

# ACCOUNTING SERVICES - ASSESSMENT

## ACCOUNTING-ASSESSMENT SERVICES

### Issuance of Statement of Account (External Service)

**Schedule of Availability of Service** : 8:00 am – 5:00 pm (Monday - Friday)  
**Clients/Customers** : Students  
**Requirement/s** : School ID  
**Processing Time** : 5 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Presents school ID	Validate school ID	1 – 2 minutes	None	Accounting Staff	None
2	Proceeds to the Cashier	Receives Cash payment from student; Counts the amount of money received and informs the student of the amount received	1 – 2 minutes	None	Cashier	Official Receipt
3	Proceeds to the Accounting Office	Verifies records and prints Statement of Accounts; Signs the Statement of Account	1 – 2 minutes	None	Accounting Staff	Statement of Account
4	Receives the Statement of Account and signs on the logbook	Records name of client on the receiving logbook	1 – 2 minutes	None	Accounting Staff	None

**\*End of Procedure\***

# ACCOUNTING SERVICES - ASSESSMENT

## ACCOUNTING-ASSESSMENT SERVICES

### Signing of Clearance (Terminal) (External Service)

**Schedule of Availability of Service** : 8:00 am – 5:00 pm (Monday - Friday)  
**Clients/Customers** : Graduating Students/ Graduates  
**Requirement/s** : Clearance Form  
**Processing Time** : 5 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Presents duly filled out Clearance Form to the Assessment Clerk	Receives the Clearance. Checks and reconciles student's electronic record or manual file. Verifies payment of graduation fee. If the graduate has unpaid balances, instruct him or her to pay balances. If fully paid, Assessment Clerk puts her initials on the clearance and presents such to the Campus Accountant for Signature	1 – 2 minutes	None	Accounting Staff	None
2	Receives the signed clearance	Release signed clearance	1 - minute	None	Campus Accountant	Official Receipt
<b>*End of Procedure*</b>						

# ACCOUNTING SERVICES - ASSESSMENT

## ACCOUNTING-ASSESSMENT SERVICES

### Signing of Clearance (Transferees) (External Service)

**Schedule of Availability of Service** : 8:00 am – 5:00 pm (Monday - Friday)  
**Clients/Customers** : Graduating Students/ Graduates  
**Requirement/s** : Clearance Form  
**Processing Time** : 5 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Presents duly filled out Clearance Form to the Assessment Clerk	Receives the Clearance. Verifies electronic record. If a student has unpaid balances, instruct the client to pay balances; If fully paid, Assessment Clerk puts her initials on the clearance and presents such to the Accountant for signature.	1 - 2 minutes	None	Accounting Staff	Assessment Form
2	Wait for the processing of the service	Campus Accountant signs the Clearance	1 - minute	None	Campus Accountant	None
3	Receives the signed clearance	Release signed clearance	1 - minute	None	Campus Accountant	Official Receipt
<b>*End of Procedure*</b>						

# ACCOUNTING SERVICES - ASSESSMENT

## ACCOUNTING-ASSESSMENT SERVICES

### Issuance of Permit (External Service)

**Schedule of Availability of Service** : 8:00 am – 5:00 pm (Monday - Friday)  
**Clients/Customers** : Students  
**Requirement/s** : Assessment Form/ Receipt of Payment  
**Processing Time** : 5 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Presents assessment form	Receives the Assessment form or receipt of payment from student	1 – 2 minutes	None	Accounting Staff	None
2	Proceeds to Cashier’s Office	Receives Cash payment from student; Counts the amount of money received and informs the student of the amount received	2-3 minutes	None	Cashier	Official Receipt
3	Proceeds to Accounting Office	Checks student’s record in the data base. Verifies balance of fees required to be paid on the examination period, as per guidelines on payment of fees on the Student Manual, check the amount paid by the students if sufficient. If not, recommends the student to submit properly filled up promissory notes form.	1 – 2 minutes	None	Accounting Staff	None
4	Receives the Examination Permit	Assessment officer will print the examination permit. Signature it and stamps “PERMIT ISSUED” in the assessment form/Receipt of student. Releases the permit, Assessment Form and copy of the official receipt	1 – 2 minutes	None	Accounting Staff	Permit
<b>*End of Procedure*</b>						

# ACCOUNTING SERVICES - ASSESSMENT

## ACCOUNTING-ASSESSMENT SERVICES

### Validation of Enrollment (External Service)

**Schedule of Availability of Service** : 8:00 am – 5:00 pm (Monday - Friday)

**Clients/Customers** : Students

**Requirement/s** : Assessment Form

**Processing Time** : 5 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Presents assessment form	<b>OPT-OUT</b> Receives the Assessment form or official receipt of payment from the student	1 – 2 minutes	None	Accounting Staff	None
2	Wait for the processing of the service	Reconciles details of assessment form and data in the Student Information and Accounting System (SIAS). If reconciled, verify amount of fees paid.	1 – 2 minutes	None	Accounting Staff	None
3	Wait for the processing of the service	If not reconciled, the assessment officer determines the reason of the difference. If the difference pertains to fees, he checks and re-prints the assessment forms. Registrar’s office reprints new assessment form but if the difference pertains to other student data, he requests the student to clarify with the Registrar’s Office.	1 – 2 minutes	None	Accounting Staff	Assessment Form
4	Receives the Assessment Form	Stamps Assessment Form of student with “ENROLLED” and affix signature Return the Assessment Form and OR to students.	1 – 2 minutes	None	Accounting Staff	Assessment Form
<b>*End of Procedure*</b>						

# ACCOUNTING SERVICES - ASSESSMENT

## ACCOUNTING-ASSESSMENT SERVICES

### Validation of Enrollment (External Service)

**Schedule of Availability of Service** : 8:00 am – 5:00 pm (Monday - Friday)

**Clients/Customers** : Students

**Requirement/s** : Assessment Form

**Processing Time** : 5 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Presents assessment form	<b>OPT-IN</b> Receives the Assessment form	1 – 2 minutes	None	Accounting Staff	None
2	Wait for the processing of the service	Reconciles details of assessment form and data in the Student Information and Accounting System (SIAS). If reconciled, verify amount of fees paid.	1 – 2 minutes	None	Accounting Staff	None
3	Wait for the processing of the service	If not reconciled, the assessment officer determines the reason of the difference. If the difference pertains to fees, he checks and re-prints the assessment forms. Registrar's office reprints new assessment form but if the difference pertains to other student data, he requests the student to clarify with the Registrar's Office.	1 – 2 minutes	None	Accounting Staff	Assessment Form
4	Receives the Assessment Form	Stamps Assessment Form of student with "ENROLLED" and affix signature Return the Assessment Form to students.	1 – 2 minutes	None	Accounting Staff	Assessment Form
<b>*End of Procedure*</b>						

# ACCOUNTING SERVICES - ASSESSMENT

**ACCOUNTING-ASSESSMENT SERVICES**

**Request of Certificate of Net Pay (Internal Service)**

**Schedule of Availability of Service**

**: 8:00 am – 5:00 pm (Monday - Friday)**

**Clients/Customers**

**: Employees**

**Requirement/s**

**: Pay Slip**

**Processing Time**

**: 5 minutes**

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Presents pay slip	Fills out request form	1 minute	None	Accounting Staff	Request form
2		Approves request form	1 minutes	None	Campus Accountant	None
3		Prepares document	1 – 3 minutes	None	Accounting Staff	Net Pay
4		Signs the document	1 minutes	None	Campus Accountant	Net Pay
5		Gives feedback form	1 – 2 minutes	None	Accounting Staff	CSM Form
6	Employees	Receives document. Signs logbook and fill out feedback form and drop in the box.	1 minute	None	Accounting Staff	Net Pay
<b>*End of Procedure*</b>						

# BUSINESS SERVICES

## BUSINESS AFFAIRS SERVICES

### Application for Permit to Sell as Peddler Vendor

**Schedule of Availability of Service** : 8:00 am – 5:00 pm (Monday - Friday)

**Clients/Customers** : Vendors (External)

**Requirement/s** : Application Form, Sanitary, Medical Certificates and Official Receipt

**Processing Time** : 5-10 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Inquire on the needed requirements to apply for permit to sell	Interview the interested seller and give the documentary requirements	2-3 minutes	N/A	Business Coordinator	
2	Present requirements such as Sanitary and Medical Certificates	Verifies the requirements submitted by the client  Prepares and issues billing to the peddler to pay at the Cashier's Office for the issuance of their permit to sell	2-3 minutes	N/A	Business Coordinator	Billing form
3	Presents Official receipt	Receives the Official receipt of payment.  Issues certificate indicating their permit in allowing peddler to sell in the campus.	2-3 minutes	N/A	Business Coordinator	Certification Individual Ledger  Logbook
<b>*End of Procedure*</b>						



# BUSINESS SERVICES

## BUSINESS AFFAIRS SERVICES

Sale of Uniforms and ID Laces (Internal/External)

**Schedule of Availability of Service** : 8:00 am – 5:00 pm (Monday - Friday)

**Clients/Customers** : Students and Employees

**Requirement/s** : Official Receipt, Order Slip

**Processing Time** : 2 – 3 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
	<b>Inquire the Business office on the availability of item and sizes</b>	<b>Verify the stock or inventory</b>	<b>2-3 minutes</b>	<b>None</b>	<b>Business Coordinator</b>	
<b>1</b>	Place order and Pay the corresponding price of the item	Issue official receipt as proof of payment of uniform/item	1– 2 minutes	None	Cashier	Official Receipt
<b>2</b>	Presents the Official Receipt of payment to the Business Coordinator	Issue the item specified in the receipt and issues the delivery receipt	1 – minute	None	Business Coordinator	Logbook

**\*End of Procedure\***

# BUSINESS SERVICES

## BUSINESS AFFAIRS SERVICES

### Rentals (property)(External)

**Schedule of Availability of Service** : 8:00 am – 5:00 pm (Monday - Friday)

**Clients/Customers** : Employees, Students, NGA’s, NGO’s and Partner Agencies

**Requirement/s** : Application Form, Sanitary, Medical Certificates and Official Receipt, Business Permits

**Processing Time** : 15 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Inquire the documentary requirements needed for rental application	Interview the prospective client for rental of property and provide the list of documentary requirements.	5– 10 minutes	None	Business Coordinator	Application Form
	Submit duly accomplished application form and documentary requirements	Review the submitted application form and documentary requirements	3-5 minutes	None	Business Coordinator	Application Form
	Approves or disapproves application for rental	Forward the application to the Office of the CEO for approval	1 day	None	Campus Executive Officer	Application Form

## BUSINESS SERVICES

	Inform the Supply Office on the approved application for rental	Check the availability and readiness for the space for rent	30 minutes	None	Supply Officer	
	Receive the billing for the payment of reservation fee	Issue Billing form for the Reservation fee	2-3 minutes	None	Business Office	Billing Form
	Pay reservation fee for the approved space for rental	Receive payment as reservation fee for the approved space for rental	1-2 minutes	P 5,000	Cashier	Official receipt
<b>2</b>	Present Official Receipt as proof payment for the Reservation fee	Receive Official receipt Issue a copy of contract agreement for the review of the client	1 day	None	Business Coordinator	
	Returned the copy for contract signing	Receive the copy and advise the client for the contract signing	5 minutes	None	Business Coordinator	

