

WEST VISAYAS STATE UNIVERSITY
CITIZEN'S CHARTER
(Updated last December 2012)

WVSU Key Officials

University President



Dr. Pablo E. Subong, Jr.
President

Vice Presidents



Dr. Bobby D. Gerardo
Vice President for Administration
and Finance



Dr. Luis A. Abioda
Vice President for Academic
Affairs



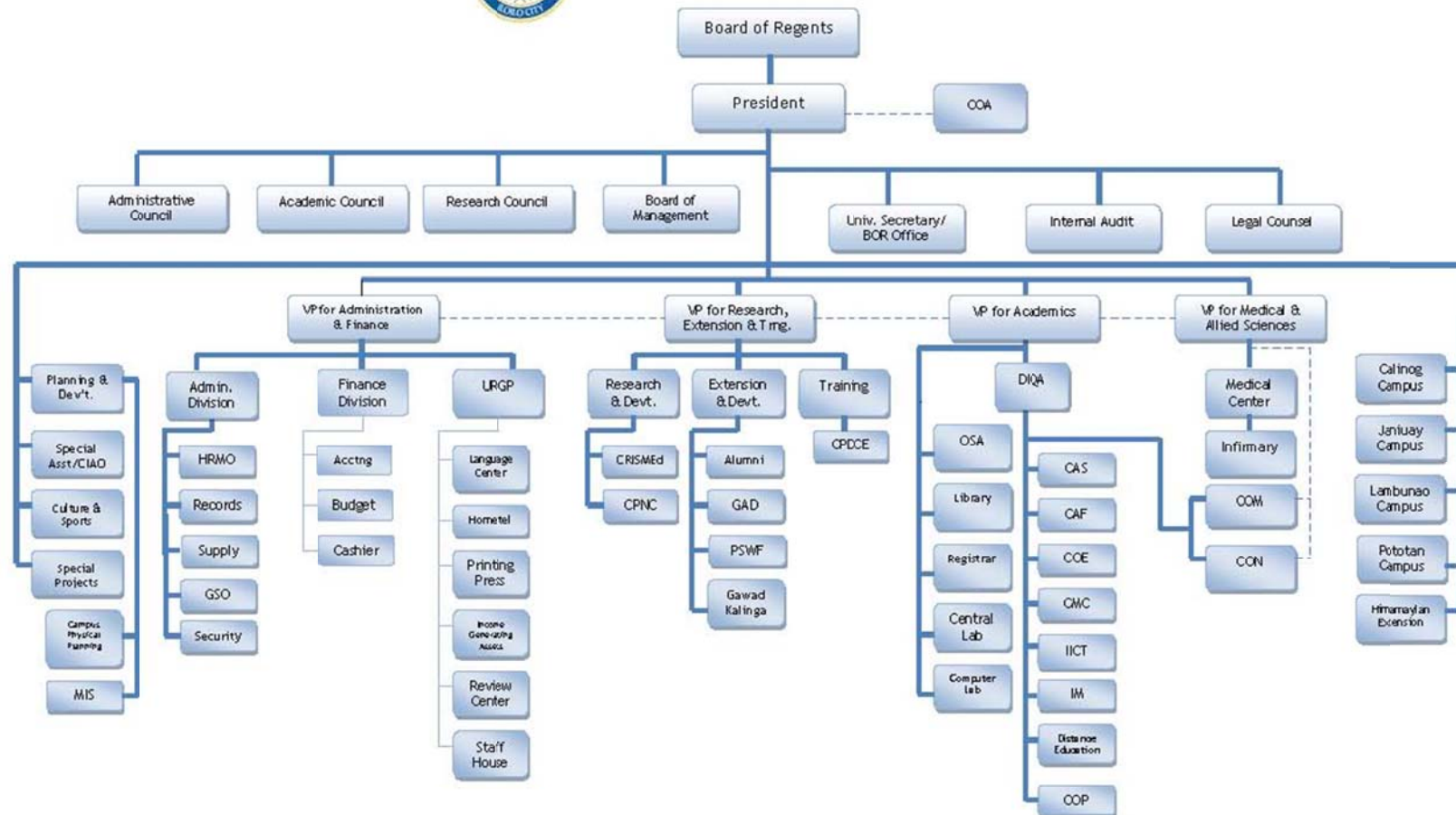
Dr. Ma. Lulu L. Loyola
Vice President for Research,
Extension and Training



**Dr. Giovanni A. De Los
Reyes**
Vice President for Medical and
Allied Sciences



WVSU ORGANIZATIONAL CHART



Vision

WVSU as one of the top universities in Southeast Asia

Mission

To produce globally competitive life-long learners

Core Values

Service • Harmony • Excellence

PERFORMANCE PLEDGE

WE, the members of the Faculty and Staff of this University, do hereby pledge and commit to:

Willingly and willfully do our best to provide quality education to the youth of this country;

Vigilantly ensure strict compliance to work standards and ethics at all times;

Sincerely strive for the proper implementation of the programs of government with transparency and fairness; and

Unanimously take responsibility in the pursuit of our common goals for the people's welfare;

Service, we pledge;

Harmony, we value;

Excellence, we live by.

FEEDBACK AND REDRESS MECHANISM

Your comments and suggestions will help us improve the delivery of our services.

You may do any of the following:

- Accomplish our Feedback Form and drop it in the suggestion box located at the entrance of the Administration Building.
- Inform the Security Guard on Duty at the Administration Building or approach our Officer of the Day assigned in the Public Assistance Desk.
- E-mail to citizenscharter@wvsu.edu.ph.

WVSU FRONTLINE SERVICES

Accounting Office

Cashier's Office

Director of Instruction and Quality Assurance

Medical/Dental Clinic

Office of Student Affairs

Registrar's Office

Security Office

University Extension and Development Center

University Learning and Resource Center

University Research and Development Center

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ASSESSMENT OF ADDITIONAL SCHOOL FEES

Availability of Service:	8:00 am – 5:00 pm; Monday to Friday 8:30 am – 4:30 pm; (Saturdays-Enrolment period)
Clients/Customers:	Students who applies for subject adding/changing/dropping and Specially-arranged Subjects (Tutorial)
Requirements:	IUIS Assessment, Adding/Changing/Dropping and Tutorial Forms
Processing Time:	5 minutes
<i>Note:</i>	

The assessed fees of all regular students with regular loads are automatically computed and generated through the Integrated University Information System (IUIS). For first year or new students, assessed fees can be generated from their respective colleges. While continuing students can generate their own assessment and/or check their balances using their respective IUIS user accounts.

STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPON SIBLE	FORM/S
1	Presents PINK NUMBER & required documents	Checks Tutorial Form/Changing/ Adding/ Dropping Forms if properly filled-up and completely signed. Verifies if subject is encoded in the IUIS Attaches Tutorial fee to Subjects on Special Arrangements	3 minutes	none	Students Account Clerk/ Assessor	Changing/ Adding/ Dropping Form/ Tutorial Form
2		Affixes signature in the space provided and detached Accountant's Copy of Form/s	1 minute	none	Students Account Clerk/Assessor	
3	Receives Form with reassessment/ assessment and proceeds to cashier for payment	Returns the Form with assessment and directs student to pay to the cashier	1 minutes	none	Students Account Clerk/Assessor	
END OF TRANSACTION						

RELEASING OF CLEARANCES FOR GRADUATING STUDENTS

Availability of Service: 8:00 am – 5:00 pm; Monday to Friday
Clients/Customers: Graduating/Re-entering Students
Requirements: School I.D. and/ Official Receipt /Request Form
Processing Time: 15 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Presents PINK NUMBER and fills-out Request Form and presents this with School I.D.	Checks student's payment record in manual or electronic record, whichever applies.	5 minutes	P20.00 (for re-issuance of clearance only)	Students Account Clerk	Request Form
2		Issues Order of Payment (OP) for students with balance and directs them to cashier for payment.	3 minutes	None	Students Account Clerk	Order of Payment (OP)
3	Pays to the Cashier (BLUE NUMBER)					
4	Presents Official Receipt to Students Account Clerk	Posts payment based on OR presented.	2 minutes	None	Students Account Clerk	
5		Retrieves clearance from file or issues blank clearance (for lost clearance)	3 minutes	None	Students Account Clerk	Clearance Form
6	Student fills-out the clearance form with complete data	Countersigns clearance and release to student	2 minute	None	Students Account Clerk	
END OF TRANSACTION						

Note: Applies only to students with unpaid accounts after Mid-Term exam. and/or students who lost their clearances. Clearances of students who paid in full during enrolment or during mid-term are forwarded to their respective colleges. In case of discrepancy, Official Receipts maybe required from Students

RELEASING OF STATEMENT OF ACCOUNTS/BALANCES

Availability of Service: 8:00 am – 5:00 pm; Monday to Friday

Clients/Customers: Students

Requirements: School I.D./OR

Processing Time: 8 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Presents PINK NUMBER & fills-out Request Form and presents this with School I.D	Checks student's payment record in manual or electronic record, whichever applies.	3 minutes	P20/sem.	Students Account Clerk	Request Form
2		Issues Order of Payment (OP) for students with balance and directs them to cashier for payment.	2 minutes	none	Students Account Clerk	Order of Payment (OP)
3	Pays the Cashier	Processes payment and issues O.R.				
4	Presents Official Receipt	Requests student to fill-out the logbook	1 minute	none	Students Account Clerk	Logbook
5	Logs name, details of Official Receipt and purpose of request	Informs student to claim request after signature of Accounting/Finance Head	1 minutes	none	Students Account Clerk	
6	Upon claiming, student presents ID and affixes signature in the logbook	Issues statement to student	1 minute	none	Students Account Clerk	
END OF TRANSACTION						

Note: Enrolled students can also view their assessments/balances through their online IUIS Student Module @ iuis.wvsu.edu.ph

REQUEST FOR REFUNDS (Subject to University Policies per University Code)

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

Clients/Customers: Students

Requirements: (a) For Total Withdrawal of Enrolment/Late Filing of Scholarships –
Any or all of the applicable documents will be submitted:
one (1) set Original and one (1) set photocopy of IUIS Assessment, original Official Receipt, Dropping/Tutorial and Scholarship Form, Letter Request for refund, Medical Certificate, if applicable, other documents that maybe required
(b) For Forced Dropping by the Administration - one (1) set Original and one (1) set photocopy of IUIS Assessment, Original Official Receipt, Certification, Dropping/Tutorial Form, Letter Request for refunds, other documents that maybe required

Processing Time: 10 minutes (release of Refund after 1-2 weeks)

**Request for refunds will be accommodated after enrolment*

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Presents PINK NUMBER & fills-out request form and present documents submitted	Checks completeness of documents submitted	5 minutes	none	Students Account Clerk/ Assessor	Request Form
2		If documents found to be in order, informs student of the initial computation of refund.	3 minutes	None	Students Account Clerk	
3		Instructs student to claim refund after 2 weeks from the disbursement window	2 minute	none	Students Account Clerk	
END OF TRANSACTION						

RELEASING OF CHECKS/CASH

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday
Clients/Customers: Faculty, Staff, Students and Outside Clients
Requirements: School I.D. for Students and any valid I.D. for other claimants
Processing Time: 2 minutes

THRU CHECKS

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Presents two (2) valid IDs for suppliers and school I.D. for faculty, staff and students	Requires clients sign in the logbook and Box C (Received payment)	1 minute	none	Disbursing Officer/Clerk	None
2	Issues Official Receipt (for suppliers, Remittances and Billings)	Receives Official Receipt	1 minute	none	Disbursing Officer/Clerk	None
3	Receives checks					
END OF TRANSACTION						

RELEASING OF CHECKS/CASH

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday
Clients/Customers: Faculty, Staff, Students and Outside Clients
Requirements: School I.D. for Students and any valid I.D. for other claimants
Processing Time: 1 minutes

THRU CASH

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Presents two (2) valid IDs for suppliers and school I.D. for faculty, staff and students	Requires client signs in the payroll. Counts money before releasing.	1 minute	none	Disbursing Officer/Clerk	None
2	Receives money					
END OF TRANSACTION						

COLLECTION OF FEES (BY ORDER OF PAYMENT)

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday
8:30 am – 4:30 pm; (Saturdays-Enrolment period)

Clients/Customers: Students and Other Clients

Requirements: IUIS Assessment/Order of Payment/ School I.D.

Processing Time: 2 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	<u>THRU ORDER OF PAYMENT</u> Presents YELLOW NUMBER & duly accomplished Order of Payment	Receives Order of Payment and fills-out Official Receipt	1 minute	none	Collecting Officer/Clerk	Order of Payment
2	Pays amount indicated in the Order of Payment	Receives the money and counts the payment. Issues OR and gives the change (if necessary)	1 minute	none	Collecting Officer/Clerk	
3	Receives OR/change					
END OF TRANSACTION						

COLLECTION OF FEES (ASSESSMENT/BALANCES IN IUIS)

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday
8:30 am – 4:30 pm; (Saturdays-Enrolment period)

Clients/Customers: Students and Other Clients

Requirements: IUIS Assessment/Order of Payment/ School I.D.

Processing Time: 3 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	<u>THRU IUIS</u> Presents WHITE NUMBER & duly accomplished assessment of fees	Gets the RF and counter checks the balance due in the web/program (internet) of the student. Informs student's due balance.	1 minute	none	Collecting Officer/Clerk	
2	Pays amount due	Gets and counts the payment and issues the OR and gives the change (if necessary)	2 minutes	none	Collecting Officer/Clerk	
	Receives OR/change					
END OF TRANSACTION						

COLLECTION OF FEES (COLLEGE ADMISSION TEST-CAT)

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

Clients/Customers: Students and Other Clients

Requirements: CAT Application Form

Processing Time: 2 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Presents YELLOW NUMBER & CAT Application Form	Checks CAT Application Form and fills-out Official Receipt	1 minute	none	Collecting Officer/Clerk	CAT Application Form
2	Pays amount due	Gets and counts the payment and gives the change (if necessary) Issues the OR and attaches it to the CAT Application Form and instructs the student to proceed to the registrar to submit Application documents	1 minute	none	Collecting Officer/Clerk	
	Receives OR/change and proceeds to the Registrar					
END OF TRANSACTION						

APPROVAL OF PERMITS FOR ACADEMIC ACTIVITIES

Schedule of Availability of Service: Two weeks before the activity

Clients / Costumers: Faculty and Students

Requirements: Request for Permit "A" to Conduct Academic Activity;

Attach the following documents: Course Syllabus, Itinerary or Program of Activities, Budget, List of Students, Parental Waivers for activity within WVSU (conducted after 7PM/on weekends/on Holidays), and outside WVSU. For fieldtrip or educational tour, CMO 17 (Guidelines on Fieldtrips and Educational Tour) Checklist of Requirements is to be accomplished. For activities within WVSU, the activity must have approval of GSO Supervisor and Chief Administrative Officer.

