt	2 minutes	P40.00 /page	Collecting Officer
Present Official Receipt for TOR	Received Request for Payment Slip and Issues Official Receipt	2 Minutes		Collecting Officer
Present Official Receipt for TOR and 2 Documentary Stamps	Received Official Receipt and Release TOR	2 Minutes	None	Registrar
	<b>END OF TRANSACTION</b>			
	<b>TOTAL:</b>			

<b>Office of Division:</b>	OFFICE OF THE CAMPUS DIRECTOR
<b>Classification:</b>	
<b>Type of Transaction:</b>	ISSUANCE OF CERIFICATION OF GRADES
<b>Who May Avail:</b>	Students
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Clearance, Registration form, School ID, Documentary Stamps	



CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Submit requirements	Receives requirements and validates grades	5 Minutes	None	Registrar
	Verifies grades Prepares and issues certification	20 minutes	None	Registrar
Receives Payment Slip and proceed to the Cashier's Office	Issues Official Receipt	2 Minutes	P40.00	Collecting Officer
Present Official Receipt for Certification of Grades and submit Documentary Stamps	Issues Certification of Grades	2 Minutes	None	Registrar
	<b>TOTAL:</b>			

<b>Office of Division:</b>	OFFICE OF THE CAMPUS DIRECTOR
<b>Classification:</b>	
<b>Type of Transaction:</b>	ISSUANCE OF DIPLOMA
<b>Who may avail:</b>	Alumni
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Clearance	

CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEE TO BE PAID	PERSON RESPONSIBLE
Present Student Clearance and submit Documentary Stamps	Release Diploma and have student signs the Log Book	2 Minutes	None	Registrar
	<b>TOTAL:</b>			
<b>END OF TRANSACTION</b>				



<b>Office of Division:</b>	OFFICE OF THE CAMPUS DIRECTOR
<b>Classification:</b>	
<b>Type of Transaction:</b>	ISSUANCE OF ADDING/DROPPING/CHANGING FORMS
<b>Who may avail:</b>	Students
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Registration Form	

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Submits requirements for adding dropping or changing of subjects	Checks the total number of units enrolled by the student	2 Minutes	None	Registrar
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
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
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
<b>TOTAL:</b>				
<b>END OF TRANSACTION</b>				



<b>Office of Division:</b>		OFFICE OF THE CAMPUS DIRECTOR		
<b>Classification:</b>				
<b>Type of Transaction:</b>		ISSUANCE OF COMPLETION FORM		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Request for Completion Form	Issues Completion Form	2 Minutes	None	Registrar
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
Receives the Completion Form and proceed to the Cashiers Office	Accepts payment and issues official receipt	2 Minutes	P30.00/ form	Collecting Officer
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
<b>TOTAL:</b>				
<b>END OF TRANSACTION</b>				





<b>Office of Division:</b>	<b>CAMPUS LEARNING RESOURCE CENTER</b>			
<b>Classification:</b>				
<b>Type of Transaction:</b>	<b>ISSUANCE OF THE LIBRARY CARDS</b>			
<b>Who May Avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Submits the requirements	<ul style="list-style-type: none"> <li>▪ Receives the following requirements:                             <ul style="list-style-type: none"> <li>✓ 1X1 ID pictures together</li> <li>✓ Certificate of enrollment or Receipt of payment</li> <li>✓ Filled-out application form</li> </ul> </li> </ul>	10 minutes	None	Librarian/LRC Staff
	<ul style="list-style-type: none"> <li>▪ Issues the claim stub bearing the releasing date of the library card</li> </ul>	3 minutes	None	Librarian/LRC Staff
	<ul style="list-style-type: none"> <li>▪ Prepares the Library Card for approval</li> </ul>	15 minutes	None	Librarian/LRC Staff



	▪ Issues the Library Card as scheduled	48 hours		Librarian/LRC Staff
	<b>TOTAL:</b>			

