

CITIZEN'S CHARTER

of the

MINDANAO UNIVERSITY OF SCIENCE AND TECHNOLOGY

Recto Ave., Lapanan, Cagayan de Oro City

<http://www.mpsc.edu.ph>

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MISSION

The Mindanao University of Science and Technology seeks to provide high quality, relevant and trained human resources and to promote research and extension services supportive of the industrialization program of Mindanao.

PHILOSOPHY

It is the philosophy of the University to recognize the potential of the disadvantaged but deserving youths who are determined to participate in and benefit from the socio-economic progress of Mindanao in pursuance of social justice and equity.

PERFORMANCE PLEDGE

We, the officials and employees of the Mindanao University of Science and Technology, do hereby commit to render to you, our clientele, a kind of service that is characterized by

- S** **peed** - - We shall attend to your needs with promptness and dispatch within reasonable time from 8 a.m. to 5 p.m., Mondays to Fridays, and when the demands of public service so warrant, even on Saturdays and with no noon-breaks.
- T** **ransparency** - -We shall continue to implement the state policy of full public disclosure of all our official transactions; thus, our records shall continue to be open to public scrutiny in accordance with reasonable conditions prescribed by law.
- R** **esponsiveness** - - We shall respond to your comments, suggestions and complaints concerning the quality of our service and take corrective action within 24 hours through our Public Assistance Unit, whose task is to find ways to serve you better.
- A** **ccountability** - - We shall serve you as public servants, who can be held officially and personally responsible, liable and answerable for any action violative of the Code of Conduct and Ethical Standards for Government Officials and Employees.
- I** **ntegrity** - - We shall render service with honesty, with a sense of fairness and with the intention to serve the ends of truth and justice.
- G** **ood Manners** - -We shall deal with you with professional civility, with courtesy and respect due to you as a fellow- Filipino citizen.
- H** **umility** - -We shall always bear in mind that since public service is a public trust, therefore, we, officials and employees of this University, are no more than trustees or stewards of our respective positions/offices.
- T** **horoughness** - - We shall make client satisfaction, through completed staff work, as our guiding goal in serving you.

MUST- MAIN CAMPUS

Recto Ave., Lapanan,
Cagayan de Oro City

FRONTLINE SERVICES OF THE UNIVERSITY

3.1 MAIN CAMPUS

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**A. Application for a degree through ETEEAP*
 (* Expanded Tertiary Education Equivalency & Accreditation Program)**

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

Who may avail of the service: Filipino who has at least 5 years work experience

What are the requirements:

1. Application Form
2. Documents to support all the claims in the application form (original copies and 1 photocopy of each document);
3. Arrange all the photocopies of the above documents in a folder or clear book.

Duration: (total processing time) 6 hours (Dependent upon the supplementary courses prescribed by the assessors and the degree applied for)

HOW TO AVAIL OF THE SERVICE:

A.1 INQUIRY ABOUT THE PROGRAM

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity Under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------|--------------------------------------|---|---|------------------|------|------------------|---|
| 1 | Inquires about ETEEAP | Answers, explains and orients the client about ETEEAP | 15 minutes | Head, ETEEAP | none | None | Enlightened and assessed if qualified or not qualified to apply |
| 2 | Asks for the ETEEAP Application form | Gives out and guides the applicant in the filling-out of the form | 15 minutes | Head, ETEEAP | none | Application Form | Application Form |

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity Under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------|---------------------------|---------------------------|---|------------------|------|-------|----------------------------------|
|-------|---------------------------|---------------------------|---|------------------|------|-------|----------------------------------|

A.2 SUBMISSION OF APPLICATION FORM

| | | | | | | | |
|---|--|---|------------|--------------------|--|--|---|
| 1 | Submits Application Form with corresponding documents | Evaluates initially the application form and documents Schedules the interview | 15 minutes | Head, ETEEAP | BPA-P500 BS- 500 MA - 1,000 Doctoral-1,000 | Application Form | Official receipts of all payments made Schedule of interview |
| 2 | Answers questions of panel of assessors during the interview | Interviews the applicant | 30 minutes | Panel of Assessors | Documentary Evaluation BPA – P1,500 BS - 1,500 MA- 1,500 Doctoral-1,500 | Application form Assessment print out | Result of interview Official receipts of all payments made |
| 3 | Takes examination on skills (if needed) | Conducts the competency-based examination | 2 hours | Faculty experts | Skills Assessment Fee BPA – P5,500 BS - 5,500 MA- 8,000 Doctoral 8,000 | Examination Assessment print out | Results of the examinations taken Official receipts of all payments made |

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity Under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|--------------|----------------------------------|----------------------------------|--|-------------------------|-------------|--------------|---|
|--------------|----------------------------------|----------------------------------|--|-------------------------|-------------|--------------|---|

A.3 WORKSITE VISIT

| | | | | | | | |
|----------|--|---|------------|--------------------|--|---|---|
| 1 | Prepares for the worksite visit to be conducted by the panel of assessors; Answers the needs of the assessors during the worksite visit: traveling expenses etc. | Visits the workplace and interviews the head of unit and co-employees of the applicant as to her work attitude and function in the office | 1 hour | Panel of Assessors | Dependent upon the distance of the workplace from MUST | Rating Form for the head of unit and co-employees | Rating forms |
| 2 | Follows up result of evaluation | Informs the client as to the result of the evaluation if required to enroll supplementary courses or not | 10 minutes | Head, ETEEAP | None | Result of evaluation | Informed of what supplementary courses are required by the panel of assessors |

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity Under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|--------------|----------------------------------|----------------------------------|--|-------------------------|-------------|--------------|---|
|--------------|----------------------------------|----------------------------------|--|-------------------------|-------------|--------------|---|

A.4 ENROLLMENT OF SUPPLEMENTARY COURSES

| | | | | | | | |
|----------|---|---|------------|--------------------|--|--------------------------------------|--|
| 1 | Proceeds to Dean's and enrolls required supplementary courses Presents requirements for Evaluation | Evaluates the prescribed supplementary courses | 5 minutes | Program Chairman | None | None | Supplementary courses prescribed |
| 2 | Secures Course Approval Form | Gives out the Courses Approval Form | 1 minute | Program Chair | None | Course Approval Form | Form Given Out |
| 3 | Submits accomplished Course Approval Form | Evaluates the accuracy of entries in the form and approves the supplementary courses to be enrolled | 5 min | Program Chair | None | Course Approval Form | Study load duly approved by the Program Chairman |
| 4 | Submits Course Approval Form for Encoding of Subjects and Schedule | Encodes the subject and corresponding Schedule | 30 minutes | Dean's Staff | None | Assessment of the Panel of Assessors | Registration Print-Out |
| 5 | Pays Supplementary Course Fees | Receives payment and issues official receipts | 10 minutes | Collecting Officer | Supplementary Course Fees (dependent upon the mode of delivery of the courses) | Registration Print out | Official Receipts of payments made |

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity Under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|--------------|--|--|--|--|-------------|--|--|
| 6 | Submits Credentials to RSIS | Validates enrollment | 3 minutes | Records Clerk | None | Credentials Registration Print out | Registration print out duly stamped with "Officially enrolled" |
| 7 | Applies for a Student ID card | Processes application for ID card and assigns schedule of picture taking | 2 minutes | Printing Press staff | P 85.00 | Data Sheet | Schedule of picture taking is set |
| 8 | Claims Student ID Card | Conducts picture taking session | 3 minutes | Printing Press staff | None | None | Student ID Card Issue |
| 9 | Attends supplementary classes (if required) | Facilitates the classes Conducts classes | Dependent on the courses prescribed | Head, ETEEAP Professor of the supplementary subjects. | none | None | Conduct of supplementary courses |

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity Under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------|---------------------------|---------------------------|---|------------------|------|-------|----------------------------------|
|-------|---------------------------|---------------------------|---|------------------|------|-------|----------------------------------|

A.5 COMPLIANCE WITH GRADUATION REQUIREMENTS

| | | | | | | | |
|---|--|--|-----------------------------|--|---|--|--|
| 1 | Verifies with the dean if he can proceed to thesis or dissertation writing as a requirement Graduate programs Pays thesis/dissertation fees | Explains the procedure and requirements (2 research outputs presented in regional level and already read by an external reader for dissertation) thesis/dissertation writing as the case maybe | 20 minutes | Program Dean | Thesis Fee Prop- P 9,600 Final- 9,600 Dissertation Fee Prop – 13,700 Final- 13,700 | Appointment of Adviser Assessment print out | Appointment of Adviser Thesis/dissertation proposal Official receipts of all payments made |
| 2 | Applies for graduation after the final defense of thesis/dissertation Pays the graduation fees | Gives out Application for Graduation | 5 minutes 10 minutes | RSIS Staff Staff Cashier's Office | None BS – P 1,100 Graduate P 1,200 | Application for Graduation | Official receipts of all payments made |

B. Enrolment Services

1. Type of Service: Enrollment for Old Students (Sophomores, Juniors & Seniors)

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

Who may avail of the service: Sophomores, Juniors, Seniors

What are the requirements: Student Clearance;

Duration: (total processing time) 1.15 hours

HOW TO AVAIL OF THE SERVICE:

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity | Collecting Person in Charge | Fees | Registration Forms | Output from the Service Provider |
|-------|--|--|----------------------|-----------------------------|------------------------------------|------------------------------------|---|
| 5 | Pays Fees | Receives payment and issues official receipts | 3 min | Collecting Officer | 20% of total school fees | Registration Forms Print out | Official Receipts of payments made |
| 1 | Presents Student Clearance | Verifies authenticity of signatures in the Clearance | 5 minutes | Program Chairmen | none See schedule of fees below | Student Clearance | Requirements Evaluated |
| 2 | Secures Course Approval Form | Gives out the Courses Approval Form | 1 minute | Program Chair | none | Course Approval Form | Form Given Out |
| 6 | Pays Other Related Fees (i.e., PPA student organization fees, etc) | Receives payment and issues official receipts | 10 min | Organization Treasurer | PTA – P150 SSC – P275 | Registration Print Outs | Official Receipts |
| 3 | Submits accomplished Course Approval Form | Evaluates accuracy of entries in the form | 5 minutes | Program Chair | | Course Approval Form | Study load duly approved by the Program Chairman Registration print outs duly stamped with PAID by their respective organization |
| 4 | Submits Course Approval Form for Medical Check-up | Encodes the subject and corresponding schedule | 30 min | Dean's Staff | none | none | Registration Print-Out |
| 7 | Encoding of Subjects and Schedule | Conducts physical and dental examination | 10 min | University Physician | None | Medical Form | Medical check up conducted with recommendation |
| 8 | Submits Credentials to RSIS | Validates enrollment | 3 minutes | RSIS records clerk | None | Credentials Registration Print out | Registration print out duly stamped with "Officially enrolled" |

| | | | | | | | |
|---|-------------------------------|--|-----------|----------------------|---------|------------|-----------------------------------|
| 9 | Applies for a Student ID card | Processes application for ID card and assigns schedule of picture taking | 2 minutes | Printing Press staff | P 85.00 | Data Sheet | Schedule of picture taking is set |
|---|-------------------------------|--|-----------|----------------------|---------|------------|-----------------------------------|

