

## **Vision**

A premier university known for academic excellence in science and technology, agriculture, environment and natural resources, engineering, education and the arts towards the sustainable development of Caraga Region.

## **Mission**

In pursuit of academic excellence, Caraga State University shall endeavor to deliver the highest quality of instruction, research, extension, production, and administration to produce scientifically trained, technologically skilled, and morally sound individuals contributing to the creation of an eco-friendly and healthy environment.

## **Core Values**

**Competence, Service, Uprightness**

## **Quality Policy**

Caraga State University, as a premier institution of higher learning, endeavors to continually improve its management system in the following key result areas:

- ❖ outcomes-based teaching and learning;
- ❖ responsive research and community engagement;
- ❖ viable resource generation and mobilization; and
- ❖ good governance

towards effective human capital formation and sustainable development of Caraga Region and beyond.

# FEEDBACK AND REDRESS MECHANISMS

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

Accomplish our Feedback Form available in the offices and submit it to the Public Assistant and Complaints Help Desk. If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by:

The Vice President for Academic Affairs or The Director of Students Affairs and Services  
341-2296 local 202 341-2296 local 233

## FILING A COMPLAINT

The Complainant may submit a letter or affidavit of complaint against an administrative official or staff of CSU addressed to the University President. The University President shall endorse the complaint to the Fact-Finding Committee for investigation and disposition. If the complaint is against a faculty member or academic official, a letter or affidavit of complaint shall be addressed to the Office of the Vice President for Academic Affairs (OVPAA) and the OVPAA shall endorse it to the College Dean concerned for investigation and appropriate action before the same shall be endorsed to higher investigating body/committee for appropriate action. If the complaint is against a student, the Complainant may submit a letter or affidavit of complaint addressed to the Director of the Office of Student Affairs and the same shall schedule a meeting/preliminary investigation with the student/s concerned for appropriate action/settlement.

For any inquiries or complaints, you may call us at the following telephone numbers:

3412296 or 3423047 local 205  
**The Vice President for Administration**  
3412296 or 3421079 local 202  
**The Vice President for Academic Affairs**

3412296 or 3421079 local 233  
**The Director of Student Affairs and Services**

# FRONTLINE SERVICES

## OFFICE OF THE UNIVERSITY REGISTRAR

Filing of Request for the Release of Student Academic Records

Filing of Request for the Release of Academic Data or Report

Claiming of Requested Student Academic Records

Claiming of Requested Academic Data/Report

## OFFICE OF STUDENT AFFAIRS AND SERVICES (OSAS)

Student ID validation

Application for the Issuance of a Certificate of Good Moral Character (CGMC)

Unblocking the ***“Blocked”*** Students in the On- Line Clearance

## OFFICE OF ADMISSIONS, SCHOLARSHIPS, AND FINANCIAL AID UNIT

Validation of Student in Scholarship Program

Assigning of Student’s ID Number

## OFFICE OF GUIDANCE AND COUNSELING CENTER

Testing

Entrance Examination

Counseling

## OFFICE OF THE UNIVERSITY REGISTRAR

Type of Service : **FILING OF REQUEST FOR THE RELEASE OF STUDENT ACADEMIC RECORD(S)**

### I. List of Documentary Requirements

#### A. Primary Requirements

1. Updated Student Clearance
2. Official Receipt of Payment for the Prescribed Fee
3. Documentary Tax Stamps
4. Additional Requirements as reflected below depending on the type/kind of documents requested for release.

