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; Oboro (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**

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
- Sustain its competitive advantage in highly satisfactory performance in standardized examinations in the field of engineering, forestry, agriculture and education.
- Engage 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.
- Produce 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.
# Finance Office

**Title of Service:** Issuance of Certificate of Outstanding Balance  
**Schedule of Availability:** Monday-Friday, 8:00am-5:00pm  
**Who may avail of the service:** Student  
**What are the requirements:**  
* Student ID  
* Duration: 2 minutes  

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present Identification Card</td>
<td>Checks ledger on the existing balance of the student</td>
<td>1-2 minutes</td>
<td>Student Account Clerk</td>
<td>Certificate of Outstanding Balance</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

---

**Title of Service:** Signing of Student Clearance  
**Schedule of Availability:** Monday-Friday, 8:00am-5:00pm  
**Who may avail of the service:** Student  
**What are the requirements:**  
* Student ID, Student Clearance Form  
* Duration: 2 minutes  

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present Clearance Form</td>
<td>Checks ledger on the existing balance of the student</td>
<td>1-2 minutes</td>
<td>Student Account Clerk</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Signs the Forms</td>
<td>1 minute</td>
<td>Student Account Clerk</td>
<td>Signed Clearance Form</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

---

**Title of Service:** Request for Statement of Account  
**Schedule of Availability:** Monday-Friday, 8:00am-5:00pm  
**Who may avail of the service:** Student  
**What are the requirements:**  
* Student ID  
* Duration: 4 minutes  

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present Request for Statement of Account</td>
<td>Checks ledger on the existing balance of the student</td>
<td>2 minutes</td>
<td>Student Account Clerk</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Prepares the Statement of Account</td>
<td>2 minutes</td>
<td>Student Account Clerk</td>
<td>Statement of Account</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

---

**Title of Service:** Posting of Record of Scholar  
**Schedule of Availability:** Monday-Friday, 8:00am-5:00pm  
**Who may avail of the service:** Student  
**What are the requirements:**  
* Student ID  
* Duration: 3 minutes  

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents Validated Scholarship form</td>
<td>Verifies the authenticity of the scholarship documents</td>
<td>2-3 minutes</td>
<td>Student Account Clerk</td>
<td>Signed Form</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

---

**Title of Service:** Releasing of Check  
**Schedule of Availability:** Monday-Friday, 8:00am-5:00pm  
**Who may avail of the service:** Student and other clients  
**What are the requirements:**  
* Student ID for students and copy valid ID’s for the clients  
* Duration: 3 minutes  

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents ID for proper identification</td>
<td>Releasess respective checks</td>
<td>2-3 minutes</td>
<td>Cashier</td>
<td>Check</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

---

**Title of Service:** Receiving Payment  
**Schedule of Availability:** Monday-Friday, 8:00am-5:00pm  
**Who may avail of the service:** Student and other clients  
**What are the requirements:**  
* Payment Order Slip (POS) or Certificate of Registration (COR)  
* Duration: 3 minutes  

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submits Payment Order Slip/POS or Presents Certificate of Registration from Respective Colleges</td>
<td>Receives payment and issues official receipt to client</td>
<td>2-3 minutes</td>
<td>Cashier</td>
<td>Official Receipt</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
**University Guidance and Testing Office (UGTO)**

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

**Schedule of Availability:** Testing Session: March-May  
Monday - Friday, 8:00am - 5:00pm  
Key Person: UGTO COORDINATOR  
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 Transfers)  
  - High school card (for out of school youth)  
  - Two (2) ID picture recent  
  - Duration: 10 minutes or less  
  - Fee/Charge: 25.00 (subject to change)

**How to avail of the service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present the required documents</td>
<td>Verify the documents presented and issue payment Order Slip(CPOs)</td>
<td>2 minutes</td>
<td>Clerk</td>
<td>POS</td>
</tr>
<tr>
<td>2</td>
<td>Process Cashier’s Office for payment</td>
<td>Acknowledge OR issue application form</td>
<td>1 minute</td>
<td>Clerk</td>
<td>Application form</td>
</tr>
<tr>
<td>3</td>
<td>Present the OF to UGTO</td>
<td>Verify the data on the application form</td>
<td>5 minutes</td>
<td>Clerk</td>
<td>Accredited application form</td>
</tr>
<tr>
<td>4</td>
<td>Accomplish USEPAT application form</td>
<td>Determine the test schedule &amp; room number</td>
<td>2 minutes</td>
<td>Clerk</td>
<td>Exam permit with OF stamp &amp; signature</td>
</tr>
</tbody>
</table>

