



“A tool for honesty, integrity, transparency and accountability towards good governance in the Public Service”

Citizens’



BRIEF PROFILE

The University of Southeastern Philippines (USEP) is a regional state university created in 1978 through Batas Pambansa Bilang 12. The University is an integration of four state institutions, particularly, the Mindanao State University-Davao (MSU-Davao), the University of the Philippines-Master of Management Program in Davao (UPMMPD), the Davao School of Arts and Trades (DSAT), and the Davao National Regional Agricultural School (DNRAS).

The University has five campuses, namely: Obrero (main) and Mintal Campuses in Davao City; Tagum-Mabini Campus which has two units-one in Tagum City and one in Compostela Valley Province; and Bislig Campus in Surigao del Sur.

VISION

A Premiere University in the ASEAN Region. By becoming a premier university in the ASEAN Region, the USEP shall be a center of excellence and development, responsive and adaptive to fast-changing environments. USEP shall also be known as the leading university in the country that fosters innovation and applies knowledge to create value towards social, economic, and technological developments.

MISSION

Particularly USEP is committed to:

- Provide quality education for students to grow in knowledge, promote their well-rounded development, and make them globally competitive in the world of work;
- Engage in high impact research, not only for knowledge's sake but also for its practical benefits to society; and
- Promote entrepreneurship and industry collaboration.

SERVICE PLEDGE

U – phold its mission of providing quality education at affordable cost

S – ustain its competitive advantage in highly satisfactory performance in standardized examinations in the field of engineering, forestry, agriculture and education

E – ngage in the expansion of strong Research, Development, and Extension (RDE) programs with competent human resource and responsive and relevant researches that are adopted and utilized for development.

P - roduce globally competitive and morally upright graduates.



PLEDGE OF COMMITMENT

We, recognizing the importance of our responsibility as frontline service providers of the University of Southeastern Philippines, do hereby pledge to carry out our duties and obligations, as such.

We commit:

1. To oversee that the charter of our respective offices shall be implemented properly and at all times;
2. That we will at all times conduct the services of our offices in an ethical and professional manner;
3. That we shall treat our clients with high respect and courtesy;
4. That we shall at all times perform the duties expected of us with integrity, honesty and diligence.

We further commit to:

1. Act promptly on letters and requests;
2. Process documents expeditiously;
3. Act immediately on the public's personal transactions;
4. Make documents accessible to the public.



LIST OF FRONTLINE SERVICES

COLLEGE GUIDANCE OFFICE (CGO)

1. Filing of USEPAT Application
2. Issuance of USEPAT Official Result
3. Issuance of Certificate of Good Moral Character
4. Issuance of Certificate of Test Results
5. Posting of Job Vacancies

OFFICE OF STUDENT AFFAIRS (OSA)

1. Affidavit for lost ID
2. Request for Temporary Exemption from Wearing School Uniform
3. Filing of Complaint Against Student

OFFICE OF ADMISSION AND STUDENT RECORDS (OASR)

1. Enrollment
2. Application for Request of Documents
 - Transcript of Records
 - Honorable Dismissal / Certificate of Transfer Credentials
 - Certifications
 - Grades No Objection
 - GWA English as medium of instruction
 - CAV Bonafide student
 - Earned Units Graduation
 - Diploma
 - Certifications
3. Claiming of Requested Documents
4. Application for Re-Issuance of Diploma
5. Authentication of Documents (TOR, Certifications)
6. Application for Correction of Name, Date and Place of Birth
7. Application for Completion of INC grades

LIBRARY SERVICES

1. Application of New Library Card
2. Library Card Application for Renewal/Replacement
3. Borrowing/ Returning of Books

FINANCE DIVISION

1. Issuance of Certificate of Outstanding Balance
2. Signing of Clearance Form
3. Request for Statement of Accounts
4. Posting of Record of Scholar
5. Receiving Payments
6. Releasing of Checks



COLLEGE GUIDANCE OFFICE (CGO)

Title of Frontline Service: **Filing of USEPAT application**

Schedule of Availability: (Testing Season: January- April)

- ✓ Monday – FRIDAY, 8:00am; 5:00pm (Subject for Approval)

Who may avail of the service?

