



Abra State Institute of Sciences & Technology

CITIZEN'S CHARTER
2024 (1st EDITION)



I. Mandate

The Abra State Institute of Sciences and Technology is a public college in the Philippines. It is mandated to provide technological, professional, technical and vocational education. It is also mandated to inspire leadership in the field of agriculture, forestry, home technology, agricultural education and industry, through scientific research and extension. Its main campus is located in Lagangilang, Abra.

II. Vision

A University that produces graduates who are academically competitive, locally responsive and globally sustained.

III. Mission

We are committed to be agents in the development of Abra through enhanced instruction, creative and innovative researches and projects for public and community services towards a globally competitive professionals who contribute to the realization of a nation that enjoys strongly rooted comfortable and secure life.

IV. Service Pledge

CORE VALUES

Commitment	- Selfless Service
Humility	- God Fearing
Accountability	- Honest, Transparent & Participative
Moderation	- Modest Living
Prudence	- Tactful Prompt and Punctual
Integrity	- Wholesomeness of Being
Obedience	- Law-Abiding
Nationalism	- Love of People and Country

V. Goals

1. To produce quality graduates who are locally and globally competitive.
2. To develop/generate new knowledge and verify client-oriented technologies and other solutions to development problems.
3. To disseminate and showcase client-responsive technologies and other solutions to development problems toward an improved welfare of local communities.



4. To engage in viable income generating projects (IGP) to augment the finances of the college.
5. To realize ASIST as a dynamic and responsive, learning and performing organization efficiently and effectively managing its resources.

VI. Quality Policy

Abra State Institute of Sciences and Technology commits a continual improvement of its system and process to ensure effective and efficient delivery of its services towards sustained clientele satisfaction.



FOREWORD

The Abra State Institute of Sciences and Technology seeks to become “a *University that produces graduates who are academically competitive, locally responsive and globally sustained*”. A vision that requires everybody in the ASIST organization to strive for excellence in providing effective and efficient delivery of professional services to all its clients, particularly the students.

Pursuant to Republic Act No. 11032: An Act Promoting of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485 otherwise known as the Anti-Red Tape Act of 2007, this Fiscal Year 2024 1st Edition of the ASIST Citizen’s Charter is articulated in accordance with the provisions of ARTA Memorandum Circular No. 2021-10 Series of 2021 “Validation Guidelines on Citizen’s Charter Compliance for the Fiscal Year 2024 Performance Based-Bonus (PBB).”

To realize this objective, ASIST, like all the government agencies and instrumentalities, has set up its “service standards” in what is known as the “**Citizen’s Charter**”. This is an official document, communication, or a pledge that is posted as an information billboard at the main entrance of offices and the most conspicuous places, and the institution’s website in the form of published materials written in English for the information of all concerned.

Introduced in this edition of the ASIST Citizen’s Charter is the inclusion of the digitization of the internal and external frontline services of the Research and Development unit.

Everyone in the ASIST organization is expected and enjoined to provide services according to the set standards in this ASIST Citizen’s Charter towards sustained clientele satisfaction.


GREGORIO T. TURQUEZA JR.
College President II



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Accounting Office

External Services



1. Assessment of School Fees

Assessment of school fees is undertaken to determine the amount to be paid by enrollees.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Incoming students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished and signed Certificate of Registration (COR) – 1 copy		ASIST – Registrar’s office		
2. Official receipt for paid fees (Miscellaneous and Insurance Fees) – 1 copy		ASIST – Cashiering Office		
3. Certificate of Special Subjects enrolled, if applicable – 1 copy		ASIST – CAFC/CAS/CTE Dean’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents duly accomplished COR and other documentary requirements	1.1 Processes enrollment	None	1 minute	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag / Mark Clarence G. Picar <i>Staff In-Charge</i>
2. Pays the required fees to the cashier	2.1 Issues Official receipt	40.00 Miscellaneous Fee 30.00 Insurance Fee, 1st Sem only 25.00 Certification Fee 500.00 PLEF, for 4th yr students	2 minutes	Cashier’s Office Staff



3. Presents official receipt to the Accounting office for posting	3.1 Posts payment in the student account ledger	None	1 minute	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag / Mark Clarence G. Picar <i>Staff In-Charge</i>
4. Receives COR with accounting validation	4.1 Signs the "Accounting" portion of COR	None	1 minute	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag / Mark Clarence G. Picar <i>Staff In-Charge</i>
TOTAL:		95.00 (1st yr–3rd yr students) 595.00 (4th yr students)	5 minutes	

2. Issuance of Statement of Account

Statement of Accounts are issued to provide the clients, records of transactions and details of assessed amount.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Incoming students Parents/guardians Scholarship sponsors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished and signed Certificate of Registration – 1 copy		ASIST – Registrar’s office		
2. Official receipt for the payment of certification fee – 1 copy		ASIST – Cashier’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays certification fee to the Cashier	1.1 Issues Official Receipt	25.00 Certification fee	1 minutes	Cashier’s Office Staff
2. Presents official receipt and duly accomplished Certificate of Registration	2.1 Processes the requested statements	None	3 minutes	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag / Mark Clarence G. Picar <i>Staff In-Charge</i>
3. Receives duly signed statement of account	3.1 Certifies student	None	1 minute	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag



	statement of account			/ Mark Clarence G. Picar Staff In-Charge
TOTAL:		25.00	5 minutes	



Accounting Office

Internal Services



1. Assessment of School Fees

Assessment of school fees is undertaken to determine the amount to be paid by enrollees.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Enrolled students / authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished and signed Certificate of Registration (COR) – 1 copy		ASIST – Registrar’s office		
2. Official receipt for paid fees (Miscellaneous and Insurance Fees) – 1 copy		ASIST – Cashiering Office		
3. Certificate of Special Subjects enrolled, if applicable – 1 copy		ASIST – CAFC/CAS/CTE Dean’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents duly accomplished COR and other documentary requirements	1.1 Processes enrollment	None	1 minute	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag / Mark Clarence G. Picar <i>Staff In-Charge</i>
2. Pays the required fees to the cashier	2.1 Issues Official receipt	40.00 Miscellaneous Fee 30.00 Insurance Fee, 1st Sem only 25.00 Certification Fee 500.00 PLEF, for 4th yr students	2 minutes	Cashier’s Office Staff



3. Presents official receipt to the Accounting office for posting	3.1 Posts payment in the student account ledger	None	1 minute	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag / Mark Clarence G. Picar <i>Staff In-Charge</i>
4. Receives COR with accounting validation	4.1 Signs the "Accounting" portion of COR	None	1 minute	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag / Mark Clarence G. Picar <i>Staff In-Charge</i>
TOTAL:		95.00 (1st yr–3rd yr students) 595.00 (4th yr students)	5 minutes	



2. Issuance of Statement of Account

Statement of Accounts are issued to provide the clients, records of transactions and details of assessed amount.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Enrolled students / Authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished and signed Certificate of Registration – 1 copy		ASIST – Registrar's office		
2. Official receipt for the payment of certification fee – 1 copy		ASIST – Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays certification fee to the Cashier	1.1 Issues Official Receipt	25.00 Certification fee	1 minutes	Cashier's Office Staff
2. Presents official receipt and duly accomplished Certificate of Registration	2.1 Processes the requested statements	None	3 minutes	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag / Mark Clarence G. Picar <i>Staff In-Charge</i>
3. Receives duly signed statement of account	3.1 Certifies student statement of account	None	1 minute	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag / Mark Clarence G. Picar <i>Staff In-Charge</i>
TOTAL:		25.00	5 minutes	



3. Issuance of Clearance, Examination Permits and/or Official Transcript of Records

A clearance is a requirement to secure examination permit and to obtain a copy of Official Transcript of Records. Issuance of the same can be made upon settlement of financial obligations

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Enrolled students / Authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed Clearance Form – 1 copy		ASIST Registrar's office		
2. Official Receipt for balances due, if any- 1 copy		Cashier's Office		
3. Guarantor's Slip, if eligible – 1 copy		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Clearance Form from the Registrar's Office	1.1 Issues the clearance form	None	1 minute	Registrar's Office Staff
2. Accomplishes clearance form and have it duly signed by signatories (for Official Transcript of Record)	2.1 Signs the clearance form	None	1 minute	Deans/ Chairpersons and other administrative offices
3. Presents the duly accomplished clearance form to the Accounting Office	3.1 Verifies the Student Ledger for any outstanding balance 3.2 If no outstanding balance, advises to proceed to step 7	None	2 minutes	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag / Mark Clarence G. Picar <i>Staff In-Charge</i>
4. Pays the outstanding balance to the Cashier's Office	4.1 Issue Official receipt	Outstanding balance, if any	1 minute	Cashier's Office Staff
5. Presents official receipt to the Accounting Office	5.1 Posts payment to the Student Ledger	None	1 minute	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag



				/ Mark Clarence G. Picar <i>Staff In-Charge</i>
6. If unable to pay, secures and fills-up Guarantor's Slip from the Accounting Office, if eligible	6.1 Posts the guarantor's name, deductions schedule and amount due to the Student account's ledger	None	1 minute	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag / Mark Clarence G. Picar <i>Staff In-Charge</i>
7. Receives signed clearance form	7.1 Issues duly signed clearance form/permit/ official transfer of record	None	1 minute	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag / Mark Clarence G. Picar <i>Staff In-Charge</i>
TOTAL:		Outstanding balance, if any	8 minutes	

4. Refund of Tuition and Other School Fees

The service provides for the refund of school fees and other fees due to withdrawal of enrollment, dropping of subjects, and/or overpayment.

Office or Division:	Accounting Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Enrolled students / Authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration (COR) for the requested semester/ period of refund – 1 copy		ASIST – Registrar's office		
2. Approved Dropping Form – 1 copy		ASIST – Cashier's Office		
3. Official receipt for the school fees paid		Cashier's Office		
4. Request Letter indicating the purpose of refund – 1 copy				
5. Disbursement voucher – 3 copies		ASIST – Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter indicating the purpose of refund	1.1 Validates from the Student Accounts'	None	3 minutes	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag



together with the duly accomplished COR for the semester /period for fees to be refunded, approved dropping form and Official Receipt	Ledger the details of payment			/ Mark Clarence G. Picar Staff In-Charge
2. Follows-up on the actual date of refund at the Cashier's Office	2.1 Advises student to follow up at the Cashier's Office after five working days. 2.2 Prepares the necessary disbursement voucher with the required documents 2.3 Processes the Payment of amount due	None	3 days	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag / Mark Clarence G. Picar Staff In-Charge
3. Receives the amount for refund	3.1 Releases the check/cash payment of the amount due	None	3 minutes	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag / Mark Clarence G. Picar Staff In-Charge
TOTAL:		None	3 days, 6 minutes	

5. Issuance of Documents and Processing of Loan Applications with Government and Private Lending Institutions (with MOA)

The service provides documents to employees for loan applications to government and private lending institutions who have forged partnership with ASIST through the execution of memorandum of agreement.