*END OF TRANSACTION*

**Title of Frontline Service: Issuance of USEPAT official result**

**Schedule of Availability:** March-May  
Monday - Friday, 8:00am - 5:00pm  
Saturday (subject for approval) 8:00-12:00  
Key Person: UGTO COORDINATOR  
Who may avail of the service:  
Incoming students  
Authorized representative  
What are the requirements:  
Exam Permit or School ID  
Duration: 3 minutes or less  
Fee/Charge: Not applicable

**How to avail of the service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present the required documents</td>
<td>Verify the examinee’s result from the system and print report</td>
<td>3 minutes</td>
<td>Clerk</td>
<td>Printout of Official result</td>
</tr>
<tr>
<td>2</td>
<td>Receive the printout of the Official result and sign in the logbook</td>
<td>Seo the II that the first photo is for name legibility and stamp signature. Stamp the exam permit with &quot;RELEASE&quot;</td>
<td>1 minute</td>
<td>Clerk</td>
<td>Official result and exam permit</td>
</tr>
</tbody>
</table>

*END OF TRANSACTION*

**Title of Frontline Service: Encoding of Personal Data for NEW students**

**Schedule of Availability:** Enrollment period  
Monday-Friday, 8:00am - 5:00pm  
Key Person: Encoder (UGTO COORDINATOR)  
Who may avail of the service:  
New students, transfers  
What are the requirements:  
Admission slip/FIF  
Duration: 12 minutes or less  
Fee/Charge: Not applicable

**How to avail of the service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present the required documents</td>
<td>Verify the documents presented and issue entry form</td>
<td>2 minutes</td>
<td>Encoder</td>
<td>Entry Form</td>
</tr>
<tr>
<td>2</td>
<td>Accomplish Entry form</td>
<td>Check if all entries are properly accomplished, encode data to the enrolment system</td>
<td>8 minutes</td>
<td>Encoder</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Receive the admission slip with the ID number reflected on it</td>
<td>Copy the system generated ID number to the FIF or admission slip and return to student</td>
<td>2 minutes</td>
<td>Encoder</td>
<td>FIF or admission slip with ID number</td>
</tr>
</tbody>
</table>

*END OF TRANSACTION*
# Office of Admission and Student's Records (OASR)

## Schedule of Availability of Service:
Enrollment of New, Transferee and Old Students

### Who May Avail of the Service:
New, Old and Transferee Students

### What are the Requirements:
**For New Students:**
- Sworn Affidavit of Parent/Guardian
- Certificate of Good Moral Character
- NOA Affidavit Certificate
- Medical Certificate
- 2 x 2 Passport Photo
- Admission Slip
- 2 x 3 Picture
- 2 x 3 Brown Envelope
- Official Receipt (OR)
- Scholarship Card (for Scholars)

**For Transferee Students:**
- Sworn Affidavit of Parent/Guardian
- Certificate of Transfer/Credential
- Information/Encyclopedia of Transcript of Record
- NOA Affidavit Certificate
- NEU Transfer Certificate
- NEU Receipt
- Admission Slip
- 2 x 3 Passport Photo
- 2 x 3 Brown Envelope
- 2 x 3 Picture
- Official Receipt (OR)
- Scholarship Card (for Scholars)

**For Old Students:**
- University Clearance
- Official Receipt (OR)
- Scholarship Card (for Scholars)

### Duration:
3-10 minutes

## How to avail of the Service?

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person In-charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>Student [Register]</td>
<td>3 minutes</td>
<td>Student In-charge</td>
<td>Student In-charge</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Records Office [Check]</td>
<td>2-3 minutes</td>
<td>Records In-charge</td>
<td>Records In-charge</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Records Office [Check]</td>
<td>1 minute</td>
<td>Records In-charge</td>
<td>Records In-charge</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

---

## Title of Frontline Service:
Application for Request of Documents

### Schedule of Availability of Service:
Monday - Friday, 8:00 am - 5:00 pm

### Who May Avail of the Service:
All Students

### What are the Requirements:
**For Transcript of Records, Diploma & Certifications:**
- University Clearance
- Official Receipt (OR)
- Documentary Stamps