# BUSINESS SERVICES

	Receive the duly signed contract	Issue the duly signed contract	3 minutes	None	Business Coordinator	
<b>*End of Procedure*</b>						

# BUSINESS SERVICES

## BUSINESS AFFAIRS SERVICES

### Billing of Walk-In/Peddler Vendor (External)

**Schedule of Availability of Service** : 8:00 am – 5:00 pm (Monday - Friday)

**Clients/Customers** : Vendors (External)

**Requirement/s** : Sanitary, Medical Certificates and Official Receipt

**Processing Time** : 5-10 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Presents Intent to sell includes the types of goods they want to sell in the Campus.	Interview	2-3 minutes	N/A	Business Coordinator	Approved letter
2	Presents Sanitary and Medical Certificates	Verifies the requirements submitted by the client Prepares and issues billing to the peddler to pay at the Cashier's Office	2-3 minutes	N/A	Business Coordinator	Billing form
3	Presents Official receipt	Receives the Official receipt of payment. Issues certificate allowing peddler to sell in the campus.	2-3 minutes	N/A	Business Coordinator	Certification Individual Ledger Logbook

# BUSINESS SERVICES

**\*End of Procedure\***

## BUSINESS AFFAIRS SERVICES

### Selling Of Uniforms and ID Laces (Internal/External)

**Schedule of Availability of Service** : 8:00 am – 5:00 pm (Monday - Friday)

**Clients/Customers** : Students and Employees

**Requirement/s** : Official Receipt, Order Slip

**Processing Time** : 2 – 3 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Places/Orders item(s) to buy	Checks/verifies availability of item(s) ordered Issues Payment/Order Slip and directs the client to pay at the Cashier's Office	2– 3 minutes	None	Business Coordinator	Assessment of Fees/ Order of Payment
2	Presents the Official Receipt of payment to the Business Coordinator	Issues Delivery Slip and the item(s)	1 – minute	None	Business Coordinator	Logbook

**\*End of Procedure\***

# **BUSINESS SERVICES**

# BUSINESS SERVICES

## BUSINESS AFFAIRS SERVICES

### Rental Monitoring (External)

**Schedule of Availability of Service** : 8:00 am – 5:00 pm (Monday - Friday)  
**Clients/Customers** : Employees, Students, NGA's, NGO's and Partner Agencies  
**Requirement/s** : Official Receipt, Delivery Slip  
**Processing Time** : 15 minutes

STEP S	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Presents Letter of Inquiry	Receives letter of inquiry / intention of the client to rent facilities.  Interview  Forwards letter to the Campus Executive Officer for approval.	5– 10 minutes	None	Bids and Awards Committee (BAC) with the Business Coordinator	Approved letter
2	Presents the Approval Letter of Rentals to the Supply Office	Checks and verifies the availability of facilities to the office of the campus admin. If available, informs the client.  Prepares and issues Space/rental payment slip to the peddler to pay at the Cashier's Office	5 minutes	None	Supply Office	Space/rental payment slip
3	Presents the Official Receipt of payment to the Business Coordinator	Receives the official receipt.  Logs reservation. Coordinates to the campus admin, GSO, IMC and other offices/personnel concerned.	2-3 minutes	None	Business Coordinator	Logbook



# BUSINESS SERVICES

4	Presents Business Permit, Fire Inspection Certificate, Sanitary and Medical Certificates	Verifies the requirements submitted by the client before the start of the business operation.	2-3 minutes	N/A	Business Coordinator	Logbook
<b>*End of Procedure*</b>						

# CASHIERING SERVICES

## CASHIERING SERVICES

### Collection of Fees (Internal / External Services)

**Schedule of Availability of Service** : 8:00 am – 5:00 pm (Monday - Friday)  
**Clients/Customers** : Students, Outside Clients and Employees  
**Requirement/s** : Assessment of Fees/Order of Payment  
**Processing Time** : 3 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Presents Assessment of Fees or duly accomplished Order of Payment	Receives Assessment of Fees/Order of Payment and fills out Official Receipt	1 – minute	None	Cashier	Assessment of Fees/ Order of Payment
2	Pays amount indicated in the Assessment of Fees/Order of Payment	Receives the payment, counts the money entered in the system and prints official receipts.	1 – minute	None	Cashier	Official Receipts
3	Receives Official Receipt/ Change	Issues Official Receipt and gives the change (if necessary)	1 – minute	None	Cashier	Official Receipts
<b>*End of Procedure*</b>						

# CASHIERING SERVICES

## CASHIERING SERVICES

### Releasing of Cash (Internal / External Services)

**Schedule of Availability of Service:** 8:00 am – 5:00 pm (Monday - Friday)  
**Clients/Customers:** Students, Outside Clients and Employees  
**Requirement/s:** School Identification Card for Students and any valid I.D. for other clients (Company I.D. Passport, Driver’s License, SSS, COMELEC, GSIS, Philhealth Postal I.D. and PRC License)  
**Processing Time:** 2 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Presents two valid IDs for outside clients and school I.D. for Faculty, Administrative Staff and Students	Requires clients to sign in the payroll	1 – minute	None	Cashier	Payroll
2	Receives money	Counts and releases money	1 – minute	None	Cashier	Payroll
<b>*End of Procedure*</b>						

# CASHIERING SERVICES

## CASHIERING SERVICES

### Releasing of Checks (Internal / External Services)

**Schedule of Availability of Service:** 8:00 am – 5:00 pm (Monday - Friday)  
**Clients/Customers:** Students, Outside Clients and Employees  
 School Identification Card for Students and any valid I.D. for other clients  
**Requirement/s:** (Company I.D. Passport, Driver’s License, SSS, COMELEC, GSIS, Philhealth  
 Postal I.D. and PRC License)  
**Processing Time:** 3 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Presents two valid ID’s.	Requires clients to sign the Received Payment box of the disbursement voucher	1 – minute	None	Cashier	Vouchers
2	Provides Official Receipt	Receives Official Receipt (for Suppliers, Remittances and Billings)	1 – minute	None	Cashier	Vouchers
3	Receives check	Releases check	1 – minute	None	Cashier	Vouchers
<b>*End of Procedure*</b>						

# COUNSELING AND CAREER SERVICES

## Cagayan State University-Lasam Campus

**LOCATION** : Counseling and Career Services Office (CCSO), Left Wing-DARP Hall, Cagayan State University-Lasam Campus  
**AVAILABILITY OF SERVICE** : 8:00 AM – 5:00 PM (Monday to Friday: No Noon Break)  
**CLIENTS** : **Mostly Students**, faculty, staff, requesting office/s and agencies inside and outside the campus (as need arises)

### Counseling and Career Services

#### INTAKE INTERVIEW-COUNSELING (*INTERNAL SERVICE*)

Schedule of Availability of Service : All Year Round  
 Clients/Customers : Faculty and staff (walk-in, referred and counselor initiated clients-as need arises)  
 Requirement/s : Employee-ID  
 Processing Time : 45 minutes to 1 hour and 2 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Informs the Guidance Counselor of the purpose of the visit	Invites the clients inside the counselling cubicle with the Intake Interview Form	1 minute	None	Guidance Counselor	Intake Interview Form
2	Undergoes the Counseling Session	Conducts the Intake Interview (Counseling Session)	45 minutes to 1 hour	None	Guidance Counselor	Intake Interview Form
3	Signs in the Counselor's Logsheet	Files the Intake Interview Form for profiling	1 minute	None	Guidance Counselor	Counselor's Logsheet
<b>*End of Procedure*</b>						

# COUNSELING AND CAREER SERVICES

## Cagayan State University-Lasam Campus

### Counseling and Career Services

#### PSYCHOLOGICAL TESTING (*INTERNAL SERVICE*)

Schedule of Availability of Service : September, November, February and April

Client/Customers : Faculty and Staff (walk-in) or as per referral of concerned office/s inside the campus

Requirements : Employee-ID, Ball Pen/ Pencil

Processing Time : 20 minutes to 2 hours and 7 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
<b>1</b>	Proceeds to the designated area for the Psychological test or to the testing room	Gives orientation about the purpose of the test	2 minutes	None	Guidance Counselor	Psychological Test Manual
<b>2</b>	Takes the Psychological Test	Conducts the Psychological Test	20 minutes to 2 hours	None	Guidance Counselor	Psychological Test Booklets, Answer Sheets
<b>3</b>	Signs in the Psychological Testing Logsheet	Facilitates the signing of the student in the attendance sheet	5 minutes	None	Guidance Counselor	Psychological Testing Logsheet
<b>*End of Procedure*</b>						

# COUNSELING AND CAREER SERVICES

## Cagayan State University-Lasam Campus

### Counseling and Career Services

#### REFERRAL-EXTERNAL (*INTERNAL SERVICE*)

Schedule of Availability of Service : All Year Round  
 Client/Customers : Faculty and Staff (if need arises)  
 Requirements : Employee-ID  
 Processing Time : 12 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	States the concern to the Guidance Counselor	Talks with the client about the sought assistance.	1 minute	None	Guidance Counselor	Referral Form (External)
2	Waits for the completed referral form (external)	Fills out the referral form (external)	3 minutes	None	Guidance Counselor	Referral Form (External)
3	Signs in the Counselor's Logsheet	Assists the client to sign in the Logsheet, guides and refers the client to the concerned office that will address the sought service, and files the referral form received by the office where the client was referred.	8 minutes	None	Guidance Counselor	Guidance Counselor's Logsheet
<b>*End of Procedure*</b>						

# COUNSELING AND CAREER SERVICES

## Cagayan State University-Lasam Campus

### Counseling and Career Services

#### REFERRAL-INTERNAL (*INTERNAL SERVICE*)

Schedule of Availability of Service : All Year Round  
 Client/Customers : Campus faculty and staff (if need arises)  
 Requirements : Employee-ID  
 Processing Time : 45 minutes to 1 hour and 4 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Fills out the Referral Form and hands in to the Guidance Counselor	Talks with the client about the referral/request	3 minutes	None	Guidance Counselor	Referral Form
2	Undergoes the counselling process	Conducts the counselling	45 minutes to 1 hour	None	Guidance Counselor	Intake Form
3	Signs in the Counselor's Logsheet	Asks the client to sign in the Logsheet and files the referral form	1 minute	None	Guidance Counselor	Guidance Counselor's Logsheet
<b>*End of Procedure*</b>						



# COUNSELING AND CAREER SERVICES

## Cagayan State University-Lasam Campus

### Counseling and Career Services

#### REQUESTS FOR REPORTS AND DATA (*INTERNAL SERVICE*)

Schedule of Availability of Service : All Year Round

Client/Customers : All Requesting offices inside the campus

Requirements : Request Letter, Employee-ID

Processing Time : 4 hours to 2 days (subject to the bulk of information that needs to be prepared, consolidated and submitted) and 4 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Informs the Guidance Counselor about the request and the deadline for submission of the report or data needed through a letter.	Assists the requesting client/s in signing the log sheet for incoming correspondence.	1 minute	None	Guidance Counselor	Logsheet for incoming correspondence.
2	Accepts the receiving copy of the request letter signed by the Guidance Counselor.	Receives, reads, agrees and files the request letter.	2 minutes	None	Guidance Counselor	None
3	Waits for the requested report/s or data.	Gathers, consolidates, finalizes and prints the report or data requested.	4 hours to 2 days (subject to the bulk of information that needs to be prepared, consolidated and submitted)	None	Guidance Counselor	Report Template/s or Form/s needed
4	Receives the report/s or data requested	Assists the requesting client/s in signing the logsheet for outgoing correspondence.	1 minute	None	Guidance Counselor	Log sheet for outgoing correspondence and Report Template/s or Form/s
<b>*End of Procedure*</b>						