- ✓ Incoming students

What are the requirements?

- ✓ Certification from principal that the student belongs to graduating class (for graduating)
- ✓ TOR (for transferee)
- ✓ High school card (for out of school youth)
- ✓ 2 pcs 1x1 ID picture recent)
- ✓ Online registration @ www.usep.edu.ph/usepat

Duration: 10 minutes

Fee/Charge: Php 215.00 (subject to change)

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Register online			student	
2	Present the required documents	Verify the documents presented Issue Payment Order Slip (POS)	4 minutes	clerk	POS
3	Proceed to Cashier's Office for payment				
4	Present the OR to UGTO	Acknowledge OR Issue application Form Verify the registration online	2 minute	clerk	application form
5	Accomplished USEPAT application form	Verify the data on the application form	5 minutes	clerk	Accomplished applicant form
	Secure Exam Permit	Determine the test schedule & room number	2 minutes	Clerk	Exam permit with OR stamped, "ISSUED"

END OF TRANSACTION



Title of Frontline Service: **Issuance of USEPAT Official Result**

Schedule of Availability: (Testing Season: January- April)

- ✓ Monday – Friday, 8:00am-5:00pm
- ✓ Saturday (subject for approval): 8:00-12:00

Who may avail of the service:

- ✓ Incoming Students
- ✓ Authorized representative

What are the requirements:

- ✓ Exam permit or School ID

Duration: 4.5 minutes

Fee/Charge: None

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Present the required documents	Verify the examinee's result from the system and print report	3 minutes	Clerk	Printout of Official result
		Authorized official signs the report	1 minute	Guidance Counselor	Official result
2	Receive the printout of the Official result and sign in the logbook	See to it that client prints his/her name legibly and affix signature Stamp the exam permit with "RELEASED"	1 minute	clerk	Official result and exam permit

END OF TRANSACTION



Title of Frontline Service: **Issuance of Certificate of Good Moral Character**

Schedule of Availability:

- ✓ Monday – Friday, 8:00am-5:00pm

Who may avail of the service:

- ✓ Students / Alumni

What are the requirements:

- ✓ Student Clearance form
- ✓ Student ID
- ✓ Check with the enrollment system or verify from Registrar’s office or Transcript of Record(whatever is available)
- ✓ 1 pc documentary stamp

Duration: 18 minutes

Fee/Charge: Php70.00 (subject to change)

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Accomplish & submit Exit Form	Evaluates the request; verifies records of student behavior	10 minutes	Clerk	Exit form
2	Issuance of POS	Assess payment	1 minute	Clerk	POS
3	Proceed Cashier’s Office for payment				
4	Present the OR to Guidance Office	Acknowledges OR	1 minute	Clerk	
5	Secure the Certificate of Good Moral Character	Issue certificate of Good Moral Character with school seal; and returns OR to requesting party, stamped with "ISSUED"	5 minutes	Clerk Counselor	Certificate of Good Moral Character
6	Sign in the Logbook	Verify if requesting party has signed the logbook properly	1 minute	Clerk	Certificate of good moral character

END OF TRANSACTION



Title of Frontline Service: **Issuance of Certificate of Test Result**

Schedule of Availability:

- ✓ Monday – Friday, 8:00am-5:00pm

Who may avail of the service:

- ✓ Students
- ✓ Authorized representative of student

What are the requirements: (Any of the following)