Processing Time: At most 8 minutes

STEP	COSTUMER/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Presents complete papers	Check papers for previous details and signatures	5 minutes for educational fieldtrips/tours 3 minutes for other activities	None	Class representative/fa culty in-charge, and DIQA Administrative Assistant	Permit A for Academic Activities CMO 17 Checklist
2	Obtains signature of the Director of Instruction and Vice President for Academic Affairs If activity is outside Western Visayas, applicant seeks approval of the University President	Signs Permit to conduct activity	3 minutes	None	Director of Instruction and Quality Assurance and Vice President for Academic Affairs University President	Permit A to for Academic Activities
END OF TRANSACTION						

APPROVAL OF REQUEST FOR TUTORIAL (SPECIAL ARRANGEMENT COURSES)

Schedule of Availability of Service: 8:00 AM-5:00 PM; Monday to Saturday during enrolment time

Clients/Customers: Students (Undergraduate and Graduate School)

Requirements: Request for Tutorial Form; Attach adding Form if the Course was not yet enrolled

Processing Time: 4 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Presents duly accomplished request	Checks the request for previous details and signatures	2 minutes	None	DIQA Administrative Assistant	Request Form for Tutorial (Special Arrangement of Courses)
2	Obtains signature of Director of Instruction & Quality Assurance	Signs Request	2 minutes	None	Director of Instruction & Quality Assurance	Request Form for Tutorial (Special Arrangement of Courses)
END OF TRANSACTION						

STUDENT RESEARCH CONSULTATION/ADVISING

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

Clients/Customers: Students

Requirements: Research Proposal, Draft Manuscript (Chapters 1-5)

Processing Time: 1 hour

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Seeks consultation	Looks into the research paper	15 minutes	None	Research Adviser	None
2	Listens to the suggestions and recommendations of the advisers	Discusses aspects that need improvement	30 minutes	None	Research Adviser	None
3	Receives research proposal	Writes suggestions	10 minutes	None	Research Adviser	None
4	Agrees on next schedule of consultation	Sets next schedule of consultation	5 minutes	None	Research Adviser	None
END OF TRANSACTION						

CONSULTATION (DENTAL)

Schedule of Availability of Service: 8:00 am – 5:30 pm; Monday to Friday (Undergraduate Students)

8:00 am – 5:00 pm; Saturday (Graduate School Students)

Clients/Customers: WVSU Students, Faculty and Staff

Requirements: WVSU Identification Card

Processing Time: Simple case: 30 minutes and below; Complex case: 35 minutes – up

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Requests for dental consultation Presents WVSU ID	<ul style="list-style-type: none"> Receives client's data Locates dental record 	5 minutes	None	Dental Aide	<ul style="list-style-type: none"> Dental Log book Dental Health Record
2	Submits to initial history taking	<ul style="list-style-type: none"> Asks chief complaints 	3 minutes	None	Dental Aide	<ul style="list-style-type: none"> Dental Health Record
3	Undergoes consultation and/or dental procedure	<ul style="list-style-type: none"> Prepare instruments before dental procedure Dental check-up/consultation Gives consent/permit for tooth extraction Take blood pressure before tooth extraction Tooth Extraction (simple) (complex} Tooth Filling 	3 minutes 5 minutes 3 minutes 3 minutes 30 minutes 1 hour 45 minutes	None	Dental Aide Dentist/ Dental Aide	<ul style="list-style-type: none"> Dental Health Record Permit/consent form

4	Receives dental advise, prescriptions/tooth X-ray request	<ul style="list-style-type: none"> • Gives advice, requests for tooth /X-ray requests when needed, writes prescription • Gives dental certificate when needed • Schedules follow-up visit when necessary 	5 minutes	None	Dental Aide	<ul style="list-style-type: none"> • Tooth x-ray request form, Prescription pad • Dental Certificate
5	Receives prescribed medicines if available and signs in logbook	<ul style="list-style-type: none"> • Provides medications if available and instructs patient to sign in logbook 	3 minutes	None	Dental Aide	<ul style="list-style-type: none"> • Medicine logbook
END OF TRANSACTION						

ANNUAL PHYSICAL EXAMINATION (MEDICAL)

Schedule of Availability of Service: 7:30 am – 5:00 pm; Monday to Friday (Undergraduate Students)

Clients/Customers: WVSU Students, Faculty and Staff

Requirements: New students: Laboratory Results Old Students: WVSU Identification Card

Processing Time: Simple case: 30 minutes and below; Complex case: 35 minutes – up

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Obtains laboratory/X-ray request form	<ul style="list-style-type: none"> Colleges provides laboratory/X-ray request form 	2 weeks before Physical Exam	None	College/Department	<ul style="list-style-type: none"> Laboratory/X-ray request forms
2	<p>NEW STUDENTS:</p> <ul style="list-style-type: none"> fills out information/data sheet Submits CBC, Urinalysis, Fecalalysis, Chest X-ray results <p>OLD STUDENTS:</p> <ul style="list-style-type: none"> presents WVSU ID 	<ul style="list-style-type: none"> Prepares medical records Attaches laboratory/X-ray results to records Locates medical record 	10 minutes	None	Nurse/Dental Aide	<ul style="list-style-type: none"> Information/Data Sheet Medical Health Record
3	Undergoes physical examination	<ul style="list-style-type: none"> Takes vital signs, blood pressure, heart rate, respiratory rate, height/weight, Snellen's Test Obtains pertinent medical history and performs physical examination Gives advice; treats patient when needed; gives laboratory requests and prescription if needed Issues medical certificate 	<p>15 minutes</p> <p>15 minutes</p> <p>10 minutes</p>	<p>None</p> <p>None</p> <p>None</p>	<p>Nurse</p> <p>Physician</p> <p>Physician</p>	<ul style="list-style-type: none"> Medical Health Record Prescription pad Medical Certificate

4	Receives medical certificate, laboratory requests and prescriptions if needed	• Schedules follow-up visit if needed	5 minutes	None	Physician	
END OF TRANSACTION						

ANNUAL DENTAL EXAMINATION (DENTAL)

Schedule of Availability of Service: 8:00 am – 5:30 pm; Monday to Friday (Undergraduate Students)

Clients/Customers: WVSU Students, Faculty and Staff

Requirements: New students: Old students: WVSU Identification Card

Processing Time: Simple case: 30 minutes and below; Complex case: 35 minutes – up

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	NEW STUDENTS: <ul style="list-style-type: none"> fills out information data sheet OLD STUDENTS: <ul style="list-style-type: none"> presents WVSU ID 	<ul style="list-style-type: none"> Prepares dental record Locates dental record 	10 minutes	None	Dental aide	<ul style="list-style-type: none"> Information Data Sheet Dental record
3	Undergoes dental examination	<ul style="list-style-type: none"> Obtains pertinent dental history and performs dental examination Gives dental advice; prescription/ X-ray requests if needed Issues medical certificate 	15 minutes	None	Dentist	<ul style="list-style-type: none"> Dental record Prescription pad X-ray request Dental certificate
4	Receives dental certificate and prescription/tooth x-ray requests if needed	<ul style="list-style-type: none"> Schedules follow-up visit if needed 	3 minutes	None	Dentist	
END OF TRANSACTION						

TREATMENT OF MINOR INJURIES/WOUNDS (MEDICAL)

Schedule of Availability of Service: 7:30 am – 5:00 pm

8:00 am – 5:00 pm; Saturday (Graduate School Students) 1:00-5:00 (Nurse Only)

