



CITIZEN'S CHARTER



**CARAGA STATE UNIVERSITY
CABADBARAN CAMPUS
Cabadbaran City**

<http://www.csucc.carsu.edu.ph>

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

Adaptability

Resourcefulness

Service – Oriented

Unity

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 Head of Academic Affairs
343-1020 local 614

or The Head of Students Affairs and Services
343-1020 lcal 612

FILING A COMPLAINT

The Complainant may submit a letter or affidavit of complaint against an administrative official or staff of CSUCC addressed to the Campus Director. The Campus Director 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 Head of Academic Affairs (OHAA) and the OHAA shall endorsed it to the Department Chairman concerned for investigation and appropriate action before the same shall be indorsed 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 Head 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:

343-1020 local 601
The Campus Director

343-1020 local 602
The Chief Administrative Officer

343-1020 local 614
The Head of Academic Affairs

343-1020 local 612
The Head of Student Affairs and Services

FRONTLINE SERVICES

OFFICE OF THE UNIVERSITY REGISTRAR

Validation of Student Enrollment
Filing of Request for the Release of Academic Records
Claiming of Requested Academic Records

OFFICE OF STUDENT AFFAIRS AND SERVICES (OSAS)

Student ID validation
Student ID Application
Application for the Issuance of a Certificate of Good Moral Character (CGMC)
Signing of Clearance

OFFICE OF STUDENT SCHOLARSHIP AND FINANCIAL ASSISTANCE UNIT (SSFAU)

Scholarship Application and Academic & Non-Academic Scholarship Application
Confirmation of Sponsored Scholarship Grant
Availment of Student Loan

OFFICE OF ADMISSIONS, COUNSELING AND TESTING CENTER (ACTC)

CSUCC Scholarship and Admission Examination
Counseling Services
Testing Services and Interpretation
Career and Vocational Guidance
Individual Inventory Service
Referral Services
Job Information and Placement Services

HUMAN RESOURCE MANAGEMENT OFFICE

Application for Leave (CSC – Form 6)
Document Request (Certificate of Employment, Service Record)

LIBRARY

Activation of Student Account in the Library
Library Reference Assistance/Guidance
Photocopy of Library Materials
Circulation – Borrowing Services
Circulation – Returning of Books
Computer/Internet Access
Library Signing of Clearance

OFFICE OF THE UNIVERSITY REGISTRAR

- Service Title : **REQUESTING OF DOCUMENTS**
(Transcript of Records (TOR), Form 137, Diploma, Re-issuance of Diploma, Honorable Dismissal, Certifications and Authentication of Documents)
- Office Address : Office of the Registrar, Caraga State University
 Cabadbaran Campus, Cabadbaran City
 Tel.No. (085) 343-1885
- Head of Office : Sonny T. Dacanay, MPA
- Who can avail of the services : Students and Graduates of the University
- Requirements :
 1. Duly accomplished request form
 2. Duly signed clearance
 3. Official receipt of payment for the request made
 4. Documentary stamp(s) needed
 5. NSO Birth Certificate
 6. TOR/Form-137 from previous school
 7. Exit interview *(for those who wish to transfer)*
- Schedule of availability of service : Monday – Friday (7:30 AM to 5:00 PM)
- Duration : 20-30 minutes
- Fees Required :

Type of Documents	Amount
Transcript of Records / Form 137	P 50.00/page
Honorable Dismissal/Certificates	P 50.00/page
Re-issuance of Diploma	P 100.00/copy
Authentication of Documents	P10.00/page

How to Avail of the Service: Requesting of Documents

Steps	Client	Service Provider	Duration	Person In-charge
1. Request	- Secures and fills up request form	- Provides request form to be filled –up by the clients	5 minutes	Rey D. Odtojan (DEIT)
2. Payment of fees	- Pays needed fees to the cashier’s office	- Receives request form and official receipt	3 minutes	
3. Verification of needed documents	- Inquires for any lacking documents required by the office of the registrar	- Checks submitted documents: <ul style="list-style-type: none"> • NSO Birth Cert., • Duly signed clearance • Form 137/TOR • Exit interview <i>(if necessary)</i> 	5-19 minutes	Rizel F. Triumfante (DTS)