# COUNSELING AND CAREER SERVICES

## Cagayan State University-Lasam Campus

### Counseling and Career Services

#### CAREER GUIDANCE: EMPLOYMENT COUNSELING AND PRC ONLINE ORIENTATION (*EXTERNAL SERVICE*)

Schedule of Availability of Service : May or June

Client/Customers : CSU College Graduating Students (for Employment Counseling) and Graduating Students with Board Courses (for PRC Online Orientation)

Requirements : Student-ID, Ball Pen

Processing Time : 4 hours and 7 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Proceeds to the activity venue	Ushers the students to enter the program venue	5 minutes	None	Guidance Counselor	None
2	Actively participates in the forum	Conducts the Seminar-Forum Facilitates the conduct of the forum	4 hours	None	Guidance Counselor	None
3	Signs in the Attendance Sheet and secures their Certificate of Participation	Distributes the certificates of appreciation to speakers and certificates of participation to the student-attendees	2 minutes	None	Guidance Counselor	Attendance Sheet
<b>*End of Procedure*</b>						

# COUNSELING AND CAREER SERVICES

## Cagayan State University-Lasam Campus

### Counseling and Career Services

#### EXIT INTERVIEW (*EXTERNAL SERVICE*)

Schedule of Availability of Service : All Year Round (or as need arises)  
 Client/Customers : Students who plans to drop or transfer (across all year levels)  
 Requirements : Student-ID, Ball Pen  
 Processing Time : 8 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Informs the Guidance Counselor of the purpose of the visit	Provides the students with Exit Interview Form and instruct them to fill out profile details in the said form	2 minutes	None	Guidance Counselor	Exit Interview Form
2	Hands in the form to the Counselor and enters the counselling cubicle for interview	Conducts the Exit Interview	5 minutes	None	Guidance Counselor	Exit Interview Form
3	Signs in the Logsheet for Career Guidance	Files the form for profiling	1 minute	None	Guidance Counselor	Counselor's Logsheet
<b>*End of Procedure*</b>						

# COUNSELING AND CAREER SERVICES

## Cagayan State University-Lasam Campus

### Counseling and Career Services

#### INDIVIDUAL INVENTORY (*EXTERNAL SERVICE*)

Schedule of Availability of Service : August, September to October (First Semester), February to March (Second Semester)

Client/Customers : Freshmen and Transfer Students

Requirements : 2x2 ID Picture, Ball Pen, Pre-Assessment Form

Processing Time : 28 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Informs the Guidance Counselor of his/her purpose of the visit	Issues an Individual Record File (IRF) Form and instructs the student in filling-out the form	1 minute	None	Guidance Counselor	Individual Record File (IRF)
2	Fills out the IRF	Supervises the student in filling out the Form	25 minutes	None	Guidance Counselor	Individual Record File (IRF)
3	Submits the accomplished form to the Guidance Counselor	Asks the client to sign in the Logsheet	1 minute	None	Guidance Counselor	Individual Record File (IRF)
4	The student signs in the Logsheet	The Guidance Counselor files the IRF for profiling	1 minute	None	Guidance Counselor	Counselor's Logsheet
<b>*End of Procedure*</b>						

# COUNSELING AND CAREER SERVICES

## Cagayan State University-Lasam Campus

### Counseling and Career Services

#### INDIVIDUAL INVENTORY UPDATE (*EXTERNAL SERVICE*)

Schedule of Availability of Service : August, September to October (First Semester), February to March (Second Semester)

Client/Customers : Second and Third Year Students

Requirements : Ball Pen, Pre-Assessment Form, Student-ID

Processing Time : 12 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Informs the Guidance Counselor of his/her purpose of the visit	Issues an Individual Record Update Form (IRUF) and instructs the student on filling-out the form	2 minutes	None	Guidance Counselor	Individual Record Update Form (IRUF)
2	Fills out the IRF	Supervises the student in filling out the Form	8 minutes	None	Guidance Counselor	Individual Record Update Form (IRUF)
3	Submits the accomplished form to the Guidance Counselor	Assists the client to sign in the Logsheet	1 minute	None	Guidance Counselor	Individual Record Update Form (IRUF)
4	The student signs in the Logsheet	The Guidance Counselor files the IRUF for profiling	1 minute	None	Guidance Counselor	Counselor's Logsheet

**\*End of Procedure\***

# COUNSELING AND CAREER SERVICES

## Cagayan State University-Lasam Campus

### Counseling and Career Services

#### INFORMATION AND GROWTH SESSION (*EXTERNAL SERVICE*)

Schedule of Availability of Service : August-October, January- May

Client/Customers : College Students

Requirements : Student-ID, Ball Pen

Processing Time : 1 hour and 35 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Proceeds to the designated Growth Session Room	Ushers the students in the activity venue	2 minutes	None	Guidance Counselor	None
2	Participate in the Growth Session	Conducts the Group Growth Session	1 hour and 30 minutes	None	Guidance Counselor	Activity Sheets
3	Signs in the Growth Session or Information Service Logsheets	Distributes Certificates of Participation	3 minutes	None	Guidance Counselor	Information Service Logsheets and Certificates of Participation
<b>*End of Procedure*</b>						

# COUNSELING AND CAREER SERVICES

## Cagayan State University-Lasam Campus

### Counseling and Career Services INITIAL INTERVIEW (*EXTERNAL SERVICE*)

Schedule of Availability of Service : August, September, October (First Semester) & February and March (Second Semester)  
 Client/Customers : First Year College and Transfer Students  
 Requirements : Student-ID, Ball Pen  
 Processing Time : 8 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Informs the Guidance Counselor of the purpose of the visit	Provides students with Initial Interview Form and instructs them to fill out profile details in the said form.	2 minutes	None	Guidance Counselor	Initial Interview Form
2	Hands in the filled out form to the Counselor and enters the counselling cubicle for interview and verification	Conducts the Initial Interview	5 minutes	None	Guidance Counselor	Initial Interview Form
3	Signs in the Counselor's Logsheet	Files the Form for profiling	1 minute	None	Guidance Counselor	Counselor's Logsheet
<b>*End of Procedure*</b>						

# COUNSELING AND CAREER SERVICES

## Cagayan State University-Lasam Campus

### Counseling and Career Services

#### PSYCHOLOGICAL TESTING (*EXTERNAL SERVICE*)

Schedule of Availability of Service : September, November, February and April  
 Client/Customers : CSU students, job applicants in the campus and other requesting parties/agencies  
 Requirements : Ball pen/ Pencil, Student-ID or any valid ID if the client is not a student in the campus  
 Processing Time : 20 minutes to 2 hours and 7 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Proceeds to the designated area for the Psychological test or to the testing room	Gives orientation about the purpose of the test	2 minutes	None	Guidance Counselor	Psychological Test Manual
2	Takes the Psychological Test	Conducts the Psychological Test	20 minutes to 2 hours	None	Guidance Counselor	Psychological Test Booklets, Answer Sheets
3	Signs in the Psychological Testing Logsheets	Facilitates the signing of the students in the attendance sheet	5 minutes	None	Guidance Counselor	Psychological Testing Logsheets
<b>*End of Procedure*</b>						



# COUNSELING AND CAREER SERVICES

## Cagayan State University-Lasam Campus

### Counseling and Career Services

#### REFERRAL-EXTERNAL (*EXTERNAL SERVICE*)

Schedule of Availability of Service : All Year Round  
 Client/Customers : All students across all year levels and colleges (if need arises)  
 Requirements : Student ID or any valid ID (if the client is not a student)  
 Processing Time : 12 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	States the concern to the Guidance Counselor	Talks with the client about the sought assistance.	1 minute	None	Guidance Counselor	Referral Form (External)
2	Waits for the completed referral form (external)	Fills out the referral form (external)	3 minutes	None	Guidance Counselor	Referral Form (External)
3	Signs in the Counselor's Logsheet	Assists the client to sign in the Logsheet, guides and refers the client to the concerned office that will address the sought service, and files the referral form received by the office where the client was referred.	8 minutes	None	Guidance Counselor	Guidance Counselor's Logsheet
<b>*End of Procedure*</b>						

# COUNSELING AND CAREER SERVICES

## Cagayan State University-Lasam Campus

### Counseling and Career Services REFERRAL-INTERNAL (*EXTERNAL SERVICE*)

Schedule of Availability of Service : All Year Round  
 Client/Customers : CSU Students (if need arises)  
 Requirements : Student-ID or any valid ID if the client is not a student in the campus  
 Processing Time : 45 minutes to 1 hour and 4 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
<b>1</b>	Fills out the Referral Form and hands in to the Guidance Counselor	Talks with the client about the referral/request	3 minutes	None	Guidance Counselor	Referral Form
<b>2</b>	Undergoes the counselling process	Conducts the counselling	45 minutes to 1 hour	None	Guidance Counselor	Intake Form
<b>3</b>	Signs in the Counselor's Logsheet	Asks the client to sign in the Logsheet and files the referral form	1 minute	None	Guidance Counselor	Guidance Counselor's Logsheet
<b>*End of Procedure*</b>						

# COUNSELING AND CAREER SERVICES

## Cagayan State University-Lasam Campus

### Counseling and Career Services

#### TERMINAL INTERVIEW (*EXTERNAL SERVICE*)

Schedule of Availability of Service : April, May, June, July (or as need arises for graduate students who will process their terminal credentials late)

Client/Customers : Graduating or Graduate Students

Requirements : Terminal Clearance, Student-ID

Processing Time : 8 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
<b>1</b>	Informs the Guidance Counselor of the purpose of the visit	Provides the students with Terminal Interview Form and instruct them to fill out profile details in the said form	2 minutes	None	Guidance Counselor	Terminal Interview Form
<b>2</b>	Hands in the form to the Counselor and enters the counselling cubicle for interview	Conducts the Terminal Interview	5 minutes	None	Guidance Counselor	Terminal Interview Form
<b>3</b>	Signs in the Counselor's Logsheet	Files the form for profiling	1 minute	None	Guidance Counselor	Guidance Counselor's Logsheet
<b>*End of Procedure*</b>						

# COUNSELING AND CAREER SERVICES

## Cagayan State University-Lasam Campus

### Counseling and Career Services

#### REQUESTS FOR REPORTS AND DATA (EXTERNAL SERVICE)

Schedule of Availability of Service : All Year Round

Client/Customers : All requesting offices/agencies outside the Cagayan State University System

Requirements : Request Letter, any Valid ID of the requesting client (Employee ID or Student ID, UMID Card, PRC ID, Driver's License etc)

