



University of Southeastern Philippines

Obrero Campus • Mintal Campus • Tagum-Mabini Campus • Bislig Campus

CITIZEN'S CHARTER

(Updated as of December 2019)





I. **Mandate**

As a regional state university created in 1978 through Batas Pambansa Bilang 12, the University of Southeastern Philippines has the following mandate:

- To provide programs of instruction and professional training primarily in the fields of science and technology, especially medicine, fisheries, engineering and industrial fields.
- To promote advanced studies, research and extension services and progressive leadership in science, agriculture, forestry, fisheries, engineering and industrial fields and other courses needed in the socio-economic development of Mindanao.
- To develop courses at the graduate level along the fields of specialization and to respond to the needs of development workers in the academic community.
- To provide non-formal education and undertake vigorous extension and research programs in food production, nutrition, health, and sports development.
- To offer scholarship and/or part-time job opportunities to deserving students from low-income families.

II. **Vision**

A Premier Research University in the ASEAN.

III. **Mission**

USeP shall produce world-class graduates and relevant research and extension through quality education and sustainable resource management.

IV. **Service Pledge**

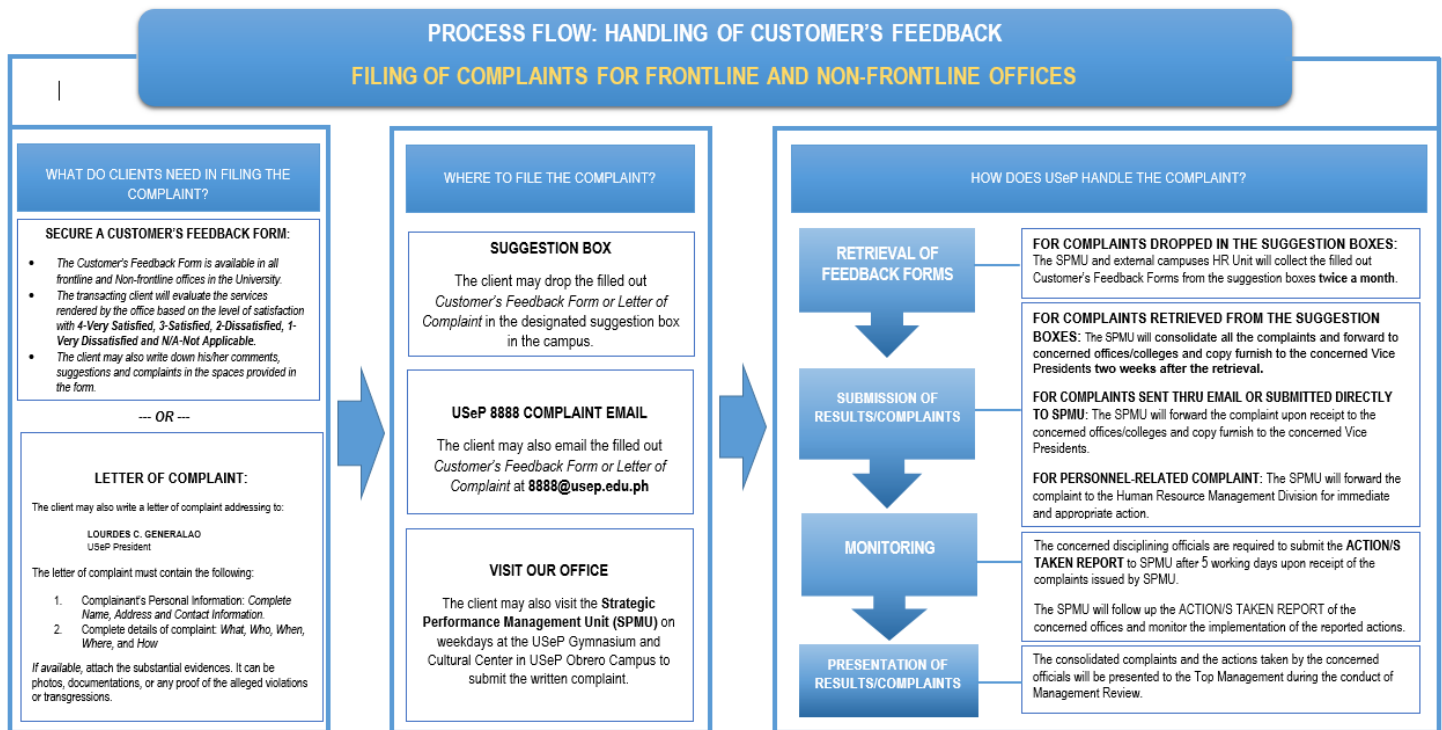
We, the officials and employees of the University of Southern Philippines, commit to promote **Unity**, harness **Stewardship**, exemplify **Excellence**, and demonstrate **Professionalism** by

- Serving the clients promptly and efficiently with respect and courtesy;
- Implementing all the services properly at all times in ethical and professional manner; and
- Providing services as expected of us that shall be performed at all times with integrity, honesty and diligence.

USEP Feedback and Redress Mechanism

Please let us know how we have served you by doing in any of the following:

1. Accomplish our feedback form available in the frontline offices and put this in the drop box;
2. Send your feedback through email at 8888@usep.edu.ph; or
3. Talk to the Strategic Performance Management Unit In-Charge or call us at 082-227-8192 local 281 (Obrero Campus), local 501 (Tagum-Mabini Campus), and local 504 (Mintal Campus).



