



# CITIZEN'S CHARTER

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FIRST EDITION



# CITIZEN'S CHARTER

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**I. Mandate**

Pursuant to RA 10229, the Catanduanes State University is mandated to primarily provide advanced education, higher technological, professional instruction and training in trade, commerce, fishery, agriculture, arts and sciences, industrial technology, nursing, midwifery, education, engineering, public administration, information technology, and other relevant fields of study. It shall also undertake research and extension services, and provide progressive leadership in its areas of specialization.

**II. Vision**

A green university globally engaged in island research and innovations for societal advancement.

**III. Mission**

Foster excellence, holistic, outcomes-based education compliant with the requirements of diverse world market and contribute to the development of productive and value-laden lives.

**IV. Goal**

Uphold the tradition of excellence in instruction, extension, and production functions in an eco-friendly environment.

**V. Core Values**

- **Social Responsibility** – the University takes part in the collective duty in improving the quality of life in the society.
- **Excellence** – the University commits to high standards in all aspects of its four-fold functions.
- **Commitment** – the University continuously thrives to achieve its vision, mission and goal based on its value system.
- **Respect** – The University honors the rights, beliefs, and dignity of every individual to promote peace and harmony in the community.
- **Integrity** – the University maintains the highest ethical standards and demonstrates honesty, objectivity, and fairness at all times.

**SERVICE PLEDGE**

As public servants we at the Catanduanes State University firmly commit to:

- uphold the tradition of excellence in its four fold function in an eco-friendly
- espouse core values of social responsibility, excellence, commitment, respect and integrity at all times,
- abide by the Code of Conduct for Ethical Standards for Public Servants,
- deliver all our duties, serve our people and respond to their needs promptly and without bias,
- adopt its Quality Policy of continuously improving services to better serve its clients.

## VI. List of Services

### CatSU - MAIN CAMPUS

#### Guidance, Counseling and Testing Services

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**Office of Admission and Registration Services**

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**CATANDUANES STATE UNIVERSITY  
MAIN CAMPUS**

**OFFICE OF STUDENT SUPPORT SERVICES**

**Guidance, Counseling  
and Testing Services**

## 1. PROCESSING OF APPLICATION FOR COLLEGE ENTRANCE EXAMINATION, ADMINISTRATION OF THE COLLEGE ENTRANCE EXAMINATION, CONDUCT OF COUNSELING SERVICES, AND ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER

College entrance examinations introduces the student entrants to the University as it is the first activity the student participates in. The Guidance, Counseling & Testing Office provides the testing services that allow student entrants to get accepted in the University and benefit from the different programs that provides student services, student welfare and student development. The College Entrance Examination administered determines the student's potentialities for specific course choices. The aim of the Examination is to direct student's career to a path where their potentialities are best fitted.

Counseling services is the core function of the GCTO and is one of the benefits the students avail of once enrolled in the University. The Certificate of Good Moral Character is issued for various purposes as requested by the student.

<b>Office:</b>	Guidance, Counseling and Testing Services	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	CSU Student Applicants	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	CSU-CEE Application Form (CSU-F-GCTO-02)	
	Additional Requirements:	
	<p>A. Graduating Senior High Students</p> <ul style="list-style-type: none"> <li>• A photocopy of Certificate of Good Moral Character</li> <li>• One (1) brown envelope (long)</li> <li>• Two (2) 2 x 2 ID pictures</li> </ul> <p>B – SENIOR HIGH SCHOOL GRADUATES</p> <ul style="list-style-type: none"> <li>• A photocopy of Student Report Card (Form 138); original copy to be shown</li> <li>• A photocopy of Certificate of Good Moral Character</li> <li>• One (1) brown envelope (long)</li> <li>• Two (2) copies 1" x 1" recent identical I.D. photo</li> <li>•</li> </ul> <p>C – STUDENT SHIFTING COURSE</p> <ul style="list-style-type: none"> <li>• Certificate of Grades/ Evaluation of the subjects from the previous course taken signed by the College Dean/ Program adviser; original copy to be shown</li> <li>• Endorsement from the Dean of College where the student was formerly enrolled</li> <li>• A photocopy of Certificate of Good Moral Character</li> <li>• One (1) brown envelope (long)</li> <li>• Two (2) copies 1" x 1" recent identical I.D. photo</li> <li>•</li> </ul> <p>Note: Students shifting course within the same college do not need to take the CSU-College Entrance Examination.</p>	
	<p>CSU-Guidance, Counseling &amp; Testing Office www.catanduanstateu.edu.ph</p>	

<p>D – RETURNEES/TRANSFEREES</p> <ul style="list-style-type: none"> <li>• A photocopy of Transcript of Records or Certification of Grade from the previous course taken; original copy to be shown</li> <li>• A photocopy of Certificate of Good Moral Character</li> <li>• One (1) brown envelope (long)</li> <li>• Two (2) copies 1" x 1" recent identical I.D. photo</li> </ul>	<p>CSU-Guidance, Counseling &amp; Testing Office www.catanduanstateu.edu.ph</p>
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**NOTE:**

Application for the CSU\_CEE will be done Mondays to Fridays only.