Office or Division:	Accounting Office	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity	
Who may avail:	Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished application form of Government/Private Lending Institution- 2 copies	ASIST – Accounting office	



<p>2. Photocopy of 2 valid IDs with 3 specimen signatures of borrower - 2 copies</p> <p>3. If lending institution requires co-maker, include photocopy of their 2 valid IDs with 3 specimen signatures – 2 copies</p> <p>4. Photocopy of LBP ATM card (Payroll Account)/ Loyalty card to where the loan proceeds will be credited – 2 copies</p> <p>5. Certificate of latest month's net pay or copy of pay slip depending the lending institution requirements – 2 copies</p> <p>6. Other documents specifically required by the lending institution (Certificate of appointment/GSIS Loan Status and etc.) – 2 copies</p>	<p>Applicant</p> <p>Applicant</p> <p>Applicant</p> <p>ASIST – Accounting office</p> <p>ASIST – Accounting office</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures the necessary loan application form	1.1 Issues Application form	None	1 minute	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag / Mark Clarence G. Picar <i>Staff In-Charge</i>
2. Submits duly accomplished and signed application form and other documentary requirements	2.1 Checks application form and verify authenticity of documents submitted	None	3 minutes	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag / Mark Clarence G. Picar <i>Staff In-Charge</i>
3. Requests for the certification of Net pay	<p>3.1 For HDMF, issues certification of net pay</p> <p>3.2 For China Bank Savings, issues</p>	None	2 days	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag / Mark Clarence G. Picar <i>Staff In-Charge</i>



	certification of net pay for: a. debtor - for the last 3 months b. comaker – for the latest month 3.3 For other lending institutions, issues copy of 2- month pay slip			
4. Receives verified loan application form	4.1 Issues verified application form with the necessary documents for submission to the requestor	None	1 minute	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag / Mark Clarence G. Picar <i>Staff In-Charge</i>
TOTAL:		None	2 days, 5 minutes	

6. Processing of Liquidation Report / Reimbursement Claims for Travelling / Training Expenses

The service provides for the processing of liquidation report, reimbursement claims for travelling or training expenses

Office or Division:	Accounting Office		
Classification:	Complex		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Employees		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
1. Minimum documentary requirements for reimbursement/liquidation of cash advances for travel/training - 3 copies	ASIST – Budget office		
2. ORS/BURS Disbursement Voucher – 1 copy	ASIST – Accounting office		
3. Approved Authority to Travel – 1 copy	Requestor		
4. Approved Itinerary of Travel – 1 copy	Requestor		
	Requestor		



<p>5. Approved Certificate of Travel Completed - 1 copy</p> <p>6. Approved Trip Ticket – 1 copy</p> <p>7. Proof of Travel (Airfare/Bus tickets, Toll Fees, Official Receipts for meals expenses and accommodation) – 1 copy</p> <p>8. Additional documentary requirements for training expenses:</p> <p> Official Receipt for Registration Fee – 2 copies</p> <p> Certificate of Attendance/Training – 2 copies</p> <p>9. Additional documentary requirement for liquidation:</p> <p> Liquidation Report – 3 copies</p>		<p>Requestor</p> <p>Requestor</p> <p>Requestor</p> <p>Requestor</p> <p>ASIST – Accounting office</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For reimbursements: Submits duly signed documents with complete supporting documents to the Budget Office.	1.1 Reviews supporting documents 1.2 Process payment	None	20 minutes	Accounting Office Staff
2. For liquidation: Submits duly signed documents with complete supporting documents to the Accounting Office.	2.1. Reviews supporting documents 2.2. Prepares Liquidation Report 2.3. Prepares JEV	None	10 minutes	Elaine Joyce B. Barbero / Donna Bianca L. Cataniag / Mark Clarence G. Picar <i>Staff In-Charge</i>
TOTAL:		None	30 minutes	



Cashier's Office

External Services



1. Collection of Fees

The service provides for the collection of fees and issuance of official receipts. It also includes the collection of applicable fees from outside clients

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming students Other outside clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request and Clearance Form – 1 copy		Registrar's Office		
2. Registration Form/Enrollment Form – 1 copy		Registrar's Office		
3. Statement of Account/Billing Statement – 1 copy		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents duly accomplished assessment of fees/enrollment form	1.1 Receives enrolment form and statement of account and check the balance 1.2 Informs the student's about balance due	None	2 Minutes	Ms. Imelda A. Dumlao <i>Cashier II</i>
2. Pays the amount due	2.1 Receives payment and issues official receipts	Amount due	2 Minutes	Ms. Imelda A. Dumlao <i>Cashier II</i>
3. Presents clearance for signing	3.1 Signs clearance	None	2 Minutes	Ms. Imelda A. Dumlao <i>Cashier II</i>
TOTAL:		Amount due	6 Minutes	



2. Releasing of Cash

The service provides for the releasing of cash for payables to students, suppliers, contractors and other entities, of which the funding is chargeable against institution's funds.

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Businesses			
Who may avail:	Contractors Other outside clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID – 1 copy				
2. Official Receipts if applicable – 1 copy				
3. For authorized representatives, Authorization letter – 1 copy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1.1 Validates submitted requirements 1.2 Requires clients to sign the payroll	None	2 minutes	Ms. Imelda A. Dumlao <i>Cashier II</i>
2. Receives the cash/check	2.1 Releases the cash/check	None	2 minutes	Ms. Imelda A. Dumlao <i>Cashier II</i>
TOTAL:		None	4 minutes	



3. Releasing of Checks

The service provides for the releasing of checks for payables to students, suppliers, contractors and other entities, of which the funding is chargeable against institution's funds.

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Suppliers/Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID – 1 copy 2. Official Receipts if applicable – 1 copy 3. For authorized representatives, Authorization letter – 1 copy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1.1 Validates submitted requirements 1.2 Requires the client to sign the receipt portion of the Disbursement Voucher (DV)	None	2 Minutes	Ms. Imelda A. Dumlao <i>Cashier II</i>
2. Receives Check and issues Official Receipt (Supplier/ Contractor)	2.1 Issues payment to the supplier 2.2 Releases Form 2307 (if applicable)	None	4 Minutes	Ms. Imelda A. Dumlao <i>Cashier II</i>
TOTAL:		none	6 minutes	



Cashier's Office

Internal Services



1. Collection of Fees

The service provides for the collection of fees due from employees and issuance of official receipts.

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Enrolled students Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Account/Billing Statement		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents duly accomplished assessment form	1.1 Receives statement of account or billing Statement and checks the balance	None	2 Minutes	Ms. Imelda A. Dumlao <i>Collecting Officer/clerk</i>
2. Pays the amount due	2.1 Receives payment and issues official receipt	Amount due	2 Minutes	Ms. Imelda A. Dumlao <i>Collecting Officer/clerk</i>
TOTAL:		Amount due	4 Minutes	



2. Releasing of Cash

The service provides for the releasing of cash for all financial claims of employees/staff, the funding of which are chargeable against institution's funds

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Enrolled students Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID – 1 copy		Claimant		
2. Official Receipts if applicable – 1 copy		Claimant		
3. For authorized representatives, Authorization letter – 1 copy		Claimant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID	1.2 Requires clients to sign the payroll 1.3 Counts the money before releasing	None	2 minutes	Ms. Imelda A. Dumlao <i>Cashier II</i>
2. Receives the cash	2.1 Releases the cash	None	2 minutes	Ms. Imelda A. Dumlao <i>Cashier II</i>
TOTAL:		None	4 minutes	



3. Releasing of Check

The service provides for the releasing of checks for all financial claims of employees/staff, the funding of which are chargeable against institution's funds

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Enrolled students Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID – 1 copy		Claimant		
2. Official Receipts if applicable – 1 copy		Claimant		
3. For authorized representatives, Authorization letter – 1 copy		Claimant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirement	1.1 Validates submitted requirements 1.2 Requires the client to sign the receipt portion of the Disbursement Voucher (DV)	None	2 Minutes	Ms. Imelda A. Dumlao <i>Cashier II</i>
2. Acknowledges Receipt	2.1 Issues check	None	3 Minutes	Ms. Imelda A. Dumlao <i>Cashier II</i>
3. Receives Check/s		None	1 Minute	
TOTAL:		None	6 minutes	



EXTENSION AND TRAINING SERVICES OFFICE

External Services



1. Training Services

The service provides for the planning and implementation of capability building projects for various groups and shall be based on the needs and interests of target groups of clientele.

Office or Division:	Extension and Training Services			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers Professionals Entrepreneurs Local Officials Out-of-School youth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Training design - 1 copy		Department/Units (CAS, CTEHT, CAFC)		
Memorandum of Agreement - 4 copies		Partner Agencies (LGU, NGO, PO, GA)		
Certificate of Participation and Certificate of Recognition - 1 copy per participant		ETSO, Office of the President, LGU Offices		
Monitoring and Evaluation Sheets – 1 copy		ETSO, CAS, CTEHT, CAFC, CEVIT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter for pertinent training/s	1.1 receives request letter and coordinates with the pertinent colleges/training provider 1.2 Schedules activities with the pertinent Colleges for the Training proposals/designs	None	1 day 4 hours (1/2 day)	Dr. Flora Benozza/ Mr. Irish Wilson Bitao/ Dr. Franxes Ghia U. Tordil/ Mr. Jude Mark T. Tejero/ Ms. Jobelyn C. Man- ganteng <i>Training Coordinator from different Colleges</i>



2. Follows-up on the request	2.1 Advises on the status of the processing/approval of training design and MOA	None	30 minutes	Dr. Flora Benoza/ Mr. Irish Wilson Bitao/ Dr. Franxes Ghia/ Dr. Mary Joan T. Guzman/ Dr. Maria Rita V. Flores/ Dr. Jubert S. Gannapao/ Dr. Zarina Marianette B. Orejudos/ Dr. Noel B. Begnalen/ Ms. Mirasol T. Zapata/ Ms. Elizer Joy V. Cambe/ Dr. Gregorio T. Turqueza Jr.
	2.2 Receives approved Training Proposals	None	1 day	Mr. Jude Mark T. Tejero / Ms. Jobelyn C. Manganteng <i>Extension Staff</i>
	2.3 Endorses MOA to the Office of the President	None	15 minutes	Dr. Flora Benoza/ Mr. Irish Wilson Bitao/ Dr. Franxes Ghia/ Dr. Mary Joan T. Guzman/ Dr. Maria Rita V. Flores/ Dr. Jubert S. Gannapao/ Dr. Zarina Marianette B. Orejudos/ Dr. Noel B. Begnalen/ Ms. Mirasol T. Zapata/ Ms. Elizer Joy V. Cambe
3. Participates and stands as witness in the MOA signing	3.1 Execute MOA Signing and notarization	Notarial fee	1 day	Dr. Gregorio T. Turqueza Jr. and 2nd Party/ Representative



4. Receives copy of approved/ signed MOA	4.1 Returns copies of Training design and MOA to pertinent colleges and funding agency	Transportation cost	1 day	Dr. Zarina Mariannette B. Orejudos/ Dr. Flora Benozza/ Mr. Irish Wilson Bitao/ Dr. Franxes Ghia/ Ms. Ma. Lourdes Bejarin/ Mr. Alex Biscarra/ Mr. Romeo Baldemor/ Mr. Diomedes Beñas
5. Accomplishes Counterparts contained in the MOA	5.1 Requests Training supplies and materials	None	4 days	Dr. Zarina Mariannette B. Orejudos/ Ms. Mirasol T. Zapata/ Ms. Editha B. Villamor/ Dr. Flora Benozza/ Mr. Irish Wilson Bitao/ Dr. Franxes Ghia Tordil/ Dr. Gregorio T. Turqueza Jr.
6. Attends and participates in the trainings	6.1 Conducts training activities with partner agencies	Transportation cost, Honorarium	Based on the training design	Training Coordinator, Training Staff
7. Accomplishes Evaluation sheets	7.1 Summarizes the Evaluation sheet	None	1 day	Department/s Training Coordinators
TOTAL:		Notarial Fee, Transportation Costs and Honorarium of Training Master	9 days, 45 minutes	



2. Special Projects

This service undertakes the conduct of Pilot projects/model in selected areas where the technology/project has potential for adoption. This shall be undertaken to showcase, field test and demonstrate viability and goodness of the technology introduced.