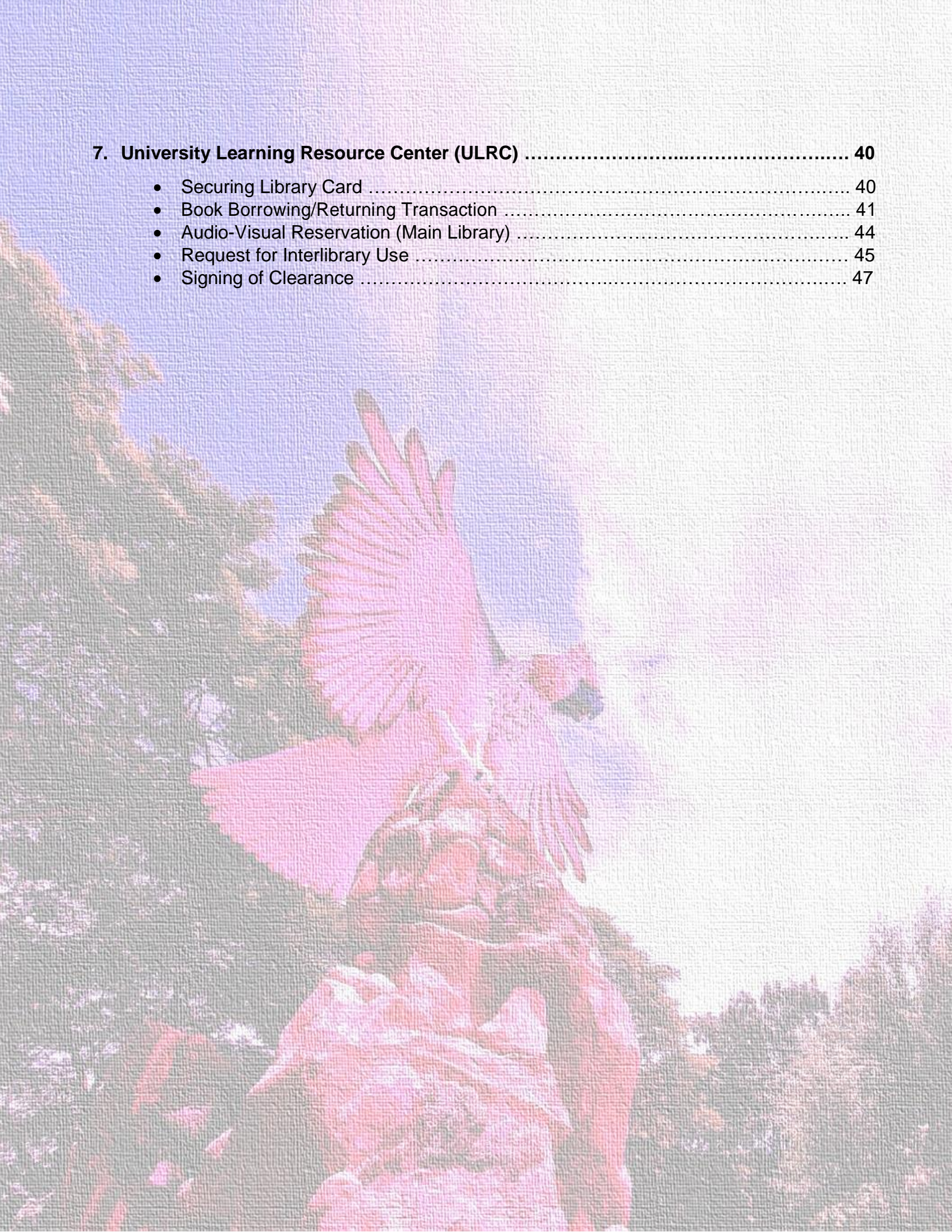
FRONTLINE OFFICES: Office of the Student Affairs and Services, University Testing and Guidance Center, Office of the University Registrar, University Learning Resource Center, Finance Division, Health Services Division

NON-FRONTLINE OFFICES: Office of the President, Office of the VP for PQUA, Office of the VP for Academic Affairs, Office of the VP for Administration, Office of the VP for RDE, Office of the Chancellor, Institutional Planning Division, Quality Assurance Division, Performance Management Monitoring and Evaluation Division, Resource Management Division, Career Alumni Center, ETEEAP, Curriculum and Instruction Office, Physical Development Division, Knowledge Management System Division, Office of the University Secretary, University Records Office, Human Resource Management Division, Administrative Services Division, Research Division, Extension Division, Gender and Development Office, Knowledge Technology Transfer Division, Institute of Languages and Creative Arts, Knowledge Development Center, Mindanao Center for Policy Studies, College of Development Management- Mintal Campus, College of Agriculture and Related Sciences, College of Arts and Sciences, College of Education, College of Engineering, College of Business Administration, College of Teacher Education and Technology, College of Technology, College of Information and Computing, USEP Graduate School, College of Applied Economics, Public Affairs Division, Office of the Legal Affairs, International Affairs Division.

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University Assessment and Guidance Center (UAGC)

Service : **ISSUANCE OF CERTIFICATE OF GOOD MORAL**
Schedule of Availability : Monday-Friday, 8:00am-5:00pm
Who May Avail of the Service : Students; Alumni; Authorized representative of student
Processing Time : 16 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/Required Documents
1	Accomplish & submit Exit Form	Evaluates the request and verifies records of student behavior Issues Payment Order Slip (POS)	10 minutes	Clerk	None	Accomplished Exit Form
2	Present Payment Order Slip to Cashier for payment	Issues official receipt (OR) of payment	2 minutes	Cashier	Php 70.00	Payment Order Slip
3	Present OR to UAGC	Acknowledges OR and prepares the certificate Signs the certificate	3 minutes	Clerk Guidance Counselor	None	Official Receipt 1 pc documentary stamp
4	Claim Certificate of Good Moral Character	Issues certificate of Good Moral Character with school seal; and returns OR to requesting party, stamp with "ISSUED" Requests client to sign in the logbook properly	1 minute	Clerk	None	None

University Assessment and Guidance Center (UAGC)

Service : **SIGNING OF CLEARANCE**
Schedule of Availability : Monday-Friday, 8:00am-5:00pm
Who May Avail of the Service : Graduating Students, Transferees, and Alumni
Processing Time : 3 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person in charge	Fee/s	Form/Required Documents
1	Present Clearance Form and proof of attendance to UAGC activities (if there's any)	Verifies the student's accountability (if there's any) on the system	2 minutes	Clerk	None	Clearance Form
2	Claim of signed Clearance	If cleared, signs the clearance Stamps and signs the clearance form if found clear of accountability/ies	1 minute	Clerk	None	Clearance Form
END OF TRANSACTION						

Office of the University Registrar (OUR)

Service : REQUEST FOR STUDENT CREDENTIALS

DOCUMENTS	FEES	DAYS
1. Transcript of Records	Php. 70.00 per page	3
2. Honorable Dismissal or Certificate of Transfer Credentials	Php 70.00	3
3. Reissuance of Diploma	Php 134.00 for Higher Educ. Php 200.00 for Advanced Educ.	5
4. Certifications (CAV, Earned Units, Graduation, English as Medium of Instruction, No Objection, etc.)	Php 70.00	3
5. Correction of Records	Php 70.00	5
6. Authentication of Documents	Php 14.00 per page	1

Schedule of Availability : Monday – Saturday, 8:00 AM – 5:00 PM

Who May Avail of the Service : All USEP students, Alumni, and Students' Authorized Representatives

Duration : 3 working days

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/Required Documents
1.	Client fills up Request Slip specifying what document/s to request & its purpose, then presents it to the receiving in-charge.	<p>Pulls out student's file.</p> <p>Evaluates academic records on file.</p> <p>Checks eligibility of student to request the specified document/s.</p> <p>If found eligible, issues Order of</p>	5-10 minutes	Receiving Counter In-charge	None	<p>Requirement Checklist</p> <p>Lacking Credentials (whatever is applicable)</p> <p>University Clearance & ID</p> <p>Form 137-A/ Hon. Dismissal</p>