#### B. Additional Requirements

Type of Academic Record(s)/Service	Additional Requirement(s)
Transfer Credentials/Honorable Dismissal	<ul style="list-style-type: none"> <li>• Certificate of Good Moral Character which can be availed of from the Office of the Director for Student Affairs and Services (OSAS)</li> </ul>
Transcript of Records <i>(for clients who have graduated in a program)</i>	<ul style="list-style-type: none"> <li>• Certification from the concerned Department that the student's TOR can be released</li> </ul>
Certification, Authentication and Verification (CAV) of academic records	<ul style="list-style-type: none"> <li>• Letter request for CAV</li> <li>• Photocopy of the Original Diploma <i>(pls. present the original Diploma for comparison purpose only)</i></li> <li>• Photocopy of the Transcript of Records (TOR) <i>(pls. present the original TOR for comparison purpose only)</i></li> </ul>
Certification as Belonging to the Candidates for Graduation for a particular Term/Semester	<ul style="list-style-type: none"> <li>• Certification/endorsement from the Concerned Department vouching that the student indeed belongs to the Candidates for Graduation for a particular Term/Semester</li> </ul>
Certification as Belonging to a Particular Year Level in a Program	<ul style="list-style-type: none"> <li>• Certification/endorsement from the Concerned Department vouching that the student indeed belongs to that particular year level in a program.</li> </ul>
Verified Evaluation of Grades/ Degree Audit	<ul style="list-style-type: none"> <li>• Accomplished Evaluation of Grades signed by the Program Adviser, Department Chairperson and the Dean</li> </ul>
Any Scholastic Records of Students who have been granted Certificate of Transfer Credentials	<ul style="list-style-type: none"> <li>• Certificate of No Objection from the current Admitting School</li> </ul>

## II. Prescribed Process

Steps	Activity(ies)		Duration <i>(upon actual contact of the Client and the In-charge)</i>	Responsible Person
	Client	Office Provider		
1	Approaches the Receiving Window In-charge at the Registrar's office to file the request for the release of pertinent scholastic record(s).	<p>Checks the records of the client filed in the office to ensure that the client complied with all the requirements.</p> <p>If the aforementioned has been done, requires the client to accomplish the specified portions in the Request Slip for Academic Records form (F-TDS-003).</p> <p>Accomplishes specified portions in the form for guidance of the client.</p>	8 min.	Ms. Rhea Luz T. Buendia In-charge, Receiving Window
2	<p>Pays the assessed fees in the Cashier's Office and submits the following to the Receiving Window In-charge of the Office of the Registrar:</p> <ul style="list-style-type: none"> <li>• Official Receipt of Payment for the assessed fees</li> <li>• all the documentary requirements</li> </ul>	<p>Accepts the documents submitted by the client.</p> <p>Issues to the student the accomplished "Claim Stub" where the date and time for the release of the requested record(s) are indicated.</p>	3 min.	Ms. Rhea Luz T. Buendia In-charge, Receiving Window

Type of Service : **FILING OF REQUEST FOR THE RELEASE OF ACADEMIC DATA OR REPORT**

**I. List of Documentary Requirements**

**A. Primary Requirements**

1. Duly Accomplished Request Slip for Release of Academic Data/Report

**II. Prescribed Process**

Steps	Activity(ies)		Duration <i>(upon actual contact of the Client and the In-charge)</i>	Responsible Person
	Client	Office Provider		
1	Approaches the Receiving Window In-charge of the Registrar's office to file the request for the release of pertinent academic data/report.	Requests the client to fill and accomplish the Request Slip for Release of Requested Academic Data/Report.	2 min.	Ms. Rhea Luz T. Buendia In-charge, Receiving Window
2	Submits the duly accomplished Request Slip for Release of Requested Academic Data/Report.	Requires the client to accomplish a Request Slip Form for the release of the said record(s).  Seeks the Registrar's action relative to the said request by requesting the Registrar to accomplish the specified portion of the request slip.	5 min.	Ms. Rhea Luz T. Buendia In-charge, Receiving Window
3		Issues to the client the accomplished "Claim Stub" where the date and time of release of the requested record(s) are indicated.  This can only be done once the Registrar approves the said request.	1 min.	Ms. Rhea Luz T. Buendia In-charge, Receiving Window