**For Honorable Dismissal:**
- University ID
- Official Receipt (OR)
- Diploma & Certificates

### Duration:
1.5-10 minutes

### How to Avail of the Service?

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person In-charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>Records Office [Check]</td>
<td>8-10 minutes</td>
<td>Records In-charge</td>
<td>Request Form and Requirement Checklist</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Records Office [Check]</td>
<td>2 minutes</td>
<td>Records In-charge</td>
<td>Requirement Certificate</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Records Office [Check]</td>
<td>2 minutes</td>
<td>Records In-charge</td>
<td>PO</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Cashier [Check]</td>
<td>3 minutes</td>
<td>Official Receipt (OR)</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>Cashier [Check]</td>
<td>3 minutes</td>
<td>Scholarship Card (for Scholars)</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>Cashier [Check]</td>
<td>1 minute</td>
<td>Official Receipt (OR)</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td>Cashier [Check]</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
# CLAIMING OF REQUESTED DOCUMENTS

**Title of Frontline Service:** CLAIMING OF REQUESTED DOCUMENTS

**Schedule of Availability of Service:**
- Monday to Friday: 8:00 am - 5:00 pm
- Saturday: 8:00 am - 12:00 noon

**Who May Avail of the Service:**
- All students and alumni

**Who Will Provide the Service:**
- Records and Registration Office

**How to Avail of the Service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Form/Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents copy of the Records in-charge</td>
<td>Issues the requested documents to the client</td>
<td>3 minutes</td>
<td>Records In-Charge</td>
<td>Requested Documents</td>
</tr>
<tr>
<td>2</td>
<td>Acknowledges receipt of documents</td>
<td>Exacts the duplicate copy of the documents</td>
<td>1 minute</td>
<td>Records In-Charge</td>
<td>Requested Documents</td>
</tr>
<tr>
<td>3</td>
<td>Signs in the logbook and indicates type of documents received</td>
<td></td>
<td>20 seconds</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**End of Transaction**

---

# APPLICATION FOR RE-ISSUANCE OF DIPLOMA

**Title of Frontline Service:** APPLICATION FOR RE-ISSUANCE OF DIPLOMA

**Schedule of Availability of Service:**
- Monday to Friday: 8:00 am - 5:00 pm
- Saturday: 8:00 am - 12:00 noon

**Who May Avail of the Service:**
- All students and alumni

**Who Will Provide the Service:**
- Records and Registration Office

**What are the Requirements:**
1. Completed Request for Re-Issuance Form
2. Original Diploma
3. Transcript of Records

**How to Avail of the Service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Form/Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents all requirements to the Records In-Charge</td>
<td>Checks the requirements and issues a Payment Slip (PS) for payment to the cashier</td>
<td>1 minute</td>
<td>Records In-Charge</td>
<td>FOI</td>
</tr>
<tr>
<td>2</td>
<td>Proceeds to the cashier and secure Official Receipt (OR)</td>
<td>Acknowledges receipt of all requirements and issues a Payment Slip (PS) to the client</td>
<td>1 minute</td>
<td>Records In-Charge</td>
<td>OR</td>
</tr>
<tr>
<td>3</td>
<td>Submits the OR together with all requirements to the Records In-Charge</td>
<td>Processes the request for reissuance of diploma</td>
<td>1 minute</td>
<td>Records In-Charge</td>
<td>Diploma</td>
</tr>
<tr>
<td>4</td>
<td>Presents claim slip on the Records In-Charge</td>
<td>1 month due to distance</td>
<td>Records In-Charge</td>
<td>Diploma</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Signs in the logbook and indicates type of documents received</td>
<td>20 seconds</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**End of Transaction**