NO TEST PERMIT – NO TEST POLICY will be strictly followed.

Filing Period: One week before the scheduled date of examination

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Download the <b>CSU_CEE Application Form</b> from the CSU website @ <a href="http://www.catanduanstateu.edu.ph">www.catanduanstateu.edu.ph</a>	1. Upload CSU_CEE Application Form @ <a href="http://www.catanduanstateu.edu.ph">www.catanduanstateu.edu.ph</a>	None	-	Administrative Aide, Guidance Counselor III, Guidance, Counseling & Testing Officer
2	Be familiar with the information required in the <b>CSU- CEE Application Form.</b>	-	None	-	
3	Get a <b>Certificate of Good Moral Character</b> from the high school/ school last attended	-	None	-	
4	Report to the CSU Guidance, Counseling and Testing Office and submit a photocopy of your <b>Certificate of Good Moral Character.</b> Show the original copy.	2. Check and receive requirement, log in applicant	None	5 minutes	
5	Have a staff encode my <b>Individual Profile.</b> Make sure that I am informing the correct information about myself since these will be forwarded to the OARS when I enroll.	3. Assist, encode, save and forward information to the OARS	None	15 minutes	



CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6	As soon as I have completed having my individual profile taken, an <b>ADMISSION PERMIT</b> will be given to me.	4. Print, sign, instruct and remind on importance of the Permit	None	3 minute	Administrative Aide, Guidance Counselor III, Guidance, Counseling & Testing Officer
6	The <b>ADMISSION PERMIT</b> informs me when and where I will take the <b>CSU-CEE</b> .	5. Provide clear instruction on the use of the Permit	None	-	
7	I will be advised to keep and secure the admission permit and bring this during the examination date for verification.	6. Provide reminder slip	None	2 minute	
DURATION				25 Minutes	

<b>Office:</b>	Guidance, Counseling and Testing Services
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	CSU Students
<b>CHECKLIST OF REQUIREMENTS</b>	
<ul style="list-style-type: none"> <li>• CSU-CEE Admission Permit (CSU-F-GCT-01)</li> <li>• CSU-CEE Application Form (CSU-F-GCT-02)</li> </ul>	
<b>WHERE TO SECURE</b>	
CSU-Guidance, Counseling & Testing Office <a href="http://www.catanduanstateu.edu.ph">www.catanduanstateu.edu.ph</a>	

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Report to the testing room at least 30 minutes before the scheduled time on the scheduled date of examination.	1. Assist, assign seats, instruct	None	30 minutes	Administrative Assistant, Guidance Counselor(s) III, Guidance Facilitators, Guidance, Counseling & Testing Officer
2	Bring ADMISSION PERMIT, blue BALLPEN AND PENCIL (Mongol # 2). Submit the Admission Permit to the proctor during the examination.	2. Check requirements, verify person taking the examination	None	20 minutes	
3	Bring snacks for the 4-hours CSU-CEE. You will not be allowed to go out of the testing room once the examination starts.	3. Remind, instruct	None	2 minutes	
4	Receive the answer sheets and test booklets	4. Distribute test materials	None	15 minutes	
5	Listen to the instructions that will be provided by the test proctors. They will guide you to complete your examination to the end.	5. Instruct, check requirements	None	25 minutes	
6	Take the CSU-CEE	6. Administer examination,	None	3 hours 30 minutes	
7	Submit completed answer sheets and test booklets	7. Collect, categorize	None	25 minutes	
<b>DURATION</b>				<b>5 hours 45 Minutes</b>	

<b>Office:</b>	Guidance, Counseling and Testing Services	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	CSU Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
• Referral Form		CSU-Guidance, Counseling & Testing Office www.catanduanstateu.edu.ph