		<p>Payment Slip and advises student to secure Official Receipt (O.R.) by paying the fees to the Cashier.</p> <p>If there is/are problem/s on her/his credentials, explains problem/s to the client and issues requirement checklist for compliance & submission before he/she will be issued Order of Payment Slip for payment to the Cashier.</p>				<p>Official Transcript of Records</p> <p>PSA Birth /Marriage Certificate</p> <p>Mailing/Documentary Stamp</p> <p>Authorization Letter, etc.</p>
2	Presents accomplished Order of Payment Slip for payment to the Cashier.	<p>Accepts payment</p> <p>Issues Official Receipt</p>	<p>2 minutes</p>	Cashier	<p>Transcript 70.00/page</p> <p>Certifications 70.00</p> <p>Hon. Dismissal 70.00</p> <p>Diploma (re-issuance) 134.00 for Higher Education</p> <p>200.00 for Advanced Education</p> <p>Authentication of Documents 14.00/page</p> <p>Photocopy of Documents 1.25/page</p>	Order of Payment Slip
3	Presents the accomplished request slip with the Official Receipt.	<p>Validates Official Receipt</p> <p>Determines Due Date</p> <p>Issues Claim Slip</p>	<p>2 minutes</p> <p>Authentication of Docs</p> <p>5 minutes</p> <p>Photocopy of Docs</p>	Receiving Counter In-charge	None	<p>Official Receipt</p> <p>Accomplished Request Slip</p> <p>Claim Slip</p>

			3 minutes Transcript 3 Working Days Certification 3 Working Days Hon. Dismissal 3 Working Days			
4	Claims requested academic credentials on specified due date.	Releases requested academic credentials upon receipt of the claim slip with valid identification/ authorization letter for representatives.	2 minutes	Claiming Counter In-charge	None	Claim Slip & Valid ID Authorization letter for representatives
END OF TRANSACTION						

Service : REQUEST FOR CORRECTION OF STUDENT'S RECORDS

(Name, Birth Date & Birth Place)

Schedule of Availability : Monday – Saturday, 8:00am – 5:00 pm

Who May Avail of the Service : Students with erroneous entries as to name, date & place of birth in their academic credentials.

Duration : 9 minutes (3 working days for the processing of the correction)

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/Required Documents
1	Presents all the required documents.	Checks the requirements Issues Order of Payment Slip for payment to the cashier.	2 minutes	Receiving Counter In-charge	70.00	Request Letter addressed to: DR. LOURDES C. GENERALAO SUC President IV USEP-Davao City THRU: DANILO C. GALARION Registrar III USEP-Davao City Clear copy of the PSA Birth Certificate Personal Affidavit/ Parent's Affidavit (for underage) Joint Affidavit of Two (2) Disinterested Persons Documentary Stamps
2	Presents accomplished Order of Payment Slip	Accepts payment Issues Official Receipt (OR)	2 minutes	Cashier	None	Order of Payment Slip
3	Submits OR together with all the required documents	Receives required documents & OR Determines due date Issues claim slip	3 minutes	Receiving Counter In-charge	None	All required documents Official Receipt (OR)

		Processing of the correction	3 working days			
4	Claims Order of Correction.	Receives claim slip with valid identification Issues Order of Correction upon receipt Requests client to sign the logbook	2 minutes	Claiming Counter In-charge	None	Claim Slip & Valid ID Authorization letter for representatives
END OF TRANSACTION						

Service : **VERIFICATION OF INC GRADE/S**
Schedule of Availability : Monday – Saturday, 8:00am – 5:00 pm
Who May Avail of the Service : Students with INC grades (earned not later than 1 year upon completion)
Duration : 5 minutes

PROCEDURE:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Presents University ID to respective evaluators for verification of INC grade/s	Issues INC form and Order of Payment Slip, if found eligible to comply INC grade.	2 minutes	Respective Evaluators	None	University ID
2	Presents Order of Payment Slip	Accepts payment Issues Official Receipt	2 minutes	Cashier	14.00/ subject for Higher Education courses 50.00/subject for Adv. Education courses	Payment Order Slip
3	Issuance of Completion Form	<ul style="list-style-type: none"> • Validates Official Receipt • Issues INC Form/s 	1 minute	Respective Evaluators	None	Official Receipt
END OF TRANSACTION						

Service : **REPLACEMENT FOR LOST ID**
Schedule of Availability : Monday-Friday, 7:00 am - 5:00 pm
 Saturday, 8:00 am - 5:00 pm
Who May Avail of the Service : All Students
Duration : 9 minutes

PROCEDURES

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Submit required documents	Clerk <ul style="list-style-type: none"> Verifies the completeness of submitted documents Files the submitted documents Issues Order of Payment Slip (OPS) 	2 minutes		None	<ul style="list-style-type: none"> Affidavit of Loss Letter of intent signed by the Head Guard
2	Present Order of Payment Slip to Cashier for Payment	Clerk <ul style="list-style-type: none"> Receives payment and issues Official Receipt (OR) 	2 minutes		P 50.00 w/o sling P 100.00 w/ sling	<ul style="list-style-type: none"> Order of Payment Slip (OPS)
3	Takes picture	OUR Staff <ul style="list-style-type: none"> Checks the Official Receipt (OR) Takes picture 	4 minutes		None	<ul style="list-style-type: none"> Official Receipt (OR)
4	Claim New ID	OUR Staff <ul style="list-style-type: none"> Issuance of new ID Requests student to sign in the logbook 	1 minute		None	None
END OF TRANSACTION						

Service : **Filing of USePAT Application**

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

Who May Avail of the Service : Incoming freshmen and transferees

Duration : 10 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Register online at http://register.usep.edu.ph/ .					
2	Submit required documents within one (1) week after registration through: a) Mailing addressed to: University Guidance & Testing Center University of Southeastern Philippines Iñigo St., Obrero, Davao City b) Personal visit (optional)	Clerk Verifies the documents	5 minutes		None	<ul style="list-style-type: none"> • Form 137A with GPA/year (certified true copy) • Senior High school (Grade 11) • Form 138A (certified true copy) Grade 12-1st grading period GPA • 1 piece recent Passport-size ID pictures with name tag • ITR/Certificate of Low Income
3	View the List of Examination Qualifiers published at: a. USeP Website b. USeP Facebook Page c. USeP Campus bulletin boards					
4	Secure Order of Payment Slip	Desk Clerk If the applicant opts out of RA 10931, payment is made through USeP Cashier's Officer <ul style="list-style-type: none"> • Verifies list of Examination • Issues Order of Payment Slip (OPS) If payment is made through online	2 minutes			
5	Payment of Testing Fee	Cashier <ul style="list-style-type: none"> • Issues official receipt (OR) of payment 	2 minutes		Php 215.00	Order of Payment Slip (OPS)
END OF TRANSACTION						