Office or Division:	Extension and Training Services			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers Entrepreneurs Local officials Professionals Out-of - school youth Local community folks,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project Needs and Project Proposals - 2 sets		LGU Offices, Municipal Offices, Barangay Offices, Schools		
Final Project Design – 2 copies		Community, Pertinent Colleges, Local Government Units, Government Agencies, ASIST-ETSO		
Memorandum of Agreement – 3 copies		Partner Agency, Notary Public, ASIST		
Purchase Request Form – 2 copies		Office of the President		
Terminal Report and Financial Statement – 2 copies		ETSO, Supply Office, Office of the President		
		Pertinent Colleges, ETSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent	1.1 coordinates with Colleges and prepares project proposals	None	1 day	Dr. Flora Benozza/ Mr. Irish Wilson Bitao/ Dr. Franxes Ghia Tordil/ Ms. Ma. Lourdes Bejarin/ Mr. Alex Biscarra/ Mr. Romeo Baldemor/ Mr. Diomedes Beñas/ Dr. Elsa Bagioan/ Engr. Rayvin Sarenas/ Mr. Jumel Pati/ Ms. Gemma P. Gonzalo



<p>2. Cooperates in the project planning</p>	<p>2.1 ETSO, Partner Agencies revise proposals and submit final plan of the project</p> <p>2.2 ETSO waits for proposal approval</p>	<p>None</p> <p>None</p>	<p>1 day</p>	<p>Dr. Flora Benzoza/ Mr. Irish Wilson Bitao/ Dr. Franxes Ghia Tordil/ Dr. Elsa Bagioan/ Engr. Rayvin Sarenas/ Mr. Jumel Pati/ Ms. Gemma P. Gonzalo/ Dr. Zarina Marianette B. Orejudos Mr. Jude Mark T. Tejero/ Ms. Jobelyn C. Manganteng</p>
<p>3. Attends in the MOA signing and stands as witness and receives copy of MOA notarized</p>	<p>3.1 Office of the President approves MOA.</p> <p>3.2 ETSO Endorses MOA and distributes to partner agency and clientele</p>	<p>None</p>	<p>4 hours</p>	<p>Dr. Zarina Marianette B. Orejudos/ Dr. Flora Benzoza/ Mr. Irish Wilson Bitao/ Dr. Franxes Ghia Tordil/ Dr. Gregorio T. Turqueza Jr.</p>
<p>4. Executes counterparts contained in the Project</p>	<p>4.1 Disseminates Project proposal and MOA to Funding Agencies</p>	<p>Notary fee</p>	<p>1 day</p>	<p>Dr. Zarina Marianette B. Orejudos/ Dr. Flora Benzoza/ Mr. Irish Wilson Bitao/ Dr. Franxes Ghia Tordil/ Dr. Elsa Bagioan/ Engr. Rayvin Sarenas/ Mr. Jumel Pati/ Ms. Gemma P. Gonzalo</p>



5. Waits for funding	5.1 ETSO prepares fund transfer	None	1 day	Dr. Zarina Marianne B. Orejudos/ Ms. Mirasol T. Zapata/ Ms. Elizer Joy V. Cambe/ Mr. Janssen Bersamin
	5.2 ASIST receives transferred fund	None	1 day	Ms. Mirasol T. Zapata/ Ms. Elizer Joy V. Cambe/ Mr. Janssen Bersamin / Dr. Zarina Marianne B. Orejudos/ Dr. Gregorio T. Turqueza Jr.
6. Prepares the venue of the project	6.1 ETSO request supplies and materials		1 day	Mr. Jude Mark T. Tejero Extension Staff
	6.2 Purchase of supplies and materials		5 days	
	6.3 Receives supplies and materials		2 hours	
7. Participates in project implementation	7.1 Implements project	Honorarium	Based from project proposal	Dr. Flora Benozza/ Mr. Irish Wilson Bitao/ Dr. Franxes Ghia Tor-dil/ Dr. Elsa Bagioan/ Engr. Rayvin Sarenas/ Mr. Jumel Pati/ Ms. Gemma P. Gonzalo
	7.2 ETSO conducts monitoring and evaluation	Transportation cost		
8. Furnishes data	8.1 Gathers and consolidates of data	None	1 day	Dr. Elsa Bagioan/ Engr. Rayvin Sarenas/ Mr. Jumel Pati/ Mr. Irish Wilson Bitao/ Ms. Gemma P. Gonzalo
9. Submits source of data of financial activities	9.1 Prepares terminal report	None	2 days	Dr. Flora Benozza/ Mr. Irish Wilson Bitao/ Dr. Franxes Ghia Tor-dil
	9.2 Submits Financial Statement	None	2 days	



TOTAL:	Notarial Fee, Transportation Costs and Honorarium	17 days & 6 hrs	
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3. Information Education and Communication (IEC)

The service provides Information Education and Communication (IEC). A priority program of Extension Services that develops plans and strategies for technology dissemination. This is a tool to provide feedback to the management regarding the implementation of the Information Technology Services.

Office or Division:	Extension and Training Services			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Public/Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fliers, Posters, Streamers, Signages Pamphlets, IM's, School Journal and others		Different Colleges/Departments		
2. Reading Materials		Different Colleges and ETSO		
3. Manual of Operation of Radio Station		ETSO and NCC Office		
4. Manual of Operation Extension		ETSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinates with the Extension and Training Services Office	1.1 Designates coordinator for IEC program		1 day	Dr. Zarina Marianette B. Orejudos
2. Requests copies of IEC materials	2.1 Develops and reproduces IEC materials	Printing fees/ services	5 working days	Dr. Flora Benozza/ Mr. Irish Wilson Bitao/ Dr. Franxes Ghia Tordil/ Dr. Elsa Bagioan/ Engr. Rayvin Sarenas/ Mr. Jumel Pati/ Ms. Gemma P. Gonzalo/ Mr. Jude Mark T. Tejero/ Ms. Jobelyn C. Manganteng
3. Coordinates with ETSO	3.1 pertinent colleges coordinate with partner agencies		1 day	Dr. Flora Benozza/ Mr. Irish Wilson Bitao/ Dr. Franxes Ghia Tordil



4. Gives feedbacks	4.1 Colleges and ETSO receives feedbacks regarding the implementation of IT services		1 day	Dr. Flora Benozza/ Mr. Irish Wilson Bitao/ Dr. Franxes Ghia Tordil
5. Receives IEC materials	5.1 ETSO and Colleges develop and disseminate information materials		1 day	Dr. Flora Benozza/ Mr. Irish Wilson Bitao/ Dr. Franxes Ghia Tordil
TOTAL:		None	9 days	



Guidance and Counseling Office

External Services



1. College Placement Tests (Online Filing of Application/ Computer-Aided Examination)

This service involves the administration of standardized test to evaluate applicants, incoming freshmen, shifters and/or transferees and determine their qualification for admission. The service aims to evaluate a person's pre-existing knowledge of a subject and thus determine the level most suitable for the person to begin coursework on that subject. Part of the College Placement Test may be an Intelligence Quotient test that determines the level of intelligence of the person.

Office or Division:	Guidance and Counseling Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming first year students transferees Old returning students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verification Slip – 2 copies		Registrar's Office		
2. Photocopy of Form 137 and Certificate of grades if Transferee/Old Returnee – 2 copies		Registrar's Office		
3. Recent 2x2 ID Picture with Name Tag – 2 pcs.		Photo studio		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign-up in the Google Form / Online Application and upload required documents)	1.1 Review submitted documents 1.2 Set schedule for Interview and examination 1.3 Inform the applicant thru email about the schedule of interview and examination	none	3 days	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
2. Attend the interview and examination as scheduled	2.1 Conduct interview and Computer-Aided Examination, administer score and interpret result	None	3 hours	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>



3. Claim the result	3.1 Releases result	None	1 working days after the exam	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
TOTAL:		None	4 days, 3 hours	

2. Intelligence, Personality and Aptitude Tests

This activity entails the administration of standardized tests to measure individual's personality, values and behavioral characteristics as well as their cognitive, emotional, and spatial abilities among others.

Office or Division:	Guidance and Counseling Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Collection Receipt for Psychological Testing – 1 copy		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays Testing Fee at the Cashier's Office	1.1 Receives payment and issues Official Receipt	250.00	2 minutes	Cashier's Office Staff
2. Presents the official receipt to the personnel concern	2.1 Receives and reviews presented official receipt	None	2 minutes	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
3. Signs Logbook	3.1 Sets schedule of examination	None	5 minutes	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
4. Takes the Psychological Test	4.1 Administers score and interprets result of the Test	None	1 day	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
5. Claims Result of the Psychological Test	5.1 Communicates and releases result	None	2 working days after the exam	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
TOTAL:		250.00	3 days, 6 minutes	



3. Issuance of Good Moral Certification

GMRC is requested by the students whom in need for different purposes such as transferring, college admission application, scholarship, etc. It is issued to students who do not have pending case at the time of request.

Office or Division:	Guidance and Counseling Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt – 1 copy		Cashier's Office		
2. Valid Id – 1		Students and Graduates/School Leaver		
3. Authorization Letter – 1 copy		Students and Graduates/School Leaver		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays Certification Fee at the Cashier's Office	1.1 Collects payment	25.00	1 minute	Cashier's Office staff
2. Presents valid ID and authorization letter (if necessary for proxy) and official receipt of payment for Certification paid at the Cashier's Office	2.1 Checks presented documents and prepares Good Moral Certification	None	5 minutes	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
3. Signs in the Log book	3.1 Releases GMC certification	None	1 minute	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
4. Brings the Good Moral Certification to the Registrar's Office for stamping of official dry seal	4.1 Stamps Good Moral Certification	None	1 minute	Registrar's Office Staff
TOTAL:		25.00	8 minutes	



Guidance and Counseling Office

Internal Services



1. Intelligence, Personality and Aptitude Tests

This activity entails the administration of standardized tests to measure individual's personality, values and behavioral characteristics as well as their cognitive, emotional, and spatial abilities among others.