4. Issuance of Claim Stub / Documents	- Waits for issuance of claim stub / documents.	- Issues documents / claim stub indicating date and time of release. <i>(TOR/Form 137/Re-issuance of Diploma – 5 days, Diploma/Certifications/ Authentication of documents – 1 hour)</i>	3 minutes	Cheryl C. Palma (DITTE)
-End of Transaction-				

RELEASING OF DOCUMENT

Steps	Client	Office/Section	Duration	Section In-charge
1	- Presents the claim stub	- Checks the documents for release	3 minutes	Rey D. Odtojan (DEIT)
2	- Provides documentary stamp(s) <i>(the number of required documentary stamps should corresponds to the number of documents requested, except authentication)</i>	- Receives documentary stamp(s) and stamps to the document	2 minutes	Rizel F. Triumfante (DTS)
3	- Receives the document	- Records the document in the logbook and releases the document to the client	5 minutes	Cheryl C. Palma (DITTE)
-End of Transaction-				

Service Title : **ISSUANCE OF CERTIFICATE OF REGISTRATION (COR)**

Office Address : Office of the Registrar, Caraga State University
Cabadbaran Campus, Cabadbaran City
Tel.No. (085) 343-1885

Head of Office : Sonny T. Dacanay, MPA

Who can avail of the services : Students who wish to enroll in the University
Requirements in requesting of documents :

1. Official Receipt (OR) of student's tuition fee
2. Enrolment draft
3. Duly signed clearance *(for old students)*

Schedule of availability of service : Monday – Friday (7:30 AM to 5:00 PM)

Duration : 5 minutes

How to Avail of the Service:

Step	Client	Service Provider	Duration	Person In-charge
1	- Presents the OR, accomplished enrolment draft and duly signed clearance	- Checks the encoded subjects in the enrolment information system vis-à-vis subjects in the enrolment draft	3 minutes	Rey D. Odtojan (DEIT)
2	- Wait for the processing to be completed	- Validates the name of the student and prints the COR	1 minute	Rizel F. Triumfante (DTS)
3	- Receives the COR	- Releases the COR to the student	1 minute	Cheryl C. Palma (DITTE)
-End of Transaction-				

OFFICE OF STUDENT AFFAIRS AND SERVICES (OSAS)

1. Type of service : **Student ID Validation**

Documentary requirements :

- Student ID
- Validated Certificate of Registration (COR) for the current semester

Schedule of Availability: **Monday to Friday (8:00 A.M. – 5:00 P.M.)**

Steps	Activity		Duration	Responsible Person/s
	Client	Office/ Service Provider		
1	-Presents all requirements	- Receives and evaluates all requirements presented. -Examines the student's ID - Stamps the COR with ID validation mark. - Places a validation sticker to the Student's ID card.	3 min.	Judith Duerme
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.	Judith Duerme
-End of Transaction-				

2. Type of service: **Student ID Application**

Documentary requirements:

- Validated COR
- Old ID (for re-application)

Steps	Activity		Duration	Responsible Person/s
	Client	Office/ Service Provider		
1	- Presents all requirements	-Receives and evaluates all requirements presented. - Gives ID Application Form 01-A	1 min.	Judith Duerme
2	-Accomplishes ID Application Form 01-A	-Evaluates the application -Approves the application -Advices the client to pay the ID Fee at the Cashier’s Office	5 min.	Judith Duerme
3	-Pays the ID Fee at the Cashier’s Office	-Issues official receipt of ID payment	1 min.	Milagros C. Arante
4	-Returns the Application Form with the official receipt of the ID Fee	-Evaluates the documents presented	1 min.	Judith Duerme
5	-Fill up ID Application Form 1-B	-Evaluates the Application -Advices the client to proceed to the ICT for picture taking	1 min.	Judith Duerme
6	-Submits the Application to the ICT	-Takes picture of the client -Advices the client on the date of claiming the ID	3 min.	Mark Novem Grisola

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

Documentary requirements:

Primary requirements:

- Duly accomplished CGMC Request Form
- Valid Identification Card
- Official receipt as proof of payment for the issuance of CGMC

Secondary Requirements: *(in case, a second person files the request)*

- Duly accomplished **Authorization Form**
- One (1) photocopy of student’s ID card, and presents the original ID for verification purpose only.
- One (1) photocopy of the Authorized person’s ID, and presents the original ID for verification purpose only.