2. Title of Frontline Service: **Enrolment Services for Freshmen /New Students**

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

Who may avail of the service: *Freshmen*

What are the requirements:

1. Original report card or form 138A
2. Certificate of good moral character
3. Three (3) pcs 2x2 ID pictures
4. NSO-authenticated birth certificate
5. Place all of the above documents in a long brown manila envelope

Duration: (total processing time) 1.15 hours

HOW TO AVAIL OF THE SERVICE:

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity | Person In Charge | Fees | Forms | Output from the Service Provider |
|--------------|--|--|-----------------------------|-------------------------|-------------|----------------------|--|
| 1 | Presents requirements for Evaluation | Evaluates submitted requirements | 5 minutes | Program Chairman | none | none | Requirements evaluated |
| 2 | Secures Course Approval Form | Gives out the Courses Approval Form | 1 minute | Program Chair | none | Course Approval Form | Form Given Out |
| 3 | Submits accomplished Course Approval Form | Evaluates accuracy of entries in the form | 5 minutes | Program Chair | none | Course Approval Form | Study load duly approved by the Program Chairman |
| 4 | Submits Course Approval Form for Encoding of Subjects and Schedule | Encodes the subject and corresponding Schedule | 30 min | Dean's Staff | none | none | Registration Print-Out |

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity | Person In Charge | Fees | Forms | Output from the Service Provider |
|--------------|---|--|-----------------------------|-------------------------|--|------------------------------------|--|
| 5 | Pays Fees | Receives payment and issues official receipts | 3 min | Collecting Officer | 20% of total school fees See schedule of fees below | Registration Print out | Official Receipts of payments made |
| 6 | Pays Other Related Fees (i.e., PTA, student organization fees, etc) | Receives payment and issues official receipts | 10 min | Organization Treasurer | PTA – P150 SSC – P275 | Registration Print Outs | Official Receipts Registration print outs duly stamped with “PAID” by their respective organization |
| 7 | Medical Check-up | Conducts physical and dental examination | | University Physician | None | Medical Form | Medical check up conducted with recommendation |
| 8 | Submits Credentials to RSIS | Validates enrollment | | RSIS records clerk | None | Credentials Registration Print out | Registration print out duly stamped with “Officially enrolled” |
| 9 | Applies for a Student ID card | Processes application for ID card and assigns schedule of picture taking | | Printing Press staff | P 85.00 | Data Sheet | Schedule of picture taking is set |
| 10 | Claims Student ID Card | Conducts picture taking session | | Printing Press staff | none | none | Student ID Card Issued |

3. Title of Frontline Service: **Enrollment Services for Transferees**

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

Who may avail of the service: Student Transferees

What are the requirements:

1. Subject accreditation form
2. Honorable dismissal from last school attended
3. Transcript of Records
4. Certificate of good moral character
5. 3 pcs 2x2 ID pictures
6. NSO-authenticated birth certificate
7. place all of the above documents in a long brown manila envelope

Duration: (total processing time) 2.0 days for accreditation of subjects earned from other College/University

HOW TO AVAIL OF THE SERVICE:

| Steps | Applicant/Client Activity | Service Provider / Unit / Division | Duration of Activity | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------|--|--|----------------------|---|------|---|--|
| 1 | Secures Subject Accreditation Form from RSIS | Gives out the form | 1 min | Ms Cathy de los Reyes | None | Subject Accreditation Form | Accreditation is given |
| 2 | Submits Subject Accreditation Form to Area Chairmen for appropriate action | Evaluates the record for accreditation | 4 hrs | Area Chair of the ff: Language Mathematics Social Science Nat/Phy Sci NSTP PE | None | Subject Accreditation Form Transcript of Records from previous College | Subjects from other College are accredited |
| 3 | Submits Subject Accreditation form to the Dean for approval | Approves the accreditation | 10 min | Dean | None | | Approved Accreditation form |
| 4 | Presents requirements for Evaluation | Evaluates submitted requirements | 5 minutes | Program Chairman | none | none | Requirements evaluated |
| 5 | Secures Course | Gives out the | 1 minute | Program | none | Course | Form Given Out |

| | | | | | | | |
|----|---|--|---|--|--|------------------------------------|--|
| | Approval Form | Courses Approval Form | | Chair | | Approval Form | |
| 6 | Submits accomplished Course Approval Form | Evaluates accuracy of entries in the form | 5 min | Program Chair | none | Course Approval Form | Study load duly approved by the Program Chairman |
| 7 | Submits Course Approval Form for Encoding of Subjects and Schedule | Encodes the subject and corresponding schedule | 2 hrs (including queuing during peak hours) | Dean's Staff | none | none | Registration Print-Out |
| 8 | Pays Fees | Receives payment and issues official receipts | 180 min (including queuing during peak hours) | Collecting Officer | 20% of total school fees See schedule of fees below | Registration Print out | Official Receipts of payments made |
| 9 | Pays Other Related Fees (i.e., PTA, student organization fees, etc) | Receives payment and issues official receipts | 30 minutes | Organization Treasurer | PTA –P150 SSC – P275 | Registration Print Outs | Official Receipts Registration print outs duly stamped with "PAID" by their respective organization |
| 10 | Medical Check-up | Conducts physical and dental examination | 70 minutes | Dr Socesa M. Saquilayan | None | Medical Form | Medical check up conducted with recommendation |
| 11 | Submits Credentials to RSIS | Validates enrollment | 3 minutes | Ms. Catherine de los Reyes | None | Credentials Registration Print out | Registration print out duly stamped with "Officially enrolled" |
| 12 | Applies for a Student ID card | Processes application for ID card and assigns schedule of picture taking | 2 minutes | Mr Dominador Abecia Mr Noe Oliverio | P 85.00 | Data Sheet | Schedule of picture taking is set |

| | | | |
|--|--------------|--------------|--------------|
| Republic of the Philippines | | | |
| MINDANAO UNIVERSITY OF SCIENCE AND TECHNOLOGY | | | |
| Lapasan, Cagayan de Oro City | | | |
| TUITION AND OTHER SCHOOL FEES | | | |
| SYs 2007-2009 | | | |
| | SY 2007-2008 | SY 2008-2009 | SY 2009-2010 |
| Tuition Fee (per unit) | | | |
| UNDERGRADUATE - TERTIARY | | | |
| BS in Architecture | | | |
| BS in Civil Engineering | | | |
| BS in Computer Engineering | | | |
| BS in Electronics and Communication Engineering | | | |
| BS in Electrical Engineering | | | |
| BS in Mechanical Engineering | | | |
| BS in Mathematical Sciences - Applied Mathematics | | | |
| BS in Mathematical Sciences - Mathematics Teaching | | | |
| BS in Applied Physical Sciences | | | |
| BS in Applied Physical Sciences Teaching | | | |
| BS in Industrial Chemistry | | | |
| BS in Electronics and Communication Technology | | | |
| BS in Mechanical Design and Fabrication Technology | | | |
| BS in Electrical Technology and Management | | | |
| BS in Electro-Mechanical Technology | | | |
| BS in Food Science and Technology | | | |
| BS in Industrial Technology - ADT | | | |
| BS in Industrial Technology - AET | | | |
| BS in Industrial Technology - CET | | | |

| | | | |
|---|--------|--------|--------|
| BS in Information Technology | | | |
| Bachelor in Secondary Education - TLE | | | |
| BS in Automotive and Mechanical Technology | | | |
| Bachelor in Technician Teacher Education | 275.00 | | |
| Bachelor in Secondary Education - Mathematics | - | | |
| Bachelor in Secondary Education - Physical Sciences | - | 325.00 | 325.00 |
| Bachelor in Elementary Education - Special Education | | | |
| BS in Environmental Science and Technology | 325.00 | 375.00 | 375.00 |
| Bachelor in Public Administration | - | 375.00 | 375.00 |
| BS in Technology & Communication Management | 375.00 | 425.00 | 425.00 |
| UNDERGRADUATE - SECONDARY LABORATORY | | | |
| Augmentation Fee (per mon.) | 500.00 | 600.00 | - |
| POST BACCLAUATE | | | |
| Certificate of Teaching | | | |
| Diploma in Special Education Teaching | | | |
| Diploma in Teaching English as Second Language | 325.00 | 375.00 | 375.00 |
| GRADUATE STUDIES | | | |
| Master in Industrial Technology | | | |
| Master in Technician Teacher Education | | | |
| Master of Science in Teaching Mathematics | | | |
| Master of Science in Applied Mathematical Sciences | | | |
| Master of Science in Science Education - Chemistry | | | |
| Master of Science in Teaching Physical Sciences | | | |
| Master of Science in Information Technology | 400.00 | 450.00 | 450.00 |
| Master of Engineering Sciences | 450.00 | 500.00 | 500.00 |
| Master of Arts in Educational Planning and Management | | | |
| Master of Arts in Special Education Teaching | | | |

| | | | |
|---|----------|----------|----------|
| Master of Arts in Teaching English as a Second Language | | | |
| Master in Public Administration | | | |
| Master of Science in Technology Communication Management | 451.00 | 501.00 | 501.00 |
| Master of Science in Environmental Science and Technology | 546.11 | 596.11 | 596.11 |
| Ph.D. in Mathematical Sciences - Applied Mathematics | | | |
| Ph.D. in Mathematical Sciences - Mathematics Education | | | |
| Ph.D. in Science Education - Chemistry | 450.00 | 500.00 | 500.00 |
| Doctor in Technology Education | | | |
| Ph.D. in Educational Planning and Management | 574.00 | 624.00 | 624.00 |
| OTHER FEES | | | |
| Affiliation Fee | | | |
| Masters | 1,000.00 | 1,000.00 | 1,000.00 |
| Doctorate | 1,500.00 | 1,500.00 | 1,500.00 |
| Athletics Fee | 150.00 | 200.00 | 200.00 |
| AVR Fee | 150.00 | 150.00 | 150.00 |
| Changing/Dropping of Subject (per set of form) | 75.00 | 75.00 | 75.00 |
| Comprehensive Exam Fee | 1,000.00 | - | - |
| Development Fee | | | |
| All Other Programs | 650.00 | 750.00 | 750.00 |
| BS in Technology & Communication Management | 1,110.00 | 1,110.00 | 1,110.00 |
| Fines for Late Enrollees - 1st day | 100.00 | 100.00 | 100.00 |
| every day thereafter but not to exceed 4 days | 25.00 | 25.00 | 25.00 |
| GSFI Fee | 75.00 | 75.00 | - |
| Graduate School Journal (per sem) | 300.00 | 350.00 | 350.00 |
| Graduation Fee | | | |
| Undergrad. (H/S & College) | 600.00 | 800.00 | 800.00 |
| Graduate Level | 800.00 | 900.00 | 900.00 |