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Report to GCTO as walk-in/ referral from Colleges/Other Units/ Agencies	1. Receive, document	None	10 minutes	Administrative Aide, Guidance Counselor III, Guidance, Counseling & Testing Officer
2	Receive schedule for the initial interview and counselee profiling	2. Prepare profile, conduct interview	None	20 minutes	
3	Participate to the initial interview and assessment of the case	3. Interview, assess	None	1 hour	
4	When case do not require further intervention and management, receive and sign terminal report of the case	4. Prepare report, assist client	None	30 minutes	
5	When case requires further intervention and management with several counseling sessions, participate in the intake interview, the intervention plan, and the number of sessions to be done	5. Interview, explain, schedule	None	45 minutes	
6	Sign the informed consent and contract of counseling forms	6. Assist, discuss	None	10 minutes	
7	Sign the schedule for counseling session	7. Explain, concur	None	2 minutes	

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8	When counseling sessions is nearing the end, prepare for termination of therapeutic contract	8. Discuss, prepare, guarantee confidentiality	None	20 minutes	Administrative Aide, Guidance Counselor III, Guidance, Counseling & Testing Officer
9	Participate in the assessment for the progress of counseling	9. Assess, decide, re-plan	None	30 minutes	
10	Accept the termination of the counseling sessions and sign the termination report	10. Discuss, facilitate	None	15 minutes	
11	Acknowledge that privacy and confidentiality of the counseling report will be maintain	11. Assure privacy and confidentiality	None	10 minutes	
DURATION				25 Minutes	

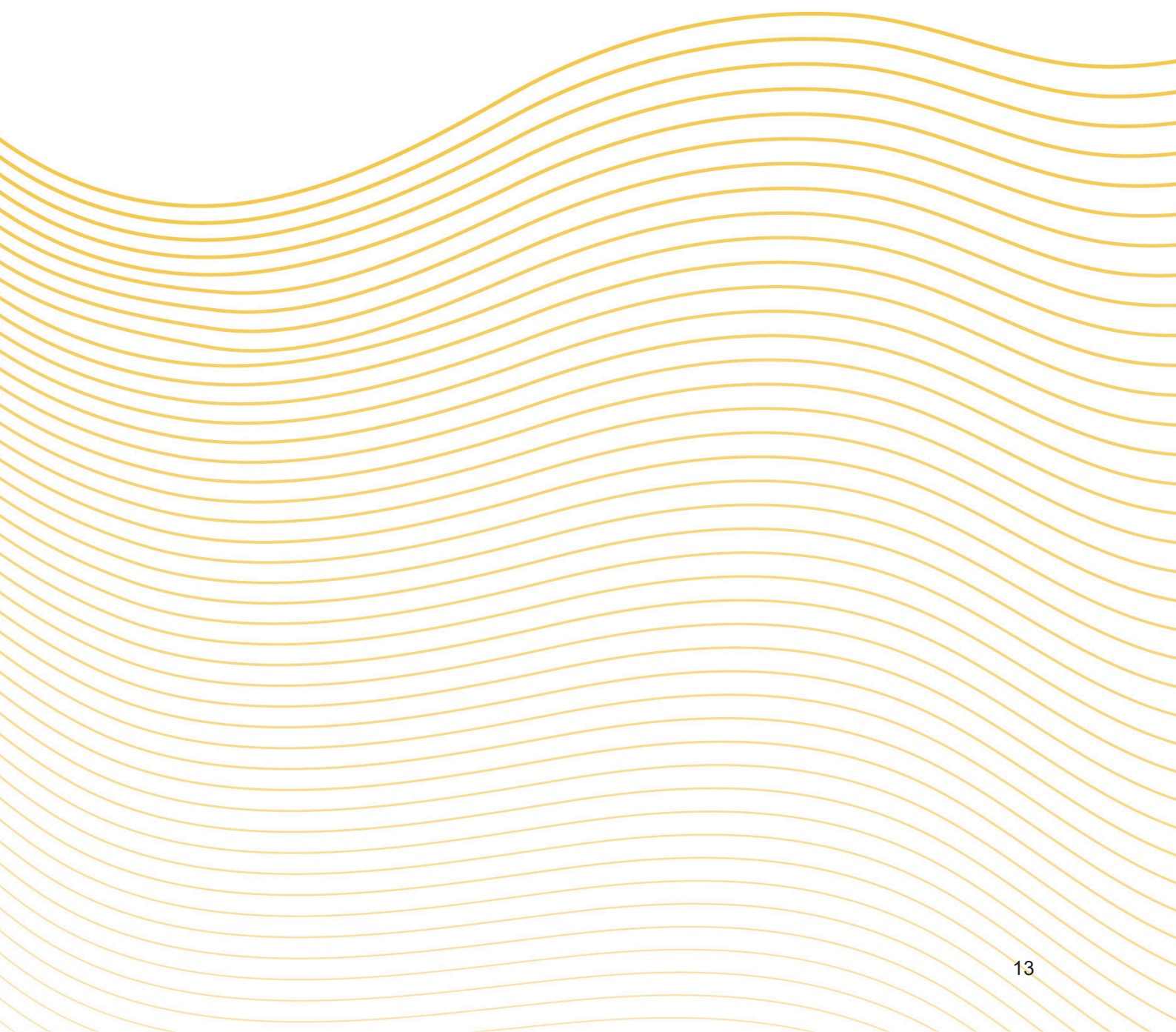
<b>Office:</b>	Guidance, Counseling and Testing Services	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	CSU Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Student ID</li> </ul>		CSU-Guidance, Counseling & Testing Office <a href="http://www.catanduanstateu.edu.ph">www.catanduanstateu.edu.ph</a>