Clients/Customers: WVSU Students, Faculty and Staff

Requirements: WVSU Identification Card

Processing Time: Simple: 10 minutes and below; Complex: 15 minutes – up

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Requests for treatment Presents WVSU ID	<ul style="list-style-type: none">• Locates medical record and asks for chief complaint	5 minutes	None	Nurse	<ul style="list-style-type: none">• Medical health record
2	Seeks consultation	<ul style="list-style-type: none">• Takes medical history and performs physical examination and gives treatment (e.g. dressing) to minor injuries/wounds	20 minutes	None	Physician/Nurse	<ul style="list-style-type: none">• Medical health record
3	Receives medical advice and prescription	<ul style="list-style-type: none">• Gives prescription and medical advice• Instructs patient to go to WVSUMC-ER for injections/surgical procedure if necessary• Schedules follow-up visit when necessary	3 minutes	None	Nurse/Physician	<ul style="list-style-type: none">• Prescription pad
4	Receives prescribed medicine if available and signs in logbook	<ul style="list-style-type: none">• Provides medications if available and instructs patient to sign in logbook	3 minutes	None	Nurse	<ul style="list-style-type: none">• Medicine logbook
END OF TRANSACTION						

CONSULTATION (MEDICAL)

Schedule of Availability of Service: 7:30am–4:30pm;MondaytoFriday(UndergraduateStudents)

University Medical-Dental Clinic 8:00 am – 12:00 pm; Saturday (Graduate School Students) 1:00-5:00 pm - Nurse Only

Clients/Customers: WVSU Students, Faculty and Staff

Requirements: WVSU Identification Card

Processing Time: Simple case: 30 minutes and below; Complex case: 35 minutes – up

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Requests for medical consultation Presents WVSU ID	<ul style="list-style-type: none">• Receives client's data• Locates medical record	5 minutes	None	Nurse	<ul style="list-style-type: none">• Medical Logbook• Medical health record
2	Submits to initial history taking and physical examination	<ul style="list-style-type: none">• Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight/height)• Asks chief complaint	10 minutes	None	Nurse	<ul style="list-style-type: none">• Medical health record
3	Undergoes consultation or medical procedure	<ul style="list-style-type: none">• Takes medical history, examines patient and issues prescriptions and laboratory/X-ray requests when needed	15 minutes	None	Physician	<ul style="list-style-type: none">• Laboratory request form• Prescription pad
4	Receives medical advice, prescription, laboratory/X-ray requests	<ul style="list-style-type: none">• Schedules follow-up visit when necessary• Issues medical certificate when needed	5 minutes	None	Physician	<ul style="list-style-type: none">• Medical Certificate
5	Receives prescribed medicines if available and signs in logbook	<ul style="list-style-type: none">• Provides medications if available and instructs patients to sign in logbook	3 minutes	None	Nurse	<ul style="list-style-type: none">• Medicine logbook

6		<ul style="list-style-type: none"> • Recording of patients charts and returning them in the proper place 	30 minutes	None	Nurse	<ul style="list-style-type: none"> • Medical Health Record
END OF TRANSACTION						

HOUSING AND DORMITORIES

Schedule of Availability of Service: 1-2 months before enrollment

Clients/Customers: WVSU Lady Students only

Requirements: Those who live in far places; good moral character

Processing Time: 45 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Comes to the Dorm personally with parents or guardian	Guides to see the rooms and facilities of the dormitory	15 minutes	None	Dorm Manager	None
2	Fills out the Reservation Form and Parents Instruction Sheet	Advises applicant to pay to the cashier, one month advance and two months deposit once the applicant is accepted	20 minutes	P500.00/month	Cashier	Reservation Form and Parents Instruction Sheet
3	Prepares for interview and signing of contract	Records/Files signed forms	10 minutes	None	Dormitory Manager	Contract
END OF TRANSACTION						

PROCESSING OF SCHOLARSHIP APPLICATIONS

Schedule of Availability of Service: Week before enrollment or as Scheduled

Clients/Customers: Scholars

Requirements: Certificate/Notice of Award, Scholarship form

Processing Time: 47 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Fills out the scholarship form downloaded from WVSU website	<ul style="list-style-type: none">• Advises applicant to pay the documentation filing fee to the cashier once the application is approved• Advises applicant for appropriate action if she/he is not qualified	5 minutes	P25.00/sem.	Office of Student Affairs/Cashier	Scholarship form
2	Seeks signature of registrar, dean or directors, advisers, coaches		30 minutes	None	Registrar, deans/directors, adviser & coaches	
3	Presents certificate/notice of award to Office of Student Affairs attending officer	Checks papers/credentials presented	10 minutes	None	Office of Student Affairs attending officer	Scholarship form
4	Gives copy of approved scholarship to Office of Student Affairs, Registrar, Cashier and Dean	Records/files approved scholarship	2 minutes	None	Office of Student Affairs clerk	
END OF TRANSACTION						

APPROVAL OF PERMITS OF STUDENT NON ACADEMIC ACTIVITIES

Schedule of Availability of Service: Two weeks before the activity

Clients/Customers: Student Organizations

Requirements: Filled out Form B Request for Permit to Conduct Non Academic Activity (must have liquidated previous activities; attach waivers if after 5:00 P.M., outside WVSU and outside Western Visayas; attach Budget Plan if it entails expenses; for activities within WVSU, must have approval of General Services Office, Administrative Office and Vice President for Administration and Finance to use school facilities)

Processing Time: 6 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Presents complete papers	Checks papers for previous details and signatures	3 minutes	None	Student Organizations' Coordinator/Clerk	Permit to conduct non academic activity
2	<ul style="list-style-type: none">• If activity is non-academic, applicant obtains signature of Office of Student Affairs, Dean and Vice President for Academic Affairs.• If activity is outside Western Visayas, applicant seeks approval of the University President.	Signs permit to conduct activity	3 minutes	None	<ul style="list-style-type: none">• Dean of Student Affairs• University President	Permit to conduct activity
END OF TRANSACTION						

ACCREDITATION OF STUDENT ORGANIZATIONS

Schedule of Availability of Service: University and College Student Councils – last week of April

Other Organizations and Interest Groups – 2nd week of July

Clients/Customers: Officers of student councils and various school organizations

Requirements: Complete application papers for accreditation

Processing Time: 68 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Submits complete application forms with requirements	Checks forms and requirements; if deficient, returns papers for completion	15 minutes	None	Student Organization Coordinator	Student Organization Forms
2	Chair/Representative seeks approval of application	Reviews by Accreditation Committee	30 minutes	None	Accreditation Committee	
3	Applicant's representative follows up status/approval of application	Approves/Disapproves application	3 minutes	None	Dean of Student Affairs	
4	Applicant's representative gets approved/disapproved papers	Should have 1 approved copy received by the organization's representative for office file	2 minutes	None	Student Organization Coordinator	
5	Faculty Adviser is designated as adviser of the organization.	Types and prints faculty designation	15 minutes	None	Student Organization Coordinator	
7	Receives faculty designation	Issues the approved faculty designation	3 minutes	None	Office Clerk	
END OF TRANSACTION						

STUDENT ASSISTANTSHIP

Schedule of Availability of Service: 8:00 A.M. – 5:00 P.M. (Monday to Friday)

Clients/Customers: Students

Requirements: Application Letter, Request/Recommendation Letter from the Unit Heads, Student Assistant Personal Data Sheet