Office or Division:	Guidance and Counseling Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Enrolled students employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Collection Receipt for Psychological Testing – 1 copy		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays Testing Fee at the Cashier's Office	1.1 Receives payment and issues Official Receipt	250.00	2 minutes	Cashier's Office Staff
2. Presents the official receipt to the personnel concern	2.1 Receives and reviews presented official receipt	None	2 minutes	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
3. Signs Logbook	3.1 Sets schedule of examination	None	5 minutes	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
4. Takes the Psychological Test	4.1 Administers score and interprets result of the Test	None	1 day	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
5. Claims Result of the Psychological Test	5.1 Communicates and releases result	None	2 working days after the exam	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
TOTAL:		250.00	3 days, 6 minutes	



2. Counseling for Enrolled Students

Considered as the heart of Guidance services. This process helps the students achieve optimum growth and development as a person capable of self-direction, sound decision-making and self-understanding.

Office or Division:	Guidance and Counseling Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Slip – 1 copy		Faculty/Employees/Parents		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-in Client				
1. Signs in the logbook	1. Sets schedule	None	5 minutes	Josephine B. Atmosfera / Judy Mae Diaz Guidance Personnel
2. Returns for the counseling session	2. Meet the client at the counseling room	None	1 hour	Josephine B. Atmosfera / Judy Mae Diaz Guidance Personnel
3. Returns for follow-up counseling (if needed)	3.1 Schedules Follow-up counseling session	None	2 minutes	Josephine B. Atmosfera / Judy Mae Diaz Guidance Personnel
	3.2 Meets the client at the counseling room for follow-up counseling	None	1 hour	
For Referral Slip				
1. Presents referral slip then signs in the log- book	1. Receives and reviews the referral slip then set schedule	None	5 minutes	Josephine B. Atmosfera / Judy Mae Diaz Guidance Personnel
2. Returns for the session counseling	2. Meets the client at the counseling room	None	1 hour	Josephine B. Atmosfera / Judy Mae Diaz Guidance Personnel



3. Returns for follow - up counseling (if needed)	3.1 Schedules Follow-up counseling session	None	2 minutes	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
	3.2 Meets the client at the counseling room for follow-up counseling		1 hour	
TOTAL:		None	4 hours, 14 minutes	

3. Counseling for Employees

Considered as the heart of Guidance services. This process helps the employees achieve optimum growth and development as a person capable of self-direction, sound decision-making and self-understanding.

Office or Division:	Guidance and Counseling Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the logbook	1. Sets schedule	None	2 minutes	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
2. Returns for the counseling session	2. Meets the client at the counseling room	None	1 hour	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
3. Follow up-counseling (if needed)	3.1 Schedules a follow-up counseling session	None	2 minutes	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
	3.2 Meets the client at the counseling room for the	None	1 hour	



	follow-up counseling			
TOTAL:		None	2 hours, 4 minutes	

4. Scholarship

The service facilitates the submission of documentary requirements of scholars/grantees to their sponsors and in line the release of grants to them.

Office or Division:	Guidance and Counseling Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Enrolled students Grantees of externally funded scholarships			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Scholarship Certification – 1 copy		Sponsor		
2. Certificate of Enrollment – 1 copy		Registrar's Office		
3. Certificate of Grades – 1 copy		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents certificate of scholarships together with documentary requirements.	1.1 Receive documents and endorse to sponsor	None	1 day	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
2. Waits for the release of stipend	2.1 Prepare payroll and release stipend 2.2 Submits liquidation report to the sponsor	None	15 days	Student Financial Services Staff
TOTAL:		None	16 days	



5. Scholarship (SAFE LOAN)

The service provides Student Assistance Fund for Education (SAFE) to qualified students in ASIST.

Office or Division:	Guidance and Counseling Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Enrolled 3rd Year and 4th year college students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Enrolment – 4 copies		Registrar's Office		
2. Application Form, Notarized – 4 copies		Guidance Office		
3. (If there is no Guarantor and Collateral presented) Original Land Title or Vehicle Certificate of Registration – 1 original copy and 4 photocopies		Applicant		
4. Waiver of the owner of the land/vehicle used – 4 copies		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets application form with the list of documentary requirements.	1.1 Interviews the applicant and issue application form	None	5 minutes	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
2. Submits application form with the documentary requirements	2.1 Checks completeness of the entries in the application form and the documents submitted.	None	5 minutes	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
3. Seeks the approval of the SAFE Loan committee members	3.1 Approves and signs the SAFE Loan Application form.	None	1 day	Ramelda B. Begnalen <i>Director for Student Financial Services</i> Elizer Joy V. Cambe <i>SAFE Loan Committee Chairman</i>
4. Submits the approved application form	4.1 Prepares payroll and other forms	None	30 minutes	Josephine B. Atmosfera / Judy Mae Diaz



				<i>Guidance Personnel</i>
5. Waits for the release of the loan	5.1 Processes the voucher	None	10 days	Finance Staff
TOTAL:		None	11 days, 40 minutes	

6. Issuance of Good Moral Certification

GMRC is requested by the students whom in need for different purposes such as transferring, college admission application, scholarship, etc. It is issued to students who do not have pending case at the time of request.

Office or Division:	Guidance and Counseling Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Enrolled students School leaver			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt – 1 copy		Cashier's Office		
2. Valid Id – 1		Students and Graduates/School Leaver		
3. Authorization Letter – 1 copy		Students and Graduates/School Leaver		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays Certification Fee at the Cashier's Office	1.1 Collects payment	25.00	1 minute	Cashier's Office staff
2. Presents valid ID and authorization letter (if necessary for proxy) and official receipt of payment for Certification paid at the Cashier's Office	2.1 Checks presented documents and prepares Good Moral Certification	None	5 minutes	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
3. Signs in the Log book	3.1 Releases GMC certification	None	1 minute	Josephine B. Atmosfera / Judy Mae Diaz <i>Guidance Personnel</i>
4. Brings the Good Moral Certification to the Registrar's Office for stamping of official dry seal	4.1 Stamps Good Moral Certification	None	1 minute	Registrar's Office Staff
TOTAL:		25.00	8 minutes	



Library Services

External Services



1. Circulating Information Sources for Overnight Use

Students may access library information resources and borrow for overnight use.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Card		Library		
2. Book Card		Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults library catalogs (OPAC/Card Catalog) for books location	1.1 Assists library user in consulting information sources through the OPAC	None	2 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
2. Locates information sources on shelves	2.1 Assists client in locating information sources on the shelves.	None	2 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
3. Fills out the book card and attaches validated library card and hands in to the library staff.	3.1 Receives the validated library card and book card. 3.2 Issues information sources to library user 3.3 Files the book card and library card to overnight files	None	2 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
4. Discharges the information sources.	4.1 Librarian informs the user about the date of return.	None	1 minute	Joanah Marie L. Alcido <i>Library Staff</i>
TOTAL:		None	7 minutes	



2. Returning of Books

Procedure of returning borrowed information sources in the library. A fine of P 5.00/day for overdue books.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Library Card/ID		Library		
2. Borrowing Form – 1 copy		Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Returns material.	1.1 Receives the book returned 1.2 Circulation librarian searches from the borrowing files.	None	2 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
2. If overdue, pays fines	2.1. Circulation librarian computes the amount.	5.00/day	2 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
3. Pays library fine to the circulation librarian	3.1 Circulation librarian receives the amount. 3.2 Circulation librarian issues provisional receipts and returns the library card to the user. 3.3 Circulation librarian returns book card to the book pocket and shelves the book.	Php 5.00/ day	3 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
TOTAL:		10.00/day	7 minutes	



3. Circulation of Information Sources for Reading Room Use

Students and outside researchers with referral may access library information resources for room use.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Card/ID		Library Unit		
2. Borrowing Card		Library Unit		
3. Referral Letter – 1 copy		Library of the Institution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults library catalogs (OPAC/Card Catalog) for books location	1.1 Assists library user in consulting information sources through the OPAC	None	2 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
2. Locates information sources on shelves	2.1 Assists client in locating information sources on the shelves.	None	2 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
3. Fills out the book card and attach validated library card and hands in to the library staff.	3.1 Receives the validated library card and book card 3.2 Circulation librarian inserts in the borrowing file arranges chronologically.	None	2 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
4. Returns information sources to the library staff	4.1 Receives the information sources, hands in the user's library card and returns the book card to the book pocket. Returns information source to the book shelf	None	1 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
TOTAL:		None	7 minutes	



Library Services

Internal Services



1. Circulating Information Sources for Overnight Use

Employees may access library information resources and borrow for overnight use

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Card		Library		
2. Book Card		Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults library catalogs (OPAC/Card Catalog) for books location	1.1 Assists library user in consulting information sources through the OPAC	None	2 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
2. Locates information sources on shelves	2.1 Assists client in locating information sources on the shelves.	None	2 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
3. Fills out the book card and attach validated library card and hands in to the library staff.	3.1 Receives the validated library card and book card. 3.2 Issues information sources to library user 3.3 Files the book card and library card to overnight files	None	2 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
4. Discharges the information sources.	4.1 Librarian informs the user about the date of return.	None	1 minute	Joanah Marie L. Alcido <i>Library Staff</i>
TOTAL:		None	7 minutes	



2. Returning of Books

Procedure of returning borrowed information sources in the library.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Library Card/ID		Library		
2. Borrowing Form		Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Returns material.	1.1 Receives the book returned 1.2 Searches from the borrowing files.	None	2 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
2. If overdue, pays fines	2.1. Computes the amount.	5.00/day	2 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
3. Pays library fine to the circulation librarian	3.1 Receives payment. 3.2 Issues provisional receipts and returns the library card to the user. 3.3 Returns book card to the book pocket and shelves the book.	5.00/day	3 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
TOTAL:		10.00/day	7 minutes	



3. Circulation of Information Sources for Reading Room Use

Students and outside researchers with referral may access library information resources for room use.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Card/ID		Library Unit		
2. Borrowing Card		Library Unit		
3. Referral Letter – 1 copy		Library of the Institution		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consults library catalogs (OPAC/Card Catalog) for books location	1.1 Assists library user in consulting information sources through the OPAC	None	2 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
2. Locates information sources on shelves	2.1 Assists client in locating information sources on the shelves.	None	2 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
3. Fills out the book card and attach validated library card and hands in to the library staff.	3.1 Receives the validated library card and book card 3.2 Circulation librarian inserts in the borrowing file arranges chronologically.	None	2 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
4. Returns information sources to the library staff	4.1 Receives the information sources, hands in the user's library card and returns the book card to the book pocket. Returns information source to the book shelf	None	1 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
TOTAL:		None	7 minutes	



4. Issuance of Library Card

Procedure in securing library card for new/ transferee students to access library information sources

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Card/ID		Library Unit		
2. Enrollment Form – 1 copy		Office of the Registrar		
3. Picture, 1x1 – 2 pcs.		Students will Provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents enrolment form and 1x1 picture	1.1 Checks the enrolment form and accepts the 1x1 picture and issues library card form	None	1 minute	Joanah Marie L. Alcido <i>Library Staff</i>
2. Fills-up library card form	2.1 Guide the clients in the library form.	None	2 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
3. Presents filled-up library card form to the staff in-charge	3.2 Accepts the filled-up library card form	None	1 minute	Joanah Marie L. Alcido <i>Library Staff</i>
4. Pays P 15.00 for lamination fee at the cashier's office and presents OR to the staff in- charge	4.1 Accepts the OR (Official receipt) 4.2 Issues temporary library card to be use in claiming the official library card 4.3 Processes library card (type, check, sign, laminate & file)	P 15.00	3 minutes 5 working days	Joanah Marie L. Alcido <i>Library Staff</i>



5. Presents the temporary card to the staff in-charge	5.1 Accepts the temporary card	None	1 minute	Joanah Marie L. Alcido <i>Library Staff</i>
6. Receives Library Card and Signs the log book	6.1 Releases Library Card to the client	None	1 minute	Joanah Marie L. Alcido <i>Library Staff</i>
TOTAL:		None	7 minutes	

5. Validating Library Card

ASIST student's library card must be validated for continued access of the library information

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Card/ID		Library Unit		
2. Enrollment Form – 1 copy		Office of the Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents enrollment form to the library staff	1.1 Receives enrollment form	None	1 minute	Joanah Marie L. Alcido <i>Library Staff</i>
2. Submits library card for validation	2.1 Signs library card	None	1 minute	Joanah Marie L. Alcido <i>Library Staff</i>
3. Receives validated library card and fills up Released Library Card Logbook	3.1 Releases library card to student	None	1 minute	Joanah Marie L. Alcido <i>Library Staff</i>
TOTAL:		None	3 minutes	



6. Requisition of Library Resources

ASIST Students and Faculty may request for the procurement of library resources that are not available in the library.