Processing Time : 4 hours to 2 days (subject to the bulk of information that needs to be prepared, consolidated and submitted) and 4 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Informs the Guidance Counselor about the request and the deadline for submission of the report or data needed through a letter.	Assists the requesting client/s in signing the log sheet for incoming correspondence.	1 minute	None	Guidance Counselor	Logsheet for incoming correspondence.
2	Accepts the receiving copy of the request letter signed by the Guidance Counselor.	Receives, reads, agrees and files the request letter.	2 minutes	None	Guidance Counselor	None
3	Waits for the requested report/s or data.	Gathers, consolidates, finalizes and prints the report or data requested.	4 hours to 2 days (subject to the bulk of information that needs to be prepared, consolidated, and submitted)	None	Guidance Counselor	Report Template/s or Report Form/s needed
4	Receives the report/s or data requested	Assists the requesting client/s in signing the logsheet for outgoing correspondence.	1 minute	None	Guidance Counselor	Log sheet for outgoing correspondence and Report Template/s or Form/s
<b>*End of Procedure*</b>						

# COUNSELING AND CAREER SERVICES

## Cagayan State University-Lasam Campus

### Counseling and Career Services

#### REQUESTS FOR CERTIFICATION OF GOOD MORAL CHARACTER (*EXTERNAL SERVICE*)

Schedule of Availability of Service : All Year Round

Client/Customers : Undergraduate and Graduate CSU students

Requirements : Official Receipt of Payment, Student ID or any valid ID of the requesting client (if no longer enrolled)

Processing Time : 5 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Informs the Guidance Counselor of the purpose of the visit	Instructs the client to pay the certification fee at the cashier's office	1 minute	None	Guidance Counselor	None
2	Pays the Certification fee at the Cashier's Office	Issues the Official Receipt for the payment	2 minutes	₱ 30.00	Campus Cashier or Cashier Staff	Official receipt
3	Gives the official receipt to the Guidance Counselor	Asks relevant personal details from the client, checks for accuracy of data encoded, prints and issues the certification	1 minute	None	Guidance Counselor	Printed Certificate of Good Moral Character
4	Receives the Certification and Signs in the Logsheet for the Issuance of Certificate of Good Moral Character	Assists the client in signing the Logsheet	1 minute	None	Guidance Counselor	Logsheet for the Issuance of Certificate of Good Moral Character
<b>*End of Procedure*</b>						

# **COUNSELING AND CAREER SERVICES**

**Cagayan State University-Lasam Campus**

## **SUMMARY OF COUNSELING AND CAREER SERVICES REFLECTED IN THE CC:**

### **INTERNAL SERVICES**

- 1. Intake Interview-Counseling**
- 2. Psychological Testing**
- 3. Referral Service-External**
- 4. Referral Service-Internal**
- 5. Requests for Reports and Data**

### **EXTERNAL SERVICES**

- 1. Employment Counseling and PRC Online Orientation**
- 2. Exit Interview**
- 3. Individual Inventory**
- 4. Individual Inventory Update**
- 5. Information and Growth Session**
- 6. Initial Interview Service**
- 7. Intake Interview-Counseling**
- 8. Psychological Testing**
- 9. Referral Service-External**
- 10. Referral Service-Internal**
- 11. Requests for Certification of Good Moral Character**
- 12. Terminal Interview**

Prepared by:



**RONABELLE A. RAMIL**  
Campus Guidance Counselor

## Dental Services

### DENTAL CONSULTATION/COUNSELING (INTERNAL / EXTERNAL)

Schedule of Availability of Service: 8:00 am – 5:00 pm (Availability of University Dentist)  
 Clients/Customers: Students, Faculty and Personne  
 Requirement/s: School ID or Employee ID  
 Processing Time: 3 Hours and 1 minute

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Signs in the logbook	Assist in the signing of the Logbook	1 – minute	None	Nurse / Dentist	Logbook
2	Writes general data in the consultation form. Give out Chief complaints	Assist client	5 minutes	None	Dentist	Consultation Form
3	Seeks consultation	Examines and discuss dental treatment plan with patient. Schedules patient for treatment Gives patient parent/guardian waver for suggested dental procedure. Issues dental procedure form to be presented by patient to the cashier's office for payments	3 minutes	None	Dentist	Patient Consent Form
4	Present signed waiver Present receipt of payments Seeks dental treatment	Ask for and checks waiver and receipt. Performs Dental Service: * <b>Tooth extraction</b> * <b>Tooth Filling</b> * <b>Oral Prophylaxis</b> Gives medication with dosage.	*Tooth extraction: Simple 30 minutes Complex: 45 minutes-1hr *Tooth Filling: 45 minutes to 1 hr *Oral Prophylaxis: 30 minutes	*Tooth extraction: Students: 75.00 Employees: 100.00 *Tooth Filling: Students: 200.00 Employees: 250.00 *Oral Prophylaxis Students: 75.00 Employees: 100.00	Dentist	Pay Order Form
5	Receive medication and Return slip form	Reiterates medication with dosage and other dental advice and gives out medical slip form	1 minute	None	Dentist	Doctor's Prescription
<b>*End of Procedure*</b>						





## LIBRARY SERVICES

**LOCATION** : Library Building  
**SCHEDULE OF AVAILABILITY** : 8:00 am – 5:00 pm (Monday-Friday)  
**CLIENTS** : Students, Faculty and Administrative Personnel, Alumni

### LIBRARY SERVICES

#### Issuance of Borrower's Card/ID (External)

**Schedule of Availability of Service** : 8:00 am – 5:00 pm (Monday-Friday)  
**Clients/Customers** : Students  
**Requirements** : Enrollment Form & 1x1 ID picture  
**Processing Time** : 3-4 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Presents enrollment form & submits 1x1 ID picture.	Issues Borrower's Card	1 minute	None	Librarian	Logbook
2.	Receives Borrower's Card & fills-out properly.	Validates Borrower's Card	1-2 minutes	None	Librarian	Borrower's Card
3	Fills out logbook for issued borrower's card.	Checks filled out logbook	1 minute	None	Librarian	Logbook
<b>*End of Procedure*</b>						

## LIBRARY SERVICES

### Request to Borrow Books for Overnight Use (External)

**Schedule of Availability of Service** : 3:00 pm – 5:00 pm (Monday-Friday)

**Clients/Customers** : Students

**Requirements** : Borrower's Card

**Processing Time** : 3-6 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Selects a material to borrow.	Assists the client in checking the availability of the material.	1-3 minutes	None	Librarian	Logbook / Borrower's Card
2	Presents material and borrower's card at the circulation counter.	Checks borrower's card and the chosen material to borrow	1-2 minutes	None	Librarian	Book card
3.	Leaves the borrower's card together with the filled-out book card of the book.	Files the borrower's card & the book card at the circulation counter	1 minute	None	Librarian	Logbook
<b>*End of Procedure*</b>						

## LIBRARY SERVICES

### Return of Borrowed Books (External)

**Schedule of Availability of Service** : 8:00 am – 5:00 pm (Monday-Friday)

**Clients/Customers** : Students

**Requirements** : Borrowed Material

**Processing Time** : 3-4 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Presents borrowed material.	Receives the borrowed material.	1 minute	None	Librarian	Logbook
2	Watches the librarian as she checks on the material.	Checks the material for damages and missing pages	1-2 minutes	None	Librarian	Book card
3.	Receives the Borrower's Card back. <i>(If return of books is overdue, the client pays the penalty for overdue at the cashier's office)</i>	Receives the book. <i>(Check receipt, gets the material and returns it in the shelf)</i>	1 minute	None	Librarian Cashier	Logbook
<b>*End of Procedure*</b>						

## LIBRARY SERVICES

### Internet Access Service (External)

**Schedule of Availability of Service** : 8:00 am – 5:00 pm (Monday-Friday)

**Clients/Customers** : Students

**Requirements** : Borrower's Card/ID

**Processing Time** : 2 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEEES	PERSON RESPONSIBLE	FORMS
1	Leaves the Borrower's Card/ID at the counter	Ask the student to fills out the Internet Access Services' logbook	1 minute	None	Librarian	Logbook / Borrower's Card
2	When a PC is available, the student signs in the logbook	Assists the student in signing the logbook	1 minute	None	Librarian	Logbook
3.	Uses the PC for internet access	Oversees the student activities in the area		None	Librarian	Logbook
<b>*End of Procedure*</b>						

## LIBRARY SERVICES

### Signing of Clearance (External)

Schedule of Availability of Service

: 8:00 am – 5:00 pm (Monday-Friday)

Clients/Customers

: Students, Alumni

Requirements

: Clearance Form

Processing Time

: 3-4 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Presents the Clearance Form and the Borrower's Card	Checks if the Borrower's Card is valid	1 minute	None	Librarian	Logbook / Borrower's Card
2		Checks overdue accounts and unreturned books of student.	1-2 minutes	None	Librarian Cashier	None
3.		When everything is accounted for, the librarian signs the student's clearance.	1 minute	None	Librarian	Clearance Form
<b>*End of Procedure*</b>						

## LIBRARY SERVICES

### Request to Borrow Books (Internal)

**Schedule of Availability of Service** : 8:00 pm – 5:00 pm (Monday-Friday)

**Clients/Customers** : Faculty and Administrative Personnel

**Requirements** : None

**Processing Time** : 3-6 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Selects a material to borrow.	Assists the client in checking the availability of the material.	1-3 minutes	None	Librarian	Logbook / Book Card
2.	Presents material at the circulation counter.	Checks the chosen material to borrow	1-2 minutes	None	Librarian	Book card
3.	Leaves the filled-out book card of the book.	Files the book card at the borrower's record.	1 minute	None	Librarian	Logbook
<b>*End of Procedure*</b>						

## LIBRARY SERVICES

### Return of Borrowed Books (Internal)

**Schedule of Availability of Service** : 8:00 am – 5:00 pm (Monday-Friday)

**Clients/Customers** : Faculty and Administrative Personnel

**Requirements** : Borrowed Material

**Processing Time** : 3-5 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Presents borrowed material.	Receives and checks the material and checks for damages and missing pages	1-2 minute	None	Librarian	Logbook
2		Checks the book card from the borrower's record and marks it returned.	1-2 minutes	None	Librarian	Book card
3		Returns the book on its proper shelf.	1 minute	None	Librarian	Logbook
<b>*End of Procedure*</b>						

## LIBRARY SERVICES

### Internet Access Service (Internal)

**Schedule of Availability of Service** : 8:00 am – 5:00 pm (Monday-Friday)

**Clients/Customers** : Faculty, Personnel

**Requirements** : Borrower's Card/ID

**Processing Time** : 2 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Leaves the Borrower's Card/ID at the counter	Ask the student to fill out the Internet Access Services' logbook	1 minute	None	Librarian	Logbook / Borrower's Card
2	When a PC is available, the student signs in the logbook	Assists the student in signing the logbook	1 minute	None	Librarian	Logbook
3.	Uses the PC for internet access	Oversees the student activities in the area		None	Librarian	Logbook
<b>*End of Procedure*</b>						



## LIBRARY SERVICES

### Signing of Clearance (Internal)

**Schedule of Availability of Service**

: 8:00 am – 5:00 pm (Monday-Friday)

**Clients/Customers**

: Faculty and Administrative Personnel

**Requirements**

: Clearance Form

**Processing Time**

: 2-3 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Presents the Clearance Form	Checks records and unreturned books of client.	1-2 minutes	None	Librarian	Logbook / Borrower's Record
2.		When everything is accounted for, the librarian signs the client's clearance.	1 minute	None	Librarian	Clearance Form
<b>*End of Procedure*</b>						