- ✓ Exam permit
- ✓ Authorization letter

Duration: 16.5 minutes

Fee/Charge: Php 66.00

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Present exam permit or any of the requirements	Verify results from the system Issuance of POS	10 minutes	Counselor /clerk	POS
2	Proceed Cashier's Office for payment				
3	Present the OR to UGTO	Acknowledges OR	30 seconds	Clerk /counselor	
4	Secure the Certificate of Test result	Issue certificate of Test result; and returns OR to requesting party, stamped with "ISSUED"	5 minutes	Clerk /counselor	Certificate of Test result
5	Sign in the Logbook	Verify if requesting party has signed the logbook properly	1 minute	Clerk	

END OF TRANSACTION



Title of Frontline Service: **Posting of Job Vacancies**

Schedule of Availability:

- ✓ Monday – Friday, 8:00am-5:00pm

Key Person:

- ✓ Clerk

Who may avail of the service:

- ✓ Companies

What are the requirements:

- ✓ Business permit

Duration: 6 minutes

Fee/Charge: None

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Present the Ads	Verify if the company has submitted business permit (for regular client);	3 minutes	Clerk	
2	Present Business Permit	File the business permit	2 minutes	Clerk	
3	Sign in the logbook	Stamp the ads “approved for posting”; post them to designated bulletin board	1 minute	Clerk	

END OF TRANSACTION



FINANCE OFFICE

Title of Frontline Service: **Issuance of Outstanding Balance**

Schedule of Availability of Service:

- ✓ Monday – Friday, 8:00am-5:00pm

Who may avail of the service:

- ✓ Students, Parents, Guardians

What are the requirements:

- ✓ Student ID

Duration: 2 minutes

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Present Identification Card	Checks ledger on the existing balance of the student	2 minutes	Student Account Clerk	Certificate of Outstanding Balance

END OF TRANSACTION



Title of Frontline Service: **Signing of Students Clearance**

Schedule of Availability of Service:

- ✓ Monday – Friday, 8:00am-5:00pm

Who may avail of the Service:

- ✓ Students

What are the requirements:

- ✓ Student ID
- ✓ Students clearance form
- ✓ Fully paid account

Duration: 3 minutes

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Present Clearance form	Checks ledger on the existing balance of the student	2 minutes	Student Account Clerk	Certificate of Outstanding Balance
2		Signs the form	1 minute	Student Account Clerk	Signed clearance form

END OF TRANSACTION



Title of Frontline Service: **Request for Statement of Account**

Schedule of Availability of Service:

- ✓ Monday – Friday, 8:00am-5:00pm

Who may avail of the service:

- ✓ Students

What are the requirements:

- ✓ Student ID
- ✓ O.R. (Receipts) payment for Statement of Accounts

Duration: 15 minutes

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Present Request for Statement of Account	Checks ledger on the existing balance of the student	2 minutes	Student Account Clerk	
2		Prepare the Statement of Accounts	2 minute	Student Account Clerk	Statement of Account

END OF TRANSACTION



Title of Frontline Service: **Posting of Record of Scholar**

Schedule of Availability of Service:

- ✓ Monday – Friday, 8:00am-5:00pm

Who may avail of the service:

- ✓ Students

What are the requirements:

- ✓ Student ID
- ✓ Approved C.O.R.

Duration: 3 minutes

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Present Validated scholarship form	Verify on the authenticity of the scholarship documents	3minutes		Signed Form
2	Presents signed C.O.R			Designated collecting officer	

END OF TRANSACTION



Title of Frontline Service: **Receiving of payment**

Schedule of Availability of Service:

- ✓ Monday – Friday, 8:00am-5:00pm

Who may avail of the service:

- ✓ Students and other clients

What are the requirements:

- ✓ Payment Order Slip (POS) or Certificate of Registration (COR)

Duration: 3 minutes

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Submits Payment Order Slip (POS) or Presents Certificate of Registration from Respective Colleges	Receives payment and Issues official receipt to client	3minutes	Designated collecting officer	Official receipt

END OF TRANSACTION



Title of Frontline Service: **Releasing of Check**

Schedule of Availability of Service:

- ✓ Monday – Friday, 8:00am-5:00pm

Who may avail of the service:

- ✓ Students and other clients

What are the requirements:

- ✓ Student ID for students and any valid ID's for the clients

Duration: 3 minutes

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Presents ID for proper identification	Releases respective checks	3 minutes	Designated Spl. Disbursing officer	

END OF TRANSACTION



OFFICE OF ADMISSION AND STUDENT'S RECORDS (OASR)

Title of Frontline Service: **Enrollment of New, Transferee and Old Students**

Schedule of Availability of Service: Enrollment period

Who May Avail of the Service: New, old and transferee students

What are the Requirements:

For New Students:

Form 138 or Report Card
Certificate of Good Moral Character

NSO Birth Certificate

Medical Certificate

USEPAT Result

Admission Slip

Prospectus

2 pcs. 2x2 picture

2 pcs long brown envelope

Official Receipt (OR)

Scholarship Card (for Scholars)

For Transferee Students:

Honorable Dismissal or
Certificate of Transfer Credentials

Informative copy of
Transcript of Records
NSO Birth Certificate

Medical Certificate

USEPAT Result

Admission Slip

Prospectus

2 pcs long brown envelope

2 pcs. 2x2 pictures

Official Receipt (OR)

Scholarship Card (for Scholars)

For Old Students

University Clearance
University ID

Official Receipt (OR)
Scholarship Card
(for Scholars)

Duration: 6-7 minutes

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Submits all the requirements to the designated counters	Accepts and checks authenticity of the submitted documents	3minutes	Counter In-charge	
2		Posts student for official enrollment and prints the Certificate of Registration (COR). Validates University ID.	2-3 minutes	Counter In-charge	
3	Affix signature at the COR (Registrar's & Student's Copy)	Issues the student's copy of the COR and the validated University ID	1 minute	Counter In-charge	COR (Student's copy) & Validated ID

END OF TRANSACTION



Title of Frontline Service: **Application for Request of Documents
(Transcript of Records, Honorable Dismissal, Diploma & Certifications)**

Schedule of Availability of Service:

- ✓ Monday – Friday 8:00am – 5:00pm

Who May Avail of the Service:

- ✓ All students
- ✓ Alumni

What are the Requirements:

For Honorable Dismissal

University Clearance and ID
 Official Receipt (OR)
 Mailing Stamps
 Documentary Stamps
 Valid ID

For Transcript of Records, Diploma & Certifications

University Clearance
 Official Receipt (OR)
 Documentary stamps
 Valid ID

Duration: 17-24 minutes

	Documents Fees	Processing Duration
Transcript of Records	Php70.00 per page	5-10 working days
Honorable Dismissal	Php70.00 (undergrad) Php100.00 (graduate)	3-5 working days 3-5 working days
Diploma	----	Availability of diploma
Certifications	Php70.00	3-5 working days
Grades	Bonafide Student	
CAV	Graduation	
GWA	English as medium of instruction	
No objection	Earned Units	



How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Presents valid ID to the Receiving Counter In-charge And state what document/s to request and the purpose of requesting	Pulls out student's file and evaluates as to completeness and authenticity of academic Credentials.	5-10 minutes	Receiving Counter In-Charge	Request Form and Requirement Checklist
2	Fills up request form and comply the additional requirements before submitting it to the Receiving Counter In-charge.	<ul style="list-style-type: none"> If found complete and authentic, issues request form and requirement checklist depending on the document requested. If there is/are problem/son her/his credentials, Explains problem/s to the client and issue requirement checklist. 	3-5 minutes	Receiving Counter In-Charge	Requirement Checklist
3	Presents the accomplished request form with the complete requirements to the Receiving Counter In-charge.	Check completeness of requirements. Issues Payment Order Slip (POS) for payment to the Cashier.	3 minutes		POS
4	Proceeds to the Cashier and secures Official Receipt (OR).				Official Receipt (OR)
5	Submits the OR together with all the required documents to the Receiving Counter In-charge	Acknowledges receipt documents submitted by stamping date, time and affixing signature the request form.		Receiving Counter In-charge	Stamped Request Form
6		Indicates due date of release and detaches claim slip for issuance to the client.	1 minute	Receiving Counter In-charge	Claim Slip
7	Receives Claim Slip				Claim Slip