Office or Division:	Library Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Card Form		Library Unit		
2. Enrollment Form – 1 copy		Office of the Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the List of Information Sources for Requisition Form or Library Resources Requisition Form to the library staff	1.1 Receives the List of Information Sources for Requisition Form / Library Resources Requisition Form 1.2 Reviews recommended book titles based on the Criteria for Selection of Library Resources 1.3 Informs client to wait for notification once the resources have been procured and processed. 1.4 Submits the final list of selected books for purchase to the Supply Office.	None	10 minutes	Joanah Marie L. Alcido <i>Library Staff</i>
TOTAL:		None	10 minutes	



Research and Development Office

External Services



1. Releasing of Research Data/Information from R&D Database

Guide external private/government agencies on requesting research data/information from the R&D office.

Office or Division:	Research and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Private or Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the President – 1 copy		Concerned Researcher		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a request letter addressed to the President for the release of research data/ information from the R&D database thru email	The office of the President receives the communication letter	None	1 minute	Ms. Sharon Borgonia <i>Office of the President Clerk</i>
2. Waits for the approval of the request	2.1 The President approves the request and issues necessary routing slip to the R&D Department	None	1 minute	Dr. Gregorio T. Turqueza Jr. <i>President</i>
	2.2 The DRD receives the routing slip from the office of the President and reviews the research data / information being requested before tasking the R&D staff to retrieve the data/ information from the R&D database	None	1 minute	Dr. Pablo B. Bose Jr. <i>DRD</i>
		None	2 minutes	Mr. Davidson A. Passay



	2.3 The R&D staff prepares necessary research data / information			<i>R&D Staff</i>
3. Client receives the research data / information thru email / courier service or receives it personally. For walk-in Clients fill-out the client satisfaction form while request via email shall receive the link provided for the client satisfaction form.	3.1 The R&D staff issues the necessary research data / information and requests the client to fill-out the client satisfaction form	None	2 minutes	Mr. Davidson A. Passay R&D Staff
TOTAL:		None	7 minutes	



Research and Development Office

Internal Services



1. Research Laboratory

Guide researchers on the utilization of research laboratory.

Office or Division:	Research and Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Undergraduates and Graduate students, Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter endorsed by College Dean/Adviser – 1 copy		College Dean/Adviser		
Reservation Form (RDD-RL-FRM-001) – 1 copy		RDD Laboratory In-Charge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out reservation Form (RDD-RL-FRM-001)	The RDD receives and assesses the request	None	3 minutes	Davidson A. Passay <i>RDD Clerk</i>
2. Waits for the approval of the request	2.1 The DRD approves the request	None	3 minutes	Dr. Gregorio T. Turqueza Jr. <i>President</i>
3. Presents the approved request	3.1 The RDD Laboratory receives the approved request and discuss and remind the protocol of the laboratory	None	15 minutes	Dr. Nero M. Paderes <i>RDD Laboratory In-Charge</i>
4. Researcher provides a copy of completed daily work log and observation	4.1 The RDD Receives and archives the completed daily work log and observation and releases clearance	None	5 minutes	Dr. Nero M. Paderes <i>RDD Laboratory In-Charge</i>
TOTAL:		None	26 minutes	



2. Approval of Institutional Research/Project Proposal

Guide faculty researchers on the process of research/project approval for funding.

Office or Division:	Research and Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Endorsement from the Dean or Head of the Academic Unit/College – 1 copy		Academic Unit/College		
2. HGDG Certificate – 1 copy		Gender and Development Office		
3. Research/Project proposal in soft copies following the NARRDS format – 1 set		Concerned Researcher		
4. Filled up service form- 1 copy		RDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits research/project proposal with endorsement and HGDG certificate in the R and D Portal	1.1 The RDD receives the research/project proposal	None	5 minutes	Davidson A. Passay <i>RDD Clerk</i>
	1.2 The proposal is checked for its content and completeness. If the proposal needs further improvement, it will be returned to the research/project proponent	None	15 minutes	Dr. Nero M. Paderes <i>DDRD</i>
	1.3 If the proposal is complete, it will	None	8 minutes	Dr. Pablo B. Bose Jr. <i>DRD</i>



	be forwarded to the DRD for endorsement			
2. Seeks endorsement of the research/project proposal for approval and funding	2.1 The DRD, Budget Officer, Accountant, and VPAA sign the research/project proposal	None	15 minutes	Dr. Pablo B. Bose Jr. <i>DRD/</i> <i>Ms. Mirasol T. Zapata</i> <i>Budget Officer/</i> <i>Ms. Elizer Joy V. Cambe</i> <i>Accountant/</i> <i>Dr. Noel B. Begnalen</i> VPAA
3. Waits for the approval of the research/project proposal	3.1 The President approves the research/project proposal	None	10 minutes	Dr. Gregorio T. Turqueza Jr. <i>President</i>
TOTAL:		None	53 minutes	

3. In-House Review of Completed Researches

Guide researchers on the process of review of completed researches

Office or Division:	Research and Development Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Results of Plagiarism and Grammarly Analysis – 1 copy		IPMO		
2. HGDG Certificate – 1 copy		Gender and Development Office		
3. Completed Manuscript in soft copies following the NARRDS format – 1 set		Concerned Researcher		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits soft copy of the completed research in the R and D Portal	1.1 The RDD receives the soft copy of the completed research	None	4 minutes	Mr. Davidson A. Passay <i>RDD Clerk</i> Dr. Nero M. Paderes <i>IPMO</i>
	1.2 Forwards the completed	None	10 minutes	



	research to the IPMO for Grammarly and Plagiarism analysis			
2. Receives the result of Grammarly and Plagiarism analysis	2.1 Informs the researcher/ proponent on the result of the Grammarly and Plagiarism analysis if it is acceptable or need further revisions (Grammarly results of 90% and Plagiarism result not higher than 15%).	None	5 minutes	Mr. Davidson A. Passay <i>RDD Clerk</i>
3. Improves the manuscript based on the Grammarly and Plagiarism result and submits revised soft copy of the completed research	3.1 The RDD receives the revised soft copy of the completed research	None	5 minutes	Mr. Davidson A. Passay <i>RDD Clerk</i> Dr. Nero M. Paderes <i>IPMO</i>
	3.2 The revised completed research is forwarded to the IPMO for final Grammarly and Plagiarism analysis	None	10 minutes	Dr. Pablo B. Bose Jr. <i>DRD</i>
	3.3 Once the completed research passed the Grammarly and Plagiarism analysis it will be approved for In-House Review Presentation	None	5 minutes	
4. Attends the In-House Review	4.1 All researchers			Dr. Pablo B. Bose Jr. <i>RDD</i>



	/ proponents will attend and present their papers during the scheduled In-house review	None	1 day	Dr. Janet Pablo <i>Consortium External Reviewers</i>
5. Improves the manuscript based on comments and suggestions of reviewers and submits final soft copy	5.1 The RDD assists the researcher in complying with the suggestions	None	5 days	RDD Researcher's
	5.2 The RDD receives the revised soft copy of the manuscript	None	5 minutes	Mr. Davidson A. Passay <i>RDD Clerk</i>
6. Receives the Certificate of Presentation	6.1 The RDD issues the signed certificate to the proponent	None	3 minutes	Mr. Davidson A. Passay <i>RDD Clerk</i>
TOTAL:		None	6 days 47 minutes	

4. Research Presentation (Regional, National, International)

Guide researchers on the process of research presentation

Office or Division:	Research and Development Office
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Faculty researchers
CHECKLIST OF REQUIREMENTS	
1. Enhanced Research Manuscript – 1 copy	Concerned Researcher
2. Call for presentations/Invitation from the organizer duly endorsed by the Office of the President – 1 copy	Office of the President
3. CHED endorsement of the research forum/congress – 1 copy (optional)	Office of the President
4. Office of the President Letter of Acceptance from the organizers Researcher – 1 copy	Office of the President
WHERE TO SECURE	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive a notice from the R and D office to present the completed paper	1.1 The DRD prepares the notice with the acceptance letter informing the author 1.2 The DRD prepares endorsement letter approved by the president for funding	None	10 minutes	Mr. Davidson A. Passay <i>RDD Clerk</i> Dr. Pablo B. Bose Jr. <i>DRD</i> Ms. Mirasol T. Zapata <i>Budget Officer/ Ms. Elizer Joy V. Cambe Accountant/ Dr. Noel B. Begnalen VPAA, Dr. Gregorio T. Turqueza Jr.- President</i>
3. Present a completed research and submit evidences of presentation and/or evidences of travel	3.1 The RDD Receive and archive the document	None	5 minutes	Mr. Davidson A. Passay <i>RDD Clerk</i>
TOTAL:		None	15 minutes	

5. Research Publication

Guide researchers on the process of research publication.

Office or Division:	Research and Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Enhanced Research Manuscript – 1 copy		Concerned Researcher		
2. Letter of Acceptance from the accredited indexed journal – 1 copy		From accredited and indexed publisher		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Writes a request letter for publication funding	1.1 The DRD endorses the request	None	10 minutes	Dr. Pablo B. Bose Jr. DRD/ Ms. Mirasol T. Zapata <i>Budget Officer/</i> Ms. Elizer Joy V. Cambe Accountant/ Dr. Noel B. Begnalen VPAA
	1.2 The DRD, Budget Officer, Accountant, and VPAA sign the request	None	25 minutes	
2. Waits for the approval of the request	2.1 The President approves the request	None	5 minutes	Dr. Gregorio T. Turqueza Jr. <i>President</i>
3. Author provides a copy of the published manuscript	3.1 The RDD receives and archives the published manuscript	None	4 minutes	Mr. Davidson A. Passay <i>RDD Clerk</i>
TOTAL:		None	44 minutes	

6. Copyright and Utility Model Registration

Guide researchers on the process of copyright and utility model registration.