Schedule of Service Availability: Monday to Friday (8:00 a.m. – 5:00 p.m.)

Steps	Activity		Duration	Responsible Person/s
	Client	Office/ Service Provider		
1	- Presents all the documentary requirements.	- Receives and evaluates all documentary requirements presented -Refers to the Record of Student's Violations. - Prints CGMC	10 min.	Judith M. Duerme
2	- Receives the CGMC - Logs in the CGMC Logbook	-Issues the CGMC	3 min.	Judith M. Duerme

4. Type of Service: **Signing of Clearance**

Steps	Activity		Duration	Responsible Person/s
	Client	Office/ Service Provider		
1	-Secures CSG Clearance	-	1 min.	Arnel Alipao
2	-Presents CSG clearance -Presents validated ID	-Examines all required documents	1 min.	Judith M. Duerme
3	-Recites the University Vision and Mission -Sings the CSU Hymn	-Listens to the recitation of the University Vision and mission and the singing of the CSU Hymn -Corrects any omission or addition made	6 min.	Judith M. Duerme
4	-Renders two-hour community service (for late ID validation and late ID application)	-Imposes the policy of the university on mandatory two-hour community service for late ID validation and late ID application	2 hrs	Judith M. Duerme
- End of Transactions -				

OFFICE OF STUDENT SCHOLARSHIP AND FINANCIAL ASSISTANCE UNIT (SSFAU)

1. Type of Service : BOLD (Barangay Officials' Legal Dependents) Scholarship Application and Academic & Non-Academic Scholarship Application

Client : Legal dependents of Incumbent Barangay Officials, Dean's Listers and Interested students

Documentary Requirements:

A. BOLD Scholarship Application

- a. Application Letter/ Letter of Intent
- b. DILG Certification that the parent of applicant is an incumbent barangay official
- c. Latest Income Tax Return of parents
- d. Photocopy of the Certificate of Registration (COR)

- e. Report Card (freshmen) or Evaluation of Grades of the previous semester (old students)
- f. Photocopy of applicant's birth certificate
- g. List of qualified dependents of parents who are below 21 yrs. old

B. Academic and Non-Academic Scholarship Applications

- a. Application Letter/Letter of Intent
- b. Photocopy of the Certificate of Registration (COR)
- c. Report Card (freshmen) or Evaluation of Grades of the previous semester (old students)

Schedule of Service Availability: Monday to Friday (7:30 A.M. – 4:00 P.M.)

Steps	Activity		Duration	Responsible Person/s
	Client	Office/ Service Provider		
1	- Submits all documentary requirements	- Receives and verifies documentary requirements submitted - Evaluates and ranks scholarship application according to grade, family income and number of dependents - Notifies qualified applicants and post announcement of qualified applicants	2 mins 2 hrs (from the date of the deadline of submission)	Ropa A. Arpilleda
2	- Presents original Certificate of Registration (COR), if qualified - Fills-up Masterlist of Scholars' form	- Stamps COR with the identified scholarship program, period of validity and amount of scholarship grant	2 mins.	Ropa A. Arpilleda
End of Transaction				

2. Type of Service : Confirmation of Sponsored Scholarship Grant

Client : Scholars of Sponsoring Agencies

Documentary Requirements :

1. Notice of Award/Certificate of Scholarship/ Enrolment Letter from respective sponsors
2. Certificate of Registration (COR)

Schedule of Service Availability : Monday to Friday (7:30 AM – 4:00 PM)

Steps	Client	Office or Service Provider	Duration	Responsible Person
1	- Presents documentary requirements	- Receives and verifies documentary requirements submitted - Check certificate of scholarship against Master list of Scholars from Sponsor (if available) - Acknowledge receipt of the documents submitted by affixing the	3 mins	Ropa A. Arpilleda

		date and time of receipt and signature of receiver		
2	- Presents original Certificate of Registration (COR), - Fills-up Masterlist of Scholars' form	- Stamps COR with the identified scholarship program, period of validity and amount of scholarship grant	3 mins.	Ropa A. Arpilleda
End of Transaction				