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
Duration : 10 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Present required documents	Verifies test result from the system Issues the Payment Order Slip (POS)	2 minutes	Clerk	None	Exam permit with Official Receipt or Authorization letter
2	Present Payment Order Slip to the Cashier for payment	Issues official receipt (OR) of payment	2 minutes	Cashier	Php 70.00	Payment Order Slip
3	Present Official Receipt	Acknowledges OR and verifies the examinee's result from the system, print report, and counter signs it Signs the certificate	3 minutes	Clerk/ Counselor Guidance Director/ Counselor	None	Official Receipt
4	Claim Certificate of Test Result	Issues certificate of Test result, returns OR to requesting party, and stamped it with "ISSUED" Request client to sign in the logbook properly	1 minute	Desk Clerk/Counselor	None	None
END OF TRANSACTION						

Finance Division

Service : **OUTSTANDING BALANCE INQUIRY**
Schedule of Availability : Monday-Friday, 8:00am – 5:00pm
 Saturday, 8:00am-12:00pm; 1:00pm-5:00pm
Who May Avail of the Service : Students, Parents, Authorized Representative
Duration : 4 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Secure priority number, (if there is a queue), then proceed to Student Account (SA) windows 1,2,3, & 4 If there is no queue, proceed directly to Student Accounts (SA) windows 1&2 PWDs proceed directly to Priority Lane Window	Entertains the client	1 minute	Clerk	None	Priority Number
2	Submit Accomplished Request Form	Accepts the Balance Inquiry Form Verifies the outstanding balance of the student Checks the ledger of the student	2 minutes	Clerk	None	Balance Inquiry Form Accomplished Request Form
3	Claim Balance Inquiry Form	Issues the Balance Inquiry Form	1 minute	Clerk	None	
END OF TRANSACTION						

Service : REQUEST FOR STATEMENT OF ACCOUNT

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

Saturday, 8:00am-12:00pm; 1:00pm-5:00pm

Who May Avail of the Service: Students, Parents, Authorized Representative

Duration: 4 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Secure priority number, (if there is a queue), then proceed to Student Account (SA) windows 1,2,3, & 4 If there is no queue, proceed directly to Student Accounts (SA) windows 1&2 PWDs proceed directly to Priority Lane Window Submit Accomplished Request Form	Upon receipt of the request form, search on the student name Certifies the correctness of student assessment	2 minutes	Clerk	None	Priority Number Accomplished Request Form
2	Claim Printed Statement of Account	Signs the “prepared by” portion and forward to the accountant for signature in the “certified by” portion of SOA	2 minutes	Clerk	None	
END OF TRANSACTION						

Service : **REQUEST FOR REFUND**
Schedule of Availability : Monday – Friday, 8:00am – 5:00pm
Who May Avail of the Service : Students, Parents, Authorized Representative
Duration : 2 minutes (3 working days for the processing of refund)

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Secure priority number, (if there is a queue), then proceed to Student Account (SA) windows 1,2,3, & 4 If there is no queue, proceed directly to Student Accounts (SA) windows 1&2 PWDs proceed directly to Priority Lane Window	Entertains the client	1 minute	Clerk	None	Priority Number
2	Submit accomplished Request Form	Accepts the required documents Prepares Budget Utilization Request (BUR) and Disbursement Vouchers (DV) for student refund, then assign DV number Prepares the documents for student refund Forwards documents to the Chief Administrative Officer for signature Monitors the documents Forwards documents to the Budget section for budgeting and numbering	3 working days	Clerk	None	Official Receipts Budget Utilization Request Disbursement Voucher Statement of Account

		<p>Forwards documents to the Finance Director for signature</p> <p>Forwards documents to the Office of the President for signature of the Vice-President for Administration</p> <p>Forwards documents to the Cashiering Unit for the preparation of check</p>				
3	Claim check/cash	<p>Informs the student on the availability of checks</p> <p>Issues check/cash</p> <p>Requests the client to sign in the logbook</p>	1 minute	Clerk	None	<ul style="list-style-type: none"> ID/Certificate of Registration
END OF TRANSACTION						

Service : VERIFICATION OF SCHOLAR'S RECORDS

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

Saturday, 8:00am-12:00pm; 1:00pm-5:00pm

Who May Avail of the Service : Students, Parents, Authorized Representative

Duration: 4 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Secure priority number, (if there is a queue), then proceed to Student Account (SA) windows 1,2,3, & 4 If there is no queue, proceed directly to Student Accounts (SA) windows 1&2 PWDs proceed directly to Priority Lane Window	Entertains the client	1 minute	Clerk	None	Priority Number
2	Submit Accomplished Request Form	Checks the validated scholarship card	1 minute	Clerk	None	Validated Scholarship Card Accomplished Request Form
3	Review student's records/ledger	Verifies the correctness of student's records Returns Validated Scholarship Card	2 minutes	Clerk	None	None
END OF TRANSACTION						

Service : **PAYMENT COLLECTION**
Schedule of Availability : Monday-Friday, 8:00am – 5:00pm
 Saturday, 8:00am-12:00pm; 1:00pm-5:00pm
Who May Avail of the Service : Student and Other Clients
Duration : 4 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Secure priority number, then proceed to cashier 1 to 3	Entertains the client	1 minute	Collecting Officer	None	Priority Number
2	Present Accomplished Payment Order Slip (POS)	Verifies the student registration	1 minute	Collecting Officer	None	Identification Card Certificate of Registration Payment Order Slip (POS)
3	Claim Official Receipt	Receives payment Prints Official Receipt Issues the Official Receipt	2 minutes	Collecting Officer	None	
END OF TRANSACTION						

Service : **RELEASE OF CHECK**
Schedule of Availability of Service : Monday – Friday, 8:00am – 5:00pm
Who May Avail of the Service : Student and Other Clients
Duration : 3 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Present requirement	Entertains the client	1 minute	Clerk	None	Identification Card
2	Claim check	Releases the checks Requests the client to sign “received by” section of the disbursement voucher (DV)	2 minutes	Clerk	None	
END OF TRANSACTION						

Service : **STUDENT CLEARANCE**

Schedule of Availability : Monday-Friday, 8:00am – 5:00pm
Saturday, 8:00am-12:00pm; 1:00pm-5:00pm

Who May Avail of the Service : Students, Parents, Authorized Representative

Duration : 4 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Secure priority number, (if there is a queue), then proceed to Student Account (SA) windows 1,2,3, & 4 If there is no queue, proceed directly to Student Accounts (SA) windows 1&2 PWDs proceed directly to Priority Lane Window	Entertains the client Accepts the Clearance Form Verifies the outstanding Balance/accountabilities of the student Checks the student's ledger	3 minutes	Clerk	None	Priority Number Clearance Form Student ID If student ID is not available, write the student's name on the paper available at each window
2	Claim signed Clearance Form	Clears the student from accountability Release Clearance Form	1 minute	Clerk	None	
END TRANSACTION						