<b>Office of Division:</b>				
<b>Classification:</b>				
<b>Type of Transaction:</b>	<b>BORROWING AND RETURNING OF LIBRARY MATERIALS</b>			
<b>Who May Avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Card				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Inquires about the library material needed	<ul style="list-style-type: none"> <li>▪ Accommodates clients</li> <li>▪ Asks for the library card, other documents, if necessary</li> <li>▪ Checks the availability of the requested library material</li> </ul>	5 minutes	None	Librarian/LRC Staff



Borrows the library	<ul style="list-style-type: none"> <li>Releases the</li> </ul>	10 minutes	None	Librarian/LRC
Returns the library materials	<ul style="list-style-type: none"> <li>Receives the borrowed library materials as scheduled</li> <li>Receives O.R. of payment for overdue fines</li> <li>Returns the library material to its respective location</li> </ul>	5 minutes	Overdue Fees	Librarian/LRC Staff
<b>TOTAL:</b>				

<b>Office of Division:</b>				
<b>Classification:</b>				
<b>Type of Transaction:</b>	<b>MULTIMEDIA SERVICES</b>			
<b>Who May Avail:</b>	Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Card				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEE TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Presents the validated library card	Receives the library card	2 minute	None	Librarian/LRC Staff
Fills out the	Receives the	5 minutes	None	Librarian/LRC



Multimedia Form	filled-out form ▪ Provides the LRC users 1 hour free internet access per visit and other multimedia services			Staff
	<b>TOTAL:</b>			

<b>Office of Division:</b>				
<b>Classification:</b>				
<b>Type of Transaction:</b>	<b>RE-ISSUANCE OF LOST LIBRARY CARDS</b>			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter, 2 pcs. 1x1 ID pictures, Enrolment Form or Receipt of Payment				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits the requirements need	<ul style="list-style-type: none"> <li>▪ Receives the following requirements:                             <ul style="list-style-type: none"> <li>✓ Request letter</li> <li>✓ 2 pcs. 1x1 ID pictures</li> <li>✓ Enrolment form or Receipt of payment</li> </ul> </li> </ul>	5 minutes	None	Librarian/LRC Staff
Signs the logbook	<ul style="list-style-type: none"> <li>▪ Prepares the library card</li> <li>▪ Issues the library card as scheduled</li> </ul>	48 hours	None	Librarian/LRC Staff



<b>TOTAL:</b>	48 hours and 28 minutes
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<b>Office of Division:</b>	CAMPUS LEARNING RESOURCE CENTER			
<b>Classification:</b>				
<b>Type of Transaction:</b>	<b>SIGNING OF CLEARANCE</b>			
<b>Who may avail:</b>	Students and Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Cards for Students				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits the clearance for signature	<ul style="list-style-type: none"> <li>▪ Receives the clearance from students and faculty</li> <li>▪ Verify requirements, if necessary</li> <li>▪ Endorses the clearance to the Director for signature</li> </ul>	15 minutes	None	Librarian/LRC Staff
	Signs the clearance	3 minutes	None	Director, LRC
	<ul style="list-style-type: none"> <li>▪ Returns the clearance to the student/faculty</li> </ul>	2 minutes	None	Librarian/LRC Staff
<b>TOTAL:</b>				



**35. 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.

<b>Office of Division:</b>	<b>ACCOUNTING OFFICE</b>			
<b>Classification:</b>				
<b>Type of Transaction:</b>	Prepare of Payroll / Voucher/ Obligation Request			
<b>Who may avail:</b>	Teaching and Non-Teaching Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Forms Deduction notice from GSIS.HDMF. Land Bank (Cashier's Office), Circular of BIR/ Tax Computation, Listing of Deduction		Accounting Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
Post in the Regular Payroll	Accounting Staff	10 min	None	Accounting Staff
Attached Obligation Request & Vouchers	Accounting Staff	3 min	None	Accounting Staff
Checking & Signature	HRMO / Campus Director For Signatures	5 min	None	Accounting Staff
Send to RSU Main With Transmittal	Accounting Staff	5 min	None	Accounting Staff
<b>TOTAL:</b>				