3. Type of Service : Availment of Student Loan
Client : Qualified third year and fourth year college students
Documentary Requirements :
1. Letter of Intent
 2. 1 pc. 2x 2 ID picture
 3. Photocopy of guarantor's ID
 4. Community Tax Certificate (Cedula)
 5. Photocopy of COR
 6. Latest Income Tax Return of Parents
- Form : Student Loan Application Form
Schedule of Service Availability: Monday to Friday (7:30 A.M. – 4:00 P.M.)

Steps	Client	Office or Service Provider	Duration	Responsible Person
1	- Presents documentary requirements - Fills-up student application form	- Receives and verifies documentary requirements submitted - Checks student application form - Have the forms photocopied and signed by school authorities - Have the form notarized by a notary public	3 mins 1 week	Ropa A. Arpilleda
2	- Presents original Certificate of Registration (COR)	- Stamps COR with the identified scholarship loan program, period of validity and amount of loan granted	3 mins.	Ropa A. Arpilleda
End of Transaction				

OFFICE OF ADMISSIONS, COUNSELING AND TESTING CENTER (ACTC)

Vision:

The ADMISSIONS, COUNSELING and TESTING CENTER (ACTC) supports in the realization of the Caraga State University's Vision and Mission by providing opportunities to individual students to attain maximum personal growth and development.

Mission:

To develop and implement relevant programs and services that will cater the personal, social, emotional, educational and career needs of students.

Office Address : Admissions, Counseling & Testing Center
CSU – Cabadbaran Campus
City of Cabadbaran
Tel. No. (085) 343-1881 and (085) 343-1020

Head of Office : Anna Lyn A. Masing, RGC

SCHEDULE OF AVAILABILITY OF SERVICES:

Monday to Friday 7:30 a.m. to 5:00 p.m.
NO NOON BREAK

Service Title : CSUCC Scholarship and Admission Examination

Service Description :

All incoming students who would like to enroll in CSU – Cabadbaran Campus for High School and College programs are required to take the scholarship and admission examination.

Students should complete the requirements for easy processing and application. The actual examination time allotment for high school and college examinees is 40 minutes. A maximum of 5 working days is given for high school examinees and 7 working days for college examinees to wait for the release of examination results.

Clientele : All Incoming Students

Requirements for the examination:

1. Report Card [Photocopy], high school students should have a general average of 80 and above.
2. Two (2) copies 1x1 ID pictures which will be attached to the marked places in the application form.
3. Fully accomplished Application Form.
4. Examination fee to be paid at the CSU cashier (Non-Refundable)

SCHEDULE OF AVAILABILITY OF SERVICES:

Monday to Friday 8:00 a.m. to 5:00 p.m. (NO NOON BREAK)

Examination fee:

Two Hundred Fifty Pesos (Php 250.00) for all new college applicants.
One Hundred Pesos (Php 100.00) for all new high school applicants.

HOW TO AVAIL THE SERVICE:

Releasing of Examination Results:

High School: 10 working days after the actual date of examination.

College: 10 working days after the actual date of examination.

Step	Client	Duration of Activity	Person In-charge
1. Provide application form to the applicants	- Fills – up Application Form	- 5 minutes or depending upon the pace of the client	Nova E. Estenzo/Anna Lyn A. Masing/Reynalyn D. Baldo
2. Paying	- Pays examination fee to the cashier	- Maximum of 5 minutes from the time payment is given to the cashier	Allen Marie C. Gambala/Gretchen C. Viray
3. Submission of requirements	- Submit all requirements including official receipt of testing fee	- Maximum of 5 minutes from the time requirements were handed to the ACTC personnel	Nova E. Estenzo/Anna Lyn A. Masing/Reynalyn D. Baldo
4. Actual examination	- Takes the examination	- 1 hour for high school students and 3 hours for college students	Nova E. Estenzo/Anna Lyn A. Masing
5. Releasing of results	- Obtain examination result	- Maximum of 10 working days for both high school and college students after actual date of examination	Nova E. Estenzo/Anna Lyn A. Masing

Service Title : **Counseling Services**

Service Description :

Counseling is the heart of the guidance services. Before the counselor conducts counseling there must be basis for individual or group counseling. Guidance personal inventory data, interviews and referrals serve as bases for counseling. Added to this, counseling should be conducted to meet the needs of the students. This is to assist the students’ need to help develop pleasant or desirable attitudes and values.