| | | | |
|--|--------|--------|--------|
| ICT Development Fee | - | 600.00 | 600.00 |
| Lab TCM1 | 200.00 | - | - |
| Laboratory Fee (per subject) | | | |
| Undergrad. (H/S & College) | 200.00 | 250.00 | 250.00 |
| Graduate Level | 200.00 | 250.00 | 250.00 |
| Late Exam fee | | | |
| High School | 100.00 | 100.00 | 100.00 |
| College | 150.00 | 150.00 | 150.00 |
| Graduate | 200.00 | 200.00 | 200.00 |
| Library Comp. Fee | 400.00 | 400.00 | 400.00 |
| Library Fee | | | |
| Undergrad. (H/S & College) | 400.00 | 500.00 | 500.00 |
| Graduate Level | 500.00 | 600.00 | 600.00 |
| Maintenance Fee | 700.00 | 700.00 | - |
| Medical / Dental Fee | 250.00 | 300.00 | 300.00 |
| Miscellaneous Trust Fund of Students | 35.00 | 45.00 | 45.00 |
| On the Job Training Fee | 100.00 | 100.00 | 100.00 |
| Registration Fee | | | |
| Undergrad. (H/S & College) | 200.00 | 250.00 | 250.00 |
| Graduate Level | 350.00 | 400.00 | 400.00 |
| School ID | - | 85.00 | 85.00 |
| School Organ | 100.00 | 100.00 | - |
| Socio-Cultural Fee | - | - | 200.00 |
| Student Handbook - undergrad. (new students) | 25.00 | 25.00 | 25.00 |
| Student Teaching Fee | 700.00 | 700.00 | 700.00 |
| Transcript of Records (per page) | 125.00 | 125.00 | 125.00 |
| Certification fee | 80.00 | 80.00 | 80.00 |
| Honorable Dismissal (per student) | 100.00 | 100.00 | 100.00 |

| | | | |
|---|--|--|--|
| Removal fee (per subject) | 175.00 | 175.00 | 175.00 |
| Testing fee for Employment /Career Evaluation (per person) | 600.00 | 600.00 | 600.00 |
| Entrance Exam fee | | | |
| Undergrad. (H/S & College) | 450.00 | 450.00 | 450.00 |
| Graduate Level | 500.00 | 500.00 | 500.00 |
| *Thesis Fee - Thesis Writing | - | - | - |
| *Dissertation Fee - Dissertation Writing | - | - | - |
| Authentication fee - 1st set | free | free | free |
| <i>Subsequent sets</i> | 5.00 per page | 5.00 per page | 5.00 per page |
| Correction of Names fee | 100.00 | 100.00 | 100.00 |
| Diploma Replacement fee | 150.00 | 150.00 | 150.00 |
| Evaluation fee (for former students) | 50.00 | 50.00 | 50.00 |
| Form 137 (not transfer credential) | 100.00 | 100.00 | - |
| Late Adding/Dropping Fee | 25.00 per day not to exceed 4 days | 25.00 per day not to exceed 4 days | 25.00 per day not to exceed 4 days |
| Late Application for Graduation | 25.00 per day not to exceed 4 days | 25.00 per day not to exceed 4 days | 25.00 per day not to exceed 4 days |
| Lost Class Cards | 5.00 per piece | 5.00 per piece | 5.00 per piece |
| Lost Clearance | 15.00 | - | - |
| Lost Enrolment form | 15.00 | 15.00 | 15.00 |
| Lost ID | 100.00 | 100.00 | 100.00 |
| Recommendation fee | 100.00 | 100.00 | 100.00 |
| Rush fee | 100.00 | 100.00 | 100.00 |
| * Thesis/Dissertation Fee (Amount depends on billing prepared by each School) | | | |

C. Issuance of Documents from the Registry and Student Information Services (RSIS)

1. Title of Frontline Service: Issuance of Transcript of Records

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

Who may avail of the service: Students, any authorized person

What are the requirements: MUST Clearance

Duration (total processing time): 5 days

HOW TO AVAIL OF THE SERVICE:

| Step | Applicant/Client Activity | Service Provider Activity | Duration of Activity | Person In Charge | Fees | Forms | Output from the Service Provider |
|------|---|---|----------------------|----------------------|-------------------|------------------|--|
| 1 | Gets clearance form and secures required signatories | Gives out clearance form | 1 hour | Front Desk Personnel | None | Clearance | Clearance given |
| 2 | Presents clearance | Examines the authenticity of signatures | 3 min. | Front Desk Personnel | None | Clearance | Authenticity of clearance verified |
| 3 | Fills out and submits Request Form | Receives, checks accuracy of the form accomplished and schedules release of TOR | 30 min. | Front Desk Personnel | None | Request form | Students are guided in filling out the correct entries and is informed of the date of release of TOR |
| 4 | Pays the TOR fee | Receives and acknowledges payments | 3 min. | Tellers, Cash Clerks | Php. 125 per page | Official Receipt | OR is issued |
| 5 | Presents Official Receipt and claims TOR after 5 days | Checks the Official Receipt and releases the TOR | 5 min. | Front Desk Personnel | None | Official Receipt | OR is checked/validated and TOR is released |

2. Title of Frontline Service: **Issuance of Official Certification**

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

Who May Avail of the service: Students and / or authorized persons

Requirements: ID, MUST Clearance

Duration: 3 days; 1 day on rush basis

HOW TO AVAIL OF THE SERVICE:

| Step | Applicant/Client Activity | Service Provider Activity | Duration of Activity (under normal circumstances) | Person In Charge | Fees | Forms | Output from the Service Provider |
|------|--|--|---|----------------------|--|------------------|---|
| 1 | Gets clearance form and secures required signatories | Gives out clearance form | 1 hour | Front Desk Personnel | None | Clearance | Clearance given |
| 2 | Presents clearance | Examines the authenticity of signatures | 3 min. | Front Desk Personnel | None | Clearance | Authenticity of clearance verified |
| 3 | Fills out and submits Request Form | Receives, checks accuracy of the form accomplished and schedules release of Official Certification | 30 min. | Front Desk Personnel | None | Request form | Students are guided in filling out the correct entries and is informed of the date of release of Official Certification |
| 4 | Pays the Official Certification fee | Receives and acknowledges payments | 3 min. | Tellers, Cash Clerks | Php. 80 per page + additional 100 for rush fee | Official Receipt | OR is issued |
| 5 | Presents Official Receipts and claims certification after 3 days | Checks the Official Receipts and releases the Official Certification | 5 min. | Tellers, Cash Clerks | None | Official Receipt | OR is checked/validated and Official Certification is released |

3. Title of Frontline Service: **Issuance of Evaluation Record**

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

Who may avail of the service: Students

What are the requirements: MUST Clearance

Duration (total processing time): 3 days, 1 day on rush basis

\
HOW TO AVAIL OF THE SERVICE:

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------|--|---|----------------------|----------------------|--|------------------|--|
| 1 | Gets clearance form and secures required signatories | Gives out clearance form | 1 hour | Front Desk Personnel | None | Clearance | Clearance given |
| 2 | Presents clearance | Examines the authenticity of signatures | 3 min. | Front Desk Personnel | None | Clearance | Authenticity of clearance verified |
| 3 | Fills out and submits Request Form | Receives, checks accuracy of the form accomplished and schedules release of Evaluation Record | 30 min. | Front Desk Personnel | None | Request form | Students are guided in filling out the correct entries and is informed of the date of release of Evaluation Record |
| 4 | Pays the Evaluation Record Fee | Receives and acknowledges payments | 3 min. | Tellers, Cash Clerks | Php. 50 per page + additional 100 for rush | Official Receipt | OR is issued |
| 5 | Presents Official Receipts and claims evaluation records | Checks the Official Receipt and releases the Evaluation Record | 5 min. | Tellers, Cash Clerks | None | Official Receipt | OR is checked/ validated and Evaluation Record is released |

4. Title of Frontline Service: **Issuance of Form 137**

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

Who may avail of the service: Students

What are the requirements: MUST Clearance

Duration (total processing time): 3 days, 1 day on rush basis

HOW TO AVAIL OF THE SERVICE:

| Step | Applicant/Client Activity | Service Provider Activity | Duration of Activity | Person In Charge | Fees | Forms | Output from the Service Provider |
|------|--|--|----------------------|----------------------|--|------------------|---|
| 1 | Gets clearance form and secures required signatories | Gives out clearance form | 1 hour | Front Desk Personnel | None | Clearance | Clearance given |
| 2 | Presents clearance | Examines the authenticity of signatures | 3 min. | Front Desk Personnel | None | Clearance | Authenticity of clearance verified |
| 3 | Fills out and submits Request Form | Receives, checks accuracy of the form accomplished and schedules release of Form 137 | 30 min. | Front Desk Personnel | None | Request Form | Students are guided in filling out the correct entries and is informed of the date of release of Form 137 |
| 4 | Pays the Form 137 fee | Receives and acknowledges payments | 3 min. | Tellers, Cash Clerks | Php. 100 per page + additional 100 for rush fees | Official Receipt | OR is issued |
| 5 | Presents Official Receipt and claims Form 137 | Checks the Official Receipts and releases the Form 137 | 5 min. | Tellers, Cash Clerks | None | Official Receipt | OR is checked/ validated and Form 137 is released |

5. Title of Frontline Service: **Issuance of Honorable Dismissal**

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

Who may avail of the service: Students

What are the requirements: MUST Clearance

Duration (total processing time): 3 days, 1 day on rush basis

HOW TO AVAIL OF THE SERVICE:

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------|--|--|----------------------|----------------------|---|------------------|---|
| 1 | Gets clearance form and secures required signatories | Gives out clearance form | 1 hour | Front Desk Personnel | None | Clearance | Clearance given |
| 2 | Presents clearance | Examines the authenticity of signatures | 3 min. | Front Desk Personnel | None | Clearance | Authenticity of clearance verified |
| 3 | Fills out and submits Request Form | Receives, checks accuracy of the form accomplished and schedules release of HD | 30 min. | Front Desk Personnel | None | Request form | Students are guided in filling out the correct entries and is informed of the date of release of HD |
| 4 | Pays the Honorable Dismissal Fee | Receives and acknowledges payments | 3 min. | Tellers, Cash Clerks | Php. 100 per page + additional 100 for rush fee | Official Receipt | OR is issued |
| 5 | Presents Official Receipt and claims honorable dismissal | Checks the official receipt and release the honorable dismissal | 5 min. | Tellers, Cash Clerks | None | Official Receipt | OR is checked/validated and Honorable Dismissal is released |

6. Title of Frontline Service: Issuance of Grades

Schedule of Availability: **Monday-Saturday, 8:00-5:00 pm**

Who may avail of the service: **Students**

What are the requirements: **Identification card, Registration Print-out**

Duration (total processing time): **1 day**

HOW TO AVAIL OF THE SERVICE:

| Step | Applicant/Client Activity | Service Provider Activity | Duration of Activity | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------------|--|--|-----------------------------|-------------------------|-------------|-----------------------|--|
| 1 | Presents Identification Card and Registration print out | Checks the validity of the documents presented | 1 minute | Front Desk Personnel | None | None | Identification card and registration print out are checked |
| 2 | Submits the filled out paper with entries on name and course & year for scheduling of grade release. | Receives the filled out sheet | 3 minutes | Front desk personnel | None | Filled-out Sheet/form | Filled out sheet is given to the data encoder for grade entries printing |
| 3. | Presents Identification Card for grade release after 4 hours | Checks the validity of the I.D. presented | 1 minute | Front desk personnel | None | None | I.D. is checked and grade is released |

7. Title of Frontline Service: **Issuance of Certification, Authentication and Verification**

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

Who may avail of the service: Students

What are the requirements: Identification card, MUST Clearance

Duration (total processing time): 3-5 days, (3 days on rush basis)

HOW TO AVAIL OF THE SERVICE:

| Step | Applicant/Client Activity | Service Provider Activity | Duration of Activity | Person In Charge | Fees | Forms | Output from the Service Provider |
|------|---|---|----------------------|----------------------|---------------------------------------|------------------|--|
| 1 | Gets clearance form and secures required signatories | Gives out clearance form | 1 hour | Front Desk Personnel | None | Clearance | Clearance given |
| 2 | Presents clearance | Examines the authenticity of signatures | 3 min. | Front Desk Personnel | None | Clearance | Authenticity of clearance verified |
| 3 | Submits Request Form | Receives, checks accuracy of the form accomplished and schedules release of Forms | 3 min. | Front Desk Personnel | None | Request form | Students are guided in filling out the correct entries and is informed of the date of release of CAV |
| 4 | Pays the CAV Fee | Receives and acknowledges payment | 3 min. | Tellers, Cash Clerks | Php. 225+ additional 100 for rush fee | Official Receipt | OR is issued |
| 5 | Presents Official Receipt and claims CAV after 3 days | Checks the Official Receipts and releases the CAV documents | 5 min. | Tellers, Cash Clerks | None | Official Receipt | OR is checked/validated and CAV documents are released |

D. ASSESSMENT OF STUDENTS' ACCOUNTS

1. Title of Frontline Service : **Issuance of Student Account/Assessment**

Schedule of Availability : **Monday to Saturday,
8:00am-5:00pm**

Who may avail of the service : **Students / authorized persons**

What are the requirements : **StudentID**

Duration : 2 minutes

HOW TO AVAIL OF THE SERVICES:

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------|----------------------------------|--|---|--------------------------|------|-----------------|----------------------------------|
| 1 | Requests assessment, presents ID | Prints and gives out the assessment form | 2 minutes | Assessment Records Staff | none | Assessment Form | Assessment Form Issued |

2. Title of Frontline Service: **Signing of Clearance**

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

Who may avail of the service : Students, Student's parent or Relatives

What are the requirements : Old and New Students: Student's ID

Duration : 5 minutes

HOW TO AVAIL OF THE SERVICES

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity | Person In Charge | Fees | Forms | Output from the Service Provider |
|--------------|-------------------------------------|----------------------------------|-----------------------------|--------------------------|-------------|-------------------|---|
| 1 | Presents Clearance Form and ID Card | Verifies student account | 5 minutes | Assessment Records staff | none | Student Clearance | Account verified and acted upon |

3. Title of Frontline Service : **Answering Queries on School Fees, Course Total Estimates and Down Payment**

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

Who may avail of the service : Students, Student's Parents or Relatives

What are the requirements : none

Duration: 10 minutes

HOW TO AVAIL OF THE SERVICE:

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|--------------|----------------------------------|----------------------------------|--|--------------------------|-------------|--------------|---|
| 1 | Inquires about Fees | Provides correct information | 10 minutes | Assessment Records Staff | none | none | Correct information provided |

4. Title of Frontline Service : Issuance of Certificate of Full Payment / Charges for Scholarships / Educational Plan Reimbursement /Refund and Assistance

Schedule of Availability : Monday to Saturday,
8:00am-5:00pm
 Who may avail of the service : Scholars / Grantees or Parents of Scholars / Grantees
 What are the requirements : Student ID, Purpose for request of certification
 Duration : 1 day

HOW TO AVAIL OF THE SERVICES:

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity Under Normal Conditions | Person In Charge | Fees | Forms | Output from the Service Provider |
|--------------|----------------------------------|---|---|--------------------------|-------------|--------------|---|
| 1 | Requests for Certification | Verifies records and prepares certification | 1 day | Assessment Records Staff | none | none | Certification Issued |

5. Title of Frontline Service : Filling Out of Billing Forms

Schedule of Availability : Monday to Saturday, 8:00am-12:00, 1:00-5:00pm

Who may avail of the service : Scholars / Grantees or Parents of Scholars / Grantees

What are the requirements : Duly Accomplished Scholarship Form B

Duration : 2 days

HOW TO AVAIL OF THE SERVICES (for CHED Scholars)

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------|---|---|---|--------------------------|------|--------|--------------------------------------|
| 1 | Submits accomplished Form B and the CHED Billing Form | Evaluates Form B and accomplishes CHED Billing Form | 2 minutes | Assessment Records Staff | none | Form B | CHED Form B |
| 2 | Presents ID and claims billing form after 2 days | Issues filled out billing form | 2 minutes | Assessment Record Staff | none | Form B | CHED Billing form properly filled up |

HOW TO AVAIL OF THE SERVICES (for Other Scholarship Sponsors such as DOST, CCSP, COWD and etc.)

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------|-----------------------------|---------------------------------------|----------------------|--------------------------|------|--------------|----------------------------------|
| 1 | Submits accomplished Form B | Evaluates Form B and prepares Billing | 2 days | Assessment Records staff | none | Billing Form | Billing Form Issued |

6. Title of Frontline Service : Request for Withdrawal

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

Who may avail of the service : Students

What are the requirements : Student ID, Official Receipt, Registration Printout

HOW TO AVAIL OF THE SERVICE:

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity Under Normal Conditions | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------|---|---------------------------------------|--|---|------|---------------------------------------|--|
| 1 | Secures Form from RSIS | Issues form | 2 minutes | RSIS Records Staff | None | Withdrawal Form | Form Issued |
| 2 | Submits duly signed request to the VPAA for approval | Takes action: approves or disapproves | 3 minutes | VPAA | None | Withdrawal Form | Request for withdrawal of enrolment approved |
| 3 | Submits approved request to Assessment for processing of refund, if any | Accepts approved requests | 2 minutes | Assessment in-charge | None | Withdrawal Form, Disbursement Voucher | Refund processed |
| 4 | Presents Student's ID and claims refund after 3 days | Releases refund | 5 minutes | P3,000 and below: Joan Sabalo, more than P3,000: Maricel Maramara | None | Withdrawal Form, Disbursement Voucher | Refund released |

7. Title of Frontline Service : Request for Special Class

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

Who may avail of the service : Students

What are the requirements : Student ID

Duration :1.35 hours

HOW TO AVAIL OF THE SERVICES:

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity Under Normal Conditions | Person In Charge | Fees | Forms | Output from the Service Provider |
|--------------|---|--------------------------------------|---|-------------------------|-------------|----------------------------|--|
| 1 | Secures, Special Class Request Form from Dean's Office | Issues Form | 1 minute | Dean's Office Staff | None | Special Class Request Form | Special Class Request Form Issued |
| 2 | Submits request form to Area chairman for assignment of professor and schedule of classes | Assigns professor and schedule class | 1 hour | Area Chairman | None | Special Class Request Form | Professor and schedule of class determined |

| | | | | | | | |
|-----------|---|---|-----------|--------------------------|------------------------------|----------------------------|--|
| 3 | Submits Form to Assessment Office for verification of fees | Verifies fees | 5 minutes | Assessment Records Staff | (see schedule of fees below) | Special Class Request Form | Fees verified |
| 4 | Presents student's ID and claims verified Special Class request form after 1 hour | Gives the verified request form | 2 minutes | Assessment Records Staff | None | Special Class request form | Special class request form given |
| 5 | Submits form to the Dean for approval | Takes appropriate action: approves or disapproves request | 2 minutes | Dean | None | Special Class Request Form | Special Class Request Approved/Disapproved |
| 6 | Presents ID and claims approved request | Gives the approved request | 2 minutes | Dean's Staff | None | Approved request form | Special class request form given |
| 7 | Forwards Form to RSIS for signature | Signs Special Class Request Form | 2 minutes | Director, RSIS | none | Special Class Request Form | Special Class Request Form signed |
| 8 | Presents ID and claims approved request | Gives approved request | 2 minutes | RSIS Staff | None | Special Class Request Form | Special Class Request form given |
| 9 | Forwards Form to ICT for assignment of class code | Assigns Class Code | 5 minutes | ICT Staff | None | Special Class Request Form | Class code assigned |
| 10 | Enrolls or adds the requested subject following the usual adding dropping procedure | | | | | | |

8. Title of Frontline Service : **Request for Adding/Dropping of Subjects**

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

Who may avail of the service : Students

What are the requirements : Student ID, Registration Print out

Duration:

HOW TO AVAIL OF THE SERVICES:

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------|---|--|----------------------|----------------------------|------|----------------------|--|
| 1 | Secures Form from RSIS | Issues form | 2 minutes | RSIS records staff | none | Adding/Dropping Form | Form Issued |
| 2 | Submits form to the program chairman for evaluation and signature | Signs the form | 2 minutes | program chairman | None | Adding/Dropping Form | Form Signed |
| 3 | Presents ID and claims Adding/Dropping Form | Gives the form | 1 minute | Program chairman | None | Adding/Dropping Form | Adding/Dropping Form signed |
| 4 | Submits form to the Dean for signature | Takes appropriate action of the request | 2 minutes | Dean | None | Adding/dropping form | Adding/dropping form signed |
| 5 | Presents ID and claims the adding/dropping forms | Gives the duly signed adding/dropping form | 1 minute | Staff of the Dean's office | None | Adding/dropping form | Adding/dropping form signed |
| 6 | Submits duly approved form to the RSIS. | Receives and signs 3 copies of the form; gives 1 copy to the student | 5 minutes | RSIS Records Staff | None | Adding/Dropping Form | signed 3 copies of the form and gave 1 copy to the student |

E. Library and Audio-Visual Services

1. Title of Frontline Services: **Library Signing of Clearance**

Schedule of Availability: Monday – Saturday, 8AM-5Pm

Who May Avail of the Services: **Students, Faculty and Staff**

What are the requirements : **Student’s ID, Employees ID**

Duration: **10 minutes**

HOW TO AVAIL OF THE SERVICES:

| Steps | Applicant/Client Activity | Service Provider/Unit Activity | Duration of Activity During Normal Conditions | Person In charge | Fees | Forms | Output from the service provider |
|--------------|---|---------------------------------------|--|---------------------------------|--|----------------|--|
| 1 | Presentation of the Clearance form & ID | Graduate/Under-Graduate Lib | 1 minute | Librarian/ Library Assistant | None | Clearance Form | Check entries of form and validity of ID’s |
| 2 | Checking of student/faculty/staff account in the comp | | Faculty-5 mins. Students-3 mins. | Library assistant | Pay account if any for lost books or overdue account | | Unreturned books or overdue accounts are checked |
| 3 | Signing of Clearance | | 1 minute | Librarian | None | Clearance Form | Signed Clearance |

2. Title of Frontline Services: **Library Reference Assistance/Guidance**

Schedule of Availability: Monday – Saturday, 8AM-5Pm

Who May Avail of the Services: **Students, Faculty and Staff**

Duration: **5 minutes**

HOW TO AVAIL OF THE SERVICES:

| Steps | Applicant/Client Activity | Service Provider/Unit | Duration of Activity Under Normal Circumstances | PERSON In-Charge | Fees | Form | Output from the Service Provider |
|--------------|--|---------------------------------|--|----------------------------------|-------------|-------------|--|
| 1 | Request Assistance on the location of materials to use or borrow | Graduate/Under-Graduate Library | 2 mins. | Circulation Librarian/ Assistant | None | None | Needs Assessed by the Librarian |
| 2 | Use of OPAC | Graduate/Under-Graduate Library | 1 min. | Librarian | None | None | Call number of the book is identified |
| 3 | Book is checked in the shelf | Graduate/Under-Graduate Library | 2 mins. | Librarian | None | None | Book is located and read/browsed by the client |

3. Title of Frontline Services: **Photocopying of Library Materials**

Schedule of Availability: **Monday – Saturday, 8AM-5Pm**

Who May Avail of the Services: **Students, Faculty and Staff**

Duration: **6 minutes**

HOW TO AVAIL OF THE SERVICE:

| Steps | Applicant/Client Activity | Service Provider/Unit | Duration of Activity Under Normal Conditions | PERSON In-Charge | Fees | Form | Output from the Service Provider |
|--------------|---|---------------------------------|---|----------------------------------|-------------|-------------------|---|
| 1 | Select material for photocopying | Graduate/Under-Graduate Library | 2 mins. | Circulation Librarian/ Assistant | none | None | |
| 2 | Present materials for checkout for photocopying | Graduate/Under-Graduate Library | 1 min | Librarian | none | Photocopying form | |
| 3 | Fill up photocopying slip for the material | Graduate/Under-Graduate Library | 1 min | Librarian | none | | Filled up form is checked |
| 4 | Check out the book | Graduate/Under-Graduate Library | 1 min | Librarian | none | | Book has been check out for the student/faculty |
| 5 | Returning of the book from photocopying | Graduate/Under-Graduate Library | 1 min | Librarian | none | | Book is returned to the shelf |

4. Title of Frontline Services: Activation of Students/Faculty Account in the Library Database

Schedule of Availability: **Monday – Saturday, 8AM-5Pm**

Who May Avail of the Services: **Students, Faculty and Staff**

Duration: **2 minutes**

HOW TO AVAIL OF THE SERVICES:

| Steps | Applicant/Client Activity | Service Provider/Unit | Duration of Activity | PERSON In-Charge | Fees | Form | Output from the Service Provider |
|--------------|---|---------------------------------|-----------------------------|---------------------------------|-------------|-------------|---|
| 1 | Present assessment print-out and ID of students, faculty and staff. | Graduate/Under-Graduate Library | 2 mins. | Circulation Librarian/Assistant | | | Encoded profile and activated database of library patrons |

5. Title of Frontline Services: **Circulation - Lending Services**

Schedule of Availability: **Monday – Saturday, 8AM-5Pm**

Who May Avail of the Services : **Students, Faculty and Staff**

Duration: **2 minutes**

HOW TO AVAIL OF THE SERVICE:

| Steps | Applicant/Client Activity | Service Provider/Unit | Duration of Activity | PERSON In-Charge | Fees | Form | Output from the Service Provider |
|--------------|--|---------------------------------|-----------------------------|----------------------------------|-------------|-------------|---|
| 1 | Client select the material for borrowing | Graduate/Under-Graduate Library | 1 min. | Circulation Librarian/ Assistant | none | | Book or material is checked. |
| 2 | Present material & school ID/Employees ID for bar code scanning at the circulation counter and checking out. | Graduate/Under-Graduate Library | 1 min. | Librarian | none | | Students/Faculty ID is scanned for verification. Material is checked out under the name of student or faculty by scanning the book's bar code. Verified through the patron maintenance profile whether the book has been entered correctly under the patron's name. |
| 3 | Receive permit issued for the book/s borrowed for presentation at the check up/exit counter. | Graduate/Under-Graduate Library | 1 min | Librarian | none | | Card is inserted in the book indicating the due date of the book. |

6. Title of Frontline Services: **Circulation – Returning of books**

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

Who May Avail of the Services : Students, Faculty and Staff

Duration : 3 minutes

HOW TO AVAIL OF THE SERVICE:

| Steps | Applicant/Client Activity | Service Provider/Unit | Duration of Activity | PERSON In-Charge | Fees | Form | Output from the Service Provider |
|-------|---------------------------------------|---------------------------------|----------------------|---------------------------------|------|------|---|
| 1 | Present borrowed books with school ID | Graduate/Under-Graduate Library | 1 min. | Circulation Librarian/Assistant | None | None | Checked students/faculty ID. |
| 2 | Books barcode is scanned. | Graduate/Under-Graduate Library | 1 min. | Librarian | None | None | Books are checked for damages and checked in the computer through scanning of the bar code. |
| 3 | Pay the penalty for overdue if any. | Graduate/Under-Graduate Library | 1 min | Librarian | None | None | Record fines in the logbook and the book is returned in the shelf. |

7. Title of Frontline Services: **Activation of E-Library Accounts**

Schedule of Availability : Monday – Saturday, 8AM-5Pm

Who May Avail of the Services : Students

Duration: 1 minute

HOW TO AVAIL OF THE SERVICE:

| Steps | Applicant/Client Activity | Service Provider/Unit | Duration of Activity | PERSON In-Charge | Fees | Form | Output from the Service Provider |
|-------|--|-----------------------|----------------------|------------------|------|------|--|
| 1 | Swiping of students ID at the barcode counter for paying students | E-Library | 1 min. | IT In-charge | | | Activation of student's account is identified and automatically included in the database. |
| 2 | Present the ID and final copy of enrolment/assessment form to the IT in-charge | E-Library | 1 min | IT In-charge | | | Student's profile is manually activated by the IT in-charge by encoding his profile in the database. |

8. Title of Frontline Services: **Computer/Internet Access in the E-Library**

Schedule of Availability : Monday – Saturday, 8AM-5Pm

Who May Avail of the Services : Students

Duration 3 minutes

HOW TO AVAIL OF THE SERVICE

| Steps | Applicant/Client Activity | Service Provider/Unit | Duration of Activity | PERSON In-Charge | Fees | Form | Output from the Service Provider |
|-------|--|-----------------------|----------------------|------------------|------|------|---|
| 1 | Students queuing | E-Library | | IT In-charge | none | none | IT in-charge overseeing the students activities |
| 2 | Swiping of the ID's barcode at the counter | E-Library | 1 min | IT In-charge | none | none | . IT in-charge overseeing the students activities |
| 3 | Look for vacant PC | E-Library | 1 min. | IT In-charge | none | none | IT in-charge overseeing the students activities |
| 4 | PC is utilized | E-Library | 1 min. | IT In-charge | none | none | IT in-charge overseeing the students activities |

F.STUDENT AFFAIRS AND WELFARE SERVICES

1. Title of Frontline Service: **Filing of Complaint Against a Student/s**

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

Who may avail of the service: Anyone aggrieved or offended by a student/s

What are the requirements:

1. Accomplished Incident Report Form also referred to as complaint form.
2. Full name of the student complained of & full name of person complaining;
3. A narration of relevant facts that show the offense allegedly committed by the student complained of.
4. Evidence and testimonies of a witness/es

Duration: (total processing time) : 50 minutes

HOW TO AVAIL OF THE SERVICE

| Step | Applicant/ Client Activity | Service Provider Activity | Duration of Activity Under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|------|---|--|---|--------------------------------|------|----------------------|---|
| 1 | Orally reports complaint to Student Affairs & Welfare Office (SAWO) | SAWO discusses complaint with complainant | 10 mins. | Student Activities Coordinator | None | None | Complaint is adequately discussed & clarified. |
| 2 | Accomplishes & submits Incident Report Form | SAWO receives accomplished Incident Report Form | 30 mins. | Student Activities Coordinator | None | Incident Report Form | Incident Report received & entered into SAWO official file. |
| 3 | Confirms venue, date & time of fact-finding dialogue /hearings to be conducted by the DSA | SAWO informs complainant on venue, date and time of dialogues / hearings | 10 mins | Student Activities Coordinator | None | None | Date, venue and time of fact-finding dialogue / hearings are confirmed and duly calendared. |