Processing Time: 35 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Submits application letter, class schedule, ID picture	Receives application letter and checks STFAP bracket, class schedule and ID picture	5 minutes	None	OSA clerk	None
2	If chosen by a particular unit/office	Screens applicant and recommends to the Dean of Students those who are qualified Informs qualified applicant	10 minutes 5 minutes	None	Unit Heads OSA	None
3	Secures Order of Payment from the Office of Student Affairs	Advises applicant to pay to the cashier the documentation filing fee and membership fee	5 minutes	P50.00	OSA/Cashier	Order of Payment
4	Presents official receipt to the OSA and fills out Personal Data Sheet for Student Assistant	Advises applicant to seek signatures of immediate supervisor and division head	5 minutes	None	OSA clerk	Personal Data Sheet
5	Submits Personal Data Sheet for approval of the Dean of Student Affairs	Records/files approved form	5 minutes	None	OSA clerk	None
END OF TRANSACTION						

STUDENT LABOR (SUMMER)

Schedule of Availability of Service: Every Summer (one week before the opening of Summer classes)

Clients/Customers: Student Assistants

Requirements: Contract Form 01a, Certificate of Employment, Birth Certificate/Baptismal, Grades last School Year Attended, School ID/Certificate of Residency, Certificate of Enrollment, 2 pcs. 1x1 ID picture

Processing Time: 1 hour

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Secures needed documents from the OSA for those who are willing to be a recipient of Special Program for Employment of Students (SPES) Program	Distributes forms and list of other requirements	20 minutes	None	Office of Student Affairs clerk	DOLE Form No. RO-01a, SPES Form 04, FM-DOLERO3-EPDO-01
2	Secures copy of grades or transcript of records, birth/baptismal certificate, barangay certification, school ID/certificate of residency and 2 copies of 1x1 ID picture	Advices students to secure all requirements	30 minutes	None	Office of Student Affairs clerk	
3	Submits all the requirements to the OSA	<ul style="list-style-type: none">• Checks and answers all documents presented• Once all papers are received OSA submits them to DOLE	10 minutes	None	Office of Student Affairs clerk	
END OF TRANSACTION						

PSYCHOLOGICAL TESTING (FOR OUTSIDE CLIENTS)

Schedule of Availability of Service: upon request

Clients/Customers: Outside clients

Requirements: Letter of request

Processing Time: 4 hours and 38 minutes

STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Processes request for Psychological Testing	Provides schedule for testing and identifies tests to be given	30 minutes	Based on the approved rate by the Board of Regents	Psychometrician	Letter of request
2	Reports to testing room for testing as scheduled	Administers the test	3 to 4 hours	None	Psychometrician	Test materials
3	Requests for test results and narrative reports	Submits test reports after payment of testing fee by the requesting party	8 minutes	None	Psychometrician	Test reports
END OF TRANSACTION						

PSYCHOLOGICAL TESTING

Schedule of Availability of Service: July - August

Clients/Customers: Freshmen Students

Requirements: WVSU Identification Card

Processing Time: 2 hours and 30 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Makes inquiry regarding psychological testing schedule	Makes schedule for psychological testing by College	30 minutes	Included in tuition fee during enrolment	Psychometrician	Testing schedule
2	Reports to testing room as scheduled	<ul style="list-style-type: none">• Administers and scores IQ and Personality Tests• Gives schedule on the release of test result	1 hour and 30 minutes per session	None	Psychometrician	Answer sheets test booklets
3	Reports to guidance office for test interpretation	Interprets test results individually or by groups	30 minutes per student	None	Guidance Counselors of different Colleges	Test results personality profile
END OF TRANSACTION						

ENROLMENT OF NEW STUDENTS/TRANSFEREES (GRADUATE SCHOOL)

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Saturday (during Enrolment Period)

Clients/Customers: Incoming Masteral & Doctoral Students and Transferees

Requirements:

1. Original Copy of Honorable Dismissal/Transfer Credential (last school attended)
2. Clear Photocopy of Transcript of Records
3. 1 Long Folder
4. 1 pc Recent 1x1 ID Picture
5. Clear Photocopy of marriage Contract (female applicants only)

Processing Time: 10 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Pays local/miscellaneous fees	Receives payment		As required	Office of the Student Affairs	
2	Secures ID Number	Registers new student	10 minutes	None	Office the Registrar (Graduate School Staff)	Index Card
3	Proceed to respective Graduate School for assessment	Gives assessment Form		None	College Clerk	Assessment Form
4	Proceed to cashier for payment	Process payment and issues Official Receipt		None	Cashier/Staff	
END OF TRANSACTION						

APPLICATION FOR WVSU-COLLEGE ADMISSION TEST (WVSU-CAT)

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday (during Filing Period as posted/announced)

Clients/Customers: High School Graduates and Transferees

Requirements:

1. Non-Refundable Application Fee of P20.00 and Testing Fee of P200.00
2. Duly accomplished Application Form
3. Photocopy of High School Report Card duly authenticated by the Principal/Photocopy of Transcript of Records for Transferees
4. Two (2) recent Identical 2x2 ID picture
5. Photocopy of NSO Live Birth

Processing Time: 5 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Secures WVSU-CAT application form	Gives application form for the College Admission Test	1 minute	None	Registrar/Staff	WVSU-CAT Application Form
2	Fills-out the form and submits to the Registrar/Staff for verification and checking of requirements.	Checks the form and requirements submitted and instructs student to pay in the Cashier's Office.	1 minute	None	Registrar/Staff	Application Form
3	Pays the Cashier.	Issues O.R.	2 minutes	P20.00 Filing Fee and P200.00 Testing Fee	Cashier	
4	Returns the accomplished application form together with the O.R. to the Registrar's Office for issuance of Notice of Admission.	Receives the accomplished form and issues notice of admission	2 minutes	None	Registrar/Staff	Notice of Admission
END OF TRANSACTION						

APPRAISAL OF REGULAR AND IRREGULAR STUDENTS

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

Clients/Customers: Regular and Irregular Students

Requirements: Student's Academic Records

Processing Time: 30 minutes for regular students
1 hour for irregular students

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Requests for appraisal of Student's Academic Records	Evaluates the student's academic records	30 minutes for regular student; 1 hour for irregular student	None	Registrar/Staff	Student's Academic Record
END OF TRANSACTION						

ISSUANCE OF STUDENT'S RECORDS AND OTHER ENROLMENT-RELATED DOCUMENTS

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

Clients/Customers: Graduates students who stopped schooling and those who seek transfer to other Colleges and Universities

Requirements:

1. Request Form
2. Students Clearance (College and University)
3. Official Receipt
4. Student School Identification Card (Graduates and those who will seek transfer to other schools will surrender their student ID)
5. Authorization letter with representative's valid ID

Processing Time: Transcript of Records – 1 day (depending on the volume of request)
Certificate of Transfer Credential – 25-35 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Secures and fills-out the request form.	Receives/reviews the request form and advises client to pay to the cashier.	3 minutes	None	Registrar/Staff	Request Form
2	Pays to the Cashier	Process payment and issues Official Receipt.		Transcript of Records – P50.00/page Honorable Dismissal – P50.00 Picture Scanning – P25.00/picture Certification & other related documents – P30.00	Cashier	None

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
3	Returns the request form together with the O.R. to the Registrar's Office for scheduling	Searches data on individual folder and prepares requested form(s).	1. Transcript of Records – 1 day (depending on the volume of request) 2. Transfer Credential – 20 minutes 3. Certification of Grades/Form 137A/other related documents – 30 minutes	None	Registrar/Staff	None
4	Receives the requested documents	Releases the requested documents.	2 minutes	None	Registrar/Staff	None
END OF TRANSACTION						