Counseling may be conducted *individually*, a face – to face conversation between the counselor and the student/client, or *group counseling*, which is conducted to several students who have similar concerns.

Clientele : All Students

HOW TO AVAIL THE SERVICE:

➤ Counseling

Step	Client	Duration of Activity	Person In-charge
1. Conducts counseling session to the student/s	- Avails counseling service	Maximum of 1 hour	Nova E. Estenzo/Anna Lyn A. Masing
2. Follows – up the student/client	- Returns for follow – up counseling session	Maximum of 1 hour	Nova E. Estenzo/Anna Lyn A. Masing

Service Title : **Testing Services and Interpretation**

Service Description :

The primary objective of this service is to assess the students' individual performances in terms of their academic, interests, capabilities and skills. Different types of testing will be given such as:

- Personality Test
- Intelligent Quotient Test
- Aptitude Test
- Interest Test

Clientele : All students

HOW TO AVAIL THE SERVICE:

Step	Client	Duration of Activity	Person In - charge
1. Scheduling of Psychological tests per year level by course	- Enlists name for schedule on taking the test	- 5 minutes	Nova E. Estenzo/Anna Lyn A. Masing/Reynalyn D. Baldo
2. Psychological Examination <ul style="list-style-type: none">● Personality Test● Intelligent Quotient Test● Aptitude Test● Interest Test	- Takes the exam	- No time limit for Personality and Interest tests - 3 hours for I.Q and Aptitude Tests	Nova E. Estenzo/Anna Lyn A. Masing
3. Release of results	- Gets the psychological test result	- Maximum of 7 working days after the actual examination (per test)	Nova E. Estenzo/Anna Lyn A. Masing
4. Interpret the result to the client	- Be informed about his/her psychological test result	- 15 minutes per test	Nova E. Estenzo/Anna Lyn A. Masing

Service Title : **Career and Vocational Guidance**

Service Description :

This service is designed to help students, particularly high school graduating students, find their appropriate niches in the school and vocational setting.

A seminar will be conducted for the high school graduating students, in which different speakers are invited to give them information about different courses which they may possibly enroll in college. Further, occupational interest test is also given for them to know their areas of interest.

Intensive career information drive is also conducted to different high schools within Caraga Region to disseminate to students reliable information about the different courses offered in this university.

Clientele : High School Graduating Students

HOW TO AVAIL THE SERVICE:

Step	Client	Duration of Activity	Person In - charge
1. Schedule Career Guidance Seminar	- Be informed about the schedule posted in the bulletin board	1 minute	Nova E. Estenzo/Anna Lyn A. Masing
2. Conduct Career Guidance Seminar	- Attends Career Guidance Seminar	Half - day	Nova E. Estenzo/Anna Lyn A. Masing
3. Conduct Occupational Interest test	- Takes the test	No time limit	Nova E. Estenzo/Anna Lyn A. Masing
4. Career Counseling session	- Avails counseling session as scheduled	1 hour	Nova E. Estenzo/Anna Lyn A. Masing

Service Title : **Individual Inventory Service**

Service Description :

This service aims to have the necessary information of each student of the school. This is also a tool to help the students know themselves better as they answer and give significant information about oneself. These include records about the information in areas such as:

- Personal Information
- Family Background
- Medical, Dental and Physical Status
- Psychological Test Results and Interpretation
- Personal Interviews

The individual records of the students must be updated and organized and should be treated as confidential. Only authorized personnel has the right to view the IIS records of the students.