Office or Division:	Research and Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Copyright/Utility Model Application Forms – 1 copy		Concerned Researcher		
2. Endorsement from Head of unit/College Dean – 1 copy		Head of unit/College Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a request letter addressed to the President for Copyright/Utility Model registration and funding	1.1 The RDD-IPMO receives/reviews and endorses the request	None	5 minutes	Dr. Nero M. Paderes <i>RDD-IPMO In-Charge</i>
	1.2 The DRD, Budget Officer, Accountant, and	None	5 minutes	Dr. Pablo B. Bose Jr. <i>DRD/</i> Ms. Mirasol T. Zapata <i>Budget Officer/</i>



	VPAA sign the request			Ms. Elizer Joy V. Cambe <i>Accountant/</i> Dr. Noel B. Begnalen <i>VPAA</i>
2. Waits for the approval of the request	2.1 The President approves the request	None	5 minutes	Dr. Gregorio T. Turqueza Jr. <i>President</i>
3. Author provides a copy of the Copyright/Utility Model Certificate through the R and D Portal	3.1 The IPMO Receive and archive the copy of the Copyright/Utility Model Certificate	None	5 minutes	Dr. Nero M. Paderes <i>RDD-IPMO In-Charge</i>
TOTAL:		None	20 minutes	

7. Releasing of Research Data/Information from R&D Database

Guide faculty and employees on requesting research data/information from the R&D office.

Office or Division:	Research and Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the President – 1 copy		Concerned Researcher		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Writes a request letter addressed to the President for the release of research data/ information from the R&D database thru email	The office of the President receives the communication letter	None	1 minute	Ms. Sharon Borgonia <i>Office of the President Clerk</i>
2. Waits for the approval of the request	2.1 The President approves the request and issues necessary routing slip to the R&D Department	None	1 minute	Dr. Gregorio T. Turqueza Jr. <i>President</i>



	<p>2.2 The DRD receives the routing slip from the office of the President and reviews the research data / information being requested before tasking the R&D staff to retrieve the data/ information from the R&D database</p> <p>2.3 The R&D staff prepares necessary research data / information</p>	<p>None</p> <p>None</p>	<p>1 minute</p> <p>2 minutes</p>	<p>Dr. Pablo B. Bose Jr. <i>DRD</i></p> <p>Mr. Davidson A. Passay <i>R&D Staff</i></p>
<p>3. Client receives the research data / information thru email / courier service or receives it personally. For walk-in Clients fill-out the client satisfaction form while request via email shall receive the link provided for the client satisfaction form.</p>	<p>3.1 The R&D staff issues the necessary research data / information and requests the client to fill-out the client satisfaction form</p>	<p>None</p>	<p>2 minutes</p>	<p>Mr. Davidson A. Passay <i>R&D Staff</i></p>
TOTAL:		<p>None</p>	<p>7 minutes</p>	



Records Office

External Services



1. Authentication of Documents

Implementation of an appropriate authentication for various types of records based on functional policies and procedures of the Records Management Office.

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Alumni Retirees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of the documents together		Records Officer/Staff		
2. Photocopy of the original document				
2. Endorsement from Head of unit / College Dean – 1 copy		Head of unit/College Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the original copy/ies of the document/s together with the photocopy/ies of it	1.1 Checks the authenticity of the document/s presented 1.2 Authenticates the Document	None	5 minutes	Jaimelita Madayag <i>Records Officer</i>
TOTAL:		None	5 minutes	

2. Issuance of Official Documents

Legal documents, records involving criminal, civil and administrative proceedings, documents / issuances, and other related official issuances

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Alumni Retirees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



1. Approved Request Form – 1 copy		Records Officer/Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures request form	1.1 Provides the form	None	1 minute	Jaimelita Madayag <i>Records Officer</i>
2. Fills up request form	2.1 Checks entries in the request form	None	5 minutes	Jaimelita Madayag <i>Records Officer</i>
3. Proceeds to the Office of the President/ Any Authorized Officer	3.1 Endorses request to the President for approval	None	1 minute	Jaimelita Madayag <i>Records Officer</i>
4. Presents approved request to Records Office	4.1 Releases requested document	None	1 hour	Jaimelita Madayag <i>Records Officer</i>
TOTAL:		None	1 hour, 7 minutes	



Records Office

Internal Services



1. Authentication of Documents

Implementation of an appropriate authentication for various types of records based on functional policies and procedures of the Records Management Office.

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Enrolled Students Faculty Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of the documents		Records Officer/Staff		
2. Photocopies of the original document				
3. Endorsement from Head of unit / College Dean – 1 copy		Head of unit/College Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the original copy/ies of the document/s together with the photocopy/ies of it	1.1 Checks the authenticity of the documents/s being presented	None	2 minutes	Jaimelita Madayag <i>Records Officer</i>
TOTAL:		None	2 minutes	

2. Issuance of Official Documents

Legal documents, records involving criminal, civil and administrative proceedings, documents / issuances, and other related official issuances

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Enrolled Students Faculty Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request Form – 1 copy		Records Officer/Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Secures request form	1.1 Provides the form	None	1 minute	Jaimelita Madayag <i>Records Officer</i>
2. Fills up request form	2.1 Checks entries in the request form	None	5 minutes	Jaimelita Madayag <i>Records Officer</i>
3. Proceeds to the Office of the President/ Any Authorized Officer	3.1 Endorses the request to the President for approval	None	1 minute	Jaimelita Madayag <i>Records Officer</i>
4. Present approved request to Records Office	4.1 Release of requested document	None	1 hour	Jaimelita Madayag <i>Records Officer</i>
TOTAL:		None	1 hour, 7 minutes	



Registrar's Office

External Services



1. Enrolment of Incoming Students and Transferees

This service is intended for the incoming first year students and transferees who wish to enroll on the school provided submission of the needed requirements upon enrolment.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy of High School Record Card (Form 138-A)		Previous School		
NCAE Result – 1 copy		Previous School		
Birth Certificate/Certificate of Live Birth from PSA – Original + Photocopy – 1 set		PSA		
Certificate of Good Moral Character – 1 copy		Previous School		
Honorable Dismissal (For Transferees) – 1 copy		Previous School		
Transcript of Records (For Transferees)		Previous School		
ID Picture 1"x1" – 2 pcs;		Photo Studio		
ID Picture 2"x2" - 2 copies		Photo Studio		
Certificate of Class Rank (for recipients of ASIST Scholarship Award Only) – 1 copy		Registrar's Office		
Medical Clearance – 1 copy		RHU/Administering Medical Doctor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Admission Slip	1.1 Issues Admission Slip.	None	1 minute	Guidance Staff



2. Submits Admission Slip and all entrance credentials at the Registrar's Office.	2.1 Checks and files submitted documents.	None	3 minutes	Ms. Marie Grace A. Reyes <i>Registrar III Registrar's Office</i>
3. Secures NSTP Form from the NSTP Office	3.1 Issues NSTP Form.	None	1 minute	Mr. Ernesto Eloisan <i>NSTP Coordinator NSTP Office</i>
4. Secures and fills out pre-registration form from respective college, approved and verified by the department chairman and the registrar for assessment.	4.1 Issues pre-registration form, checks and verify subjects. Issued two copies of statement of accounts.	None	5 minutes	Assigned Faculty/ Department Chairman/ Registrar
5. Pays Organizational Fee at the Student Center, assessed school fees at the Cashier's Office	5.1 Issues Official Receipt, automatic validation once payment is made.	30.00	5 minutes	Cashier Staff
6. Present Official Receipt at the Internet Room for ID picture taking.	6.1 Issues ID Card	None	3 minutes	Ms. Janelyn Ambre <i>MIS MIS Office</i>
7. Present Official Receipt, ID with new sticker and one copy of the Statement of Account at the Registrar's Office for final validation and the stamping of "ENROLLED" on both copies.	7.1 Checks Official Receipt and ID.	None	2 minutes	Ms. Marie Grace A. Reyes <i>Registrar III Registrar's Office</i>
TOTAL:		30.00	20 minutes	

2. Request/Issuance of Official Transcript of Records/Honorable Dismissal/ Form 137

This service is for graduate, undergraduate or any authorize representative who wish to request for their Official Transcript of Records depending on what purpose provided they have a final clearance.



Office or Division:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Final Clearance – 1 copy		Registrar's Office		
2. 2x2 ID Picture (white background) – 2 pcs		Applicant		
3. If proxy, authorization letter, xerox copy of 1 valid ID of document owner and the proxy. – 1 copy		Owner's & Proxy's Document		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out clearance form.	1.1 Provides clearance form.	None	1 minute	Ms. Marie Grace A. Reyes <i>Registrar III</i> Registrar's Office
2. Proceeds to the office of the College Librarian, Accounting, Department Chairman and ARSO for clearance signing.	2.1 Checks the record for outstanding balances and other liabilities and signs the clearance.	None	1 minute	Ms. Joanah Marie L. Alcido Librarian/ Dr. Gerardo Palcon ARSO
3. Pays fee at the Cashier's Office	3.1 Receives and acknowledges payment.	Php 50.00/page; Php 30.00/doc stamp; Php 25.00 Honorable Dismissal	2 minutes	Cashier's Office Staff
4. Proceeds to the Office of the Registrar and submit the duly accomplished clearance.	4.1 Checks the authenticity of signatures. Encode requested document for year 2015 and below. Check SIAS or encoded document for corrections. Sign the document.	None	5 working days	Ms. Marie Grace A. Reyes <i>Registrar III</i> Registrar's Office



5. Claims Official Transcript of Records / Honorable Dismissal/ Form 137.	5.1 Checks the Official Receipt and release the document/ s.	None	1 minute	Ms. Marie Grace A. Reyes <i>Registrar III</i> Registrar's Office
6. Proceeds to the Admin Office for dry seal.	6.1 Seals the document.	None	1 minute	Ms. Rosemelita V. Anical <i>Admin Staff</i>
TOTAL:		50.00/page; 30.00/doc stamp; 25.00 Honorable Dismissal	5 days, 6 minutes	

3. Certification, Authentication and Verification (CAV), Certificates of Grades, Certificate of Enrolment, Authentication of School Records

This service is intended for students, graduates or any authorized representative who wish to request for certifications.