PUBLIC ASSISTANCE

Schedule of Availability of Service: 24 hours; 7 days a week

Clients/Customers: Outside callers, Visitors with business transaction in the University

Requirements: Any valid ID (for walk-in)

Processing Time: 3 minutes (phone-in)
7 minutes (walk-in)

PHONE-IN

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Makes inquiry	Receives/verifies caller's name, address and purpose	2 minutes	None	Security Guard	Security logbook
2	Gives information	Transfers telephone lines to the person concerned	1 minute	None	Security Guard	Security logbook
END OF TRANSACTION						

WALK-IN

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Enters for personal/business transaction	Checks ID and records the name, address and purpose	4 minutes	None	Security Guard/ Security Officer	Security logbook
2	Requests for assistance	Gives/assists the subject where he/she can address the transaction	3 minutes	None	Security Guard/ Security Officer	Security logbook
END OF TRANSACTION						

ISSUANCE OF CAR PASS STICKER

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

Clients/Customers: Clients transacting business with the University

Requirements: Car Pass Application Form

Processing Time: 10 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Fills out application form.	Checks/verifies application form and instructs client to pay at the Cashier's Office	5 minutes	None	Chief Security Officer/Security Guard	Car Pass application form
2	Pays the fee at the Cashier's Office	Issues Official Receipt	3 minutes	P150.00	Cashier	
3		Issues car pass sticker	2 minutes	None	Chief Administrative Officer	
END OF TRANSACTION						

CONDUCT OF TRAINING/EXTENSION ACTIVITY

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

Clients/Customers: Students, farmers, community residents, Local Government Units, Government Organizations, Non-Government Organizations and Private Organizations

Requirements: Request letter, Training/Activity Design

Processing Time: 12 days and 1 hour

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Submits request letter	<ul style="list-style-type: none">• Receives and assesses request• Prepares training or activity design	30 minutes 2 days	None	Training staff	Training Design Form
2	Gets signatures needed for approval of training/activity design and submits training/activity design	Gets approval of the University President of the training/activity design	30 minutes	None	Training staff	
3	Prepares for the conduct of training/activity	<ul style="list-style-type: none">• Requests supplies and materials• Prepares training materials and designations of resource persons	10 days	None	Training staff	
4	Attends training/activity	Conducts training/extension activity	Based on the training design	None	Training staff	
END OF TRANSACTION						

ENROLMENT IN THE LIFE-LONG LEARNING FOR SUFFICIENCY PROGRAM (LLLSP)

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday (as scheduled every start of semester/summer)

Clients/Customers: Out-of-school youths, housewives, students and professionals

Requirements: Enrolment Form, ID pictures

Processing Time: 1 hour

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Accomplishes enrolment form	Assesses enrolment form and gives order of payment form to client	30 minutes	None	Extension Staff	Enrolment Form, Order of Payment
2	Pays enrolment fee	Receives payment and issues official receipt	5 minutes	PhP750.00	Cashier	
3	Submits enrolment form and presents Official Receipt	Receives copy of enrolment form and checks Official Receipt number	15 minutes	None	Extension Staff	
4	Signs Identification Card	<ul style="list-style-type: none">Processes ID cardReleases ID card	10 minutes 5 days after filing of ID	PhP20.00	Extension Staff	
END OF TRANSACTION						

EXTENSION PROGRAM/PROJECT IMPLEMENTATION OF COMMISSIONED/EXTERNALLY FUNDED PROJECTS

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

Clients/Customers: External funding agencies/partners

Requirements: Program/project proposal

Processing Time: 39.5 days and 30 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Calls for proposal	Prepares extension project proposal	30 days	None	Extension Staff	
2	Evaluates proposal and makes suggestions for improvement	Revises proposal incorporating suggestions Returns/submits final proposal	1 day	None	Extension Staff	
3	Receives and assesses revised proposal	Schedules proposal for In-House Review	1 day	None	Extension Staff	
4	Approves proposal and returns to proponent with Memorandum of Agreement	Presents proposal during the In-House Review	1 day	None	Extension Staff	
5		Endorses proposal and draft Memorandum of Agreement (MOA) to the Administrative Council	10 minutes	None	Extension Staff	
6		Endorses proposal and draft MOA to the Board of Regents	10 minutes	None	Extension Staff	
7		Approves proposal and MOA	10 minutes	None	University President	

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
8		Returns copies of proposal and MOA to funding agency	1 day	None	Extension Staff	
9	Receives approved proposal and MOA	Prepares for launching	1 day	None	Extension Staff	
10	Processes papers for fund transfer	Prepares for fund transfer	1 day	None	Extension Staff	
11	Transfers funds	Receives project funds	1 day	None	Extension Staff	
12	Attends launching	Launches project	½ day	None	Extension Staff	
13	Monitors and evaluates the project	Implements program/project		None	Extension Staff	
14	Receives reports	Prepares and submits reports	2 days	None	Extension Staff	
END OF TRANSACTION						

DISSEMINATION/DISTRIBUTION OF INFORMATION, EDUCATION AND COMMUNICATION (IEC) MATERIALS

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday (to be scheduled every semester)

Clients/Customers: External Clients

Requirements: Letter of Request

Processing Time: 30 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Inquires or writes letter of request on the availability of Information, Education and Communication materials	Notifies availability of materials	15 minutes	None	Extension Staff	None
2	Receives IEC materials	Explains and gives out materials	15 minutes	None	Extension Staff	None
END OF TRANSACTION						

ISSUANCE OF CERTIFICATION/RECOMMENDATION LETTER/CERTIFICATE OF COMPLETION/APPRECIATION

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

Clients/Customers: Life-Long Learning For Sufficiency Program (LLLSP) students and alumni, resource persons, training participants

Requirements: Valid IDs

Processing Time: 50 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Files/writes request in the logbook	<ul style="list-style-type: none">• Receives request• Gives order of payment• Prepares certification	30 minutes	None	Extension Staff	Order of Payment
2	Pays certification fee	Receives payment and issues Official Receipt	5 minutes	PhP30.00	Cashier	
3	Submits official receipt	Records Official Receipt number and issues requested certification.	10 minutes	None	Extension Staff	
4	Receives certificate	Issues requested certification/certificate	5 minutes	None	Extension Staff	
END OF TRANSACTION						

PHOTOCOPYING SERVICES

Schedule of Availability of Service: 8:00 am – 12:00 pm; 1:00 pm – 4:00 pm
8:00 am – 11:30 am; 1:00 pm – 4:00 pm (for reserve books)

Clients/Customers: Students

Requirements: Library Card

Processing Time: 4 minutes

STEP	CUSTOMER/APPLICAN T	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Presents the item to be photocopied and the library card.	Provides photocopy slip.	1 minute	None	Section-in-charge	Photocopyin g slip
2	Fills-out the photo copy slip and signs the book card.	Approves the slip and issues the book/s.	2 minutes	None	Section-in-charge	Photocopyin g slip and book card
3	Returns the borrowed item for photocopy.	Inspects the borrowed item.	1 minute	None	Section-in-charge	None
END OF TRANSACTION						

REFERENCE ASSISTANCE

Schedule of Availability of Service: 7:30 am – 6:00 pm for Reader's Services
8:00 am – 6:00 pm for Graduate School
7:30 am – 5:00 pm for Filipiniana/Reference

Clients/Customers: Students

Requirements: Library Card

Processing Time: 7 minutes

STEP	CUSTOMER/APPLICAN T	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Approaches the librarian-in-charge of each section and presents query.	Conducts reference interview. Directs student to the resources available.	5 minutes 2 minutes	None	Section-in-charge	None
END OF TRANSACTION						

BORROWING OF BOOKS

Schedule of Availability of Service: 7:30 am – 6:00 pm for Reader's Services
8:00 am – 6:00 pm for Graduate School
7:30 am – 5:00 pm for Filipiniana/Reference

Clients/Customers: Students

Requirements: Library Card

Processing Time: 2 minutes

STEP	CUSTOMER/APPLICAN T	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Presents the book to be borrowed together with his/her library card.	Checks the book	1 minute	None	Section-in-charge	None
2	Signs the book card.	Writes the date/time due/s.	1 minute	None	Section-in-charge	Book card
END OF TRANSACTION						

INTERNET SERVICES

Schedule of Availability of Service: 8:00 am – 6:00 pm

Clients/Customers: Students

Requirements: Student's I.D.