# MEDICAL SERVICES

## Medical Services

### FIRST AID TREATMENT (INTERNAL / EXTERNAL)

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday - Friday)

Clients/Customers: Students and Employees

Requirement/s: School ID or Employee ID

Processing Time: 15 - 20 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Proceeds to the Campus Clinic for assessment	Physical Assessment of the client (Check the airway, breathing and circulation)	1-3 minutes	None	Campus Nurse	Logbook
2	Receives treatment	Provides the emergency treatment and nursing care	10 – 15 minutes	None	Campus Nurse	Logbook
3	Receives health teaching from the provider	Provides health teaching	3 – minute	None	Campus Nurse	None
4	If required, he or she is advised to see a physician for further check-up	If required, advise the patient to see a physician for further check-up	1 – minute	None	Campus Nurse	None
5	Signs in the logbook	Assists the patient in signing the logbook	1 – minute	None	Campus Nurse	Logbook
<b>*End of Procedure*</b>						

# MEDICAL SERVICES

## Medical Services

### MEDICAL CONSULTATION/COUNSELING (INTERNAL / EXTERNAL)

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday - Friday)

Clients/Customers: Students and Employees

Requirement/s: School ID or Employee ID

Processing Time: 18 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Signs in the logbook	Assists in the signing of the Logbook	1 – minute	None	Campus Nurse	Logbook
2	Verbalizes chief complaints	Asks series of questions pertaining to chief complaints of the patient	10 – minutes	None	Campus Nurse	Logbook
3	Receives medical treatment and nursing care for the temporary relief of symptoms. If symptoms persist, patient is referred to the nearest hospital.	Dispenses initial dose of medicine or refer the patient to the nearest hospital if symptoms cannot be managed at the clinic level.	2 – minutes	None	Campus Nurse	Logbook
4	Receives health teaching from the provider	Provides health teaching to the patient	5 – minutes	None	Campus Nurse	None
<b>*End of Procedure*</b>						

# STUDENT RECORDS MANAGEMENT SERVICES

Cagayan State University-Lasam

## Student Records Management Services

### REQUEST FOR THE ENROLMENT OF FRESHMEN/TRANSFEREES/OLD STUDENTS (EXTERNAL SERVICES)

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

Clients/Customers: Students

Requirement/s: Student Profile Form, Advising Form, Individual Record File, Individual Record Update Form, Clinic Student Profiling, Student Contract

Processing Time: Freshmen/Transferees: 30 - 50 minutes

Old Students: 15 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	<p>FRESHMEN/TRANSFEREES:</p> <ul style="list-style-type: none"> <li>Downloads, prints and accomplishes the Student Profile Form (<a href="https://csu.edu.ph/docs/studentprofile_form.pdf">https://csu.edu.ph/docs/studentprofile_form.pdf</a>), and submit it to the College Dean together with enrolment requirements; Requests and accomplishes Advising Form.</li> </ul> <p>OLD STUDENTS:</p> <ul style="list-style-type: none"> <li>Requests and accomplishes Advising Form</li> </ul>	<ul style="list-style-type: none"> <li>Interviews applicants and reviews all the requirements needed.</li> <li>Checks and signs Advising Form specifying the subject/s to be enrolled and schedule</li> </ul>	<p>15 – minutes (new students)</p> <p>2 – 3 minutes (old students)</p>	None	College Dean/s	Student Profile Form, Advising Form
2	Requests and accomplishes Campus Clinic's Profiling – Medical and Dental Form	<ul style="list-style-type: none"> <li>Conducts an interview and assessment for Campus Clinic Profiling</li> </ul>	15 – minutes	None	Campus Nurse & Visiting University Dentist	Medical and Dental Form
3	Requests and accomplishes Individual Record File/Update Form(Old Students) - Counselling and Career Services Office	<ul style="list-style-type: none"> <li>Receives, checks the submitted form and signs initials in the advising form.</li> </ul>	10 – minutes	None	Guidance Counsellor	Individual Record File Form/ Individual Record Update Form
4	<p>FRESHMEN/TRANSFEREES:</p> <ul style="list-style-type: none"> <li>Submits Accomplished Student Profile Form, Advising Form and enrolment requirements; requests and accomplishes Student Contract</li> </ul> <p>OLD STUDENTS:</p>	<ul style="list-style-type: none"> <li>Receives and checks submitted requirements;</li> <li>Enters student data in the SIAS and prints assessment form.</li> </ul>	2 – 3 minutes	None	Registrar/Clerk	Student Profile Form & Advising Form Student Contract

# STUDENT RECORDS MANAGEMENT SERVICES

## Cagayan State University-Lasam

	<ul style="list-style-type: none"> <li>Submits Advising Form; requests and accomplishes Student Contract</li> </ul>	<ul style="list-style-type: none"> <li>Issues and receives Student Contract</li> <li>Files all documents submitted.</li> </ul>				Registration and Assessment Form
5	<p>OPT IN students:</p> <ul style="list-style-type: none"> <li>Receives Assessment form and submits it to the Accounting Office for Validation</li> </ul> <p>OPT OUT students:</p> <ul style="list-style-type: none"> <li>Receives assessment form and submits it to the Accounting Office for Validation</li> <li>Receives Validated Assessment Form and pays required fees to the Cashier's office</li> <li>Submits assessment form and Official Receipt to the Accounting Office</li> </ul>	<p>OPT IN students:</p> <ul style="list-style-type: none"> <li>Receives and validates the assessed fees then stamps with "ENROLLED"; Releases Assessment Form</li> </ul> <p>OPT OUT students:</p> <ul style="list-style-type: none"> <li>Receives and validates the assessed fees then instructs the student to pay.</li> <li>Collects Enrolment fees and issues Official Receipt</li> <li>Receives Assessment form, Official receipt and stamps with "ENROLLED"; Releases Assessment Form</li> </ul>	5 – minutes	Enrolment fee	Accounting Staff, Cashier	Assessment Form, Official Receipt
<b>*End of Procedure*</b>						

# STUDENT RECORDS MANAGEMENT SERVICES

## Cagayan State University-Lasam

### Student Records Management Services

#### REQUEST FOR CERTIFICATION (ENROLLMENT/GRADES/EARNED UNITS) (EXTERNAL SERVICES)

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)  
 Clients/Customers: Students  
 Requirement/s: Document Request Queuing System (DRQS)  
 Processing Time: 5 – 10 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Accomplishes Document Request Queuing System (DRQS)	Instructs the student to accomplish the Document Request Queuing System (DRQS), and proceed to the Cashier's Office for payment	1 – minutes	None	Registrar/Clerk	DRQS
2	Pay fees to the Cashier	Receives payment and issues Official Receipt	2 – 3 minutes	Certification - 30.00	Cashier	Official Receipt
3	Submits Official Receipt of Payment to receive certification/s	Receives Official Receipt; Checks the status of the request, and prepares requested certification/s	4 to 5 – minutes	None	Registrar/Clerk	DRQS, Official Receipt
4	Receives requested certification/s	Releases the duly signed certification/s and Official Receipt	2 - minutes	None	Registrar/Clerk	Certification/s
<b>*End of Procedure*</b>						

# STUDENT RECORDS MANAGEMENT SERVICES

## Cagayan State University-Lasam

### Student Records Management Services

#### REQUEST FOR REGISTRATION AND ASSESSMENT (EXTERNAL SERVICES)

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

Clients/Customers: Students

Requirement/s: Document Request Queuing System (DRQS)

Processing Time: 5 – 10 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Accomplishes Document Request Queuing System (DRQS)	Instructs the student to accomplish the Document Request Queuing System (DRQS), and proceed to the Cashier's Office for payment	1 – minutes	None	Registrar/Clerk	DRQS
2	Pay fees to the Cashier	Receives payment and issues Official Receipt	2 – 3 minutes	Registration & Assessment – 20.00	Cashier	Official Receipt
3	Submits Official Receipt of Payment to receive registration and assessment	Receives Official Receipt; Checks the status of the request, and prepares requested assessment	4 to 5 – minutes	None	Registrar/Clerk	DRQS, Official Receipt
4	Receives requested assessment	Releases the duly signed certification/s and Official Receipt;	2 - minutes	None	Registrar/Clerk	Registration & Assessment Form
5	Proceeds at the Accounting Office for validation	Validates the Registration and Assessment Form; Releases Assessment Form	1 – minute	None	Accounting Staff	Registration & Assessment Form
<b>*End of Procedure*</b>						

# STUDENT RECORDS MANAGEMENT SERVICES

## Cagayan State University-Lasam

### Student Records Management Services

#### REQUEST FOR COMPLETION OF GRADES (EXTERNAL SERVICES)

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

Clients/Customers: Students

Requirement/s: Completion Form

Processing Time: 10 – 15 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Requests for Completion Form and accomplishes it.	Provides the Completion Form.	1 – minute	None	Registrar/Clerk,	Completion form
2	Proceeds to the Faculty member	Fills out the grade in the completion form and signs	4 – minutes	None	Faculty Member	Completion form
3	Proceeds to the College Dean for approval	Verifies and approves the completion form	4 – minutes	None	College Dean	Completion form
4	Pay fees to the Cashier then writes the Official Receipt Number in the form	Receives payment and Issues Official Receipt	2 – 3 minutes	20.00/subject	Cashier	Official Receipt
5	Submits Official Receipt of Payment and Completion Form	Receives Official Receipt; Marks the used receipt, checks, signs and gets a copy of the form	2 – minutes	None	Registrar/Clerk	Official Receipt, Completion Form
6	Receives signed form (Deans and students copy)	Releases form, instructs the student to submit the Dean’s copy, inputs the grade in the SIAS and files the form in the student’s envelope.	2 - minutes	None	Registrar/Clerk	Completion form
<b>*End of Procedure*</b>						



# STUDENT RECORDS MANAGEMENT SERVICES

## Cagayan State University-Lasam

### Student Records Management Services

### REQUEST FOR ADDING, DROPPING, AND CANCELLING OF SUBJECTS (EXTERNAL SERVICES)

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)  
 Clients/Customers: Students  
 Requirement/s: Adding, Dropping And Cancelling Of Subjects Form  
 Processing Time: 10 – 20 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Requests for ADCS Form and accomplishes it.	Provides the ADCS Form	10 – minutes	None	Registrar/Clerk, College Dean	ADCS form
2	Pay fees to the Cashier then writes the Official Receipt Number in the form	Receives payment and Issue Official Receipt	2 – 3 minutes	20.00/subject	Cashier	Official Receipt
3	Submits Official Receipt of Payment and ADCS Form to the Registrar's Office	Receives Official Receipt; Checks the student's record; Add/Drop/Cancels the subject in the system and Prints updated Registration and Assessment Form;  Marks the used receipt, checks, signs and get a copy of the form	3 – minutes	None	Registrar/Clerk	Official Receipt, ADCS Form, Registration and Assessment Form
4	Receives signed form (Accounting, Dean and students copy)	Releases updated Registration and assessment form, and ADCS form, instructs the student to submit the Accounting and Dean's copy and files the Registrar's copy in the student's envelope.	5 - minutes	None	Registrar/Clerk	Registration and Assessment Form, ADCS Form
<b>*End of Procedure*</b>						