---

# APPLICATION FOR CORRECTION OF NAME & PLACE OF BIRTH

**Title of Frontline Service:** APPLICATION FOR CORRECTION OF NAME & PLACE OF BIRTH

**Schedule of Availability of Service:**
- Monday to Friday: 8:00 am - 5:00 pm
- Saturday: 8:00 am - 12:00 noon

**Who May Avail of the Service:**
- All students and alumni

**Who Will Provide the Service:**
- Records and Registration Office

**What are the Requirements:**
1. Completed Request for Correction Form
2. Original Diploma
3. Transcript of Records

**How to Avail of the Service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Form/Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents all requirements to the Records In-Charge</td>
<td>Checks the requirements and issues a Payment Slip (PS) for payment to the cashier</td>
<td>3 minutes</td>
<td>Records In-Charge</td>
<td>FOI</td>
</tr>
<tr>
<td>2</td>
<td>Proceeds to the cashier and secure Official Receipt (OR)</td>
<td>Acknowledges receipt of all requirements and issues a Payment Slip (PS) to the client</td>
<td>1 minute</td>
<td>Records In-Charge</td>
<td>OR</td>
</tr>
<tr>
<td>3</td>
<td>Submits the OR together with all requirements to the Records In-Charge</td>
<td>Processes the request for correction</td>
<td>1 minute</td>
<td>Records In-Charge</td>
<td>Claim Slip</td>
</tr>
<tr>
<td>4</td>
<td>Presents claim slip on the Records In-Charge</td>
<td>1 month due to distance</td>
<td>Records In-Charge</td>
<td>Diploma</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Signs in the logbook and indicates type of documents received</td>
<td>20 seconds</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**End of Transaction**
# AUTHENTICATION OF DOCUMENTS

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

**Who May Avail of the Service:**
Student

**What are the Requirements:**
1. Original copy of documents
2. Photocopy of documents
3. Official Receipt (OR) or Payment Order Slip (POS)
4. Documentary Stamp(s)

**Duration:** 15 minutes

**How to Avail of the Service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person In-charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents all requirements to the Records In-charge</td>
<td>Checks the requirements and issues Payment Order Slip (POS) for payment to the cashier.</td>
<td>3 minutes</td>
<td>Records In-charge</td>
<td>Payment Order Slip (POS)</td>
</tr>
<tr>
<td>2</td>
<td>Proceeds to the Cashier and secures Official Receipt (OR)</td>
<td>Acknowledges receipt of documents and issues claim slip to client</td>
<td>1 minute</td>
<td>Records In-charge</td>
<td>Claim slip</td>
</tr>
<tr>
<td>3</td>
<td>Submits the OR together with all the required documents to the Records In-charge</td>
<td>Processes authentication</td>
<td>5-10 minutes</td>
<td>Records In-charge</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Waits for name to be called at the Records In-charge and presents the claim slip</td>
<td>Issues the authenticated documents</td>
<td>30 seconds</td>
<td>Records In-charge</td>
<td>Authenticated documents</td>
</tr>
</tbody>
</table>

END OF TRANSACTION

---

# 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:**
1. INC Form
2. Official Receipt (OR) (P100.00 per subject) - Higher education courses

**Duration:** 2 minutes

**How to Avail of the Service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person In-charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents OR and accomplished INC form to verification to the Records In-charge</td>
<td>Verifies grade against the records on file.</td>
<td>1 minute</td>
<td>Records In-charge</td>
<td>INC form and POS</td>
</tr>
<tr>
<td>2</td>
<td>Completes lacking requirements and ask grade from the subject professor/Instructor</td>
<td>Instructors/Professors</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Presents the completed INC form to the college Dean for signature.</td>
<td>College Dean</td>
<td></td>
<td></td>
<td>Completed INC form with Dean’s signature</td>
</tr>
<tr>
<td>4</td>
<td>Submits the completed INC form to the Records In-charge</td>
<td>Acknowledges receipt by affixing date and signature. Retains 1 copy. Detaches the other 2 copies. 1 for the student and the other for submission to the Dean.</td>
<td>1 minute</td>
<td>Records In-charge</td>
<td>Student's copy of the completed INC form</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
### Office of Student Services (OSS)

**Application for an Affidavit of Loss**

**Service Provider:** OSS (Office of Student Services)

**Duration of Activity:** 3 minutes

**Person in Charge:** Clerk

**Fee/Document:**

---

**Steps**

<table>
<thead>
<tr>
<th>Step</th>
<th>Application/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Fee/Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present Affidavit of loss</td>
<td>OSS (Office of Student Services)</td>
<td>3 minutes</td>
<td>Clerk</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Security guard of the OSS (OSS)</td>
<td>OSS (Office of Student Services)</td>
<td>1 minute</td>
<td>Clerk</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Security guard of the OSS (OSS)</td>
<td>OSS (Office of Student Services)</td>
<td>2 minutes</td>
<td>Security guard of the OSS (OSS)</td>
<td>Temporary Identification Card</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

---

**Processing of Application for Avail of Scholarship**

**Service Provider:** OSS (Office of Student Services)

**Duration of Activity:** 2 minutes

**Person in Charge:** OSS (Office of Student Services)

**Fee/Document:**

---

**Steps**

<table>
<thead>
<tr>
<th>Step</th>
<th>Application/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Fee/Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submit copy of letter of recommendation to OSS (Office of Student Services)</td>
<td>OSS (Office of Student Services)</td>
<td>2 minutes</td>
<td>OSS (Office of Student Services)</td>
<td>Temporary Identification Card</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