**36. SUPPLY OFFICE**



<b>Office of Division:</b>				
<b>Classification:</b>				
<b>Type of Transaction:</b>	PREPARATION OF PURCHASE REQUEST			
<b>Who may avail:</b>	Outside Client			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Request Form		Supply Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits letter of request	Accepts letter of request	3 minutes	None	Staff
	Prepares purchase request form duly signed by the authorized personnel	1 day	None	Staff
Signs the canvass form and waits for the winning bidders	Prepares canvass duly signed by BAC Chairman/Supplier/bidder	1 hour	None	Staff
	Prepares abstract of quotation duly signed by BAC Members which determines the winning bidders	1 hour	None	Staff
	Prepares Purchase Order to the winning Bidder	1 hour	None	Staff
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
	Prepares Disbursement Voucher	30 minutes	None	Staff
<b>TOTAL:</b>				

<b>Office of Division:</b>	SUPPLY OFFICE
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<b>Classification:</b>					
<b>Type of Transaction:</b>	<b>REQUISITION OF SUPPLIES/ EQUIPMENT</b>				
<b>Who may avail:</b>	Outside Client				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Requisition and Issue Slip Form			RSU Officials/Faculty/Employees		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
Ask for Requisition Issue Slip Form	Issues requisition issue slip	2 minutes	None	Staff	
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	
	Checks the availability of the materials	15 minutes	None	Staff	
	Issues/gives the requested materials to different requisitioning officer or employee	5 minutes	None	Staff	
Checks the supplies/materials.		2 minutes	None		
Signs the received form.					
		<b>TOTAL:</b>			

<b>Office of Division:</b>					
<b>Classification:</b>					
<b>Type of Transaction:</b>	<b>SECURING OF SERVICE RECORD, CERTIFICATE OF EMPLOYMENT AND CERTIFICATION</b>				
<b>Who may avail:</b>	Teaching and Non- teaching Employees				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Requisition Form			HRMO/ Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
Secure request form	Gives request form	1 minute	none	Asst. to HRMO /Staff	
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
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
<b>TOTAL:</b>				

<b>Office of Division:</b>	
<b>Classification:</b>	
<b>Type of Transaction:</b>	APPLICATION FOR LEAVE
<b>Who may avail:</b>	Teaching and Non- teaching Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form/Form 6		HRMO/ Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secures application for leave	Provides CS Form6 for application of leave	1 minute	none	Asst. to HRMO/ staff
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
	Forwards the processed leave application for HRMO's and Campus Director's Approval	5 minutes	none	Asst. to HRMO/Staff
Awaits the approval of application	HRMO notifies employee status of	5 minutes	none	HRMO



	vacation leave applied for and signed the application			
	Files the copy of the application for leave	4 minutes	none	Asst to. HRMO /Records officer/staff
<b>TOTAL:</b>				

<b>Office of Division:</b>				
<b>Classification:</b>				
<b>Type of Transaction:</b>	RECORDING OF INCOMING AND OUTGOING COMMUNICATIONS			
<b>Who may avail:</b>	Teaching and Non- teaching Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Record Book		HRMO/ Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Presents the outgoing /incoming communications for recording	Records the communications	2 minute	none	Asst. to HRMO/ Records Officer/ Staff
Signs in the logbook	Present the logbook for signature	1 minute	none	Asst to HRMO/ staff/Designated official
<b>TOTAL:</b>				

<b>Office of Division:</b>	HUMAN RESOURCE MANAGEMENT OFFICE			
<b>Classification:</b>				
<b>Type of Transaction:</b>	TRACING OF COMMUNICATIONS			
<b>Who may avail:</b>	Teaching and Non- teaching Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		



Requisition Form		HRMO/ Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Trace the whereabouts of the communication	Trace in the logbook the communication	2 minutes	none	Asst to HRMO/ staff/Designated official
Provide the details/whereabouts of the communication	Provide the needed information	3 minutes	None	Asst to HRMO/ staff/Designated official
<b>TOTAL:</b>				