**I. List of Documentary Requirements**

**A. Primary Requirement**

1. Claim Stub
2. Claimant’s one (1) Valid ID

**B. Additional Requirements if the Claimant is not the Owner of the Record**

1. Authorization Letter duly signed by the Owner of the Document
2. Photocopy of One (1) Valid ID of the owner of the record *(pls. present the original for purposes of comparison only)*
3. Photocopy of One (1) Valid ID of the one authorized to claim the record *(pls. present the original for purposes of comparison only)*

**II. Prescribed Process**

Steps	Activity(ies)		Duration <i>(upon actual contact of the Client and the In-charge)</i>	Responsible Person
	Client	Office Provider		
1	<p>Approaches the Releasing Window In-charge at the Registrar’s office to claim the requested academic record(s).</p> <p>In doing so, all the required documents must be presented to the said in-charge.</p>	<p>Verifies the required document(s) presented. Once everything is in place, requires the claimant to sign in the record book as proof of receipt of the requested record(s).</p> <p>Release the requested academic data/report.</p>	5 min.	Ms. Jocelyn A. Dedumo In-charge, Releasing Window

Type of Service : **CLAIMING OF REQUESTED STUDENT ACADEMIC RECORD(S)**

**I. List of Documentary Requirements**

**A. Primary Requirement**

1. Claim Stub
2. Claimant's one (1) Valid ID

**B. Additional Requirements if the Claimant is not the Owner of the Record**

1. Original copy of the Authorization Letter duly signed by the owner of the record. If this will be used in claiming Certification, Authentication and Verification (CAV) of academic records the same must be notarized.
2. Photocopy of One (1) Valid ID of the owner of the record *(pls. present the original for purposes of comparison only)*
3. Photocopy of One (1) Valid ID of the one authorized to claim the record *(pls. present the original for purposes of comparison only)*

**II. Prescribe Process**

Steps	Activity(ies)		Duration <i>(upon actual contact of the Client and the In-charge)</i>	Responsible Person
	Client	Office Provider		
1	<p>Approaches the Releasing Window In-charge at the Registrar's office to claim the requested academic record(s).</p> <p>In doing so, all the required documents must be presented to the said in-charge.</p>	<p>Verifies the required document(s) presented. Once everything is in place, requires the claimant to sign in the record book as proof of receipt of the requested record(s).</p> <p>Release the requested academic record(s).</p>	5 min.	Ms. Jocelyn A. Dedumo Incharge, Releasing Window



## OFFICE OF STUDENT AFFAIRS AND SERVICES

Type of Service: **Student ID Validation**

### I. List of Documentary Requirements

#### A. Primary Requirements

- i. Validated Certificate of Registration (COR) for the current semester
- ii. Student's Identification (ID) card

### II. Schedule of Service Availability Monday to Friday (08:00 am – 05:00 pm)

*(within 1 month after the last day of enrollment)*

**Every Wednesday (01:00-03:00 pm)** *(within the current semester; for late validation of student ID)*

### III. Prescribed Step by Step Process

Steps	Activity(ies)		Duration (upon actual Client and In-charge)	Responsible Person/s
	Client	Office/ Service Provider		
1	-Presents all requirements	- Receives and evaluates all requirements presented. - Delete the corresponding student ID No. in the "Unvalidated ID" clearance module - Stamps and sign the COR with ID validation mark. - Places a validation sticker to the student's ID card.	3 min.	OSAS Personnel Jeza Jahziel Bagtilay
2	-Receives the COR and the validated ID card.	- Reminds the student to visibly wear his/her student ID card at all times while inside the University premises.	1 min.	OSAS Personnel Jeza Jahziel Bagtilay
-End of Transaction-				

Type of Service: **Application for the Issuance of a Certificate of Good Moral Character (CGMC)**

**I. List of Documentary Requirements**

**A. Primary Requirements**

- i. Duly accomplished CGMC Request Form
- ii. Duly accomplished Student's Clearance
- iii. Valid Identification Card
- iv. Official receipt as proof of payment for the Issuance of CGMC

**B. Additional Requirements**

(in case, a second person files the request)

- i. Duly accomplished Authorization Form
- ii. One (1) photocopy of Student's ID card, and presents the original ID for verification purpose only.
- iii. One (1) photocopy of the Authorized person's ID, and presents the original ID for verification purpose only.