OFFICE OF STUDENT AFFAIRS SERVICES

Service : **HANDLING OF SCHOLARSHIP AND GRANTS**
Schedule of Availability : Monday-Friday, 7:00 am - 5:00 pm
Who May Avail of the Service : All Students
Duration : 8 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Submit requirements / Apply for Scholarship	Verifies the name of the applicant in the roster of qualified scholars	2 minutes	Scholarship Staff	None	Endorsement /Certification of Qualified Scholars Certificate of Registration
2	Fill-up Scholarship Data Form	Checks the completeness of entries in the form. Verifies the name of the student in the submitted endorsement/certification or List of Qualified Scholars	2 minutes	Scholarship Staff	None	Accomplished Scholarship Data Form
3	Tagging of Students	Tag of students' name in the electronic enrolment system under the scholarship where he/she is qualified	2 minutes	Scholarship Staff	None	Accomplished Scholarship Data Form
4	Claim Validated Scholar/Grantee	Releases validated scholar/grantee card Requests student to sign in the logbook	2 minutes	Scholarship Staff	None	Old Scholar's/Grantee's Card
END TRANSACTION						

REQUEST FOR TEMPORARY EXEMPTION FROM WEARING THE SCHOOL UNIFORM

Service :

Schedule of Availability :

Monday-Friday, 7:00 am - 5:00 pm

Saturday, 8:00 am - 5:00 pm

Who may avail of the service:

Pregnant Women/Accident Victim/Cross-enrolled Students/Other Students

Duration :

6 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Submit Request Letter	Checks the Letter's Content Records the letter in the Logbook Forwards Letter to OSAS Director	2 minutes	Clerk	None	School ID Request Letter
2	Evaluation of Request letter	Evaluates and approve or disapprove the request letter	2 minutes	OSAS Director	None	None
3	Submit Approved Request Letter to the Security Services Unit (SSU)	Checks the approved Request Letter Requests student to sign in the logbook	2 minutes	Security Guard	None	School ID Approved Request Letter
END OF TRANSACTION						

Service : **SIGNING OF STUDENT CLEARANCE**

Schedule of Availability : Monday – Friday, 7:00 am – 5:00 pm
 Saturday – 8:00 am – 5:00 pm

Who may avail of the service : All Students

Duration : 3 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Present Clearance Form	<p>Verifies completeness of signatories;</p> <p>Checks the clearance system if the student is an officer of an organization or local council.</p>	1 minute	Clerk	none	<p>Clearance Form Signed</p> <p>by the ff: Class treasurer,</p> <p>Local council gov., OCSC,</p> <p>UGTO, Alumni, Headlight</p> <p>& Bookkeeper.</p>
2	Signing of clearance	<p>If the student has no obligation and all the requirements have been complied, clearance form will be signed.</p>	1 minute	Clerk	none	<p>Clearance Form Signed</p> <p>by the ff: Class treasurer,</p> <p>Local council gov., OCSC,</p> <p>UGTO, Alumni, Headlight</p> <p>& Bookkeeper.</p>

		<p>If the student is an officer of organization and has unsettled account/s (FS & AR) refer him/her to the OCSC-COA for completion.</p> <p>If the student is not an officer of the organization or local council, clearance will be signed.</p>				
3	Claim Clearance Form	<p>Requests student to sign in the logbook</p> <p>Releases the Clearance</p>	1 minute	Clerk	None	None
END OF TRANSACTION						

Frontline Services:**HANDLING OF STUDENT COMPLAINTS****Schedule of Availability:**

Monday – Friday, 7:00 am – 5:00 pm

Saturday – 8:00 am – 5:00 pm

Who may avail of the service:

Anyone aggrieved or offended by a faculty, staff, students and other stakeholders.

Duration:

1 day – 15 days

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Reporting of Complaint	Complainant shall fill out and sign the complaint form. College OSAS Coordinator discusses and assesses the complaints with the student complainant.	10 minutes	College OSAS Coordinator	None	Complaint Form
2	Conduct of Preliminary Inquiry	Upon receipt of the complaint, the PIC shall issue notice of meeting of two parties and conduct PI.	5 days	Preliminary Inquiry Committee (Dean, College OSAS Coordinator, Program Head)	None	Preliminary Inquiry Minutes
3	Settlement	A day after the conduct of preliminary inquiry, the PIC shall provide recommendation of the complaint to the CSD. On cases resolved, the CSD shall provide acknowledgement to the case as recommended. On cases unresolved, the CSD shall act on further investigating the case per recommendation of the PIC.	1 day	PIC (Preliminary Inquiry Committee and CSD (Committee on Student Discipline)	None	Recommendation form

4	Endorsement of Complaint to CSD	<p>Upon the receipt of the recommendation from PIC, the CSD chair shall do the following:</p> <p>a. Acknowledge if the complaint is resolved per recommendation of the PIC.</p> <p>b. Call the attention of the CSD if the complaint is unresolved to be further investigated per recommendation of the PIC.</p>	1 day	CSD	None	<p>Recommendation Receipts</p> <p>Acknowledgement</p> <p>Letter to CSD</p>
5	Issuance of Notice of Hearing	The CSD Chair shall send letter to the CSD members for the conduct of further investigation.	1 day	CSD	None	Notice of Hearing
6	CSD Investigation	<p>The committee issues notice of hearing to both parties.</p> <p>Conduct further investigation.</p>	5 days	CSD		Investigation Minutes
7	Resolution of the Complaint	CSD writes decision and recommendations to the VPAA copy furnished to complainant and respondent.	1 day	CSD	None	Written Decisions

-End of Transaction-

Service : **MANAGEMENT OF RECOGNIZED STUDENT ORGANIZATIONS**

Schedule of Availability : Monday – Friday, 7:00 am – 5:00 pm

Who may avail of the service : Any student or body of student who wants to have their organization verified and organized by the University

Duration : 35 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge Clerk	Fee/s	Form/ Required Documents
1	Request/Application for Recognition or Re-accreditation	Checks the attachments before handling it to the OSAS Director; Signs the request letter and hands it back to the clerk and to be given to the client.	5 mins	OSAS Director	None	Application: Application letter, Mission, vision Statement, Affidavit of leadership, Resolution, Letter of permission, Letter of consent, Action and Financial Plan, List of Officers and Members, Constitutional and By-Laws Re-accreditation: Accomplishment and Audited Financial Report
2	Evaluation of Application	CCO Officers Verifies the interested student organization’s application and completion of their requirements. After throughout checking, it would be then endorsed to the OCSC. OCSC Officers The OCSC would then issues a second endorsement to the OSAS.	15 mins		None	Application: Application letter, Mission, vision Statement, Affidavit of leadership, Resolution, Letter of permission, Letter of consent, Action and Financial Plan, List of Officers and Members, Constitutional and By-Laws. Re-accreditation: Accomplishment and Audited Financial Report
3	Verification and Issuance of Certificate of Recognition	Clerk Verifies and checks the endorsed documents; Issues certificate of Recognition/Re-accreditation	15 mins		None	None
END OF TRANSACTION						