# STUDENT RECORDS MANAGEMENT SERVICES

## Cagayan State University-Lasam

### Student Records Management Services

#### **DROPPING OUT (EXTERNAL SERVICES)**

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

Clients/Customers: Student/s Dropping-out of the semester

Requirement/s: Drop-out Form

Processing Time: 45 minutes – 1 hour and 10 minutes

<b>STEPS</b>	<b>CLIENT/APPLICANT</b>	<b>TYPES OF FRONTLINE SERVICE</b>	<b>DURATION OF ACTIVITY</b>	<b>FEES</b>	<b>PERSON RESPONSIBLE</b>	<b>FORMS</b>
<b>1</b>	Requests for Drop-out Form and accomplishes it.	Provides the Drop-out Form	1– minute	None	Registrar/Clerk	Drop-out Form
<b>2</b>	Proceeds at the office of the Guidance Counsellor for counselling	Conducts counseling sessions and signs the Drop-out Form	45 minutes to 1-hour	None	Guidance Counsellor	Drop-out Form
<b>3</b>	Proceeds at the College Dean’s office for approval	Approves and signs the Drop-out Form	3 – minutes	None	College Dean	Drop-out Form
<b>4</b>	Proceeds at the Registrar’s Office	Processes the request in the system and sign the Drop-out form	3 – minutes	None	Registrar/Clerk	Drop-out Form
<b>5</b>	Submits the approved form to the Accounting office and College Dean for record-keeping	Releases form and gets the registrar’s copy of the Drop-out Form for record-keeping	3 – minutes	None	Registrar/Clerk	Drop-out Form
<b>*End of Procedure*</b>						

# STUDENT RECORDS MANAGEMENT SERVICES

## Cagayan State University-Lasam

### Student Records Management Services

#### REQUEST FOR CERTIFICATION (GRADUATION, GWA) (EXTERNAL SERVICES)

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)  
 Clients/Customers: Graduates  
 Requirement/s: Terminal Clearance (for 1<sup>st</sup> issuance), Document Request Queuing System (DRQS)  
 Processing Time: 5 – 10 minutes

STEPS	CLIENT/APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Requests and accomplishes Terminal Clearance and Document Request Queuing System (DRQS)	Provides the Terminal Clearance and instructs the client to accomplish the DRQS	1 - minute	None	Registrar / Clerk	Terminal Clearance, DRQS
2	Submits accomplished Terminal Clearance	Receives accomplished Terminal Clearance, and checks the client's request and status in the system  Instructs the client to proceed to the Cashier's Office for payment	1 – minute	None	Registrar/Clerk	Terminal Clearance, DRQS
3	Pay fees to the Cashier	Receives payment and issues Official Receipt	2 – 3 minutes	Certification: Graduation-120.00 GWA-120.00	Cashier	Official Receipt
4	Submits Official Receipt of payment to receive certification/s	Receives Official Receipt; Prepares requested certification/s	4-5 – minutes	None	Registrar/Clerk	Official Receipt
5	Receives requested certification/s	Releases the duly signed certification/s and Official Receipt, and requires the client to sign in the Logbook	2 - minutes	None	Registrar/Clerk	Certification/s
<b>*End of Procedure*</b>						

# STUDENT RECORDS MANAGEMENT SERVICES

## Cagayan State University-Lasam

### Student Records Management Services

#### ISSUANCE OF CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV) (EXTERNAL SERVICES)

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)  
 Clients/Customers: Graduates  
 Requirement/s: Document Request Form (DRF)  
 Processing Time: 5 – 10 minutes

STEPS	CLIENT/APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Requests and accomplishes Document Request Queuing System (DRQS)	Instructs the client to accomplish the Document Request Queuing System (DRQS)	1 - minute	None	Registrar / Clerk	DRQS
2	Provides photocopies of OTR and Diploma	Instructs the client to proceed to the Cashier's Office for payment	1 – minute	None	Registrar/Clerk	DRQS, Photocopies of OTR and Diploma
3	Pay fees to the Cashier	Receives payment and issues Official Receipt	2 – 3 minutes	CAV Certification– 160.00/page Authentication – 80.00/page	Cashier	Official Receipt
4	Submits Official Receipt of Payment to receive document/s	Receives Official Receipt; Prepares requested document/s	5 – minutes	None	Registrar/Clerk	Official Receipt
5	Receives requested document/s	Releases the duly signed document/s and requires the client to sign in the Logbook	2 - minutes	None	Registrar/Clerk	CAV Cert., OTR and Diploma (Authenticated copies)
<b>*End of Procedure*</b>						

# STUDENT RECORDS MANAGEMENT SERVICES

Cagayan State University-Lasam

## Student Records Management Services

### REQUEST FOR TRANSFER CREDENTIALS (EXTERNAL SERVICES)

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)  
 Clients/Customers: Student Transferring to other School (Transferring-Out)  
 Requirement/s: Documents Request Queuing System (DRQS), Terminal Clearance  
 Processing Time: 15 – 30 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Gets and accomplishes Terminal Clearance	Provides the Terminal Clearance	5 - minutes	None	Registrar / Clerk	Terminal Clearance, DRQS
2	Submits accomplished Terminal Clearance, and accomplishes Document Request Queuing System (DRQS)	Receives Terminal Clearance, and checks the status of the client's record in the system.  Instructs the client to proceed to the Cashier's Office for payment	1 – minute	None	Registrar/Clerk	Terminal Clearance, DRQS
3	Pay fees to the Cashier	Receives payment and issues Official Receipt	2 – 3 minutes	OTR–50.00/page Honorable Dismissal – 30.00 Cert. of Grades – 30.00	Cashier	DRQS
4	Submits Official Receipt of Payment to receive credential/s or certification/s	Receives the Official Receipt; Prints Honorable Dismissal and Certificate of Grades/OTR	10 to 25 – minutes	None	Registrar/Clerk	DRQS, Official Receipt
5	Receives Transfer Credentials	Releases credential/s and Official Receipt, and requires the client to sign in Logbook	2 - minutes	None	Registrar/Clerk	Honorable Dismissal, Certification of Grades/OTR
<b>*End of Procedure*</b>						

# STUDENT RECORDS MANAGEMENT SERVICES

Cagayan State University-Lasam

## Student Records Management Services

### REQUEST FOR CREDENTIALS (OTR/DIPLOMA) – 1<sup>ST</sup> ISSUANCE (EXTERNAL SERVICES)

Schedule of Availability of Service:

8:00 am – 5:00 pm (Monday – Friday)

Clients/Customers:

Graduates

Requirement/s:

Terminal Clearance, Document Request Form for OTR/Diploma (DRF OTR/Diploma), 2x2 Formal picture

Processing Time:

15 – 40 minutes

STEPS	CLIENT/APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEEs	PERSON RESPONSIBLE	FORMS
1	Requests Terminal Clearance and Document Request Form for OTR/Diploma and accomplishes it.	Provides the Document Request Form for OTR/Diploma	2 – minutes	None	Registrar/Clerk	Terminal Clearance, DRF OTR/Diploma 2x2 Formal Picture w/ white background
2	Submits accomplished Terminal Clearance and DRF OTR/Diploma	Receives accomplished Terminal Clearance and Document Request Form & checks the status of client's record  Instructs the client to proceed to the Cashier's Office for payment	2 – minutes	None	Registrar/Clerk	Terminal Clearance, DRF OTR/Diploma
3	Pays fees to the Cashier	Receives payment and issues Official Receipt	2 – 3 minutes	OTR – 50.00/page	Cashier	Official Receipt
4	Submits Official Receipt of Payment to receive credential/s	Receives Official Receipt; Prepares requested credential/s	10 – 30 minutes	None	Registrar/Clerk	Official Receipt
5	Receives Claim Stub and Official Receipt, and returns on the scheduled date to receive the requested credential/s	Issues the Claim Stub and returns the Official Receipt to the Client	1 – minute	None	Registrar/Clerk	Claim Stub (a portion of the DRF OTR/Diploma), Official Receipt
6	On the scheduled date, submit the Claim Stub to the releasing clerk and get the requested credential/s	Receives Claim Stub, releases credential/s, and requests the client to sign in the logbook	3 – minutes	None	Registrar/Clerk	Credential/s
<b>*End of Procedure*</b>						

# STUDENT RECORDS MANAGEMENT SERVICES

## Cagayan State University-Lasam

### REQUEST FOR CREDENTIALS (OTR/DIPLOMA) – RE-ISSUANCE (EXTERNAL SERVICES)

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday – Friday)  
 Clients/Customers: Graduates  
 Requirement/s: Document Request Form for OTR/Diploma (DRF OTR/DIPLOMA)  
 Processing Time: 15-30 minutes

STEPS	CLIENT/APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Requests Document Request Form for OTR/Diploma (DRF OTR/Diploma) and accomplishes it.	Provides the Document Request Form for OTR/Diploma	1 – minute	None	Registrar/Clerk	DRF OTR/Diploma
2	Submits accomplished DRF OTR/Diploma	Receives Document Request Form & checks the status of client's record  Instructs the client to proceed to the Cashier's Office for payment	2 – minutes	None	Registrar/Clerk	DRF OTR/Diploma
3	Pay fees to the Cashier	Receives payment and issues Official Receipt	2 – 3 minutes	Diploma–300.00 OTR–100.00/page	Cashier	DRF OTR/Diploma
4	Submits Official Receipt of Payment to receive credential/s	Receives Official Receipt; Prepares requested credential/s	10 to 30 – minutes	None	Registrar/Clerk	DRF OTR/Diploma, Official Receipt
5	Receives Claim Stub and Official Receipt, and returns on the scheduled date to receive the requested credential/s	Issues the Claim Stub and returns the Official Receipt to the Client	1 – minute	None	Registrar/Clerk	Claim Stub (a portion of the DRF), Official Receipt
6	On the scheduled date, submit the Claim Stub to the releasing clerk and get the requested credential/s	Receives Claim Stub, releases credential/s, and requests the client to sign in the logbook	3 – minutes	None	Registrar/Clerk	Credential/s
<b>*End of Procedure*</b>						

# STUDENT RECORDS MANAGEMENT SERVICES

## Cagayan State University-Lasam

### Student Records Management Services

### REQUEST FOR AUTHENTICATION OF OFFICIAL TRANSCRIPT OR RECORDS AND DIPLOMA (EXTERNAL SERVICES)

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday – Friday)  
 Clients/Customers: Graduates  
 Requirement/s: Documents Request Form (DRF/e-DRF)  
 Processing Time: 5-10 minutes

STEPS	CLIENT/APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Requests and accomplishes Document Request Queuing System (DRQS)	Instructs the client to accomplish the Document Request Queuing System (DRQS)	1 – minute	None	Registrar/Clerk	DRQS
2	Provides photocopies of OTR or Diploma	Instructs the client to proceed to the Cashier's Office for payment	1 – minute	None	Registrar/Clerk	DRQS, Photocopies of OTR and Diploma
3	Pay fees to the Cashier	Receives payment and issues Official Receipt	2 – 3 minutes	80.00/page	Cashier	Official Receipt
4	Submits Official Receipt of Payment to receive Document/s or Credential/s	Receives Official Receipt; Prepares requested document/s or credential/s	5 – minutes	None	Registrar/Clerk	DRF, Official Receipt
5	Receives requested document/s	Releases document/s and requires the client to sign in the Logbook	2 - minutes	None	Registrar/Clerk	Authenticated credentials and/or documents
<b>*End of Procedure*</b>						