Processing Time: 10 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Presents ID and logs-in.	Opens/sets-up computer.	2 minutes	none	In-charge	Logbook
2	Proceeds to computer and performs activity.	Assists the user/client.	5 minutes	none	In-charge	None
3	Logs out.	Assesses the fee.	2 minutes	P10.00/hour	In-charge	None
4	Pays the fee and signs in the logbook.	Receives payment.	1 minute	none	In-charge	Logbook
END OF TRANSACTION						

MULTIMEDIA SERVICES

Schedule of Availability of Service: 8:00 am – 6:00 pm

Clients/Customers: Students/Faculty and Staff

Requirements: Audio-Visual Form

Processing Time: 2 hours and 14 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Makes reservation.	Checks availability of room/equipment.	3 minutes	None	In-charge	AV Reservation Form
2	Fills-out and processes the AV Reservation Form.		2 hours	None	In-charge	None
3	Submits the AV Reservation Form.	Verifies and approves the reservation. Books the reservation and sets-up the equipment.	1 minute 10 minutes	None	In-charge	Audio-Visual Reservation Form
END OF TRANSACTION						

RE-ISSUANCE OF LIBRARY CARDS

Schedule of Availability of Service: 7:30 am – 6:00 pm for Reader's Services
8:00 am – 6:00 pm for Graduate School
7:30 am – 5:00 pm for Filipiniana/Reference

Clients/Customers: Students

Requirements: Affidavit of Loss, 1 pc. 1x1 picture, receipt of payment

Processing Time: 4 minutes

STEP	CUSTOMER/APPLICAN T	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Submits the requirements.	Typewrites and validates the student's library card.	3 minutes	P50.00	Section-in-charge	Library card
2	Signs the logbook.	Issues library card.	1 minute	none	Section-in-charge	None
END OF TRANSACTION						

ISSUANCE OF RESEARCH PERMIT

Schedule of Availability of Service: 8:30 am – 12:00 pm; 1:00 pm – 5:00 pm

Clients/Customers: Students

Requirements: None

Processing Time: 6 minutes

STEP	CUSTOMER/APPLICAN T	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Fills-out Research Clinic Form.	Prepares research permit	3 minutes	None	Library Secretary	Research Clinic Form
2		Issues research permit	2 minutes	None	Library Secretary	Research Permit
3	Signs the received permit.		1 minute	None	Library Secretary	None
END OF TRANSACTION						

RETURNING OF BOOKS

Schedule of Availability of Service: 7:30 am – 6:00 pm for Reader's Services
8:00 am – 6:00 pm for Graduate School
7:30 am – 5:00 pm for Filipiniana/Reference

Clients/Customers: Students
Requirements: Books borrowed
Processing Time: 5 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Presents the borrowed books.	Pulls out cards from file and checks date/time due/s.	1 minute	None	Section-in-charge	None
2		Inspects returned items.	1 minute	None	Section-in-charge	None
3		Computes the overdue fines for overdue books.	2 minutes	P5.00/day – general circulation books P5.00/hr. – reserve books	Section-in-charge	None
4	Pays overdue fine/s and signs in the logbook of fines.(for students with fines amounting to P100.00 and above, they will fill up the order of payment and pay directly to the cashier.	Receives payment and returns the library card of the student.	1 minute	As computed	Section-in-charge	Logbook
END OF TRANSACTION						

SIGNING OF CLEARANCE

Schedule : every end of semester

Clients/Customers : Graduating students

Requirements : Library Card

Processing Time : 3 mins.

STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Surrenders library card and submits clearance form.	Checks the list of accountable students	2 minutes	None		None
2	Accountable customer returns book/settles accountability/ies	Signs the clearance	1 minute	None		None
END OF TRANSACTION						

ISSUANCE OF LIBRARY CARD (for Freshmen and New Students)

Schedule : 7:30 AM-6:00 PM

Clients/Customers : Students

Requirements : Official Receipt, 2 pcs. 1x1 identical picture

Processing Time : 10 mins.

STEP	CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Submits the requirements	Gives Library student's record	1 minute	None		Student's records
2	Fills up and submits the student's record to the librarian	Verifies and checks students information	5 minutes	None		Student's record
3.		Typewrites, validates and issues student's library card	3 minute	None		Student's Record and Library Card
4.	Student signs the logbook		1 minute	None		
END OF TRANSACTION						

RESEARCH PROGRAM/PROJECT IMPLEMENTATION

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)
Weekends or Holidays (as needed)

Clients/Customers: Faculty and Staff Researchers
Graduate and Undergraduate students

Requirements: Research Proposals from the different units/colleges and campuses of the university endorsed by the Unit Head/Dean/Campus Administrator to University Research and Development Center, Conduct research proposals and present research outputs to any scientific fora and publish in any refereed journal

Processing Time: Year round

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Secures research proposal form from Research Office	Provides research proposal form to the researchers	5 minutes	None	Research Staff	Research proposal form
2	Submits detailed research proposal/s	<ul style="list-style-type: none"> • Receives research proposal/s • Distributes the detailed research proposal/s to the Technical Review Committee for review • Retrieves and summarizes the comments of the proposal/s reviewed 	5 minutes 1 day (depending on the availability of the reviewer) 7 days	None	Research Staff Technical Review Committee Research Staff	
		<ul style="list-style-type: none"> • Returns to the researchers the reviewed proposal/s 	1 day (main campus) 2 days (external campuses)		Research Staff	

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
3	Revises the research proposal/s based on the comments and suggestions of the Technical Review Committee and submits to the Center	<ul style="list-style-type: none"> • Receives the revised proposal/s, reproduces and distributes to the Research in-house Review Evaluators 	10 days	None	Research Staff	
4	Presents the final revised proposal/s	<ul style="list-style-type: none"> • Conducts the Research In-house Review for research proposals • Summarizes the comments of the evaluators and gives to the researchers 	2 days 7 days	None	Research Staff	
5	Revises the research proposal/s based on comments, suggestions and recommendations of the evaluators	<ul style="list-style-type: none"> • Receives the revised proposal/s • Consolidates/categorizes and presents to the University Research Council for approval and endorsement to Administrative Council • The Administrative Council endorses the final proposals to the Board of Regents for approval 	10 minutes 3 days 30 minutes	None	Research Staff Research Staff, Director, Vice President for Research, Extension and Training (VP RET) Director, VP RET, Administrative Council and Board of Regents	