END OF TRANSACTION



Title of Frontline Service: **Claiming of Requested Documents**
(Transcript of Records, Honorable Dismissal, Diploma & Certifications)

Schedule of Availability of Service:

- ✓ Monday – Friday: 8:00am – 5:00 pm

Who May Avail of the Service:

- ✓ Requesting Students with Claim Slip

What are the Requirements:

- ✓ Claim Slip
- ✓ Valid ID & Authorization Letter for representatives

Duration: 4.5 minutes

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Presents claim slip to the Releasing Counter In-charge	Issues requested document/s to the client.	3 minutes	Releasing Counter In-charge	Requested documents
2	Acknowledges receipt of document/s by affixing name and signature on the duplicate copy.	Keeps the duplicate copy of the document/s.	1 minute	Releasing Counter In-charge	
3	Signs in the logbook and indicates type of document/s received.		30 seconds		

END OF TRANSACTION



Title of Frontline Service: **Application for Re- Issuance of Diploma**

Schedule of Availability of Service:

- ✓ Monday – Friday, 8:00am-5:00pm

Who May Avail of the Service:

- ✓ Alumni Students

What are the Requirements:

- 1) Request letter addressed to:

DR. PERFECTO A. ALIBIN SUC
President USEP-Davao City

THRU: VIC JEAN A. SOLLER
Registrar
III USEP-Davao City

- 2) Affidavit of Loss in case of lost diploma
- 3) Proof of destroyed or damaged diploma
- 4) Official Receipt (OR) of payment of fees
PhP134.00 – Higher Education courses
PhP200.00 – Advanced Studies

Duration: 5 -10 working days



How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Presents all the Requirements to the Receiving counter in-charge	Checks the requirements and issues Payment Order Slip (POS) for payment to the Cashier.	1 minute	Receiving Counter In-charge	POS
2	Proceeds to the Cashier and secures Official Receipt (OR).				Official Receipt (OR)
3	Submits the OR together with all the required documents to the Receiving Counter In-charge	Acknowledges receipt of submitted documents and issues claim slip to the client	1 minute	Receiving Counter In-charge	Claim Slip
4		Processes the request for re-issuance of diploma	5-10 working days	Diploma In-charge	
5	Presents claim slip on the scheduled date of release at the Releasing Counter In-charge	Issues the diploma to the client	1 minute	Releasing Counter In-charge	Diploma
6	Signs in the logbook and indicates type of document/s received		30 seconds		

END OF TRANSACTION



Title of Frontline Service: **Application for Correction of Name, Date and Place of Birth**

Schedule of Availability of Service:

- ✓ Monday – Friday, 8:00am-5:00pm

Who May Avail of the Service:

- ✓ Students with erroneous entries as to Name, Date and Place of Birth in their academic Credentials.

What are the Requirements:

1. Request letter addressed to:

DR. PERFECTO A. ALIBIN SUC
President USEP-Davao City

THRU: VIC JEAN A. SOLLER Registrar
III USEP-Davao City

2. Clear Copy of the NSO Birth Certificate
3. Personal Affidavit / Parent's Affidavit for underage
4. Joint Affidavit f Two (2) Disinterest Persons
5. Fee – Php 70.00
6. Documentary stamps

Duration: 3-5 working days.