# STUDENT RECORDS MANAGEMENT SERVICES

## Cagayan State University-Lasam

### Student Records Management Services

### REQUEST FOR CERTIFICATION(LATIN HONORS, MEDIUM OF INSTRUCTION) (EXTERNAL SERVICES)

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

Clients/Customers: Graduates

Requirement/s: Document Request Form for Certification of Latin Honors/Medium of Instruction (DRF CLH/CMI)

Processing Time: 5 – 10 minutes

STEPS	CLIENT/APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Requests and accomplishes Terminal Clearance and Document Request Form for Certification of Latin Honors/ Medium of Instruction (DRF CLH/CMI)	Provides the Terminal Clearance and DRF CLH/CMI	1 - minute	None	Registrar / Clerk	Terminal Clearance, DRF CLH/CMI
2	Submits accomplished Terminal Clearance and DRF CLH/CMI	Receives Document Request Form & checks the status of client's record  Instructs the client to proceed to the Cashier's Office for payment	1 – minute	None	Registrar/Clerk	Terminal Clearance, DRF CLH/CMI
3	Pay fees to the Cashier	Receives payment and issues Official Receipt	2 – 3 minutes	Certification: Latin Honors -120.00 Medium of Instruction-120.00	Cashier	DRF CLH/CMI
4	Submits Official Receipt of payment to receive certification/s	Receives Official Receipt; Prepares requested certification/s	4-5 – minutes	None	Registrar/Clerk	DRF CLH/CMI, Official Receipt
5	Receives requested certification/s	Releases the duly signed certification/s and Official Receipt, and requires the client to sign in the Logbook	2 - minutes	None	Registrar/Clerk	Certification/s

**\*End of Procedure\***

# STUDENT RECORDS MANAGEMENT SERVICES

Cagayan State University-Lasam

## Student Records Management Services

### SHIFTING FROM A COURSE (EXTERNAL SERVICES)

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

Clients/Customers: Student/s shifting from a course

Requirement/s: Shifting Permit

Processing Time: 5 – 10 minutes

STEPS	CLIENT/APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Requests and accomplishes Shifting permit	Provides the Shifting permit	1 - minute	None	Registrar / Clerk	Shifting Permit
2	Proceeds to the sending College Dean	Approves and signs the student's shifting permit	2 – minutes	None	College Dean (sending college)	Shifting Permit
3	Proceeds to the receiving College Dean	Evaluates and approves the student's shifting permit	2 to 3 – minutes	None	College Dean (receiving college)	Shifting Permit
4	Proceeds to the Registrar's office	Checks the student's status, modify the student enrollment data and prints updated Registration and Assessment form; signs the shifting permit	2 to 3 – minutes	None	Registrar/Clerk	Shifting Permit, Registration and Assessment Form
5	Proceeds to the Accounting Office	Validates the updated Registration and Assessment Form	1 - minute	None	Accounting Office	Registration and Assessment Form
6	Submits the updated Registration and Assessment form and a copy of Shifting Permit to the receiving college	Receives Shifting Permit and Registration and Assessment Form	1 - minute	None	College Dean (receiving college)	Shifting Permit, Registration and Assessment Form
<b>*End of Procedure*</b>						

# STUDENT RECORDS MANAGEMENT SERVICES

## Cagayan State University-Lasam

### Student Records Management Services

#### CROSS ENROLLMENT (EXTERNAL SERVICES)

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

Clients/Customers: Irregular graduating students with subject deficiencies who are willing to enroll in other colleges or schools provided that the subject/s is non-offering from the mother college and conflict of schedules

Requirement/s: Cross-Enroll Permit

Processing Time: 5 – 10 minutes

STEPS	CLIENT/APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Requests and accomplishes the Cross-Enroll Permit	Provides the Cross-Enroll Permit	1 - minute	None	Registrar / Clerk	Cross-Enrollment Permit
2	Proceeds to the College Dean	Evaluates the student's grade and signs the Cross-Enroll Permit	3 – minutes	None	College Dean	Cross-Enrollment Permit
3	Submits accomplished Cross-Enroll Permit	Review, signs and approves the Cross-Enroll Permit; Provides three (3) copies of the approved permit	3 – 5 minutes	None	Registrar / Clerk	Cross-Enrollment Permit
4	Submits a copy to the College Dean and the accepting college or school	Receives copy of Cross-Enroll Permit	2 - minutes	None	College Dean, Accepting College or School	Cross-Enrollment Permit

**\*End of Procedure\***

# STUDENT RECORDS MANAGEMENT SERVICES

## Cagayan State University-Lasam

### Student Records Management Services

#### ISSUANCE OF STUDENT IDENTIFICATION CARD FOR FRESHMEN (EXTERNAL SERVICES)

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)  
 Clients/Customers: Students who are officially enrolled in the Campus  
 Requirement/s: Registration and Assessment  
 Processing Time: 5 – 10 minutes

STEPS	CLIENT/APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Presents the Registration and Assessment form	Checks the validity of enrollment	1 – minute	None	Registrar / Clerk	Registration and Assessment Form
2	Prepares for picture taking and signs in the digital signature pad	Takes picture of the student and inputs details in the system for printing of ID	3 – 5 minutes	None	Registrar / Clerk	Registration and Assessment Form
3	Receives the student Identification Card and signs in the logbook	Releases the ID and requires the student to sign in the log book	3 – minutes	None	Registrar / Clerk	Registration and Assessment Form
<b>*End of Procedure*</b>						

# STUDENT RECORDS MANAGEMENT SERVICES

## Cagayan State University-Lasam

### Student Records Management Services

### ISSUANCE OF STUDENT IDENTIFICATION CARD for TRANSFEREES & OLD STUDENTS (EXTERNAL SERVICES)

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)  
 Clients/Customers: Students who are officially enrolled in the Campus  
 Requirement/s: Registration and Assessment  
 Processing Time: 5 – 10 minutes

STEPS	CLIENT/APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Pay fees to the cashier	Receives payment and issues Official Receipt	2 – 3 minutes	Identification Card - 160.00	Cashier	Official Receipt
2	Presents the Registration and Assessment form and Official Receipt	Checks the validity of enrollment	1 – minute	None	Registrar / Clerk	Registration and Assessment Form, Official Receipt
3	Prepares for picture taking and signs in the digital signature pad	Takes picture of the student and inputs details in the system for printing of ID	3 – 5 minutes	None	Registrar / Clerk	Registration and Assessment Form, Official Receipt
4	Receives the student Identification Card and signs in the logbook	Releases the ID and requires the student to sign in the log book	3 – minutes	None	Registrar / Clerk	Registration and Assessment Form, Official Receipt
<b>*End of Procedure*</b>						

# STUDENT RECORDS MANAGEMENT SERVICES

## Cagayan State University-Lasam

### Student Records Management Services

#### SUBMISSION OF GRADES (INTERNAL SERVICES)

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

Clients/Customers: Faculty Members

Requirement/s: Official Grading Sheets

Processing Time: 20-30 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Secures a copy of grading sheets	Provides the official grading sheets	3 – minutes	None	Registrar/Clerk, Faculty	Grade Sheets
2	Prepares the grading sheets. Proceeds to the College Dean for signing.	Signs and Reviews the grading sheets	10 – minutes	None	College Deans	Grade Sheets
3	Proceeds to the Registrar's Office to input the grades in the Student Information and Accounting System (SIAS)	Print three (3) copies of the grading sheets. (1) copy for the College Dean, (1) copy for the Faculty, (1) copy for the Registrar's Office for records keeping  Review and sign the grading sheets	10 – minutes	None	Registrar/Clerk, Faculty	Grade Sheets
4	Receives signed grade sheets, and submits a copy to the College Dean	Releases duly signed grading sheets	2 - minutes	None	Registrar/Clerk, Faculty	Grade Sheets
<b>*End of Procedure*</b>						

# STUDENT RECORDS MANAGEMENT SERVICES

## Cagayan State University-Lasam

### Student Records Management Services

#### RECTIFICATION OF GRADES (INTERNAL SERVICES)

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

Clients/Customers: Faculty Members

Requirement/s: Request Letter for Rectification of Grades

Processing Time: 10 to 20 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
<b>1</b>	Notifies the student about the erroneous grade/s submitted  Prepares the Request Letter for Rectification of Grades to be signed by the College Dean	Approves the letter of rectification	5 to 10 – minutes	None	Faculty, College Dean	Request Letter for Rectification of Grades
<b>2</b>	Submits the letter to the Registrar's Office	Verifies the validity of the request; Approves and signs the letter of rectification  Rectifies the inputted grade/s in the system	5 to 10 – minutes	None	Registrar/ Clerk, Faculty	Request Letter for Rectification of Grades
<b>*End of Procedure*</b>						

# STUDENTS SERVICE AND WELFARE

## Cagayan State University-Lasam

### Student Services and Welfare

#### PROCESSING OF SCHOLARSHIP (Application, Verification of status of enrollment of grantees, and Preparation and release of assistance/grants) – UNIVERSITY-BASED AND GOVERNMENT - BASED SCHOLARSHIP (External)

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

Clients/Customers: Students

Requirement/s: Duly accomplished Scholarship Application Form; Original Registration and Assessment Form; Certificate of Enrolment(COE); Certificate of Grades (COG); Certificate of Indigency

Processing Time: Within a semester/School year

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Apply for a scholarship.	Determines the scholarship being applied; Issues the Scholarship Application Form to the applicant; Advises the applicant on the documentary requirements.	1-3 minutes	None	OSDW Coordinator	Scholarship Application Form
2	Accomplishes the Form; Submits the duly accomplished Form along with other required requirements.  Waits for the announcement of qualified applicants	Receives the application and requirements, checks their completeness and evaluates the application;  Consolidates the names of qualified applicants; Requests approval from the Campus Executive Officer;  Approves the list of qualified applicants.  Forwards the Approved List of qualified applicants to scholarship providers.  Receives from the scholarship provider the Master List of Grantees for validation and verification;  Verifies the status of enrolment of grantees;	6 minutes  1 day  3 minutes  1 day  1 month  1 hour	None	OSDW Coordinator   Campus Executive Officer OSDW Coordinator	Registration and Assessment Form/COE/COG, Certificate of Indigency   List of Qualified Applicants   Master List of Grantees



## STUDENTS SERVICE AND WELFARE

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<b>3</b>	Submits needed documents for validation and verification.	<p>Posts and informs the qualified applicants to submit needed documents through bulletin board and Social Media;</p> <p>Submits report on the list of students (enrolled/not enrolled/dropped/ waived/ on Leave of absence/transferee/graduated, and are not in the database) to scholarship provider.</p> <p>Receives notification from the Scholarship provider for the availability of the financial assistance; Submits the List of grantees to the Accounting Office for the preparation of payroll.</p> <p>Informs the OSDW Coordinator on the availability of financial assistance for disbursement.</p> <p>Informs student-grantees on the availability of financial assistance.</p>	<p>5 minutes</p> <p>1 day</p> <p>Depends on the availability of release from Scholarship providers</p> <p>5 minutes</p> <p>5 minutes</p>	<p>None</p> <p>None</p>	<p>OSDW Coordinator</p> <p>Cashier</p> <p>OSDW Coordinator</p>	<p>Registration and Assessment Form/COE/COG</p> <p>None</p>
<b>4</b>	Claims financial assistance; Submits needed documents for liquidation process.	Releases the financial assistance.	3 minutes	None	Cashier	None
<b>*End of Procedure*</b>						