Office or Division:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduates / authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy of Official Transcript of Records (OTR), Diploma and/or Certificates		Registrar's Office		
Valid ID		Applicant		
If proxy, authorization letter, xerox copy of 1 valid ID of document owner and the proxy – 1 copy		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures request for document at the Registrar's Office.	1.1 Issues request form.	None	1 minute	Ms. Marie Grace A. Reyes <i>Registrar III</i> Registrar's Office



2. Pays the required fee.	2.1 Receives and acknowledges payment.	25.00/ page; 50.00 for CAV	2 minutes	Mr. Ressorcion Bello <i>Cashier II</i>
3. Presents Official Receipt for processing and claim requested documents.	3.1 Checks grade sheets (for certification of grades) 3.2 Checks enrolment/ graduation list (for certification of enrolment or graduation) 3.3 Checks records/ files (for authentication and verification) 3.4 Encode requested document 3.5 Check encoded document for corrections. 3.6 Sign the document. 3.7 Release the re- requested documents.	None	1 working day	Ms. Marie Grace A. Reyes <i>Registrar III</i> Registrar's Office
4. Proceed to Admin Office for dry seal.	4.1 Dry seals the documents	None	1 minute	Ms. Rosemelita V. Anical <i>Admin Staff</i>
TOTAL:		Php 25.00/ page; 50.00 for CAV	1 day, 4 minutes	



4. Request for 2nd Copy of Diploma

This service is intended for graduates or any authorized representative who wish to request for the second copy of their diploma provided submission of affidavit of loss, etc.,

Office or Division:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduates / Authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of Loss – 1 copy		Applicant		
2. Valid ID		Applicant		
3. If proxy, authorization letter, xerox copy of 1 valid ID of document owner and the proxy – 1 copy		Owner's & Proxy's Document(s)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures request for document at the Registrar's Office.	1.1 Issue request form.	None	1 minute	Ms. Marie Grace A. Reyes <i>Registrar III</i> Registrar's Office
2. Pays the required fee.	2.1 Receives and acknowledges payment.	Php 25.00/ page; Php 50.00 for CAV	2 minutes	Mr. Ressoracion Bello <i>Cashier II</i>
3. Present s Affidavit of Loss and request to the Registrar's Office.	3.1 Check student's record.	None	5 working days	Ms. Marie Grace A. Reyes <i>Registrar III</i> Registrar's Office
4. Proceeds to Admin Office for dry seal	4.1 Seals the document	None	1 minute	Ms. Rosemelita V. Anical <i>Admin Staff</i>
TOTAL:		Php 25.00/ page; Php 50.00 for CAV	1 day & 4 minutes	



Registrar's Office

Internal Services



1. Request for Correction of Name, Date of Birth and Other Related Data in the School Records

This service is intended with those students who have correction on name, date of birth and other related in the school records provided the prescribed requirements

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Self-Affidavit - 2 copies		Provide by requestor		
2. Parent's Affidavit - 2 copies		Provide by requestor		
3. Affidavit of Two Disinterested Person - 2 copies		Provide by requestor		
4. Birth Certificate/Certificate of Live Birth from PSA – Original + Photocopy - 2 sets		PSA		
5. Original Copy of Diploma/Transcript of Records		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures two copies of application form for correction of entries.	1.1 Issues the form.	None	1 minute	Ms. Marie Grace A. Reyes <i>Registrar III</i> Registrar's Office
2. Fills in necessary information on the application form.	2.1 receives accomplished the form.	None	1 minute	Ms. Marie Grace A. Reyes <i>Registrar III</i> Registrar's Office
3. Submits the application form together with the required documents (a. Self- Affidavit of Two Dis- interested Persons) and surrenders the original copy of diploma/transcript of records.	3.1 Receives two copies each of the supporting documents along with the application form and schedules release of the requested documents/s	None	0.5 min.	Ms. Marie Grace A. Reyes <i>Registrar III</i> Registrar's Office



4. Pays fee at the Cashier's Office	4.1 Issues official receipt	50.00/ page	1 minute	Ms. Marie Grace A. Reyes <i>Registrar III</i> Registrar's Office
5. Claims/receives corrected school record	5.1 Issues corrected school record	None	2 working days	Ms. Marie Grace A. Reyes <i>Registrar III</i> Registrar's Office
TOTAL:		50.00/ page	2 days, 3 minutes	

2. Enrolment of Old Students and Returnees

This service is intended for old students and returnees who wish to enroll on the school provided submission of the needed requirements upon enrolment

Office or Division:	Registrar's Office		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Old Students Returnees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For First Year Students, Transferees and Unit Earners			
1. Original Copy of High School Record Card (Form 138-A) – 1 copy	Previous School		
2. Original PSA Birth Certificate – 1 copy	PSA		
3. Original Certificate of Good Moral Character – 1 copy	Previous School		
4. Honorable Dismissal (For Transferees) – 1 copy	Previous School		
5. Official Transcript of Records (For Transferees) – 1 copy	Previous School		
5. ID picture 2"x2" – 2 pcs	Photo Studio		
For Old Students and Returnees			
1. Grade Slip – 1 copy	Registrar's Office		
2. Evaluation form from previous semester attended – 1 copy	Registrar's Office		



<p>3. Returnee Clearance (For returnees) – 1 copy</p> <p>4. Student ID for Validation – 1 copy</p>	<p>Registrar's Office</p> <p>Enrollee/Applicant</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Claims College Placement Test result from the Guidance Office.</p>	<p>1.1 Gives the CPT result.</p>	<p>None</p>	<p>1 minute</p>	<p>Guidance Staff</p>
<p>2. NEW / TRANSFEREE / UNITING: Proceeds to the enrolling teacher of the department per evaluation of the Guidance Office and for the evaluation of transferees. Fill out the Preregistration Form, enrolling teacher creates student account and releases the assessment form.</p> <p>OLD: Claim grade slip from department, fill out preregistration, claim assessment form.</p> <p>RETURNEES: Get clearance form and grade records from Registrar's Office. Proceed to department for evaluation. Fill out pre-registration form from accepting college and claim assessment form.</p>	<p>2.1 Issues Pre-registration form. Prints 2 copies assessment of the student. Evaluation for old and returning students.</p>	<p>None</p>	<p>6 minutes</p>	<p>Assigned Faculty/Department Chairperson & Dean/ Registrar/Staff</p>



3. Pay organizational fees	3.1 Issues provisional receipt.	80.00	1 minute	Assigned SG officer
4. Proceeds to ARSO for tagging of Free Higher Education (FHE) and other scholarship grants and submission of necessary documents.	4.1 Stamps assessment form. Receives a xerox copy of admission requirements.	None	3 minutes	Dr. Gerardo Palcon ARS Director ARS Office
5. Pays the cashier	5.1 Processes payments and issues official receipt	Php 90.00	3 minutes	Cashier's Office Staff
6. Proceeds to the Registrar's Office for submission of all original requirements and stamping of 'ENROLLED' on the assessment form.	6.1 Receives all original admission requirements.	None	3 minutes	Ms. Marie Grace A. Reyes <i>Registrar III</i> Registrar's Office
7. Presents official receipt and assessment form at the MIS office for ID picture.	7.1 Issues ID Card.	None	3 minutes	Ms. Janelyn Ambre <i>MIS</i> MIS Office
TOTAL:		Php. 170	20 minutes	

3. Request/Issuance of Official Transcript of Records/Honorable Dismissal/ Form 137

This service is for graduate, undergraduate or any authorize representative who wish to request for their Official Transcript of Records depending on what purpose provided they have a final clearance.

Office or Division:	Registrar's Office
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Enrolled students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Final Clearance – 1 copy	Registrar's Office
2. 2x2 ID Picture (white background) – 2 pcs	Applicant



3. If proxy, authorization letter, xerox copy of 1 valid ID of document owner and the proxy. – 1 copy		Owner's & Proxy's Document		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out clearance form.	1.1 Provides clearance form.	None	1 minute	Ms. Marie Grace A. Reyes <i>Registrar III</i> Registrar's Office
2. Proceeds to the office of the College Librarian, Accounting, Department Chairman and ARSO for clearance signing.	2.1 Checks the record for outstanding balances and other liabilities and signs the clearance.	None	1 minute	Ms. Joanah Marie L. Alcido Librarian/ Dr. Gerardo Palcon ARSO
3. Pays fee at the Cashier's Office	3.1 Receives and acknowledges payment.	Php 50.00/page; Php 30.00/doc stamp; Php 25.00 Honorable Dismissal	2 minutes	Cashier's Office Staff
4. Proceeds to the Office of the Registrar and submit the duly accomplished clearance.	4.1 Checks the authenticity of signatures. Encode requested document for year 2015 and below. Check SIAS or encoded document for corrections. Sign the document.	None	5 working days	Ms. Marie Grace A. Reyes <i>Registrar III</i> Registrar's Office
5. Claims Official Transcript of Records / Honorable Dismissal/ Form 137.	5.1 Checks the Official Receipt and release the document/ s.	None	1 minute	Ms. Marie Grace A. Reyes <i>Registrar III</i> Registrar's Office
6. Proceeds to the Admin Office for dry seal.	6.1 Seals the document.	None	1 minute	Ms. Rosemelita V. Anical <i>Admin Staff</i>
TOTAL:		50.00/page; 30.00/doc	5 days, 6 minutes	



	stamp; 25.00 Honorable Dismissal		
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4. Certification, Authentication and Verification (CAV), Certificates of Grades, Certificate of Enrolment, Authentication of School Records

This service is intended for students, graduates or any authorized representative who wish to request for certifications.

Office or Division:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy of Official Transcript of Records (OTR), Diploma and/or Certificates		Registrar's Office		
Valid ID		Applicant		
If proxy, authorization letter, xerox copy of 1 valid ID of document owner and the proxy – 1 copy		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures request for document at the Registrar's Office.	1.1 Issues request form.	None	1 minute	Ms. Marie Grace A. Reyes <i>Registrar III</i> Registrar's Office
2. Pays the required fee.	2.1 Receives and acknowledges payment.	25.00/ page; 50.00 for CAV	2 minutes	Mr. Ressorrecion Bello <i>Cashier II</i>



<p>3. Presents Official Receipt for processing and claim requested documents.</p>	<p>3.1 Checks grade sheets (for certification of grades)</p> <p>3.2 Checks enrolment/ graduation list (for certification of enrolment or graduation)</p> <p>3.3 Checks records/ files (for authentication and verification)</p> <p>3.4 Encode requested document</p> <p>3.5 Check encoded document for corrections.</p> <p>3.6 Sign the document.</p> <p>3.7 Release the re- requested documents.</p>	<p>None</p>	<p>1 working day</p>	<p>Ms. Marie Grace A. Reyes <i>Registrar III</i> Registrar's Office</p>
<p>4. Proceed to Admin Office for dry seal.</p>	<p>4.1 Dry seals the documents</p>	<p>None</p>	<p>1 minute</p>	<p>Ms. Rosemelita V. Anical <i>Admin Staff</i></p>
<p>TOTAL:</p>		<p>Php 25.00/ page; 50.00 for CAV</p>	<p>1 day, 4 minutes</p>	



5. Adding/Dropping/Changing/Completion of Subjects/Shifting Course

This service is intended for students who wish to add/drop/change some of their subjects, complete their incomplete grades and students who wish to shift their current Course.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Adding / Changing / Dropping / Completion Form / Shifting Form – 1 copy		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays the fee at the Cashier's Office.	1.1 Issues Official Receipt	Php 50.00	1 minute	Mr. Resurrecion Bello <i>Cashier II</i>
2. Presents the Official Receipt at the Registrar's Office and fill out the form.	2.1 Provides the form.	None	1 minute	Ms. Marie Grace A. Reyes <i>Registrar III</i>
3. Presents form to the Instructor for verification and signature.	3.1 Signs the form.	None	1 minute	Instructor
4. Presents form to the Department Chairman for approval and signature.	4.1 Signs the form.	None	2 minutes	Department Chairman
5. Submits duly accomplished form to the Registrar's Office for registration, recording and signature.	5.1 Adds/ drops/ changes subject Record/completed grade/ course, once only for the entire residency of the student.	None	3 minutes	Ms. Marie Grace A. Reyes <i>Registrar III</i>