---

**Handling of Complaint Against a Student**

**Service Provider:** OSS (Office of Student Services)

**Duration of Activity:** 3 minutes

**Person in Charge:** OSS (Office of Student Services)

**Fee/Document:**

---

**Steps**

<table>
<thead>
<tr>
<th>Step</th>
<th>Application/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Fee/Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submit copy of application to OSS (Office of Student Services)</td>
<td>OSS (Office of Student Services)</td>
<td>3 minutes</td>
<td>OSS (Office of Student Services)</td>
<td>Temporary Identification Card</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

---

**Issuance of Certificate of Scholarship**

**Service Provider:** OSS (Office of Student Services)

**Duration of Activity:** 2 minutes

**Person in Charge:** OSS (Office of Student Services)

**Fee/Document:**

---

**Steps**

<table>
<thead>
<tr>
<th>Step</th>
<th>Application/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Fee/Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Request for scholarship</td>
<td>OSS (Office of Student Services)</td>
<td>2 minutes</td>
<td>OSS (Office of Student Services)</td>
<td>Temporary Identification Card</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

---

---

---

---

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---
### Title of Online Services: Issuance of Certificate of Good Standing

- **Schedule of Availability:** Monday – Friday, 9:00am – 5:00pm
- **Key Personnel:**
  - Clerk: Who will be the first point of contact.
  - Director: Who will oversee the process.
- **What is the procedure:**
  - **Required Documents:**
    - Student ID
    - Grades
  - Duration: 5 minutes
  - Fee: Charge: Free

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Required Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present previous semester grade and photograph</td>
<td>Clerk</td>
<td>2 minutes</td>
<td>Encoder/Clerk</td>
<td>Grade</td>
</tr>
<tr>
<td>2</td>
<td>Present scholarship card</td>
<td>Clerk</td>
<td>2 minutes</td>
<td>Encoder/Clerk</td>
<td>Scholarship Card</td>
</tr>
<tr>
<td>3</td>
<td>List form of certification of good standing</td>
<td>Clerk</td>
<td>2 minutes</td>
<td>Encoder/Clerk</td>
<td>Certification of Good Standing</td>
</tr>
<tr>
<td>4</td>
<td>Sign the certification of good standing</td>
<td>Clerk</td>
<td>1 minute</td>
<td>Encoder/Clerk</td>
<td>Certification of Good Standing</td>
</tr>
</tbody>
</table>

### Title of Online Services: Issuance of Scholarship Card (for Undergraduates)

- **Schedule of Availability:** Monday – Friday, 9:00am – 5:00pm
- **Key Personnel:**
  - Clerk: Who will be the first point of contact.
  - Director: Who will oversee the process.
- **What is the procedure:**
  - **Required Documents:**
    - Applicant ID
  - Duration: 5 minutes
  - Fee: Charge: Free

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Required Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present Application Letter</td>
<td>Clerk</td>
<td>2 minutes</td>
<td>Clerk</td>
<td>Certificate of Acceptance Form</td>
</tr>
<tr>
<td>2</td>
<td>Sign form of Certification of Acceptance</td>
<td>Clerk</td>
<td>2 minutes</td>
<td>Clerk</td>
<td>Certificate of Acceptance Form</td>
</tr>
<tr>
<td>3</td>
<td>Secure Scholarship card</td>
<td>Clerk</td>
<td>1 minute</td>
<td>Clerk</td>
<td>Scholarship Form</td>
</tr>
</tbody>
</table>

### Title of Online Services: Issuance of Scholarship Card (for Internally Funded-Phil) (for Undergraduates)

- **Schedule of Availability:** Monday – Friday, 9:00am – 5:00pm
- **Key Personnel:**
  - OSA Coordinator: Who will be the first point of contact.
  - Director: Who will oversee the process.
- **What is the procedure:**
  - **Required Documents:**
    - Application Letter
  - Duration: 5 minutes
  - Fee: Charge: Free