<b>Office of Division:</b>	
<b>Classification:</b>	
<b>Type of Transaction:</b>	ANNUAL MEDICAL EXAMINATION
<b>Who may avail:</b>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmation receipt Client's Logbook Medical Form Medical Form Prescription form	Nurse

CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
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
•Before entering the clinic, have the temperature check upon entering the clinic.	•Temperature check.	1-5 minutes	None	Nurse



<p>Always wear face mask/ face shield and observe physical/ social distancing at least 1.0 meter from one another. <i>(Any person that has <math>\geq 38^{\circ}\text{C}</math> of body temperature will be recheck and referred for further evaluation and management.)</i></p> <ul style="list-style-type: none"> <li>•Writes name, course and year on the logbook</li> <li>•Fill the needed information in the Medical Form</li> <li>•Submit required laboratory results along with other requirements</li> </ul>	<ul style="list-style-type: none"> <li>•Provide client with the necessary Medical Form</li> <li>•Guide the client in filling the form</li> <li>•Review entry on the medical record and the submitted requirements</li> <li>•Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height)</li> </ul>	<p>15 - 20 minutes</p>		
<p>Proceed to the Examination Area</p> <ul style="list-style-type: none"> <li>• Performed as per Physician advised</li> </ul>	<ul style="list-style-type: none"> <li>•Ask the client relevant questions pertaining to the medical history</li> <li>•Review the laboratory results</li> <li>•Perform physical examination</li> <li>•Inform the client regarding assessment</li> <li>•Gives advice as to the management</li> <li>•Provides prescription and laboratory requests as needed</li> <li>•Provide referral if the need arises</li> </ul>	<p>20 - 30 minutes</p>	<p>None</p>	<p>Physician</p>



Proceed to the dispensing area for medications and other instructions*	<ul style="list-style-type: none"> <li>•Gives prescribed medications if available</li> <li>•Give advice as to intake of medications and other necessary precautions</li> </ul>	15 minutes	None	Nurse
Sign in the logbook for the medicines and received*	Secure completeness of the data in the logbook	5 minutes	None	Nurse

**TOTAL:**

<b>Office of Division:</b>	<b>MEDICAL / DENTAL CLINIC</b>
<b>Classification:</b>	
<b>Type of Transaction:</b>	<b>TREATMENT OF MINOR INJURIES/WOUNDS</b>
<b>Who may avail:</b>	RSU Students, Faculty and Staffs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Confirmation receipt Client's Logbook Medical Record Consultation Form Prescription form	Nurse

CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
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



<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 <math>\geq 38^{\circ}\text{C}</math> 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>Temperature check</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>1-3 minutes</p> <p>10 minutes</p>	<p>None</p>	<p>Nurse</p>
<p>Proceed to the Treatment Area</p> <ul style="list-style-type: none"> <li>Performed as per Physician advised</li> </ul>	<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>20-30 minutes</p>	<p>None</p>	<p>Physician</p>



	k. Suturing l. Wound dressing m. Bandaging n. Splinting  Gives advice as to the management  Provides prescription and laboratory requests as needed  Provide referral if the need arises			
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	
Sign in the logbook for the medicines and procedures received	Secure completeness of the data in the logbook	5 minutes	None	
<b>TOTAL:</b>				



<b>Office of Division:</b>	<b>MEDICAL / DENTAL CLINIC</b>			
<b>Classification:</b>				
<b>Type of Transaction:</b>	CONSULTATION, PRESCRIPTION AND DISPENSING OF MEDICINES (Medical)			
<b>Who may avail:</b>	RSU Officials/Faculty/Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Confirmation receipt Client's Logbook Medical Record Consultation Form Referral Form		Outside Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEES TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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
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 <math>\geq 38^{\circ}\text{C}</math> of body temperature will be recheck and referred for further evaluation and management.)</i>	Temperature check	1-3 minutes	None	Nurse
Writes name, course and year on the logbook	Locate client's medical records from the file cabinet  Review previous entry on the	10 minutes		Nurse