**II. Schedule of Service Availability Monday to Friday (08:00 am – 05:00 pm)**

**III. Prescribed Step by Step Process**

Steps	Activity(ies)		Duration (upon actual Client and In-charge)	Responsible Person/s
	Client	Office/ Service Provider		
1	-Presents all the documentary requirements.	-Receives and evaluates all documentary requirements presented -requests the client to fill out the <b>Request for CGMC Logbook.</b>	5 min.	OSAS Personnel Jeza Jahziel Bagtilay
2	-Fill out and affix his/her signature in the Request for CGMC Logbook			
3	-Waits for the verbal confirmation/instruction from the responsible OSAS personnel.	-Advices the client to claim the CGMC within the <b>scheduled date and time of release</b> -Advices the client to purchase and bring one (1) documentary stamp (per copy of CGMC) upon claiming the requested document.	2 min.	OSAS Personnel Jeza Jahziel Bagtilay
-End of Transaction-				

Type of Service: **Unblocking the “Blocked” students in the On-Line clearance.**

**I. List of Documentary Requirements**

**a. Primary Requirements**

- i. Proof of sanction completion (signed by the authorized person for a specific sanction given)

**b. Additional Requirements**

(for students occupying the University’s housing facility or recognized boarding houses)

- i. -Dormitory / Boardinghouse Clearance
- ii. -One (1) photocopy of the official receipt as proof of payment for Dormitory Occupancy, and presents the original for verification purposes only.

**II. Schedule of Service Availability Monday to Friday (08:00 am – 05:00 pm)**

*(\*for semestral clearance purposes: within two weeks before final examination until a day before the first day of enrollment*

*\*for other purposes: anytime within office hours)*

**III. Prescribed Step by Step Process**

Steps	Activity(ies)		Duration (upon actual Client and In-charge)	Responsible Person/s
	Client	Office/ Service Provider		
1	-Presents all the documentary requirements.	-Receives and evaluates all documentary requirements presented	3 min.	OSAS Personnel
2	-Waits for the verbal confirmation from the OSAS Personnel.	-Gives a verbal confirmation that the student is already cleared in OSAS	1 min.	OSAS Personnel
-End of Transaction-				

## Admissions, Scholarships, and Financial Aid Unit

Type of Service: **Assigning of Student ID Number**

### I. List of Documentary Requirements

#### a. Primary Requirements

- i. - Entrance Examination Result Claim slip/Certificate of Admission Result
- ii. - DepEd Form 138 (incoming freshman) or Certificate of Transfer Credentials/Honorable Dismissal (incoming transfer student) or Transcript of Records.

#### b. Additional Requirements

- i. - NSAE Result (*if applicable*)
- ii. - Certificate of Good Moral Character
- iii. - Photocopy of Parent's Latest Income Tax Return (ITR) or Certification from BIR
- iv. - 1 pc. 2x2 Id picture with white background and name written at the back
- v. Medical Certification of *Fit to Study*
- vi. Chest x-ray results
- vii. PSA/NSO authenticated birth certificate or Marriage Certificate
- viii. Mailing Envelope with stamp

### II. Schedule of Service Availability **Monday to Friday (08:00 am – 05:00 pm)** (within the prescribed days for enrollment)