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Required Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fill up scholarship application form</td>
<td>Clerk</td>
<td>3 minutes</td>
<td>OSA Coordinator</td>
<td>Scholarship Form</td>
</tr>
<tr>
<td>2</td>
<td>Submit an inco/ment from a sponsoring agency</td>
<td>Clerk</td>
<td>2 minutes</td>
<td>OSA Coordinator</td>
<td>Scholarship Form</td>
</tr>
<tr>
<td>3</td>
<td>Present handbook/photocopy of grades</td>
<td>Clerk</td>
<td>1 minute</td>
<td>OSA Coordinator</td>
<td>Scholarship Form</td>
</tr>
<tr>
<td>4</td>
<td>Secure Scholarship card</td>
<td>Clerk</td>
<td>1 minute</td>
<td>Clerk</td>
<td>Scholarship Form</td>
</tr>
</tbody>
</table>

### Title of Online Services: Issuance of Scholarship Card (for Internally Funded-Phil)

- **Schedule of Availability:** Monday – Friday, 9:00am – 5:00pm
- **Key Personnel:**
  - Clerk: Who will be the first point of contact.
  - Director: Who will oversee the process.
- **What is the procedure:**
  - **Required Documents:**
    - Applicant ID
  - Duration: 5 minutes
  - Fee: Charge: Free

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in Charge</th>
<th>Required Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Verify the data on the application form</td>
<td>Clerk</td>
<td>2 minutes</td>
<td>Director/Clerk</td>
<td>Scholarship Application Form</td>
</tr>
<tr>
<td>2</td>
<td>Check name on the approved letter</td>
<td>Clerk</td>
<td>2 minutes</td>
<td>Director/Clerk</td>
<td>Scholarship Card</td>
</tr>
<tr>
<td>3</td>
<td>Present handbook/photocopy of grades</td>
<td>Clerk</td>
<td>1 minute</td>
<td>Director/Clerk</td>
<td>Scholarship Card</td>
</tr>
<tr>
<td>4</td>
<td>Secure Scholarship card</td>
<td>Clerk</td>
<td>1 minute</td>
<td>Clerk</td>
<td>Scholarship Card</td>
</tr>
</tbody>
</table>
LIBRARY SERVICES

FRONTLINE SERVICE: APPLICATION OF NEW LIBRARY CARD (UNDERGRADUATE)

SCHEDULE:
Enrollment period of the First Semester of the School Year
Every enrollment period (in case of transfers)
8:00-12:00am-1:00-5:00 p.m. Monday to Friday - Undergraduate Students

KEY PERSON: Librarian
Library Staff

WHO MAY APPLY:
Officially enrolled new students/transferes

REQUIREMENT:
1. Certificate of Registration (COR) stamped "Officially Enrolled" by the Registrar office in charge
2. 2 pieces 1 x 1 identical pictures, plain background

FEES/CHARGES: NONE

How to Avail of the Service?

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person In-charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>Evaluate requirements</td>
<td>36 seconds</td>
<td>Library Staff</td>
<td>COR 2 pcs 1 x 1 picture</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Evaluate information and issue e-Lib no.</td>
<td>45 seconds</td>
<td>Library Staff</td>
<td>Borrower's Card Application Form COR 2 pcs 1 x 1 picture</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Register applicant's name in the list of New Applicants</td>
<td>1 minute</td>
<td>Library Staff</td>
<td>COR</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Stamps Library Card Number and date of transaction the COR of the new applicant</td>
<td>30 seconds</td>
<td>Library Staff</td>
<td>COR</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>Returner Library Card for the Current Term</td>
<td>2 minutes</td>
<td>Library Staff</td>
<td>Validated Library Card COR</td>
</tr>
</tbody>
</table>

END OF TRANSACTION

The Validated Library Card will be released provided that the applicant has attended the Library Orientation and Instruction.

Title of Frontline Service: LIBRARY CARD VALIDATION

Schedule of Availability of Service:
Every enrollment period:
8:00-12:00am-1:00-5:00 p.m. Monday to Friday
Undergraduate Students

Who May Avail of the Service:
Officially enrolled new and old student

What are the Requirements:
1. Certificate of Registration (COR) stamped "Officially Enrolled" by the Registrar office in charge.
2. Library Card

FEES/CHARGES: NONE

How to Avail of the Service?