	consultation form  Fill-out the consultation form c. Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight, height) d. Ask and record chief complaint			
Proceed to the physician's area <ul style="list-style-type: none"> <li>Performed as per Physician advised</li> </ul>	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	None	Physician
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
Sign in the logbook for the medicines and	Secure completeness of the data	5 minutes	None	Nurse



procedures received*	in the logbook			
		<b>TOTAL:</b>		

<b>Office of Division:</b>	<b>MEDICAL / DENTAL CLINIC</b>
<b>Classification:</b>	
<b>Type of Transaction:</b>	<b>CONSULTATION, PRESCRIPTION AND DISPENSING OF MEDICINES (Dental)</b>
<b>Who may avail:</b>	RSU Officials/Faculty/Employees

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Confirmation receipt Client's Logbook Dental Record	Outside Client

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEES TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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
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 <math>\geq 38^{\circ}\text{C}</math> of body temperature will be recheck and referred for further evaluation and management.)</i> Writes name, course and year on the logbook	Temperature check  Locate client's dental records from the file cabinet  Fill-out the consultation form c. Takes vital signs (temperature, blood pressure, heart rate,	1-3 minutes       10 minutes	None	Nurse



	respiratory rate, weight, height) d. Ask and record chief complaint			
Proceed to Dentist's Area	Ask the client relevant questions pertaining to the complaint  Inform the client regarding the assessment, procedure and management  Conduct dental examination e. Dental prophylaxis f. Oral surgery g. Dental restoration h. Others  Gives advice as to the management  Provides prescription and laboratory requests as needed  Provide referral if the need arises	30-60 minutes	None	Dentist
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
Sign in the logbook for the medicines and procedures received*	Secure completeness of the data in the logbook	5 minutes	None	Nurse
<b>TOTAL:</b>				



<b>Office of Division:</b>	<b>MEDICAL / DENTAL CLINIC</b>			
<b>Classification:</b>				
<b>Type of Transaction:</b>	<b>ANNUAL DENTAL EXAMINATION</b>			
<b>Who may avail:</b>	RSU Students, Faculty and Staffs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Confirmation receipt Client's Logbook Dental Form		Dentist		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEES TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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
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 <math>\geq 38^{\circ}\text{C}</math> of body temperature will be recheck and referred for further evaluation and management.)</i>	Temperature check	1-3 minutes	None	Nurse
Writes name, course and year on the logbook	Provide client with necessary dental form	15-20 minutes		
Fills the needed information in the Dental form	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)			
Proceed to Dentist's Area	Inform the client regarding the assessment  Perform dental examination  Gives advice as to the management  Provides prescription and laboratory requests as needed  Provide referral if the need arises	10-20 minutes	None	Dentist
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
Sign in the logbook for the medicines and procedures received*	Secure completeness of the data in the logbook	5 minutes	None	Nurse
	<b>TOTAL:</b>			



### 37. OFFICE OF THE STUDENT SERVICES

<b>Office of Division:</b>	<b>OFFICE OF THE STUDENT SERVICES</b>			
<b>Classification:</b>				
<b>Type of Transaction:</b>	<b>SIGNING OF CLEARANCE</b>			
<b>Who may avail:</b>	Student/ Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Clearance form, accomplishment and financial report for student Organization officers			OSAS Coordinator	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEES TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Present filled up Clearance slip	Receive clearance slip. Cheeks records for clients accountability	5 minutes	None	Staff
Settles accountability	Sign if no accountability, otherwise advised applicant to settle accountability	5 minutes	None	OSS Director
		<b>TOTAL:</b>		
<b>Office of Division:</b>	<b>OFFICE OF THE STUDENT SERVICES</b>			
<b>Classification:</b>				
<b>Type of Transaction:</b>	<b>HANDLING OF ACOMPLAINTS AGAINST STUDENTS/FACULTY</b>			
<b>Who may avail:</b>	Student/ Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Anyone aggrieved or offended by a student faculty member • Accomplished incident report also referred to as			OSAS Coordinator/ Campus Director? Guidance Coordinator	