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

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

Who may avail of the service: students / alumni

What are the requirements: ID

Duration: (total processing time) : 30 minutes

HOW TO AVAIL OF THE SERVICE:

| Steps | Applicant/ Client Activity | Service Provider Activity | Normal Duration of Activity | Person In Charge | Fees | Forms | Output from the Service Provider |
|--------------|---|---|------------------------------------|--------------------------------|-------------|-------------------------------------|--|
| 1 | Accomplishes & submits Request Form for Certificate of Good Moral Character | SAWO evaluates the request; verifies records of student behavior | 10 mins. | Student Activities Coordinator | none | Request Form | Request evaluated and given due course. |
| 2 | Proceeds to Supreme Student Council (SSC) for signature of its president. | SSC verifies whether or not the student has financial obligation to it. | 5 mins | SSC president | none | none | Verification whether or not the student has financial obligation to the SSC. |
| 3 | Pays of certification fee | Cashiering Unit receives & acknowledges payment | 5 mins. | Cashier | P80.00 | Official Receipt | Issuance of official receipt of payment. |
| 4 | Submits to SAWO the Request Form with the official receipt | SAWO issues certificate of Good Moral Character. | 10 mins | Student Activities Coordinator | none | Certificate of Good Moral Character | Issuance of certificate of good moral character. |

3. Title of Frontline Service: **Affidavits for Lost ID / Exam Permits / Official Receipts / Printouts of Study Loads**

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

Who may avail of the service: **Students**

What are the requirements: **Affidavit of Loss**

Duration: (total processing time) : **15 minutes**

HOW TO AVAIL OF THE SERVICE:

| Step | Applicant/ Client Activity | Service Provider Activity | Duration of Activity Under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------------|---|---|--|--------------------------------|-------------|--------------------------|--|
| 1 | Gets Affidavit of Loss Form | SAWO gives Affidavit of Loss Form to Students & instructs them on the procedure | 5 mins | Student Activities Coordinator | none | Affidavit of Loss Form | Student is guided on the procedure involved. |
| 2 | Secures signature of the Vice President of Administration & Finance(VPAF) | VPAF signs the affidavit | 5 mins. | VP Administration | none | - do - | Affidavit signed. |
| 3 | Submits Affidavit of Loss to SAWO & asks for Temporary Exemption Slip | SAWO records the affidavit & issues Temporary Exemption | 5 mins | Student Activities Coordinator | | Temporary Exemption Slip | Issuance of Temporary Exemption |

4. Title of Frontline Service: Request for Temporary Exemption from Wearing the School Uniform

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

Who may avail of the service: Students

What are the requirements:

1. ID
2. Excuse letter

Duration (total processing time) : 10 minutes

HOW TO AVAIL OF THE SERVICE:

| Step | Applicant/ Client Activity | Service Provider Activity | Duration of Activity During Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------------|--|--|---|--------------------------------|-------------|--------------------------|---|
| 1 | Submits excuse letter on non-wearing of school uniform | SAWO evaluates excuse letter issues Temporary Exemption Slip | 10 mins. | Student Activities Coordinator | none | Temporary Exemption Slip | Grant of temporary exemption. |
| 2 | Shows temporary exemption slip to teacher / security guard | Teacher / guard examines authenticity of exemption slip | 3 mins | Teacher / guard | none | none | Implementation of temporary exemption. |

5. Title of Frontline Service: Taking of Admission Test

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

Who may avail of the service: Prospective enrollees

What are the requirements:

- 1) Official receipt of testing fee
- 2) 2) 1 piece 2X2 ID pictures
- 3) 3) ball pen & pencil with eraser

Duration: (total processing time): 20 minutes

HOW TO AVAIL OF THE SERVICE:

| Step | Applicant/ Client Activity | Service Provider Activity | Duration of Activity Under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------------|---|--|--|-------------------------|---|--------------|---|
| 1 | Pay testing fee | Cashiering Unit receives payment | 10 mins. | Cashier | P450.00 (undergrad) P500.00 (graduate) | none | Testing fee officially received |
| 2 | Submit requirements to the testing center | Student Guidance & Testing Unit (SGTU) examines completeness of requirements | 5 minutes | Testing Officer | none | none | Qualification of applicant to take test is confirmed. |
| 3 | Take admission test | SGTU administers test | 3 hours (undergraduate) 2 hours (graduate) | Testing Officer | none | none | Test administered. |

6. Title of Frontline Service: Processing of Application to Avail of Scholarship / Grants

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

Who may avail of the service: scholars / grantees

What are the requirements:

1. Certification from scholarship
2. sponsor ; ID

Duration: (total processing time) : 42 minutes

HOW TO AVAIL OF THE SERVICE:

| Step | Applicant/ Client Activity | Service Provider Activity | Duration of Activity Under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------------|--|-------------------------------------|--|-------------------------------|-------------|---|--|
| 1 | Presents ID, proof of entitlement to scholarship / grant; supporting documents | Evaluates completeness of documents | 30 mins. | Scholarship Coordinator | none | Form A (MUST-sponsored); Form B (external sponsors) | Documents evaluation |
| 2 | Secures signature of SAWS Director | Recommends approval or disapproval | 3 mins | SAWS Director | none | - do- | Recommendation of approval/disapproval of application. |
| 3 | Secures signature of FMS Director | Verifies financial component | 3 mins | Financial Management Director | none | -do- | Verification of financial component of the scholarship / grant |
| 4 | Secures signature of Dean concerned | Recommends approval or disapproval | 3 mins | Dean concerned | none | -do- | Recommendation of approval/disapproval |
| 5 | Secures signature of the Vice President for Academic Affairs (VPAA) | Approves or disapproves | 3 mins | VPAA | none | -do- | Approval or disapproval |

7. Title of Frontline Service: Dental Checkup & Treatment

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

Who may avail of the service: students

What are the requirements: student ID

Duration: (total processing time) : 45 minutes

HOW TO AVAIL OF THE SERVICE:

| Step | Applicant/ Client Activity | Service Provider Activity | Normal Duration ofActivity | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------------|--|--|-----------------------------------|-------------------------|-------------|--------------|--|
| 1 | Presents ID, explains purpose, undergoes interview | Verifies identity and dental treatment needs of patient. | 5 mins | Dental Aide | none | none | Verification of patient’s identity and dental care needs |
| 2 | Accomplishes dental service form (DSF) | Evaluates the entries in the dental service form. | 10 mins. | Dental Aide | none | none | Establishment of patient’s dental record. |
| 3 | Undergoes oral-dental examination and / or treatment | Conducts oral-dental examination and/ or treatment | 30 mins. | School Dentist | none | none | Oral-dental examination and / or treatment. |

8. Title of Frontline Service: **Medical Checkup and Treatment**

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

Who may avail of the service: students

What are the requirements:

1) Enrollment printout (for new students);

2) ID (for old students)

Duration: (total processing time) : 1 hour & 10 minutes

HOW TO AVAIL OF THE SERVICE: *(For New Students)*

| Step | Applicant/ Client Activity | Service Provider Activity | Duration of Activity Under Normal Circumstances | Person In Charge | Fees | Forms to Fill out | Output from the Service Provider |
|------|---|-------------------------------------|---|------------------|------|--------------------------------|--|
| 1 | Goes to clinic, presents enrollment printout, signs physical examination log book | Medical Services Unit | 3 mins | School Nurse | none | Physical exam logbook entries | Documentation of patient. |
| 2 | Accomplishes medical information sheet (MIS) | Guides patient in accomplishing MIS | 30 mins | School Nurse | none | Medical Information Sheet(MIS) | Documentation of patient |
| 3 | Undergoes measurement of height, weight, BP, respiration, pulse rate, Snellen's visual acuity | Conducts accurate measurements | 20 mins. | School Nurse | none | none | Vital signs of patient accurately evaluated. |
| 4 | Submits to physical examination | Conducts physical examination | 15 minutes | School Physician | none | none | Physical examination conducted. |

MUST- PANAON CAMPUS

Brgy. Punta, Panaon,
Misamis Occidental

3.2 MUST-PANAON CAMPUS **(Barangay Punta, Panaon, Misamis** **Occidental)**

1. Issuance of Official Records/ Documents.....60
2. Enrollment Services.....61
3. Library, Supply and Laboratory.....63
4. Receiving of Payments.....64

1. Title of Frontline Service: **Issuance of Official Records / Documents**

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

Who may avail of the service: Students, alumni & authorized persons

What are the requirements: ID

Duration: (total processing time) : 50 minutes

HOW TO AVAIL OF THE SERVICE:

| Step | Applicant/ Client Activity | Service Provider Activity | Duration of Activity | Person In Charge | Fees | Forms | Output from the Service Provider |
|------|--|--|---|---|--|------------------|---|
| 1 | Accomplishes Request Form | Gives request form | 15 minutes | Registrar | none | Request Form | Request Form given to client |
| 2 | Verifies and pays fees for the requested record / document | Receives payment of fees | 20 minutes | Assessment In-Charge & Collecting Officer | Transcript of Records (P125/page); Honorable Dismissal Cert (P100/diploma) | Official Receipt | Client's payment of fees duly receipted |
| 3 | Submits duly accomplished clearance form with official receipt | Receives form and O.R. | 15 minutes | Registrar | none | Clearance Form | Duly accomplished Clearance Form with O.R. received |
| 4 | Verifies the date and time when requested record / document will be released | Registrar's office informs client of date / time of release of the requested record / document | Transcript of record (5 working days); honorable dismissal/cert (2 days); grades (1 month after final exam); diploma (1 month after graduation) | Registrar | none | Claim slip | Client is informed about the date and time of release of document |