6.. For dropping of all subjects, submit a copy of form to the accounting office if with refund (applicable only for those not qualified in the FHE grant)	6.1 Automatic reassessment of fees. Computation if refund is applicable.	None	2 minutes	Ms. Elizer Joy Valentino <i>Accountant II</i> <i>Accounting Office</i>
TOTAL:		50.00	10 minutes	

6. Online Submission of Grades

This service is intended for faculty members to digitalize and ease the process of submission of students' grades and to eliminate paper works.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in in the Faculty Portal	1.1 Asist the client and provide instructor code	none	1 min	Ms. Marie Grace A. Reyes <i>Registrar III</i>
2. Generate grading sheet	2.1 Provide assistance if necessary	none	3 min	Ms. Marie Grace A. Reyes <i>Registrar III</i>
3. Input grades in the grading sheet generated and submit.	2.2 Provide assistance if necessary	none	20 min	Ms. Marie Grace A. Reyes <i>Registrar III</i>
TOTAL:		none	24 minutes	



7. Online Viewing of Grades

This service is intended for enrolled students to view their grades online.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the Student Portal	1.1 Asist the client	none	1 min	Ms. Marie Grace A. Reyes <i>Registrar III</i>
2. View grades	2.1 Provide assistance if necessary	none	1 min	Ms. Marie Grace A. Reyes <i>Registrar III</i>
TOTAL:		none	2 minutes	



Internal Security Office

External Services



1. Provision of Security

The service provides for the securing and protecting of school property and safety of the students and visitors.

Office or Division:	Internal Security Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client Satisfaction Survey Form – 1 copy		Security Front desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires for personal/business transaction	1.1 Checks temperature 1.2 Checks ID and records the name, address and temperature 1.3 Requires Hand wash / alcohol	None	3 minutes	Mr. Joel E. del Rosario <i>Security Guard</i> Security officer on duty
2. Requests for assistance	2.1 Checks temperature 2.2 Checks ID and records the name, address and temperature 2.3 Hand wash / alcohol 2.4 Calls the attention of the employee concerned 2.5 Assists the subject where He/She can address the transaction	None	4 minutes	Mr. Joel E. del Rosario <i>Security Guard</i> Security officer on duty



3. Fills out of client Satisfaction Survey	3.1 Upon receipt of the form, the security officer on duty will drop the Client Satisfaction Survey on CSS drop box for record keeping and further analysis.	None	2 minutes	Mr. Joel E. del Rosario <i>Security Guard</i> Security officer on duty
TOTAL:		None	9 minutes	

2. Hotline/Phone Call Services

The service provides answering emergency calls within the school campus

Office or Division:	Internal Security Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client Satisfaction Survey Form		Security Front desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Makes inquiry	1.1 Receives, verifies caller's name, address and purpose	None	2 minutes	Mr. Joel E. del Rosario <i>Security Guard</i> Security officer on duty
2. Gives information	2.1 Receives, verifies caller's name, address and purpose 2.1 Transfers telephone call to the person concerned	None	2 minutes	Mr. Joel E. del Rosario <i>Security Guard</i> Security officer on duty
TOTAL:		None	4 minutes	



Internal Security Office

Internal Services



1. Provision of Security

The service provides for the securing and protecting of school property and safety of the faculty, staff, and employees as well as stakeholders.

Office or Division:	Internal Security Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Enrolled students Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client Satisfaction Survey Form – 1 copy		Security Front desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires for personal/business transaction	1.1 Checks temperature 1.2 Checks ID and records the name, address and temperature 1.3 Requires Hand wash / alcohol	None	3 minutes	Mr. Joel E. del Rosario <i>Security Guard</i> Security officer on duty
2. Requests for assistance	2.1 Checks temperature 2.2 Checks ID and records the name, address and temperature 2.3 Requires Hand wash / alcohol 2.4 Calls the attention of the employee concerned 2.5 Assists the subject where He/She can	None	4 minutes	Mr. Joel E. del Rosario <i>Security Guard</i> Security officer on duty



	address the transaction			
3. Filling out of client Satisfaction Survey	3.1 Upon receipt of the form, the security officer on duty will drop the Client Satisfaction Survey on CSS drop box for record keeping and further analysis.	None	2 minutes	Mr. Joel E. del Rosario <i>Security Guard</i> Security officer on duty
TOTAL:		None	9 minutes	

2. Hotline/Phone Call Services

The service provides answering emergency calls within the school campus

Office or Division:	Internal Security Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Students Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client Satisfaction Survey Form		Security Front desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Makes inquiry	1.1 Receives, verifies caller's name, address and purpose	None	2 minutes	Mr. Joel E. del Rosario <i>Security Guard</i> Security officer on duty
2. Gives information	2.1 Receives, verifies caller's name, address and purpose 2.1 Transfers telephone call to the person concerned	None	2 minutes	Mr. Joel E. del Rosario <i>Security Guard</i> Security officer on duty
TOTAL:		None	4 minutes	



Medical/Dental Clinic

Internal Services



1. Medical Check-up

The service provides medical check-up to employees.

Office or Division:	Medical/Dental Clinic			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Record Form (MRF)		ASIST-Medical and Dental Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures/Fills up MRF	1. 1 Issue MRF	None	1 minute	Mr. Peri Jayson B. Turqueza/ ASIST Nurse
2. Submits MRF to the Nurse/Health Volunteer	2.1 Takes Vital Signs 2.2 Takes Health History Height / Weight	None	10	Mr. Peri Jayson B. Turqueza/ ASIST Nurse
3. Proceeds to the Physician	3.1 Assesses health	None	10 minutes	Visiting Physician
4. Receives pertinent Medicines	4.1 Dispenses medication 4.2 Educates on health	None	7 minutes	Mr. Peri Jayson B. Turqueza/ ASIST Nurse
TOTAL:		None	28 minutes	

2. Dental Check-up

The service provides dental check-up to employees

Office or Division:	Medical/Dental Clinic			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Dental Record Form (DRF)		ASIST-Medical and Dental Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures/Fills up DRF	1.1 Issues DRF	None	1 minute	Mr. Peri Jayson B. Turqueza/ ASIST Nurse
2. Submits DRF to	2.1 Takes Vital	None	5 minutes	Mr. Peri Jayson



the Nurse/Health Volunteer	Signs 2.2 Takes health history 2.3 Takes height/ weight			B. Turqueza/ ASIST Nurse
3. Proceeds to the Dentist	3.1 Assessess health	None	10 minutes	Visiting Dentist
4. Receives pertinent medicines	4.1 Dispense medication 4.2 Educates on health	None	5 minutes	Mr. Peri Jayson B. Turqueza/ ASIST Nurse
TOTAL:		None	21 minutes	

3. Management of Communicable and Non-communicable Diseases / Injuries

The service provides medical management to health issues

Office or Division:	Medical/Dental Clinic			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Record Form (MRF)		ASIST-Medical and Dental Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports to the Clinic	1.1 Interviews, takes health history and vital signs	None	7 minutes	Mr. Peri Jayson B. Turqueza/ Ms. Harmony Christie V. Gonzalo ASIST Nurse/ ASIST RED Cross Youth
	1.2 Dispenses medication and educates on health		10 minutes	
	1.3 If need referral for higher medical attention. Refers/transfers patient to a higher medical facility		10 minutes	
			5 min	



	1.4 Report to school Authorities/Supply office for reimbursement and insurance claim			
TOTAL:		None	32 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ol style="list-style-type: none"> 1. Get the Client Satisfaction Survey (CSS) Feedback Form displayed in each office of the institution. 2. Fill out the form. 3. Drop the form in the designated boxes.
How feedbacks are processed	<ol style="list-style-type: none"> 1. Staff or representatives of the Quality Assurance Office collects the CSS forms from designated boxes in a monthly basis. 2. The CSS are then tallied for the mean ratings on each of the respective indicators. 3. The QA Office through its staff, shall consolidate the mean ratings and report the summary of ratings in a Management Committee meeting of the institution. 4. Qualitative feedbacks are thematically categorized and counted.
How to file a complaint	<p>A complaint may be written in the Client Satisfaction Survey Feedback Form. A complaint may be sent thru mail/email (asistmain@yahoo.com) or thru walk-in client form</p>
How complaints are processed	<p>For simple complaints, the matters are addressed outright. For serious complaints, matters are subjected for investigation.</p>
Contact Information of CCB, PCC, ARTA	<p>Citizen's Complaint Center Hotline Number: 8888</p> <p>Contact Center ng Bayan SMS: 09088816565 Email: email@contactcenterngbayan.gov.ph</p> <p>Call: 1-6565 Web: www.contactcenterngbayan.gov.ph</p> <p>Presidential Complaint Center 8736-86-29/03/05 pcc@malacanang.gov.ph</p> <p>Anti-Red Tape Authority 478-5093</p>



LIST OF OFFICES

Office	Address	Contact Information
Accounting Office	Ground Floor, Administration Building	asist_accounting@yahoo.com
Cashier's Office	Ground Floor, Administration Building	asist_cashiersoffice@yahoo.com
Extension and Training Services	Second Floor, Research and Extension Building	asistetso@gmail.com
Guidance Office	Second Floor, College of Teacher Education Building	guidance_counseling@asist.edu.ph
Library	Second Floor, Library Building	asistmaincampuslibrary@gmail.com
Medical/ Dental Clinic	School Clinic	pjturqueza@gmail.com
Records Office	Ground Floor, Administration Building	ezerjoy@yahoo.com
Registrar's Office	Ground Floor, Administration Building	asistregistrarmain@gmail.com
Research and Development Office	Second Floor, Research and Extension Building	asist.rdd@gmail.com
Security Office	Guard House	joel.d68@yahoo.com



CONTINUOUS AGENCY IMPROVEMENT PLAN FOR FY 2024

Objectives	Activities	Person/s Involved	Time Frame	Expected Outcome	Indicators
To digitize and develop a Research Hub in the Research and Development Office to cater the approval of research projects and proposal submissions	Data Gathering/ Interview	QA Office/ MS Office	1 st Quarter 2024	Development of the ASIST Research Hub Alpha Version	Feature and Functionality Test
	Scope and Requirements	Research and Development Office			
	Software Development	Faculty Researchers	3 rd Quarter 2024	Development of the ASIST Research Hub Beta Version	Submission Logs
	Pilot Testing				
	Feedback				
	Software Development Re-rounds				
To add an online alternative for the filing and scheduling of the College Placement Test Service of the Guidance Office	Creation of an online pre-registration application form	QA Office, MIS Office, Guidance Office	1 st Quarter 2024	To control the influx of clientele at the Guidance Office thereby increasing the total processing time of the service.	Google form Responses