complaint form. <ul style="list-style-type: none"> <li>• Full name of the student/teacher complained about and full name of person complaining (complainant)</li> <li>• A narration of relevant facts that show the offense allegedly committed by the student faculty member complained about;</li> <li>• Evidenced and testimonies of witnesses</li> </ul>				
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
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
Accomplishes and submit Incident Report form/ complaint Letter	Receives accomplished Incident Report form	15 minutes	None	Guidance Counselor OSS Director
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
Attends dialogue/hearing	Conducts dialogue/hearing and works for resolution of complaint	1 HOUR	None	OSS Director Hearing Committee
Awaits recommendation of the Hearing Committee	Makes recommendation for appropriate action	1 WEEK	None	OSS Director Hearing Committee
<b>TOTAL:</b>				

### 38. GUIDANCE AND PLACEMENT SERVICES

<b>Office of Division:</b>	OFFICE OF THE STUDENT SERVICES
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<b>Classification:</b>				
<b>Type of Transaction:</b>	ISSUANCE OF CERTIFICATE OF MORAL CHARACTER			
<b>Who may avail:</b>	Students and Alumni, Students with Scholarship Grant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition and Issue Slip Form		Guidance Coordinator/ Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEES TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
Write request in the logbook	Receives request	5 minutes	None	Staff
Present clearance and valid ID	Verifies authenticity/ veracity	3 minutes	None	Staff
	Prepares/ process the certificate	15 minutes	None	Guidance Coordinator
	Signs certificate and enters name in the logbook	5 minutes	None	Guidance Coordinator
Receives certificate/ acknowledges it by affixing signature in the logbook	Advises to pay for University Seal at the Cashier's Office	2 minutes	None	Guidance Coordinator
<b>TOTAL:</b>				



<b>Office of Division:</b>	OFFICE OF THE STUDENT SERVICES
<b>Classification:</b>	
<b>Type of Transaction:</b>	GUIDANCE/ COUNSELING SERVICE
<b>Who may avail:</b>	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referrals from the Dean/ Guidance Coordinator		Guidance Coordinator/ Staff		
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
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	None	Guidance Coordinator
Listen to the suggestions/ recommendations of the counsellor	Discuss aspects that need improvement	30 minutes	None	Guidance Coordinator
Agrees on next schedule for follow-up	Sets next schedule	5 minutes	None	Guidance Coordinator
Signs the logbook	Checks correct entry	5 minutes	None	Staff
<b>TOTAL:</b>				

<b>CONDUCT OF ORIENTATION/SEMINARS</b>	
<b>Office of Division:</b>	OFFICE OF THE STUDENT SERVICES
<b>Classification:</b>	
<b>Type of Transaction:</b>	CONDUCT OF ORIENTATION/SEMINARS
<b>Who may avail:</b>	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Program Design Attendance sheets Certificates		Guidance Coordinator/ Staff		
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE



	Prepares draft of Program Design	9 hours	None	Counselor
	Finalizes and encodes Program Design	5 hours	None	Counselor
	Submits Final copy for approval of budget	20 minutes	None	Counselor
	Retrieves the same after 7 working days or upon approval		None	Counselor
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
	<b>TOTAL:</b>			

### 39. ADMISSION OFFICE

<b>Office of Division:</b>	ADMISSION OFFICE		
<b>Classification:</b>			
<b>Type of Transaction:</b>	<b>APPLICATION FOR RSU COLLEGE ADMISSION TEST (RSU-CAT)</b>		
<b>Who may avail:</b>	Senior High School Graduates and Transferees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Non-Refundable Application * Photocopy of Senior High School Report Card duly authenticated by the Principal/Photocopy of Transcript of Records of Transferee *Photocopy of PSA Live birth documents		Guidance Coordinator/ Staff	



CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
1. Secures RSU-CAT application form	Gives application form for the College Admission Test	1 minute	None	Guidance Coordinator/Staff
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
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
<b>TOTAL:</b>				

<b>Office of Division:</b>	ADMISSION OFFICE
<b>Classification:</b>	
<b>Type of Transaction:</b>	ADMINISTRATION OF ENTRANCE EXAMINATION
<b>Who may avail:</b>	Senior High School Graduates and Transferees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Notification Letter	Guidance Coordinator/ Staff

CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
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
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	5 days	None	Guidance



	examination			Coordinator/Staff
<b>TOTAL:</b>				

<b>Office of Division:</b>	ADMISSION OFFICE
<b>Classification:</b>	
<b>Type of Transaction:</b>	Senior High School Graduates and Transferees
<b>Who may avail:</b>	

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Entrance Test Result	Guidance Coordinator/ Staff

CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
1. Claims the result of Exam Notice of Admission to the College	Gives the result of written Test	5 minutes	None	Staff
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
3. Seeks endorsement to the College Dean for mission and Enrolment	Endorses the Clientele/Student to College Dean for enrolment	10 minutes	None	Staff
<b>TOTAL:</b>		25 minutes		

<b>ENROLMENT OF 2<sup>ND</sup> – 5<sup>TH</sup> YEAR ENROLEES</b>	

<b>Office of Division:</b>	ADMISSION OFFICE
<b>Classification:</b>	
<b>Type of Transaction:</b>	<b>ENROLMENT OF 2<sup>ND</sup> – 5<sup>TH</sup> YEAR ENROLEES</b>
<b>Who may avail:</b>	Students and Transferees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Class cards, General Clearance Slip		Guidance Coordinator/ Staff		
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
1. Fills up registration form	Issues registration form	2 minutes/client	None	Staff
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
		<b>TOTAL:</b>	<b>27 minutes</b>	

#### 40. OFFICE OF THE UNIVERSITY REGISTRAR

<b>Office of Division:</b>	OFFICE OF THE UNIVERSITY REGISTRAR			
<b>Classification:</b>				
<b>Type of Transaction:</b>	<b>ENROLMENT (FOR GRADUATE STUDIES AND SECOND COURSER)</b>			
<b>Who may avail:</b>	Graduate studies and second courser students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>For RSU-SFC Alumni:</b> Copy of TRO, Permit to Study (if employed), thick long folder, 2 pcs 2x2 picture( latest, identical) <b>For Transferees:</b> 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.		Registrar/ Staff		
CLIENT STEPS	AGENCY ACTION	PROCESSING	FEES TO BE	PERSON



		<b>TIME</b>	<b>PAID</b>	<b>RESPONSIBLE</b>
<b>1. Transferees/New (Masteral)</b>	Personal Interview	5 minutes	None	Graduate Studies Head
Old & Returning Students: Secure Account Clearance	Issue Account Clearance	5 minutes	None	Cashier
<b>2. All Students:</b> Submit required documents for enrolment	Examine the required documents	5 minutes	None	Registrar/Staff
a. Transferees Only: Fill out forms	Issue RO Forms 1,2, & 3	5 minutes	None	Registrar/Staff
b. Transferees Only: Submit filled-out Forms 1,2&3	Check the accomplished forms	2 minutes	None	Registrar/Staff
<b>3. a. All Students:</b> Fill-out RO Form 3B	Issue RO Form 3B	5 minutes	None	Registrar/Staff
b. All Students: To respective department's office	Check and sign the accomplished form & assess the school fees	3 minutes	None	Department Head/Assigned Faculty Assessor
c. All Students: To dean's office	Check and sign the accomplished form	2 minutes	None	Dean
d. All Students: To registrar's office	Check and sign the accomplished form	2 minutes	None	Registrar
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	None	Cashier
<b>4. All Students:</b> To registrar's office	Stamp ENROLLED RO Form 3B, Return the Student's copy to enrollee and issue classcards	3 minutes	None	Registrar/Staff
<b>5. New/Transferees Only:</b> Get the RO Form 2 and proceed to IGP Center for ID issuance	Return the accomplished RO Form 2	2 minutes	None	Registrar/Staff
<b>6. Old &amp; Returning students</b>	Validates school ID	3 minutes	None	Registrar/Staff