Service : **SELECTION OF STUDENT PERFORMERS**

Schedule of Availability : Monday – Friday, 7:00 am – 5:00 pm

Who may avail of the service: Bona Fide USEP Students

Duration : 30 Days and 5 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Recruitment	Disseminate information regarding the recruitment; Let the applicants fill out try out form; Instruct them to wait for further details regarding the audition.	2 weeks	Cultural Affairs Unit Deputy Director, Staff	None	Certificate of Registration, Medical Certificate, Valid ID, Parents' Consent
2	Conduct of Assessments and Screening	Conducts talent assessment , screening placement and specific skills test; Selects and informs qualified student performers for recognition.	2 weeks	Cultural Affairs Unit Deputy Director, Staff, Coach	None	None
3	Recognition of Official Student Athletes	Lets the official performers to sign the Varsity Information sheet; Instruct them to wait for announcements regarding their trainings.	5 mins	Staff	None	None
END OF TRANSACTION						

Frontline Service: **APPLICATION FOR STUDENT LABOR**

Schedule of Availability: Monday – Friday, 7:00 am – 5:00 pm

Who may avail of the service: Bona Fide and qualified USeP Students

Duration: 3 weeks

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Application for Student Labor	Disseminate information regarding application; Let the applicants fill out application form; Checks the completeness of forms and the requirements.	2 weeks	OSAS Staff	None	Certificate of Registration, grades from previous semester, 3 pcs 2x2 ID picture
2	Evaluation and Approval of Application Form	Deliberates the submitted documents; Contacts the qualified students for contract signing.	3 days	OSAS Staff, OSAS Director	None	Contract
3	Orientation and Deployment	Contacts the qualified students for orientation and for them to know their deployment.	2 days	Staff, OSAS Director	None	None
END OF TRANSACTION						

HUMAN RESOURCE MANAGEMENT DIVISION

Service : **Issuance of Certificate of Employment**
Schedule of Availability : Monday-Friday; 8:00AM – 5:00PM
Who may avail of the service : Current and Previously Employed Personnel
Duration : 15 minutes & 1 day

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Fill-up the Request Form	Front desk Staff Issue and checks the correctness of the filled-up Form	3 minutes		None	None
2	Preparation of the Certificate of Employment A. Generic B. With Compensation	Person In-charge Process the requested certification	10 minutes & 1 day		None	None
3	Claim the Certificate of Employment	Front desk Staff Release the documents to the client after signing the logbook	2 minutes		None	None
END OF TRANSACTION						

Service : **Issuance of Service Record**
Schedule of Availability : Monday-Friday; 8:00AM – 5:00PM
Who may avail of the service: Current and Previously Employed Personnel
Duration : 1 day and 2 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Fill-up the Request Form	Issue and checks the correctness of the filled-up Form	3 minutes	Front desk Staff	None	None
2	Preparation of the Service Record	Process the requested Service Record	1 day	Person In-charge	None	None
3	Claim of the Service Record	Release the documents to the client after signing the logbook	2 minutes	Front desk Staff	None	None
END OF TRANSACTION						

Service : **Registration to Biometric**
Schedule of Availability : Monday-Friday; 8:00AM – 5:00PM
Who may avail of the service: Newly Hired Personnel
Duration : 30 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Fill-up <i>Personnel Management Attendance and Payroll System (PMAPS)</i> Form	Check approved letter request of hiring Issue and check PMAPS Form	3 minutes	Front desk Staff	None	Approved Request of Hiring/Contract
2	Registration in the Biometrics	Encode the PMAPS filled-up Form Upload the encoded information Registration of Finger prints	25 minutes	Person In-charge	None	PMAPS Filled-up Form
3	Validation of the Finger Prints	Check if successfully registered in the Biometrics System	2 minutes	Person In-charge	None	None
END OF TRANSACTION						

Service : **Issuance of USEP Identification Card**
Schedule of Availability : Monday-Friday; 8:00AM – 5:00PM
Who may avail of the service : Newly Hired Personnel (Plantilla, JO and COS)
Duration : 40 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Fill-up Form	Issue and checks the correctness of the filled-up Form	3 minutes	Front desk Staff	None	Approved Request of Hiring/Contract
2	Preparation of ID	Encode the filled-up Form Picture taking Scan signature/picture Layout in the ID frame	30 minutes	Person In-charge	None	Filled-up ID Information Sheet
3	Printing of ID	Print ID	5 minutes	Person In-charge	None	None
4	Claim of the Identification Card	Release the ID to the client after signing the logbook	2 minutes	Front desk Staff	None	None
END OF TRANSACTION						

Service : **Filing of Leave Application**
Schedule of Availability : Monday-Friday; 8:00AM – 5:00PM
Who may avail of the service : Personnel with Plantilla Position
Duration : 1 day and 5 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Submit Leave Application Form (CSC Form No. 6)	Checks the completeness and correctness of the filled-up Form	2 minutes	Front desk Staff	None	CSC Form No. 6
2	Supply of Leave Balances	Check leave ledger and fill-up the leave balances in CSC Form No. 6 and countersign by the HRMD Director/Administrative Officer	1 day	Person In-charge	None	None
3	Forward to the Office of the President/Chancellor for approval	Forward the Leave Application Form to the Office of the President for action	5 minutes	Front desk Staff	None	None
END OF TRANSACTION						

Service : **Preparation of Job Contract**
Schedule of Availability : Monday-Friday; 8:00AM – 5:00PM
Who may avail of the service : Part-time Faculty, COS and JO
Duration : 1 day and 2 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Present the approved letter request for hiring	Checks approved letter request for hiring Part-time Faculty/JO/COS (Salary grade, job description, duration) and performance evaluation for renewal	5 minutes	Person In-charge	None	Requirements: JO/COS Personal Data Sheet NBI SSS and Pag-IBIG Number TIN Verification/BIR Forms Landbank ATM account number Performance Evaluation for renewal Part-time Faculty Personal Data Sheet Medical Certificate Approved Faculty Load First day of Assumption Performance Evaluation Landbank ATM account number Authority to teach, if government employee
2	Preparation of Contract	Prepare the contracts	1 day	Person In-charge	None	None
3	Forward the Contract to end-user	Release the contract for signature to the client/personnel after signing the logbook	2 minutes	Person In-charge	None	None
END OF TRANSACTION						

Service : **Request for Training and Development of Employees**

Schedule of Availability : Monday-Friday; 8:00AM – 5:00PM

Who may avail of the service : Personnel with Plantilla Position

Duration : 20 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Submit filled-up Training and Development of Employees Request Form	Check filled-up Training and Development Request Form	5 minutes	Training Assistant	None	Local/National: Invitation letter of Training/Seminar Foreign Training: Itinerary of Travel Application for Leave Form (CSC No. 6) Approved Make-up class for Faculty Justification of the Training Re-Entry Plan Designation of OIC, if with Administrative function
2	Review the Training and Development Request	Verify and log the Training Request	10 minutes	Training Assistant	None	None
3	Endorsement of Training and Development Request	Endorses/deny the Training Request	2 minutes	HR Director	None	None
4	Forward the Training and Development Request	Forward the Training request to the respective Vice President for action or IAD for Foreign Training	3 minutes	Front desk Staff	None	None
END OF TRANSACTION						