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person In-charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>Stamps the COR and Library Card with the date of transaction</td>
<td>1 minute</td>
<td>Library Staff</td>
<td>Library Card COR</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
### FRONLINE SERVICE: LIBRARY CARD APPLICATION FOR RENEWAL/REPLACEMENT

**SCHEDULE:**
- 8:00 AM - 12:00 Noon
- 1:00 PM - 5:00 PM, Monday to Friday
- Undergraduate Students

**KEY PERSON:**
 Librarian
 Library Staff

**WHO MAY APPLY:**
- Officially enrolled new and old students

**REQUIREMENT:**
1. Certificate of Registration (COR) stamped “Officially Enrolled” by the Registrar office in Charge.
2. Affidavit of loss.
3. 2 pcs. 1”x1” identical pictures, plain background or 1 pc. 1”x1” pictures if identical with that attached in the borrowers card.

**FEES/CHARGES:**
- P30.00 (based on the rational tuition fees and other fees)

#### How to Avail of the Service?

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person In-charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>Evaluate requirements</td>
<td>30 seconds</td>
<td>Library Staff</td>
<td>COR, 2 pcs. 1”x1” identical picture, Affidavit of loss</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Issue Payment Order Slip: requirement for payment in the Cashiering office</td>
<td>1 minute</td>
<td>Library Staff</td>
<td>Payment Order Slip, Official receipt</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td>3 minutes</td>
<td>Library Staff</td>
<td>New Library Card</td>
</tr>
</tbody>
</table>

#### Title of Frontline Service: RESEARCHERS FROM OTHER SCHOOL

**SCHEDULE:**
- 8:00 AM - 12:00 Noon
- 1:00 PM - 5:00 PM, Monday to Friday
- Undergraduate Students

**KEY PERSON:**
 Librarian
 Library Staff

**WHO MAY APPLY:**
- Officially enrolled new and old student

**REQUIREMENTS:**
- Library Card

**FEES/CHARGES:**
- NONE

#### How to Avail of the Service?

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person In-charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>Evaluate requirements</td>
<td>30 seconds</td>
<td>Library Staff</td>
<td>Valid Enrolled Letter from the Librarian</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Issue Payment Order Slip: requirement for payment in the Cashiering office</td>
<td>1 minute</td>
<td>Library Staff</td>
<td>Payment Order Slip, Official receipt</td>
</tr>
</tbody>
</table>

#### Title of Frontline Service: PERMIT TO USE OTHER LIBRARIES

**SCHEDULE:**
- 8:00 AM - 12:00 Noon
- 1:00 PM - 5:00 PM, Monday to Friday
- Undergraduate Students

**KEY PERSON:**
 Librarian
 Library Staff

**WHO MAY APPLY:**
- Officially enrolled new and old student

**REQUIREMENTS:**
- Library Card

**FEES/CHARGES:**
- NONE

#### How to Avail of the Service?

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person In-charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td>30 seconds</td>
<td>Library Staff</td>
<td>Library Card</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Issue Reference Letter</td>
<td>1 minute</td>
<td>Librarian</td>
<td>Accomplished Reference Letter</td>
</tr>
</tbody>
</table>
# BORROWING/RETURNING OF BOOKS

**SCHEDULE:**
- 8:00-12:00am to 1:00-5:00 p.m. Monday to Friday
- Undergraduate Students

**KEY PERSON:** Librarian

**WHO MAY APPLY:**
- Officially enrolled new and old students, staff, faculty

**REQUIREMENT:** Library Card

**FEES/CHARGES:**
- P1.00 PER DAY FOR OVERDUE BOOKS EXCLUDING SUNDAYS, SATURDAY (UNDERGRADUATE ONLY) AND HOLIDAYS
- P.50 FIRST FRACTION OF AN HOUR AND P.50 EVERY HOUR EXCLUDING SUNDAYS, SATURDAY (UNDERGRADUATE ONLY) AND HOLIDAYS FOR OVERDUE PHOTOCOPY

### How to Avail of the Service?

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present requirements</td>
<td>Evaluate requirements</td>
<td>30 seconds</td>
<td>Library Staff</td>
<td>Library Card</td>
</tr>
<tr>
<td>2</td>
<td>Present borrowed books (loan out or photocopy)***</td>
<td>Provide Loan out slip and borrower's Card</td>
<td>1 minute</td>
<td>Library Staff</td>
<td>Loan out slip and borrower's card</td>
</tr>
<tr>
<td>3</td>
<td><strong>Describe library materials to be borrowed for home use, photocopy</strong></td>
<td>Assist researchers</td>
<td>5 minutes</td>
<td>Library Staff</td>
<td>Library Card</td>
</tr>
<tr>
<td>4</td>
<td>Present books at the checkpoint area and leaves loan out slip</td>
<td>Out the loan out slip and impact books</td>
<td>45 seconds</td>
<td>Library Staff</td>
<td>Book, loan out slip</td>
</tr>
</tbody>
</table>