Clientele : All Students

HOW TO AVAIL THE SERVICE:

Step	Client	Duration of Activity	Person In - charge
1. Distributes Guidance Personal Inventory Data (GPID) for new students	- Fills – up the GPID form	15 minutes	Nova E. Estenzo/Reynalyn D. Baldo
2. Checks filled - up GPID form of new students	- Submits GPID form for checking	2 minutes	Nova E. Estenzo /Reynalyn D. Baldo
3. Updates student individual files in all levels	- Submits the updated data such as medical & dental certificates.	5 minutes	Nova E. Estenzo /Reynalyn D. Baldo

Service Title : **Referral Services**

Service Description :

These are actions done by person/s within the organization or institution that sees the needs of the individual. Thus, assistance of the counselor is needed. Basically, teachers, school mates,

administrators and parents/guardians may refer certain student for counseling or uses professional resources of the school to refer students when needed.

Clientele : Teachers, Administrators, Parents/Guardians and Students

HOW TO AVAIL THE SERVICE:

Step	Client	Duration of Activity	Person In - charge
1. Addresses the need of the client through Counseling	- Takes counseling session	Maximum of 1 hour	Nova E. Estenzo/Anna Lyn A. Masing
2. Follows – up the client being referred	- Takes counseling session	Maximum of 1 hour	Nova E. Estenzo/Anna Lyn A. Masing

Service Title : **Job Information and Placement Services**

Service Description :

This service is designed to assist students particularly the graduating college students find a job and give them awareness on the occupational needs and opportunities. Seminar- workshop for on-the-job trainees is also given to the students to give them information and details on how to land a job.

Clientele : Graduating College Students

HOW TO AVAIL THE SERVICE:

Step	Client	Duration of Activity	Person In - charge
1. Conducts seminar-workshop for on-the-job trainees	- Attends the seminar-workshop for on-the-job trainees	1 day	Nova E. Estenzo/Anna Lyn A. Masing/Reynalyn D. Baldo

Service Title : **Follow – up Service**

Service Description :

This service is designed to monitor activities of the students and have consultations or conferences with teachers and parents. Further, this may also help assist the slow learners develop their intellectual skills and personality deficiencies and to discover and enhance hidden the talents or skills of some students.

Clientele : All Students

HOW TO AVAIL THE SERVICE:

Step	Client	Duration of Activity	Person In - charge
1. Follows – up students’ needs and concerns	- Takes follow – up counseling session/s	Maximum of 1 hour	Nova E. Estenzo/Anna Lyn A. Masing

HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)

Type of Service: Application for Leave (CSC – Form 6)

Steps	Activity		Duration	Responsible Person/s
	Client	Office/ Service Provider		
1	- Submits Application for Leave	- Receives / records and classifies leave applications	30 mins.	Roxan M. Ilustrisimo. / Royolyn L. Alico
		- Computes, processes and verifies leave document	10 mins	Roxan M. Ilustrisimo. /
		- Reviews, examines and certifies as to leave balance and checks as to entries and computation	5 mins.	Royolyn L. Alico
		- Submits application for Leave to the Office of the Campus Director	5 mins.	Ma. Luzviminda B. Bajade
		- Returns approved Application for Leave to the HRMO Office	5 min.	Lolita P. Maragañas, Ed. D.
2	- Claims copy of approved Application for Leave	- Segregates and releases approved Application for Leave	10 min.	Ma. Eunice A. Niño franco
				Roxan M. Ilustrisimo. / Royolyn L. Alico
-End of transaction-				

Type of Service : **Document Request**

(Certificate of Employment, Service Record, Documents, etc. at the HRMO Office)

Steps	Activity		Duration	Responsible Person/s
	Client	Office/ Service Provider		
1	<ul style="list-style-type: none"> - Fills up document request form - Pays to Cashier's Office 	<ul style="list-style-type: none"> - Provides document request form to be filled- up by requisitioner - Issues official receipt 	5 mins.	Roxan M. Ilustrisimo. / Royolyn L. Alico Gretchen C. Viray
2	Presents official receipt to the HRMO	<ul style="list-style-type: none"> - Prepares the document requested - Signs the official document - Affixes dry seal to the document (for certificate/s) 	10 mins. 5 mins. 3 mins.	Roxan M. Ilustrisimo. / Royolyn L. Alico Ma. Luzviminda B. Bajade Roxan M. Ilustrisimo. / Royolyn L. Alico
3	<ul style="list-style-type: none"> - Claims the requested document 	Serves/releases the document/s request	5 mins.	Roxan M. Ilustrisimo. / Royolyn L. Alico
-End of transaction-				