### III. Prescribed Step by Step Process

Steps	Activity(ies)		Duration (upon actual Client and In-charge)	Responsible Person/s
	Client	Office/ Service Provider		
1	-Presents all the documentary requirements.	- Receives and evaluates all documentary requirements presented - Assigns <b>Student ID No.</b> and updates the on-line <b>NSAE Entry Form</b> and <b>Student's information Data Module</b> - Prints the <b>Student Personal Record Form (SPR)</b>	10 min.	ASFAU Personnel Wilchar Bermoy/Mercie Cagas
2	-Receives the printed SPR - Affixes signature on the printed SPR - And signs in the ID number and SPR releasing log-book	-Gives the printed SPR and asks the client to carefully read the SPR and affix his/her signature on the space provided -Asks the client to sign in the ID number and SPR releasing log-book	3 min.	ASFAU Personnel Wilchar Bermoy/Mercie Cagas
-End of Transaction-				

Type of Service: **Validation of Student in the Scholarship Program**

**I. List of Documentary Requirements**

**A. Primary Requirements**

- i. - Certificate of Scholarship or Scholarship endorsement (if available)
- ii. - Printed **Certificate of Registration (COR)**

**II. Schedule of Service Availability Monday to Friday (08:00 am – 05:00 pm)**

**III. Prescribed Step by Step Process**

Steps	Activity(ies)		Duration (upon actual Client and In-charge)	Responsible Person/s
	Client	Office/ Service Provider		
1	-Presents all the documentary requirements.	- Receives and evaluates all documentary requirements presented - validates the scholarship in the <b>ADD Scholarships</b> data module - Stamps the COR with the identified Scholarship Program	7 min.	ASFAU Personnel Wilchar Bermoy/Mercie Cagas
2	- Receives the COR with Scholarship validation stamp	-Advices the student to proceed to:  a. Sign in the Request for Refund Log-book <i>(if the student has already paid for his/her tuition and other school fees)</i>  b. Cashier for payment of remaining account <i>(for partial subsidy grants only);</i>	3 min.	ASFAU Personnel Wilchar Bermoy/Mercie Cagas
-End of Transaction-				

# OFFICE OF GUIDANCE AND COUNSELING CENTER

**SCHEDULE OF AVAILABILITY OF SERVICE:  
8:00 AM to 5:00 PM**

## Type of Service: TESTING

Type of Client	Documentary Requirement	Amount of Fees
Enrolled Students	<ol style="list-style-type: none"> <li>Referral Form (for referred students only)</li> <li>School ID</li> </ol>	Php. 150.00 (payment included in the Misc Fees)
Employee	<ol style="list-style-type: none"> <li>Official Receipt</li> <li>Valid ID</li> </ol>	Php. 250.00
Outside Clients	<ol style="list-style-type: none"> <li>Letter of intent duly signed by the referring agency</li> <li>Official Receipt</li> <li>Valid ID</li> </ol>	Php. 250.00

### I. How To Avail The Service

Steps	Activities		Duration	Persons Responsible
	Clients	Service Provider		
1.	Presents all the documentary requirements	<p>Accepts and verifies the submitted documentary requirements.</p> <p>For incomplete documents, advise the client on what has to be done.</p>	5 min.	Lorelie April R. Sagusay, RPm Psychometrician
2.	Registers on the Testing Logbook Release Testing Slip	Issues to the student the accomplished Testing slip where the date and time of the examination are indicated.	10 min.	Lorelie April R. Sagusay, RPm Psychometrician
3.	Take the Test	Administer the Test		Lorelie April R. Sagusay, RPm Psychometrician
	Neuropsychological Test		4 hours	
	Aptitude Test		2 hours	
	Interest Test		2 hours	
	Adjustment Test		2 hours	
	Personality Test		1 hour	
	Mental Ability Test		40 min.	
	EQ Test		20 min.	