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
		<ul style="list-style-type: none"> Reproduces the terminal reports and distributes to the Technical Review Committee for evaluation Retrieves and consolidates the comments and suggestions Returns to the researchers the reviewed reports for final revision 	5 days 7 days 3 days		Research Staff Research Staff Research Staff	
10	Submits the final report/s	Receives and reproduces the final report/s	1 week	None	Research Staff	
11	Presents the final report/s to the Research In-house Review	<ul style="list-style-type: none"> Assesses the final research reports Consolidates the comments and suggestions of the evaluators Distributes the comments to the researchers 	3 days 1 week 3 days	None	Panel of Evaluators Research Staff Research Staff	
12	Revises the reports based on the comments of the evaluators and submits the final copy for publication	<ul style="list-style-type: none"> Gathers the revised reports for publication Publishes the research reports 	1 week 3 months	None	Research Staff Editorial Board	
END OF TRANSACTION						

RESEARCH CAPABILITY BUILDING ACTIVITIES

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)
Weekends (as scheduled or as requested)

Clients/Customers: Faculty and staff researchers

Requirements: Request letter, training design

Processing Time: 1 month and 4 days

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Submits letter of request to the President through channels	Facilitates the request, prepares training design	1 week	None	Research Staff	Training design
2	Submits the list of participants	<ul style="list-style-type: none"> • Receives the list of participants • Prepares programs, certificates, training kits and transportation services 	2 weeks	None	Research Staff	
3	Attends and participates in the workshop	<ul style="list-style-type: none"> • Conducts training-workshop, facilitates the needs of participants and speakers • Documents and prepares the proceedings of the workshop • Evaluates the results of the training 	3 days 1 week 1 day	None	Research Staff, Director, Vice President for Research, Extension and Training Research Staff and Director	Evaluation Forms
END OF TRANSACTION						

TECHNICAL ASSISTANCE

A. CENTER FOR PHILIPPINE DARAG NATIVE CHICKEN

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)
Weekends (as scheduled or requested)

Clients/Customers: Researchers in the academe and other government and private agencies, Students, Farmers
Private entrepreneurs, Non-Government Organizations, Local Government Units

Requirements: Request letter address to the University President thru channels

Processing Time: 7 days

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Submits request letter address to the University President through channels	Assesses and discusses the requests of the clients	1 day	None	Center Director, Darag Team	
2	Schedules the activity/training	Sets the activity/training schedule	1 day	None	Darag Team	
3	Attends and participates in the activity/training	<ul style="list-style-type: none">• Provides technical assistance as requested• Conducts the actual assistance/training• Evaluates the activity/training	2 days 2 days 1 day	None	Center Director, Darag Team	
END OF TRANSACTION						

B. MUSHROOM SPAWN PRODUCTION

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)
Weekends (as scheduled or requested)

Clients/Customers: Researchers in the academe and other government and private agencies
Students
Non-Government Organizations
Local Government Units

Requirements: Request letter addressed to the project leader
Advance order at least 2 weeks before they can avail the spawn

Processing Time: 7 days

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Submits letter of request to the University President through channels	Assesses and discusses the requests of the clients	1 day	None	Research Staff	
2	Schedules the activity/training	Sets the activity/training schedule	1 day	None	Research Staff	
3	Attends and participates in the activity/training	<ul style="list-style-type: none">• Provides technical assistance as requested• Conducts the actual assistance/training• Evaluates the activity/training	2 days 2 days 1 day	None	Research Staff	
END OF TRANSACTION						

C. ORNAMENTAL PLANTS PROPAGATION AND PRODUCTION

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

Clients/Customers: Walk-in Clients
Students

Requirements: Order of payment to be taken from the in-charge or researcher assigned

Processing Time: 52 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Makes the order of the desired items	<ul style="list-style-type: none"> Facilitates the order or reservation Issues Order of Payment 	30 minutes	None	Research staff	Order of payment and reservation slip
2	Pays to the Cashier	Receives payment	2 minutes	None	Cashier	
3	Presents Official Receipt to the Research Staff In-charge	Gets the Official Receipt	5 minutes	None	Research Staff	
2	Claims the items	Issues the items	15 minutes	None	Research staff	
END OF TRANSACTION						

D. URBAN GARDENING AND WASTE UTILIZATION

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

Clients/Customers: City dwellers/urban residents
Students
Housewives

Requirements: Request letter

Processing Time: 7 days

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Submits letter of request to the University President through channels	Assesses and discusses the requests of the clients	1 day	None	Research Staff	
2	Schedules the activity/training	Sets the activity/training schedule	1 day	None	Research Staff	
3	Attends and participates in the activity/training	<ul style="list-style-type: none">• Provides technical assistance as requested• Conducts the actual assistance/training• Evaluates the activity/training	2 days 2 days 1 day	None	Research Staff	
END OF TRANSACTION						

ESTABLISHMENT OF LINKAGES AND NETWORK

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

Clients/Customers: Researchers in the academe and other government agencies
Students

Requirements: Request letter addressed to the University President through channel

Processing Time: 8 days, 2 hours and 5 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Submits the request letter	<ul style="list-style-type: none">• Receives request letter, reviews and sets the schedule of the preliminary meeting• Informs the client of the schedule of preliminary meeting	30 minutes	None	VP-RET staff	
2	Attends preliminary meeting	Discusses the nature of collaboration/linkage	1 day	None	Director and VP RET	
3	Prepares and submits the draft of the Memorandum of Agreement	<ul style="list-style-type: none">• Receives and conducts preliminary negotiations• Revises the Memorandum of Agreement (MOA)	1 hour 3 days	None	Director and VP RET	

PAYMENT OF RESEARCH MONETARY INCENTIVES

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

Clients/Customers: Faculty and staff researchers

Requirements: Terminal reports, copies of published research articles

Processing Time: 10 days and 25 minutes

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Submits terminal reports/published articles and request for payment	Receives terminal reports/published articles	5 minutes	None	Research Staff	
		Prepares request for payment of incentive/s	1 day	None	Research Staff	
		Facilitates approval of the request	3 days	None	Research Staff, VP RET, VP Admin. and Finance, Finance Staff, President Research Staff	
		Prepares payroll for payment of incentive/s	1 day	None		
		Facilitates processing of payment	5 days	None	Research Staff, VP RET, VP Admin. and Finance, Finance Staff, President, Cashier	

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
2	Claims the incentive/s	Assists in claiming of incentives	20 minutes	None	Research Staff	
END OF TRANSACTION						

FEEDBACK FORM

(Pananaw o Puna)

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

(Palihog pahibalo sa amon kun paano kamu namun maalagaran. Mahimu mo nga gamiton ini nga pormas para imo mapalab-ot ang imo pagdayaw, reklamo o mga matugda. Tsekan lang ang nagakaigo nga kahon o baks).

☐

COMPLIMENT

(Pagdayaw)

☐

COMPLAINT

(Reklamo)

☐

SUGGESTION

(Matugda)

Person(s)/Unit/Office Concerned or Involved:

(Mga) tawo/grupo/talatapan nga natungdan:

Facts or Details Surrounding the Incident:

Kamatuuran ukon detalye sang natabu nga insidente:

(Please use additional sheet/s if necessary)

(Palihog gamit sang dugang nga papel kun ginakinahanglan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office:

Rekomendasyon/Suhesyon/Ginahandum nga aksyon gikan sa amon talatapan:

(Please use additional sheet/s if necessary)

(Palihog gamit sang dugang nga papel kun ginakinahanglan)

Name (Optional):

(Ngalan)

Office/Agency:

(Opisina/Talatapan/Ahensya)

Address:

(Nagapuyo sa)

Contact Number(s) (if any):

(Telepono)

E-mail Address (if any):

Signature:

(Pirma)

Date:

(Petsa)