Health Services Division

Service : **MEDICAL CHECK UP FOR ENROLMENT**
Schedule of availability : Monday- Friday 8:00 am - 5:00 pm
Who may avail of the service: New Students & transferees
Duration : 14-19 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Secure Patient Health Declaration Form (PHDF) to be signed by parents/guardian	Checks the validity of presented documents	1 minute	Nurse/ Clinic Aide	None	College Admission Slip Priority Number
2	Submit duly accomplished Patient Health Declaration Form (PHDF) and other requirements	Checks the completeness of PHDF, laboratory results & other requirements	2 minutes	Nurse/ Clinic Aide	None	Patient Health Declaration Form(PHDF) Laboratory results 2 pcs ID pictures
3	Fill up Dental & Medical Health Record	Takes vital signs: height, weight, BP, and temperature, etc. Interviews past illness Checks complete lab results	5 minutes	Nurse/ Clinic Aide	None	None
4	Physical Examination	Conducts physical examination	5-10 minutes per patient	Physician	None	Permanent Patient Health and Dental Record
5	Claim Medical Certificate	Releases the medical certificate Requests client to sign the logbook	1 minute	Nurse/ Clinic Aide	None	None
END OF TRANSACTION						

Service : **DENTAL CHECK-UP FOR ENROLMENT**

Schedule of availability : Mondays to Fridays, 8:00 am to 4:30 pm

Who may avail of the service: New Students, Transferees

Duration : 9-11 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Present requirements	Interviews student, verifies authenticity of documents / requirements for dental examination Issues Dental Health Record	1 minute	Dental Aide	None	Permanent Dental Health Record
2	Fill up and submit Permanent Dental Health Record	Receives and checks the submitted Permanent Dental Health Record Gives priority number	5 minutes	Dental Aide	None	Permanent Dental Health Record
3	Dental or oral examination	Conducts dental/oral examination Forwards patient to the medical section	3-5 minutes	Dentist	None	Permanent Dental Health Record
END OF TRANSACTION						

Service : **MEDICAL CONSULTATION & TREATMENT**
 Schedule of availability : Monday- Friday, 8:00 am - 4:30 pm
 Who may avail of the service: All Students, Faculty, and Non-Teaching Personnel
 Duration : 19-24 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Admit Patient	Conducts interview on the history of present illness Retrieves patient's record Takes vital signs: height, weight, BP, and temperature, etc.	10 minutes	Nurse	None	Student ID
2	Conduct Physical Examination	Examines patient &/or perform procedure dressing, suturing, minor surgery	5-10 minutes	Physician/Nurse	None	Permanent Patient Health and Dental Record
3	Doctor's Order for medications or referral to hospital	Carry out Doctor's orders & give medications for the relief of complaint Instructs patient on medications and/or advise to see specialist in the hospital	3 minutes	Nurse	None	None
4	Claim Medical Certificate	Releases Medical Certificate to patients who are advised to rest Requests the client to sign the logbook	1 minute	Nurse/Staff	None	None
END OF TRANSACTION						

Service : DENTAL CHECK UP & TREATMENT FOR STUDENTS, FACULTY AND STAFF

Schedule of availability : Mondays to Fridays, 8:00 am to 4:30 pm
Every Friday **ONLY** for faculty and staff

Who may avail of the service: Enrolled Students
Faculty and Non-Teaching Personnel

Duration: 5 minutes - Oral Examination ONLY
15-30 minutes – Tooth Extraction ONLY
25-40 minutes – Tooth Filling ONLY

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Request Dental Treatment	Verifies availability of slot, If available, issues priority number. If not available, schedules another day and time Retrieves Permanent Dental Health Record	1 minute	Dental Aide	None	ID
2	Oral-Dental Examination / Treatment	Conducts oral-dental examination/treatment	Oral Examination 5 minutes Tooth Extraction 15-30 minutes Tooth Filling 25-40 minutes	Dentist	None	Permanent Dental Health Record and Waiver
3	Post-dental Care, Prescription, and Claim Excuse Slip	Gives dental care instruction and prescription Issues Excuse Slip to student who needs to be excused from their classes Gives the Excuse Slip to the requesting client	5-10 minutes	Dentist Dental Aide	None	None
4	Claim referral (whenever the case calls for referral)	Refers patients with special cases for laboratory exam, if necessary to the specialists.	2-5 minutes	Dentist	None	None
END OF TRANSACTION						

Service : ISSUANCE OF MEDICAL CERTIFICATE FOR EMPLOYMENT/OJT/PRACTICUM

Schedule of availability: Monday- Friday, 8:00 am - 4:30 pm

Who may avail of the service: Students, Faculty, and Non-Teaching Personnel

Duration: 11-21 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Present requirements	Retrieves the client's Permanent Health Record (FM-USEP-MCS-01) Inquires about the client's chief's complaint Takes vital signs: height, weight, BP, and temperature, etc. Endorses the client to the University physician	5-10 minutes	Nurse	None	ID <i>For OJT/Practicum</i> Photocopy of Waiver or Parent's Consent Laboratory Results <i>For Government Employment</i> CSC Form
2	Conduct Physical Examination	Evaluates the chief complaint and examines the client Signs the Medical Certificate/Clearance/Excuse Slip and accomplished CSC Form	5-10 minutes	Physician	None	Accomplished CSC Form
3	Claim Medical Certificate	Releases medical certificate/excuse slip Requests clients to sign the logbook	1 minute	Nurse/Staff	None	None
END OF TRANSACTION						

University Learning Resource Center (ULRC)

Service : **SECURING LIBRARY CARD**

Schedule of Availability : Every day except during signing of clearance
 8:00 AM- 5:00PM
 Monday to Saturday
 8:00 AM- 5:00PM

Who may avail of the services: Officially Enrolled Students
 University Employees

Duration: 4 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Submit requirements	Checks requirements	1 minute	Thesis/Dissertation Section In- charge	None	Certificate of Registration with stamped "officially enrolled" 2 pcs 1 x 1 with plain background pictures (selfie and cut photos not) Affidavit of lost, if library card is lost twice.
2	Fill-up necessary forms	Provides application Form to library card applicants	1 minute	Thesis/Dissertation Section In- charge	None	Library Card Application Form
		Checks and signs filled-up form				Borrower's Card Payment Order Slip in case of replacement fee
3	Claim library card	Processes library card. Validates library card. Releases library card. Requests client to sign the logbook	2 minutes	Thesis/Dissertation Section In- charge	P 30.00, if lost library card	Validated Library Card
END OF TRANSACTION						