<b>Office of Division:</b>	OFFICE OF THE UNIVERSITY REGISTRAR
<b>Classification:</b>	
<b>Type of Transaction:</b>	<b>ENROLMENT</b>
<b>Who may avail:</b>	Incoming Freshmen, Transferees, Old, and Returning Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>For RSU-SFC Alumni:</b> Copy of TRO, Permit to Study (if employed), thick long folder, 2 pcs 2x2 picture( latest, identical)</p> <p><b>For Transferees:</b> 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> <p><b>For Old &amp; Returning Students:</b> Account Clearance, Copy of Grades or Class cards of last semester attended and School ID for Validation</p>	Registrar/ Staff

CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
<b>1. Entering Freshmen &amp; Transferees:</b> Secure Admission Slip Old & Returning Students: Secure Account Clearance	Issue Admission Slip	5 minutes	None	Guidance Counsellor/Staff
<b>2. Entering Freshmen &amp; Transferees Only:</b> Submit for medical/dental examination	Medical/Dental Examination	10 minutes	None	School Dentist/Nurse
<b>3. Entering Freshmen &amp; Transferees Only:</b> Submit for interview	Personal Interview	6 minutes	None	Department Head/Assigned Faculty
<b>4. a. All Students:</b>	Examine the required documents	5 minutes	None	Registrar/Staff



Submit required documents for enrolment				
b. Entering Freshmen & Transferees Only: Fill out forms	Issue RO Forms 1,2, & 3	5 minutes	None	Registrar/Staff
c. Entering Freshmen & Transferees Only: Submit filled-out Forms 1,2&3	Check the accomplished forms	2 minutes	None	Registrar/Staff
All Students: Fill-out RO Form 3B	Issue RO Form 3B	5 minutes	None	Registrar/Staff
<b>5. a.</b> All Students: To respective department's office	Check and sign the accomplished form & assess the school fees	3 minutes	None	Department Head/Assigned Faculty Assessor
b. All Students: To respective dean's office	Check and sign the accomplished form	2 minutes	None	Dean
c. All Students: To registrar's office	Check and sign the accomplished form	2 minutes	None	Registrar
d. All Students: To cashier's office	Get the cashier's copy of RO Form 3B	2 minutes	None	Cashier
<b>6.</b> All Students: To registrar's office	Stamp ENROLLED RO Form 3B, Return the Student's copy to enrollee and issue classcards	3 minutes	None	Registrar/Staff
<b>7. a.</b> 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	None	Registrar/Staff
b. Old & Returning students Only: Present School ID for validation	Validates school ID	3 minutes	None	Registrar/Staff
<b>TOTAL:</b>				



<b>Office of Division:</b>	OFFICE OF THE UNIVERSITY REGISTRAR			
<b>Classification:</b>				
<b>Type of Transaction:</b>	<b>ISSUANCE OF SCHOOL DOCUMENTS</b>			
<b>Who may avail:</b>	Interested Applicant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Record Form, Approved Clearance, Valid ID for identification, OR of payment for requested document/s		Registrar/ Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FEES TO BE PAID</b>	<b>PERSON RESPONSIBLE</b>
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	None	Registrar/Staff
2. Pay corresponding fees at the cashier	Accept payment for documents requested and issue official receipt	5 minutes	Computation based on the document/s being requested and the number of copies	Cashier
3. File the request form at the	Check entries at the Request of	10 minutes	None	Registrar/Staff



registrar's office	Record Form, OR & duly signed Clearance if not yet cleared.			
4. Get Claim Slip	Issue Claim Slip	5 minutes	None	Registrar/Staff
5. Present Claim Slip on due date	Release document/s applied for	5 minutes	None	Registrar/Staff
<b>TOTAL:</b>				



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