LIBRARY

1. Title of Library Frontline Services: **Activation of Student Account in the Library**

Schedule : Monday – Friday, 7:30 A.M. - 5:30 P.M.
 Clients : Students, Faculty and Staff
 Duration : 4 Minutes

STEPS TO AVAIL THE SERVICES:

Steps	Applicant/Client Activity	Service Provider/ Unit Activity	Duration of Activity During Normal Conditions	Person In-charge	Fees	Forms	Output from the Service Provider
1	- Presents Student Certificate of Registration (COR) and Individual Faculty Loading	Library	2 minutes	Mildred L. Monteclaro/ Gloria Hornido/ Dennis Limen	None	None	Profiling of library patrons
2	- Request for New Student Borrowers Card (including transferees)	Library	2 minutes	Mildred L. Monteclaro	None if replacement of old BC/ Php 10.00 for freshmen and transferee student	Borrowers Card	Borrowers Card activated and ready to use

2. Title of Library Frontline Services: **Library Reference Assistance/Guidance**

Schedule : Monday – Friday, 7:30 A.M. - 5:30 P.M.
 Clients : Students, Faculty and Staff
 Duration : 6 Minutes

STEPS TO AVAIL THE SERVICES:

Steps	Applicant/Client Activity	Service Provider/ Unit Activity	Duration of Activity During Normal Conditions	Person In-charge	Fees	Forms	Output from the Service Provider
1	- Log-in at the counter provided for daily library users	Library	1 Minute	Gloria Hornido/ Dennis Limen	None	Log-In Form	Provides daily statistical data of library user

2	- Requests Assistance on the location of materials to use or borrow	Library	2 minutes	Mildred L. Monteclaro/ Gloria Hornido/ Dennis Limen	None	None	Needs assisted by the Librarian
3	- Locates the book in the shelves	Library	2 minutes	Mildred L. Monteclaro/ Gloria Hornido/ Dennis Limen	None	None	Books are identified in the location
4	- Pulls out the books in the shelves	Library	1 Minute	Student/ User	None	None	Book is read/ browsed by the client

3. Title of Library Frontline Services: **Photocopy of Library Materials**

Schedule : Monday – Friday, 7:30 A.M. - 3:00 P.M.
 Clients : Students, Faculty and Staff
 Duration : 6 minutes

STEPS TO AVAIL THE SERVICES:

Steps	Applicant/Client Activity	Service Provider/ Unit Activity	Duration of Activity During Normal Conditions	Person In-charge	Fees	Forms	Output from the Service Provider
1	- Select material for photocopying	Library	2 Minutes	Gloria Hornido/ Dennis Limen	None	None	Provide materials to be photocopy
2	- Presents Materials for checkout for photocopying	Library	1 Minute	Gloria Hornido/ Dennis Limen	None	Photocopying form	Provide Materials to be photocopy
3	- Fills up photocopying slip for the material	Library	1 Minute	Gloria Hornido/ Dennis Limen	None	None	Filled up form is checked
4	- Checks out the book	Library	1 Minute	Gloria Hornido/ Dennis Limen	None	Book Card Borrowers Card	Book has been check out to the student maximum of 30 minutes out in the library

5	- Returning of the book from Photocopying	Library	1 Minute	Gloria Hornido/ Dennis Limen	None	None	Book Card returned to the book pocket and Borrowers card to the clients. Book is returned in the shelves
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4. Title of Library Frontline Services: Circulation – Borrowing Services

Schedule : Monday – Thursday, 3:00 P.M., Friday- Starts at 10:00 A.M.