4.	Claim test result	Interpret and release test results	After seven to ten (7-10) working days	<p>Lorelie April R. Sagusay, Rpm Psychometrician</p> <p>Kristyflor A. Fajarito, RGC CEEd Counselor</p> <p>Juvy Jam R. Encallado, Rpm CAS Counselor</p> <p>Joanne B. Adormeo CASNR Counselor</p> <p>Alfred R. Cruz CEIT Counselor Engineering Dept</p> <p>Caryl C. Mier CEIT Counselor IT Department</p>
<b>End of Transaction</b>				

### Type of Service: Entrance Examination

Type of Client	Documentary Requirement	Amount of Fees
Senior High School Students	1. Application for Admission Form 2. 1 pc. 2x2 picture	None
College Students	1. Official Receipt 2. Valid ID 3. 1 pc. 2x2 picture	Php. 250.00
Graduate School Students	1. Official Receipt 2. Valid ID 3. 1 pc. 2x2 picture	Php. 400.00

#### I. How To Avail The Service

Steps	Activities		Duration	Persons Responsible
	Clients	Service Provider		
1.	Go online registration at <a href="http://myschool.carsu.edu.ph/application-admission">http://myschool.carsu.edu.ph/application-admission</a>  <i>*Note            SENIOR HIGH SCHOOL(SHS)            APPLICANTS: Get your Application for Admission Form at the Senior High School Director's Office</i>	Applicants register online or visit at the CSU-ICT Center Net Cafe.	20 min.	Student

2.	Pay the testing fee	Receives payment and releases Official Receipt	15 min.	Cashier
3.	Presents all the documentary requirements	Accepts and verifies the submitted documentary requirements.  For incomplete documents, advise the client on what has to be done.	5 minutes per transaction	Lorelie April R. Sagusay, RPm <i>Psychometrician</i>
4.	Registers on the Testing Logbook  Receives Testing Slip	Issues Testing Slip where the date and time of the examination are indicated.	10 minutes per transaction	Lorelie April R. Sagusay, RPm <i>Psychometrician</i>
5.	Take the Test  *SHS and College Entrance Examination *Graduate School Entrance Examination	Administer the Test	2 hours 3 hours	Lorelie April R. Sagusay, RPm <i>Psychometrician</i>
6.	Claim test result	Interpret and release test results  <i>*Note: SHS and College: Claim the test result at the Admission, Scholarship, Financial Aide Unit (ASFAU)  Graduate School: Claim the test result at the Guidance and Counseling Center</i>	After seven to ten (7-10) working days	Wilchar Bermoy <i>ASFAU Staff</i>  Lorelie April R. Sagusay, RPm <i>Psychometrician</i>
<b>End of Transaction</b>				



**SCHEDULE OF AVAILABILITY OF SERVICES:**

**Monday to Friday**

**7:30 AM to 5:30 PM**

**NO NOON BREAK**

**Type of Service: COUNSELING**

Type of Client	Documentary Requirement
Referred	1. Call Slip 2. School ID
Walk-In	1. School ID

**II. How To Avail The Service**

Steps	Activities		Duration (upon actual contact of the Student and the College In-charge)	Persons Responsible
	Client	Service Provider		
1	Presents all the documentary requirements	Receive Students	At most 5 min.	Guidance Counselors:  May A. Ocarez. RGC CED: Kristyflor A. Fajarito, RGC CAS: Jovy Jam R. Encallado, RPh CASNR: Joanne B. Adorneo CEIT-Engineering: Alfred R. Cruz CEIT-Computer Studies/Senior High School: Caryl C. Mier
2	Avails/Receives Consultation/ Counseling	Conduct Consultation/ Counseling  Prepare Case Notes  Refers to External Expert if beyond normal situation/cases  Update Records	Maximum of 1 Hour	Guidance Counselors:  May A. Ocarez. RGC CED: Kristyflor A. Fajarito, RGC CAS: Jovy Jam R. Encallado, RPh CASNR: Joanne B. Adorneo CEIT-Engineering: Alfred R. Cruz CEIT-Computer Studies/Senior High School: Caryl C. Mier
3	Evaluate Service	Customer Feedback Generation	At most 5 min.	Josephine Q. Belmonte QUAMS Staff
<b>End of Transaction</b>				