Title of Frontline Service: **BOOK BORROWING/RETURNING TRANSACTION**

Schedule of Availability: Monday – Friday, 8:00 am - 8:00 pm
Saturday, 8:00 am - 5:00 pm

Who may avail of the services: Officially Enrolled Students
University Employees

Duration: 21 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Search title of the book	Assists clients in using the Online Public Access Catalog to search specific title of the book or if the needed resources are available in the library.	1 minute	Circulation/Reference Librarian	None	None
2	Fill-up Borrower's Card and Book Card	Provides Loan-Out Slip, Book Card, and borrower's card. Checks and signs and issues Loan-out Slip.	1 minute	Circulation/Reference Librarian	None	Loan-Out Slip Book Card Borrower's Card
3	Borrow Books/Renew Books	<p>For manual transactions: Checks library card if validated/ or Valid Employee's ID</p> <p>Provides Loan-Out Slip, Book Card, and borrower's card.</p> <p>Checks and issues Loan-out Slip and reflects initials before the filled-in information in the forms.</p> <p>Checks filled-up forms</p> <p>Stamps due date in the due slip, book card, loan</p>	15 minutes	Circulation/Reference Librarian	None	<p>2 pcs. 1x1 picture</p> <p>Library card</p> <p>Photocopy of validated Certificate of Registration (CoR) Valid Employee's ID</p> <p>Employment contract and guarantee letter for CoS/JO/Outsourced personnel</p> <p>Loan out slip Borrower's Card.</p>

		<p>out slip, and borrower's card Stamps the mode of borrowing (home use or photocopy purposes) in accordance with the policy.</p> <p>For Automated transactions: Checks library card if validated/ or Valid Employee's ID Registers active students, faculty, and staff of USeP in the system Checks-out the books to be borrowed by the client and set the number of days in borrowing. Turns off the security features of the book. Sets the due date of the books borrowed. Stamps and Borrower's Card, Book Card and Due Slip with date due and reflect initials before the filled-in information in the forms. Provides receipt to the client. Sets the time range of the books borrowed in case of photo duplication.</p> <p>For Book Kiosk transactions: Checks valid school ID Registers active students, faculty, and staff Assists the client on the use of the Book Kiosk.</p>				Book Card
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4	Claim Borrowed Books	Releases the borrowed books to the client	1 minute	Circulation/Reference Librarian	None	None
5	Return Book	Checks returned books. Assists clients in the use of book kiosk for book check-in. Validates books against borrower's card, book cards, and loan out slips. Issues Payment Order Slip, in cases of overdue Signs before the information input in the forms. Releases library card.	3 minutes	Circulation/Reference Librarian	P 5.00 per day for Overdue - Circulation	Library card Payment Order Slip University ID
END OF TRANSACTION						

Title of Frontline Service: AUDIO-VISUAL RESERVATION (Main Library)

Schedule of Availability: Monday – Friday, 8:00 am - 8:00 pm
Saturday, 8:00 am - 5:00 pm

Who may avail of the services: Officially Enrolled Students
University Employees

Duration: 30 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Check AVR availability	<p>Checks availability of desired schedule</p> <p>Ensures availability of materials and equipment</p> <p>Signs pre-approved reservation form</p> <p>Checks availability of needed materials</p> <p>Checks functionality of the material</p> <p>Clean and organize the AVR</p> <p><i>If needed material is not available in the library</i></p> <p>Informs the requesting party to secure their needed materials</p>	2 minutes	AVR In-charge	None	<p>Accomplished AVR reservation Form</p> <p>*** reservation should be made a day before the scheduled activity</p> <p>Video Material *** if not available in the ULRC</p>
2	Fill-up Reservation Form	<p>Provides Reservation Form</p> <p>Checks filled-up form</p>	1 minute	Information Desk In-charge	None	Reservation Form
3	Approval of Request	Inform the end-user if the reservation is approved	25 minutes	Program Head Head of ICT/Virtual Services Director of Libraries	None	Reservation Form
4	Use the AVR	<p>Accommodate students and gets their attendance</p> <p>Facilitates the use of the equipment</p>	2 minutes	AVR In-charge	None	Attendance Sheet
END OF TRANSACTION						

Title of Frontline Service: REQUEST FOR INTERLIBRARY USE

Monday – Saturday, securing request letter, 9:00 am – 4:00 pm
 Friday only, claiming of request letter, 8:00 am – 5:00 pm

Schedule of Availability:

Saturday, 8:00 am - 5:00 pm

Who may avail of the services:

Officially Enrolled Students

University Employees

Duration:

10 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Secure referral letter (for use of other library)	Checks requirements Provides request form	1 minute	Circulation/Reference Librarian	None	Validated library card or validated School ID
2	Approval of referral request	Forwards the request letter to the Director of Libraries for approval Releases referral letter	3 minutes	Circulation/Reference Librarian	None	Accomplished Interlibrary Use Request Form
3	Submit Approved Referral Letter (visitor's use of the ULRC)	Checks availability of the ULRC's facilities and resources Requests client to sign the visitor's logbook Accepts the referral letter of researchers from other school Issues payment Order Slip for payment of Interlibrary use at the cashiering office (If without referral and from non-DACUN member institutions) Records payment in the logbook	3 minutes	Circulation/Reference Librarian	None	Approved referral letter
4	Present Payment Order Slip	Accepts Payment Issues official receipt	2 minutes	Cashier	P 50.00 per student per day	Order of Payment

	to cashier for payment				for non- USeP clienteles and none- DACUM member institutions	Official Receipt
5	Claim Approved Referral Letter	Releases approved referral letter Requires client to sign logbook	1 minute	Circulation/Reference Librarian	None	None
END OF TRANSACTION						

Title of Frontline Service: **SIGNING OF CLEARANCE**

Main Library

Schedule of Availability: Monday – Friday, 8:00 am – 8:00 pm

Saturday, 8:00 am - 5:00 pm

College Libraries

Monday – Saturday, 8:00 am - 5:00 pm

Who may avail of the services: Officially Enrolled Students

University Employees

Alumni

Transferees

Duration: 31 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Submit Clearance Form	Checks library accountabilities (If for retirement, check with libraries from all campuses) Issues payment Order Slip for students with accounts Records payment in the logbook	1-30 minutes	Circulation/Reference In-charge	None	Clearance Form Library Form
2	Payment of Accounts <ul style="list-style-type: none"> • Return Books • Pay overdue fines • Replace lost books 	Issues Payment Order Slip (POS) Records payment Receives payment Issues Official Receipts	55 seconds	Circulation/Reference Librarian Cashier	Fees as stipulated in the borrowing/returning of books	Payment Order Slip
3	Claim signed Clearance Form	Releases signed Clearance Form Requires clients to sign the logbook Requests client to sign the visitor's logbook	5 seconds	Circulation/Reference In-charge	None	Official Receipt

END OF TRANSACTION