Clients : Students, Faculty and Staff

Duration : 5 Minutes

STEPS TO AVAIL THE SERVICES:

Steps	Applicant/Client Activity	Service Provider/ Unit Activity	Duration of Activity During Normal Conditions	Person In-charge	Fees	Forms	Output from the Service Provider
1	- Client select the material for borrowing up to 2 books for the period of 2 days - For faculty, Individual Faculty Loading (IFL) is presented and books can be borrowed for the whole semester	Library	2 Minutes	Gloria Hornido/ Dennis Limen	None	None	Book is checked
2	- Presents Material and Borrowers Card at the counter	Library	2 Minutes	Gloria Hornido/ Dennis Limen	None	Fill Up the Book Card	Book is check out to the client
3	- Borrowers Card presented and leaved at the counter with the borrowed books	Library	1 Minute	Gloria Hornido/ Dennis Limen	None	None	Book card inserted in the Borrowers card indicating the due date of the book

5. Title of Library Frontline Services: Circulation – Returning of Books

Schedule : Monday –Friday, 7:30 A.M. - 12:30 P.M.
 Clients : Students, Faculty and Staff
 Duration : 3 Minutes

STEPS TO AVAIL THE SERVICES:

Steps	Applicant/Client Activity	Service Provider/ Unit Activity	Duration of Activity During Normal Conditions	Person In-charge	Fees	Forms	Output from the Service Provider
1	- Present Borrowed books	Library	1 Minute	Gloria Hornido/ Dennis Limen	None	None	Checked Borrower's Card
2	- Books inspected and Book Card inserted back to the book pocket	Library	1 Minute	Gloria Hornido/ Dennis Limen	None if books returned within the next 2 days after borrowing	None	Checked students borrowed item
3	- Pays the penalty for overdue if any	Library	1 Minute	Mildred L. Monteclaro	Php 5.00 per day if overdue	Logs in the amount paid in the logbook and signed	Record fines in the logbook and the book/s is returned in the shelves

6. Title of Library Frontline Services: Computer/Internet Access

Schedule : Monday –Friday, 9:00 A.M. - 5:00 P.M.
 Clients : Students, Faculty and Staff
 Duration : minutes

STEPS TO AVAIL THE SERVICES:

Steps	Applicant/Client Activity	Service Provider/ Unit Activity	Duration of Activity During Normal Conditions	Person In-charge	Fees	Forms	Output from the Service Provider
1	- Students queuing	Library Computer area		Gloria Hornido/ Dennis Limen	None	None	Library Assistant overseeing the students activities

2	- Looks for vacant PC	Library Computer area	1 Minute	Gloria Hornido/ Dennis Limen	None	None	Library Assistant overseeing the students activities
3	- Utilizes PC	Library Computer Area	Maximum of 1Hour/ student/ day	Gloria Hornido/ Dennis Limen	None	Log In form	Library Assistant overseeing the students activities

7. Title of Library Frontline Services: Library Signing of Clearance

Schedule : Monday – Friday, 7:30 A.M. - 5:30 P.M.
 Clients : Students, Faculty and Staff
 Requirements : Students Borrower’s Card, Employees ID
 Duration : 7 Minutes- Faculty / 5 Minutes - Students

STEPS TO AVAIL THE SERVICES:

Steps	Applicant/Client Activity	Service Provider/ Unit Activity	Duration of Activity During Normal Conditions	Person In-charge	Fees	Forms	Output from the Service Provider
1	-Presentations of the Clearance Form & Borrowers Card	Library	1 minute	Mildred L. Monteclaro/ Gloria Hornido/ Dennis Limen	None	Clearance Form Borrower’s Card	Check entries of form and validity of Borrower’s Card
2	-Checking of student/faculty/staff account in the library	Library	Faculty- 5 mins. Students -3 mins	Mildred L. Monteclaro/ Gloria Hornido/ Dennis Limen	Pay account if any , for lost books or overdue account	None	Unreturned books or overdue accounts are checked
3	-Signing of Clearance	Library	1 minute	Mildred L. Monteclaro	None	Clearance Form	Signed Clearance

Prepared by:

Office of the University Registrar
 Office of Student Affairs and Services (OSAS)
 Office of Student Scholarship and Financial Assistance Unit (SSFAU)
 Office of Admissions, Counseling and Testing Center (ACTC)
 Human Resource Management Office
 Library

: SONNY T. DACANAY
 : JUDITH M. DUERME
 : ROPA A. ARPILLEDA
 : ANNA LYN A. MASING
 : MA. LUZVIMINDA B. BAJADE
 : MILDRED L. MONTECLARO