# STUDENTS SERVICE AND WELFARE

## Cagayan State University-Lasam

### Student Services and Welfare

#### STUDENT ASSISTANSHIP PROGRAM(Application, Preparation of Payroll, and Evaluation) (External)

Schedule of Availability of Service: Start of every semester  
 Clients/Customers: Head of Office(s)/Students  
 Request letter(Head of Office);  
 Requirement/s: Duly Accomplished Student Assistantship Application Form; Office Order; DTR, Accomplishment Report  
 Processing Time: Within a semester

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Requests / Recommends student assistant as needed. (Head of Office)	Approves the request.	2 days	None	Campus Executive Officer	Request Letter
2	Accomplishes and submits accomplished form. Waits for the notice to report to work.	Gives Student Assistantship- Application form and advises the student applicant of the documentary requirements;  Receives, checks, reviews, and evaluates documents submitted and conducts interview then refers applicant/s to the CEO.  Conducts Final Interview for the approval of their application and office assignments ;  Issues Office Order.  Issues approved Office Order to the concerned offices;	2 minutes  6 minutes  3 minutes  5 minutes	None	OSDW Coordinator   Campus Executive Officer   OSDW Coordinator	Student Assistantship- Application form;      Office Order
3	Reports to work	Informs the student to report to work.	5 minutes	None	Head of Office	None

## STUDENTS SERVICE AND WELFARE

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<b>4</b>	Submits DTR and Accomplishment report.	Receives, checks and verifies the completeness and accuracy of the DTR and Accomplishment report; Submits DTRs and ARs to the Accounting Office for the preparation of Payroll.	10 minutes		OSDW Coordinator	DTR, Accomplishment Report
		Informs the OSDW Coordinator on the availability of wages.	3 minutes		Cashier	
		Informs student assistant on the availability of wages.	5 minutes		OSDW Coordinator	
<b>5</b>	Receives wages.	Releases wages.	3 minutes	None	Cashier	Payroll
<b>6</b>	Receives letter and evaluation form;	Writes the Head of Office/s where the student assistant is assigned for evaluation; Floats evaluation form to the Office Head/s;	6 minutes	None	OSDW Coordinator	Letter
	Evaluates the performance of student assistant/s.	Collects and consolidates results of the evaluation; Summarizes, certifies and files the result of evaluation.	10 minutes			Summarized and certified results
<b>*End of Procedure*</b>						

# STUDENTS SERVICE AND WELFARE

## Cagayan State University-Lasam

### Student Services and Welfare

#### ACCREDITATION/RE-ACCREDITATION OF ORGANIZATION (External)

Schedule of Availability of Service: October or as scheduled  
 Clients/Customers: Student Leaders  
 Requirement/s: Directory of Officers; Letter of Acceptance by the Adviser; Action Plan; Constitution and by-Laws; Accomplishment Reports and Financial Statements  
 Processing Time: 1 month

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Submits application letter and other documentary requirements;	<p>Post schedule of accreditation/re-accreditation of student organization/s;</p> <p>Receives and checks the completeness of the documents submitted;</p> <p>Prepares the list of accredited student organizations and endorse it to the Campus Executive Officer.</p> <p>Evaluates and recommends the list of student organizations to the OSDW Director.</p> <p>Forwards the evaluated application documents to the OSDW Director and waits for issuance of Certification.</p>	<p>10 minutes</p> <p>3 minutes</p> <p>2 days</p> <p>2 days</p> <p>Within a month</p>	None	<p>OSSW Coordinator</p> <p>Campus Executive Officer</p>	<p>Logbook;</p> <p>Checklist of Requirements for Accreditation/Re-accreditation of Organizations</p>
2	Receives the Certificate of Accreditation/Re-accreditation.	Receives and issues the Certificate of Accreditation/Re-accreditation.	3 minutes	None	OSSW Coordinator	Certificate of Accreditation/Re-accreditation.
<b>*End of Procedure*</b>						

# STUDENTS SERVICE AND WELFARE

## Cagayan State University-Lasam

### Student Services and Welfare

#### CLAIMS FROM THE CSU STUDENT MUTUAL AID PROGRAM (External)

(Death Aid, Medical Assistance -School Related Activities)

Schedule of Availability of Service: Mondays to Fridays (8:00am-5:00pm)

Clients/Customers: Any bonafide student of the University /Parents

Requirements: Accomplished Application Form- Student Mutual Aid Program, Registration and Assessment Form, Incident Report, Medical Certificate/Death Certificate, Official receipts, Sworn Statement of Claimant, Certification from the Barangay

Processing Time: 2 weeks to 1 month

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Submits accomplished form and documentary requirements to support claim.	Gives SMAF Application form and advises the student claimant of the documentary requirements; Checks the completeness of the documents submitted.	3-5 minutes	None	OSDW Coordinator	Logbook; Application Form- Student Mutual Aid Program
		Submits accomplished form and supporting documents to OSDW Central for approval and availability of claim.	Within a month		OSDW Director/Staff	
		Informs the OSDW Coordinator on the approval and availability of claim.				
2	Waits for the approval and availability of the claim.	Informs the Claimant on the availability of claim.	3 minutes	None	OSDW Coordinator	None
3	Receives the SMAF Aid.	. Releases the SMAP aid.	3 minutes	None	OSDW Coordinator	Acknowledgement Receipt

**\*End of Procedure\***

# STUDENTS SERVICE AND WELFARE

## Cagayan State University-Lasam

### Student Services and Welfare

#### ISSUANCE OF CERTIFICATION(External)

Schedule of Availability of Service: Mondays to Fridays (8:00am-5:00pm)  
 Clients/Customers: Students/Parents  
 Requirement/s: Duly accomplished Request Form for Certification  
 Processing Time: 10 – 15 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Signs in the Logbook;	Gives the form to the student;	2 minutes	None	OSDW Coordinator	Logbook; Request Form for Certification
2	Fills up all the details in the form and submits it to the OSDW Coordinator.	Receives the accomplished form, prepares certificate based on the records in the office and signs the requested certificate;	12 minutes	None	OSDW Coordinator	Certificate of Scholarship
3	Receives the signed Certification.	Issues the certification.	3 minutes	None	OSDW Coordinator	Certificate of Scholarship
<b>*End of Procedure*</b>						

# STUDENTS SERVICE AND WELFARE

## Cagayan State University-Lasam

### Student Services and Welfare

#### ISSUANCE OF AFFIDAVIT OF LOSS OF ID (External)

Schedule of Availability of Service: Mondays to Fridays (8:00am-5:00pm)  
 Clients/Customers: Students  
 Requirement/s: Duly accomplished Affidavit of Loss of ID Form  
 Processing Time: 10 – 15 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEEES	PERSON RESPONSIBLE	FORMS
1	Signs in the Logbook;	Gives the form to the student;	2 minutes	None	OSDW Coordinator	Logbook; Affidavit of Loss of ID Form
2	Fills up all the details in the form and submits it to the College Dean and OSDW Coordinator for signature.	Receives and signs the accomplished form (Attested);  Receives and signs the accomplished form (Noted);	5-12 minutes	None	College Dean  OSDW Coordinator	Affidavit of loss of I.D.
3	Receives the signed Affidavit of loss of I.D.	Issues the Affidavit of loss of I.D.	1 minute	None	OSDW Coordinator	Affidavit of loss of I.D.

**\*End of Procedure\***

# STUDENTS SERVICE AND WELFARE

## Cagayan State University-Lasam

### Student Services and Welfare

#### ISSUANCE OF DISCIPLINARY NOTICE(External)

Schedule of Availability of Service: Mondays to Fridays (8:00am-5:00pm)  
 Clients/Customers: Students  
 Processing Time: 1 day and 3 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
<b>1</b>	Reports an alleged violation of university policies or codes of conduct.(Employee/Student)	<p>Conducts an initial review of the reported incident;</p> <p>Is reported incident has a potential violation?            If NONE: No action needed            If YES:            Notifies and issues a Disciplinary Notice (put Remarks: REPRIMAND/ WARNING). Instruct the student to let the parent sign the form before the submission to the OSDW Coordinator.</p>	3 minutes	None	OSDW Coordinator	Student Manual; Disciplinary Notice
<b>2</b>	Receives the Disciplinary Notice. (Student)	<p>Receives the accomplished form;</p> <p>If the violation needs disciplinary measures – follow the Citizens Charter – STUDENT DISCIPLINARY CASES</p>	1 day	None	OSDW Coordinator	Logbook
<b>*End of Procedure*</b>						



# STUDENTS SERVICE AND WELFARE

## Cagayan State University-Lasam

### Student Services and Welfare

#### STUDENT DISCIPLINARY CASES (External)

Schedule of Availability of Service: Monday to Friday (8:00 am – 5:00 pm)  
 Clients/Customers: Employees/ Students  
 Requirement/s: Written Letter-Complaints  
 Processing Time: 2 days and 33 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Presents complaint letter/Report complaint (Complainant)	Receives complaint letter and conducts an initial review of the reported incident	2- 3 minutes	None	OSSW Coordinator	None
2	Waits for the processing of the service	Issues notice of dialogue to complainant/s and respondent/s	1 day	None	OSSW Coordinator	None
3	Attends the dialogue	Conduct dialogue with the complainant/s and respondent/s	1 day	None	Campus Tribunal	None
4	Receive copy of resolution	Informs the complainant/s and respondent/s on the resolution of the case	30 minutes	None	OSSDW Coordinator	None
<b>*End of Procedure*</b>						

# STUDENTS SERVICE AND WELFARE

## Cagayan State University-Lasam

### Student Services and Welfare

#### APPROVAL OF STUDENTS' PARTICIPATION TO TRAININGS, SEMINARS, FORA AND CONTESTS(External)

University Wide Level: 1 week before the activity  
 Schedule of Availability of Service: Monday to Friday (8:00 am – 5:00 pm)  
 Clients/Customers: Students  
 Requirement/s: Request Letter; Special Order/Office Order; Seminar, Training Participation Request Form; Parent's Consent  
 Processing Time: 15 minutes

STEPS	CLIENT/APPLICANT	TYPES OF FRONTLINE SERVICE	DURATION OF ACTIVITY	FEES	PERSON RESPONSIBLE	FORMS
1	Local Seminars/Contests: Presents Letter of request	Receives, evaluates and endorses the request to the Campus Executive Officer	3 minutes	None	OSDW Coordinator	Request Letter
		Approves/Disapproves the request, if approved: Issues Office Order;	7 minutes		Campus Executive Officer	
	Submits a copy of the Office Order	Issues Seminars /Training Participation Form and Parent's Consent Form	2 minutes		OSDW Coordinator	Seminars /Training Participation Form; Parent's Consent Form
	Regional/National/International Seminars/For a/Contests: Submits a copy of Special Order /Office Order					
2	Accomplishes the Forms; Submits the duly accomplished Form;	Checks the completeness of the accomplished form and receives SO/Office Order /Communication.	3 minutes	None	OSDW Coordinator	Seminars /Training Participation Form;
<b>*End of Procedure*</b>						