2. Title of Frontline Service: Enrollment Service

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

Who may avail of the service: Enrollees

Duration: (total processing time) : 50 minutes

HOW TO AVAIL OF THE SERVICE:

| Step | Applicant/ Client Activity | Service Provider Activity | Duration of Activity Under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------------|-----------------------------------|----------------------------------|--|-------------------------|------------------------------|--|---|
| 1 | Submits credentials | Evaluates Credentials | 15 minutes | Registrar | none | HS card, cert. of good moral character, picture, birth cert. | Credentials Evaluated |
| 2 | Pays entrance exam fee | Collection of payment | 15 minutes | Collecting officer | P350 | Official Receipt | Payment received |
| 3 | Takes entrance exam | Checks enrollment form entries | 1 hour | Test in charge | none | none | Exam Administered |
| 4 | Undergoes interview | Interviews examinee | 30 minutes | Committee in charge | none | none | Interview conducted |
| 5 | Fills up the enrollment form | Administers exam | 30 minutes | Registrar/ staff | none | Enrolment form | Enrollment form data checked |
| 6 | Secure the signatures of: | | 10 minutes | Librarian, in charge | 40(lib) 40(SG) 40(ins) | Card/ receipts | |

| | | | | | | |
|-------------------------------------|--|------------|-------------------|--------------|---------------------|---|
| a. Librarian | Librarian, in charge | 15minutes | In charge cashier | none | slip | Librarian's signature secured |
| b.Registrar/cashier | Registrars | minutes 15 | cashier | none | Assessment slip | Registrar's signature secured |
| c. Cashier | Cashier's office | 15 minutes | cashier | At least 500 | OR | Cashiers signature secured |
| d.Registrar | Registrar's office | 20 minutes | Registrar | none | Enrolment slip copy | Registrar's signature secured |
| e. Secures and fills up class cards | Guides the client in accomplishing the class cards | 10 minutes | Registrar | none | Class cards | Client is guided and Class cards secured & filled |

3. Title of Frontline Service: **Library, Supply and Laboratory**

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

Who may avail of the service: MUST Students

What are the requirements: School ID, Borrower's Card

Duration: (total processing time) : 30 minutes

HOW TO AVAIL OF THE SERVICE:

| Step | Applicant/ Client Activity | Service Provider Unit / Division | Duration of Activity Under Normal Conditions | Person In Charge | Fees | Forms | Output from the Service Provider |
|------|-------------------------------|---|--|---|--|-----------------|--|
| 1 | Fill up the borrower's card | Librarian guides client in accomplishing borrower's card | 15 minutes | Librarian/ office supply/ lab in charge | 10/card | Borrower's card | Client is guided in accomplishing the borrowers card |
| 2 | Presents ID | Validates the ID | 5 minutes | | none | ID | ID Validated |
| 3 | Wait for the release of books | Processes the release of book | 10 minutes | | none | None | Release of borrowed books processed |
| 4 | Return the borrowed books. | Receives and inspects the condition of the borrowed books | 10 minutes | Librarian | Penalties for overdue: 5/day but not to exceed 500 | Borrowers card | The condition of borrowed book is inspected. |

4. Title of Frontline Service: **Receiving of Payments**

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

Who may avail of the service:

What are the requirements:

Duration: (total processing time) : 50 minutes

HOW TO AVAIL OF THE SERVICE:

| Step | Applicant/ Client Activity | Service Provider Unit / Division | Duration of Activity During Normal Conditions | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------------|---|---|--|-----------------------------|-------------------------|-----------------|--|
| 1 | Fills up the form | Cashier's office | 15 minutes | Cashier/ staff | none | Assessment slip | Assessment slip received and payment collected |
| 2 | Paying | Cashier's office | 15 minutes | Cashier/staff | See list of school fess | OR | O.R. issued |
| 3 | Secures permit | Cashier's office | 15 minutes | Cashier/ staff | none | Exam permit | Permit issued |

MUST- OROQUIETA CAMPUS

Mobod, Oroquieta City

3.3 MUST- OROQUIETA CAMPUS (Mobod, Oroquieta City)

1. Student's Enrollment/Registration.....67
2. Student's Payment Assessment69
3. Collection of School Fees.....70

1. Title of Frontline Service: **Students Enrolment/ Registration**

Schedule of Availability: Monday – Enrolment Period (2 or 3 weeks)

Who may avail of the service: Student/Any authorized Representative

What are the requirements:

- A. For old or returnee:
 - 1. Student's clearance
 - 2. Student's identification card
- B. For new or transferee
 - 1. Entrance Test Result(BEE only)
 - 2. Entrance Credentials

Duration: (total processing time) : 1hour, 37 minutes & 10 seconds

HOW TO AVAIL OF THE SERVICES:

| \$tep | Applicant/ Client Activity | Service Provider Activity | Duration of Activity Under Normal circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|--------------|--|-------------------------------------|--|---------------------------|-------------|---|---|
| 1 | Submits the entrance credentials to the Registrar or Office clerk for evaluation | Evaluates the credentials submitted | 5 minutes | Registrar or Office Clerk | None | -Entrance test result -H.S. Card or Form 138 -Hon. Dismissal for transferee - Cert. of Good Moral Conduct - Photocopy of Birth Cert.-NSO -Marriage Contract (Married female student) -Med. Cert. (Gov't. Physician) -4 copies of 2"x2" Pictures -NCAE Result (Grad. from 2006-07 to present) -1 long Brown Envelope | Credentials evaluated |
| | Submits clearance before the issuance of enrolment form | Receives clearance | 30 seconds | Registrar or Office Clerk | None | Student's Clearance | Clearance received |
| | Asks the | Evaluates | 30 minutes | Registrar | None | Checked & filled-up Accreditation | Subjects |

| | | | | | | | |
|--|---|------------|--|---------------------------|------|--|---|
| accreditation of Subjects from the Registrar's Office for the shiftee/ transferee to check & secure signatures from the concerned subject teachers for accreditation | accredits subjects | | | or Office Clerk | | of Subjects Form with teacher's signatures | evaluated & accredited |
| Secures an enrolment form | Gives the enrolment form | 30 seconds | | Office Clerk or Registrar | None | Enrolment Form | Enrolment form given |
| Fills-up the enrolment form & the student's personal data sheet (PDS) | Checks the completeness of entries in the enrollment & PDS form | 30 minutes | | Registrar or Office Clerk | None | Filled-up Enrolment Form | The completeness of entries in the Enrolment form and PDS given |
| Submits back the filled-up enrolment form to the Registrar for checking and approval | Approves accomplished enrolment form | 30 minutes | | Office Clerk or Registrar | None | Registrar's copy & Student's copy of enrolment form & classcards | Accomplished Enrollment form checked/approved |
| Claims copy of enrolment form and copies individually the enrolled subjects | Gives copy of enrolment form | 30 seconds | | Registrar or Office Clerk | None | | Copy of enrollment form given to clients |
| Submits classcards back to Registrar's office | Receives the classcards | 1 minute | | Registrar or Office Clerk | None | Filled-up class cards | Classcards received |

2. Title of Frontline Service: **Student's Payment Assessment**

Schedule of Availability: Monday – Monday- Friday @ 8:00 A.M-12:00 NN & 1:00-5:00P.M.

Who may avail of the service: Student/Any authorized Representative

What are the requirements:

1. Students Identification Card
2. Payment assessment form

Duration: 32 minutes

HOW TO AVAIL OF THE SERVICES:

| Step | Applicant/ Client Activity | Service Provider Activity | Duration of Activity Under Normal circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|------|--|-----------------------------|---|------------------|------|--|----------------------------------|
| 1 | Requests for assessment of payment | Issues assessment to client | 15 minutes | Assessor | None | Accountant's copy & Student's copy of the enrolment form | Assessment issued |
| 2 | Gives the official receipt of payment for ledgering | Receives OR | 12.5 minutes | Assessor | None | Accountant's copy & Student's copy of the enrolment form | O.R. received from client |
| 3 | Claims back the official receipt & the Student's copy, Proceeds/return to the Registrar's Office after ledgering | Returns the client the O.R. | 2.5 minutes | Assessor | None | Accountant's copy & Student's copy of the enrolment form | O.R. returned to client |

3. Title of Frontline Service: **Collection of the School Fees**

Schedule of Availability: Monday – Monday- Friday @ 8:00 A.M-12:00 NN & 1:00-5:00P.M.

Who may avail of the service: Student/Any authorized Representative

What are the requirements:

1. Students Identification Card/ valid I.D.

Duration: 25 minutes

HOW TO AVAIL OF THE SERVICE:

| Step | Applicant/ Client Activity | Service Provider Activity | Duration of Activity Under Normal circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|------|--|---|---|-----------------------|---|--|--|
| 1 | Requests for assessment of payment | Gives assessment to client | 10 minutes | Collecting Officer | P 200.00 | -H.S. report card (GPA) -Official receipt | Assessment given to client |
| 2 | Pays the entrance & other fees | Receives payment & issues receipt | 15 minutes | Collecting Officer | P 500.00 (downpayment upon enrolment) a) DIT I & II - P3,500.00 b) BEE I - P4,232.50 c) BEE II - P4,520.00 d) BEE III- P4,795.00 e) BEE IV- P4,295.00 | Accountant's copy & Student's copy of the enrolment form Official receipt | Payment received/Official Receipt issued |

MUST- JASAAN CAMPUS

Jasaan, Misamis Oriental

3.4 JASAAN CAMPUS (Jasaan, Misamis Oriental)

| | |
|-------------------------------|----|
| 1. Registrar's Services..... | 73 |
| 2. Enrollment Services..... | 74 |
| 3. Assessment Services..... | 75 |
| 4. Cashier Services..... | 78 |
| 5. Request for Documents..... | 79 |
| 6. Request for Grades..... | 80 |

1. Title of Frontline Service: **Registrar's Services**

Who may avail of the service: Students/graduates/Parents or Representative

Period of Availability: Monday-Saturday; 8:00am – 5:00pm

Requirements: A: Request for TOR/Honorable Dismissal/Certification

Requirements:

Request for Credential Form

Clearance (for newly Graduates)

Form 137-A (for those transferring to other school)

Duration: (Total Processing Time): 5 working days

HOW TO AVAIL OF THE SERVICE:

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------|--|---|----------------------|----------------------|---------------------------------|------------------|---|
| 1 | Fills-up Request for credential form and fill all the information as required | Receives/Check accomplished credential form | 15 seconds | Registrar | TOR= 75/p Cert= 80 HD= 80 | Request form | Accomplished Credential form received and checked |
| 2 | Presents Request for Credential form to the Assessment office for verification of standing old account | Receives form & verifies account | 20 seconds | Assessment In-charge | None | None | Verified |
| 3 | Presents request for Credential for payment | Receives payment | 1 minute | Cashier In-charge | | Official Receipt | Payment received & receipted |
| 4 | Submits request for credential with official receipts for verification of payment | Receives request | 30 seconds | Registrar In-charge | | | Accomplished Request for credential form with Official Receipt received |
| 5 | Claims the requested documents | Gives the requested document | 4 – 5 days | Registrar In-charge | | | Requested documents released |

2. Title of Frontline Service: Enrollment Services

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

Who may avail of the service: Students

What are the Requirements:

NEW OR TRANSFEREE STUDENTS

1. Passed Entrance Examination
2. NSO Certificate of Live Birth (Original and Photocopy)
3. High School Report Card (Form 138)
4. TOR (For Transferee)
5. Honorable Dismissal (For Transferee)
6. Certificate of Good Moral Character (Original)
7. Certification/Contract (For those with Scholarship)
8. 1 pc Short Mailing Envelop with Stamp

Duration: (Total Processing Time): 1 day

HOW TO AVAIL OF THE SERVICE:

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity Under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|--------------|--|----------------------------------|--|-------------------------|-------------|----------------|--|
| 1 | Evaluation | Receives evaluation requirements | 3 minutes | Registrar In-charge | None | None | Requirements Evaluated, Number of Subject accredited |
| 2 | Fills-up the enrolment form with all the necessary information such as class schedules, etc. | Checks completeness of entries | 2 minutes | Registrar | None | Enrolment Form | Completeness of accomplished enrolment form checked |

| | | | | | | | |
|---|--|--------------------------------------|-----------|----------------------|--|------------------------|---|
| 3 | Secures Course Approval Form | Gives form to | 1 minute | Program Chair | None | Course Approval Form | Form Given Out |
| 4 | Presents enrolment form to assessment In-charge assessment of College Fees | Checks enrolment form's completeness | 3 minutes | Assessment In-charge | None | Assessment Slip | Enrollment form checked in terms of completeness |
| 5 | Presents Assessment Slip to the Cashier for payment of college Fees | Checks validity of slip | 3 minutes | Cashier | Official Receipt | | Validity of assessment slip checked. |
| 6 | Presents Enrolment form for payment of other fees such as PFSA, CSO, ID and Insurance | Receives/checks enrolment form | 1 minute | Cashier | PFSA= 75 SCO= 50 ID= 100 Ins.= 75 | Official/Temp Receipts | Enrolment form received/checked |
| 7 | Presents Enrolment Form for Medical and Dental Check-up / Accomplishes Dental/Medical Data | Receives/checks enrollment form | 3 minutes | Campus Nurse | None | Personal Data Sheet | Completed Data Sheet checked |
| 8 | Submit Completed Enrolment Form to the Registrar and Gets Class Cards | Releases completed enrolment form | 2 minutes | Registrar | None | None | Completed Enrolment Form and Class Cards released |

OLD STUDENTS

Cleared Clearance (Recent semester enrolled)
 Competition Form (for those with INC Grade)
 High School Report Card
 Duration: (Total Processing Time): 1 day

Certification/Contract (For those with
 Scholarship)
 1 pc Short Mailing Envelop with Stamp

HOW TO AVAIL OF THE SERVICE:

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity Under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|---|--|--|--|--------------------------|-------------|----------------------|---|
| 1 | Presents Clearance for recent enrolled semester | Issues clearance | 45 seconds | Registrar | None | None | Issued |
| For student having INC Grade: Get Completion Form and have your grade from your instructor | | | | | | | |
| 2 | Secures Course Approval Form | Gives course approval form | 1 minute | Program Chair | None | Course Approval Form | Form Given Out |
| 3 | Presents Enrolment form to assessment In-charge assessment of College Fees | Issues assessment slip | 3 minutes | Cashier | None | Assessment Slip | Assessment slip issued |
| 4 | Presents Assessment Slip to the Cashier for payment of college Fees | Checks assessment slip | 3 minutes | Cashier | None | Official Receipt | Assessment slip checked |
| 5 | Presents Enrolment Form for Medical and Dental Check-up | Guides client in accomplishing medical/dental data sheet | 3 minutes | Campus Nurse/Dental Aide | None | Personal Data Sheet | Client is guided in accomplishment of medical/dental sheets |
| 6 | Submits Completed Enrolment Form to the Registrar and Get your Class Cards | Releases enrolment form & class cards | 2 minutes | Registrar | None | None | Completed Enrolment Form and Class Cards released |

3. Title of Frontline Service: **Assessment Services**

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

Who may avail of the service: Students/graduates/Parents or Representatives

What are the Requirements: During Enrolment

Duly accomplished Enrolment Form

Valid School ID (Old Students)

Duration: (Total Processing Time): 4 minutes and 30 seconds

HOW TO AVAIL OF THE SERVICE:

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity Under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|--------------|--|----------------------------------|--|-------------------------|-------------|--------------|--|
| 1 | Presents Accomplished Enrolment Form w/ School ID for assessment of college fees | Receives form | 20 seconds | Assessment In-charge | None | None | Enrolment form received |
| 2 | Claim your assessment Slip | | 10 seconds | | | | Assessment Slip released |
| 3 | Proceed to Cashier's office for payment | | 2 minutes | | | | |
| 4 | Return to assessment office for recording | | 1 minutes | | | | Recorded payment made in their student individual ledger |

4. Title of Frontline Service: **Cashier Services**

Schedule of Availability: Monday-Friday; 8:00am – 5:00pm and Saturday: 8:00 am – 11:30am

Who may avail of the service: Students/graduates/Parents or Representatives

What are the Requirements:

During Enrolment

Assessment Slip

Duration: (Total Processing Time) 2 minutes

HOW TO AVAIL OF THE SERVICE:

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity Under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|--------------|---|--------------------------------------|--|-------------------------|-------------|--------------|---|
| 1 | Present Assessment Slip for payment of college fees | Receives Assessment slip and payment | 10 seconds | Cashier | | | Assessment slip and Payment received |
| 2 | Issuance of Official Receipt | Issues O.R. | 1 min & 40 seconds | Cashier | | | Official Receipt Released |
| 3 | Return to assessment office | Assessment Office | 10 seconds | Assessment In-charge | | | |

5. Title of Frontline Service: Request for Documents

Schedule of Availability: Monday-Friday 8:00am – 5:00pm, Saturday: 8:00am – 11:30am

Who may avail of the service: Students/graduates/Parents or Representative

What are the Requirements:

Request of TOR, Honorable Dismissal and other certification

Request of Credential Form

Duration: (Total Processing Time) 2 minutes

HOW TO AVAIL THE SERVICE:

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity Under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|--------------|--|----------------------------------|--|-------------------------|-------------|--------------|---|
| 1 | Presents accomplished request of Credential form for Payment | Receives payment | 10 seconds | Cashier | | | Payment received |
| 2 | Issuance of Official Receipt | Issues Official Receipt | 1 min & 40 seconds | Cashier | | | O.R. released |
| 3 | Return to Registrar's office to claim requested documents | Checks payment/O. R. | 10 seconds | Assessment In-charge | | | Requested documents released. |

6. Type of Service: **Request for Grades**

Requirements: Report of Rating Form; Valid School ID

Duration: (Total Processing Time): 1 day

HOW TO AVAIL OF THE SERVICE:

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity Under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------|---|--------------------------------|---|---------------------|------|-------|----------------------------------|
| 1 | Presents School ID and Fills-up Report of Rating Form | Receives report of Rating Form | 1 minute | Registrar In-charge | None | None | Accomplished received |
| 2 | Claims report of rating on the next day | Releases report of rating | Next day | Registrar In-charge | None | None | Report of Rating released |

For Scholars:

| Steps | Applicant/Client Activity | Service Provider Activity | Duration of Activity Under Normal Circumstances | Person In Charge | Fees | Forms | Output from the Service Provider |
|-------|---|---------------------------|---|---------------------|------|-------|--|
| 1 | Presents the prescribed form for rating to the registrar office | Receives form for rating | 1 minutes | Registrar In-charge | None | None | Report of Rating Form Prescribed by sponsor received |
| 2 | Claims report of rating on the next day | Releases rating report | Next day | Registrar In-charge | None | None | Rating report released to client |

FEEDBACK FORM

So that we can serve you better, please let us know about your comments and suggestions, complaints and/or compliments regarding the quality of the service that you received from us. Just check the appropriate space below:

COMPLAINT _____ COMPLIMENT _____ SUGGESTION _____

Please identify the Official/employee/Office Concerned:

Brief Narration Concerning the Incident:

[You may also use the back portion of this sheet or another sheet]

_____.

What would you recommend to improve the service from us?

_____.

Name (optional) _____ Course/Year _____

If not a student, give address: _____.

Contact Numbers

Telephone: _____ Cellular Phone _____ e-Mail address _____

Signature: _____ Date: _____

MEMBERS OF THE BOARD OF REGENTS

| | |
|--|----------------------|
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| <p>4. Hon. Mar A. Roxas Chairman, Senate Committee on Educ., Culture & Arts Senate of the Philippines Represented by Hon. Gov. Oscar S. Moreno</p> | <p>Member</p> |

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| <p>5. Hon. Leon M. Dacanay, Jr., CESO III Regional Director, NEDA- x Cagayan de Oro City</p> | <p>Member</p> |
| <p>6. Hon. Angelito C. Alolod, CESO III Regional Director, DOST-x Cagayan de Oro City</p> | <p>Member</p> |
| <p>7. Hon. Dionel O. Albina President, Faculty Association</p> | <p>Member</p> |
| <p>8. Hon. Enrique G. Guevarra (On Leave) President, Alumni Association Rep by: Mr. Randy B. Estoquia Vice President (On Observer status Only)</p> | <p>Member</p> |
| <p>9. Hon. Ellison N. Econ President, SSC</p> | <p>Member</p> |
| <p>10. Ms. Gilda M. Maquiling Asst. Professor IV</p> | <p>University/BOR Secretary - Designate</p> |

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| 3. Dr. Nenita D. Palmes | VP – Research, Extension, Development & Educational Advancement Services | 088-856- 1738 Loc. 227 |
| 4. Mr. Cesar C. Esquinas | VP-Administration & Finance | 088-856-1739 Loc: 106 |
| 5. Dr. Juana M. de la Rama | Dean, School of Policy Studies & Educational Management | 088-856-1739 Loc: 107 08822-71-06-05 |
| 6. Prof. Romeo M. de Asis | Dean, School of Industrial and Information Technology | 088-856-1739 Loc: 151 |
| 7. Prof. Vima Socorro J. Tandog | Dean, School of Arts and Sciences | 088-856-1739 Loc: 127 |
| 8. Engr. Gretchel R. Robles | Dean, School of Engineering & Architecture | 088-856-1739 Loc: 159 088-855-2344 |
| 9. Atty. Jonathan S. Oche | Dir., Admin. & General Services Division | 088-856-1739 Loc: 120 |
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| 20. Engr. Ruel S. Salvador | Campus Director, Jasaan | 088-855-2344 09276150001 |
| 21. Ms. Jesusa M. Bombeo | Campus Director, Panaon | 09213348611 |