### RETURN

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person in charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present books at the checkpoint area</td>
<td>Accommodate clients, Check due date against the Loan out slip</td>
<td>1 minute</td>
<td>Library Staff</td>
<td>Book, loan out slip</td>
</tr>
<tr>
<td></td>
<td>If overdue books, present books to the checkpoint and charge</td>
<td>Give back loan out slip to the client if not overdue, DCR Check overdue and return immediately to the circulation desk</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Present books at the circulation desk</td>
<td>Issue payment order slip if overdue, DCR Release library card, if not overdue Return borrower's cards to the cabinet of the circulation desk for proper filing</td>
<td>2 minutes</td>
<td>Library Staff</td>
<td>Loan out slip, Library card, borrower's card</td>
</tr>
<tr>
<td>3</td>
<td>Renewal***, present books</td>
<td>Provide Loan out slip and borrower's card</td>
<td>1 minute</td>
<td>Library Staff</td>
<td>Loan out slip, borrower's card</td>
</tr>
</tbody>
</table>

***The renewal of books to be borrowed is allowed twice or more as long as it is not in demand especially in the field of research. Only two books are allowed to be borrowed for three days, excluding holidays, Saturdays, and Sundays. However, Graduate Student is given privilege to return books after a week.

***The books that can be borrowed for home use are those in the circulation area. Only two books are allowed to be borrowed for three days only, excluding holidays, Saturdays, and Sundays. However, Graduate Student is given privilege to return books after a week.

***The books from the restricted section, General References, Filipiniana are allowed for photocopying purposes allowed for 30 minutes only.
**LIBRARY SERVICES**

**FRONTLINE SERVICE**: Application of New Library Card (Undergraduate)

**SCHEDULE**: Enrolment period of the First Semester of the School Year
Every enrolment period (in case of transferees)
8:00-12:00am-1:00- 5:00 p.m. Monday to Friday  - Undergraduate Students

**KEY PERSON**: Librarian
Library Staff

**WHO MAY AVAIL?**: Officially enrolled new students/transferees

**REQUIREMENT**: 1. Certificate of Registration (COR) stamped “Officially Enrolled” by the Registrar office In-Charge.
2. 2 pieces 1 x 1 identical pictures, plain background

**FEES/CHARGES**: NONE

How to Avail of the Services:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity</th>
<th>Person In-Charge</th>
<th>Form/document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present requirements</td>
<td>Evaluate requirements</td>
<td>30 seconds</td>
<td>Library Staff</td>
<td>- COR - 2 pcs 1 x 1 picture</td>
</tr>
<tr>
<td>2</td>
<td>Fill out information cited in the Borrower’s Card and Library Application Form</td>
<td>Evaluate information and issue e-lib no.</td>
<td>45 seconds</td>
<td>Library Staff</td>
<td>- Borrower’s Card - Library Card Application Form - COR - 2 pcs 1 x 1 picture</td>
</tr>
<tr>
<td>3</td>
<td>Register’s applicant’s name in the List of New Applicants</td>
<td>Encodes data of the applicant in the List</td>
<td>1 minute</td>
<td>Library Staff</td>
<td>- COR</td>
</tr>
<tr>
<td>4</td>
<td>Stamp the Certificate of Registration</td>
<td>Stamps Library Card Number and date of transaction the COR of the new applicant</td>
<td>30 seconds</td>
<td>Library Staff</td>
<td>- COR</td>
</tr>
<tr>
<td>5***</td>
<td>Claim Validated Library Card for the Current Term</td>
<td>Releases Library Card</td>
<td>2 minutes</td>
<td>Library Staff</td>
<td>- Validated Library Card - COR</td>
</tr>
</tbody>
</table>

*** The Validated Library Card will be released provided that the applicant has attended the Library Orientation and Instruction.

**FRONTLINE SERVICES**: Library Card Validation

**SCHEDULE**: Every enrolment period
8:00-12:00am-1:00- 5:00 p.m. Monday to Friday  - Undergraduate Students

**WHO MAY AVAIL?**: Officially enrolled new and old student

**REQUIREMENT**: 1. Certificate of Registration (COR) stamped “Officially Enrolled” by the Registrar office In-Charge.
2. Library Card

**FEES/CHARGES**: NONE