How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Presents all the Requirements to the Receiving counter in-charge	Checks the requirements and issues Payment Order Slip (POS) for payment to the Cashier.	1 minute	Receiving Counter In-charge	POS
2	Proceeds to the Cashier and secures Official Receipt (OR).				Official Receipt (OR)
3	Submits the OR together with all the required documents to the Receiving Counter In-charge	Acknowledges receipt of submitted documents and issues claim slip to the client	1 minute	Receiving Counter In-charge	Claim Slip
		Processes the request for correction	3-5 working days	Correction of Records In-Charge	
4	Presents claim slip on the scheduled date of release to the Releasing Counter In-charge	Issues order of correction to the client	2 minutes	Releasing Counter In-charge	Order of Correction
5	Signs in the logbook and indicates type of document/s received		30 seconds		

END OF TRANSACTION



Title of Frontline Service: **Authentication of Documents**

Schedule of Availability of Service:

✓ Monday – Friday, 8:00am-5:00pm

Who May Avail of the Service:

✓ Students

What are the Requirements:

- ✓ Original Copy of documents
- ✓ Photocopies of documents
- ✓ Official Receipt (OR) of payment of fees PhP14.00 per page
- ✓ Documentary Stamps (1 pc of doc stamp per document)

Duration:10.5 -15.5 minutes



How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Presents all the original and photocopies to the Receiving Counter In-Charge	Checks the authenticity documents and issues Payment Order Slip (POS) for payment to the cashier.	3 minutes	Receiving Counter In-charge	Payment Order Slip (POS)
2	Proceeds to the Cashier and secures Official Receipt (OR).				Official Receipt (OR)
3	Submits the OR together with all the required documents to the Receiving Counter In-charge	Acknowledges receipt of documents and advises the client for their names to be called.	1 minute	Receiving Counter In-charge	Claim Slip
		Processes authentication	5-10 minutes	Authentication In-charge	
4	Waits for name to be called at the Releasing Counter In-Charge	Issues the authenticated documents	1 minute	Releasing Counter In-charge	Authenticated documents
5	Signs in the logbook and indicates type of document/s received		30 seconds		

END OF TRANSACTION



Title of Frontline Service: **Application for Completion of Inc Grades**

Schedule of Availability of Service:

- ✓ Monday – Friday, 8:00am-5:00pm

Who May Avail of the Service:

- ✓ Students with INC grades (earned not later than 1 year upon completion)

What are the Requirements:

- ✓ INC Form
- ✓ Official Receipt (OR)
 - a) Php 14.00 per subject – Higher education courses
 - b) Php 50.00 per subject – Advanced studies courses

Duration:2 minutes

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Presents OR and accomplished INC form for verification to the designated Counter In-Charge	Verifies grade against the records on file	1 minute	Counter In-charge	INC form and POS
2	Complies lacking requirements and ask grade from the subject professor/instructor			Instructor/ Professor	Complied INC Form
3	Presents the complied INC form to the College Dean for signature.			College Dean	Complied INC form with Dean's signature
4	Submits the complied INC form to the designated Counter In-Charge.	Acknowledges receipt by affixing date and signature. Retain 1 copy. Detached the other 2 copies, 1 for the student and the other for submission to the Dean.	1 minute	Designated Counter In-Charge	Student's copy of the complied INC form.

END OF TRANSACTION



LIBRARY SERVICES

Title of Frontline Service: **Application of New Library Card**

Schedule of Availability of Service:

- ✓ Monday – Friday, 8:00am-5:00pm

Schedule of Availability of Service:

- ✓ Enrolment Period of the first Semester of the school year.
- ✓ Every Enrolment period (In case of transferees)

Who May Avail of the Service:

- ✓ Officially Enrolled, New Students/Transferees

What are the Requirements:

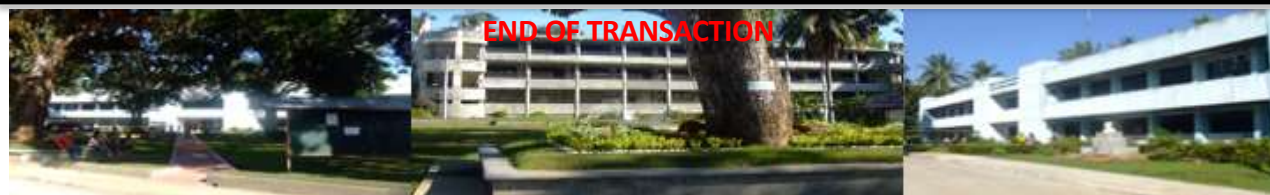
- ✓ Certificate of Registration (COR) stamped “Officially Enrolled” by the Registrar’s office in-charge
- ✓ 2 pcs. 1x1 identical pictures. Plain background

Fees/Charge: None

Duration: 5 minutes

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Present requirements	Evaluate requirements	40 seconds	Library staff	<ul style="list-style-type: none"> • COR • 2 pcs 1x1 picture
2	Fill out information cited in the Borrower’s card and library application form.	Evaluate information form	45 seconds	Library staff	<ul style="list-style-type: none"> • Borrowers card • Library card application form • COR • 2 pcs. 1x1 picture
3	Stamp the Certificate of Registration	Stamps library card number and date of transaction the COR of the new applicant	30 seconds	Library staff	COR
4	Claim Validated library card for the current term	Library card	3 minutes	Library staff	<ul style="list-style-type: none"> • Validated Library card • COR



Title of Frontline Service: **Library Card Application for Renewal/Replacement**

Schedule of Availability of Service:

- ✓ Monday – Friday, 8:00 am – 5:00 pm

Who May Avail of the Service:

- ✓ Officially Enrolled, New Students/Transferees

What are the Requirements:

- ✓ Certificate of Registration (COR) stamped “Officially Enrolled” by the Registrar’s office in-charge
- ✓ 1 pc. 1x1 identical picture

Fees/Charge: Php 30.00 (Base on the rational tuition fees and other fees)

Duration: 5 minutes

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Present requirements	Evaluate requirements	1 minute	Library staff	<ul style="list-style-type: none">• COR• 2 pcs 1x1 picture
2	Secure payment order slip as requirement for the payment in the cashiering office	Issues payment order slip	1 minute	Library staff	<ul style="list-style-type: none">• Payment order slip• Official receipt
3	Claim library card	COR	4 minute	Library staff	<ul style="list-style-type: none">• New library card

END OF TRANSACTION



Title of Frontline Service: **Borrowing/Returning of Books**

Schedule of Availability of Service:

- ✓ Monday – Friday, 8:00 am – 5:00 pm

Who May Avail of the Service:

- ✓ Officially Enrolled, New Students/Transferees

What are the Requirements:

- ✓ Library card

Fees/Charge: Php1.00 per day for overdue books excluding Sundays, Saturdays and Holidays

Duration: 10 minutes

How to avail of the service?

Step	Applicant/Client	Service Provider	Duration of Activity (in normal circumstances)	Person in-charge	Form / Documents
1	Present requirements	Evaluate requirements	30 seconds	Library staff	• Library card
2	Present borrowed books (loan out or photocopy***)	Provide borrowers card	1 minute	Library staff	• Library card

Return

1	Present books at the circulation desk	<ul style="list-style-type: none"> • Accommodates clients • Check due dates against the library card • Issue payments if overdue • Release library card • Return borrowers card to the cabinet of the circulation desk for proper filling 	1 minute 1 minute 30 seconds 1 minute	Library staff	• Library card
2	For renewal*** Present books	Provide borrowers card and library card	1 minute	Library staff	<ul style="list-style-type: none"> • Library card • Borrower's Cars

END OF TRANSACTION

*** The renewal of books to be borrowed is allowed twice or more as long as it is not demand especially in the field of research. Only two books are allowed to be borrowed for 2 days, excluding holidays, Saturdays, and Sundays.