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach GCTO stating purpose for the certificate of good moral character	1. Log	None	5 minutes	Administrative Assistant, Guidance Counselor(s) III, Guidance, Counseling & Testing Officer
2	Respond to data asked for the certificate	2. Prepare, encode, print	None	15 minutes	
3	Have the certificate signed by the Guidance, Counseling & Testing Officer	3. Review contents, sign	None	2 minutes	
4	Receive the certificate of good moral character	4. Release, log	None	2 minutes	
DURATION				24 Minutes	



**ACADEMIC AFFAIRS**

**Office of Admission and  
Registration Services**



## 1. ENROLMENT AND REGISTRATION PROCESS

The Office ensures to provide fast and efficient delivery of services to clients with a systematized academic records of students and office procedures in full coordination with various departments and colleges through a database management system.

<b>Office:</b>	Office of Admission and Registration Services	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	A. COLLEGE (Incoming and Transferee)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Student Admission Form (CSU-F-OARS-01)	Office of Admission and Registration Services	
2. Official Transcript of Records/Form 138 (Original)	Previous School attended/High School where graduated	
3. Certificate of Good Moral Character	Previous School attended	
4. PSA Birth Certificate (photo copy)	Philippine Statistics Authority	
5. Medical/Health Certificate (Original)	Government Physician	
6. Transfer Credentials (for transferees) <ul style="list-style-type: none"> <li>• Certificate of Transfer</li> <li>• Report of Grades/Transcript of Records</li> <li>• Result of Validation Examination</li> </ul>	Previous School attended Previous School attended Concerned College/Department	
7. Three (3) passport-size ID pictures	Photo Studio	
8. Approved Tentative Enrolment Form (CSU-F-ACAD-02A for regular students; CSU-F-ACAD-02B for irregular students)	College Dean/Department	

<b>Office:</b>	Office of Admission and Registration Services	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	B. COLLEGE (Continuing Undergraduate Students)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Student Admission Form (CSU-F-OARS-01)	Office of Admission and Registration Services	
2. Summary of Grades for the past semester (CSU-F-ACAD-03)	College/Department/Faculty	
3. Approved Tentative Enrolment Form (CSU-F-ACAD-02A for regular students; CSU-F-ACAD-02B for irregular students)	College/Department	

<b>Office:</b>	Office of Admission and Registration Services	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	A. COLLEGE (Incoming and Transferee)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Transcript of Records		Authenticated Photo copy of TOR
2. Transfer Credentials (for transferees)		Previous School attended
3. Approved Tentative Enrolment Form (CSU-F-ACAD-02B)		College Dean
4. Three (3) passport size ID picture		Photo Studio
5. Letter of intent with two recommendations from former professors or head of agency		Former Professor/Head of Agency
6. Must have taken and passed the entrance examination (for MA/MS Programs)		College Dean
7. Partial or full payment of tuition fees		Cashiering Services

## 2. COLLEGE (Incoming Freshmen and Transferees, and Continuing Undergraduate Students)

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Acquire and accomplish a Student Admission Form at the Office of Admission and Registration Services (OARS).	1. Provide Student Admission Form	None	2 minutes	In-Charge of Records by College
2	Present credentials to Enrolling Advisers at the Colleges' Enrolment venue.	2. Checks and receive credentials attached	None	2 minutes	Enrolling Adviser
3	Get two (2) copies of Tentative Enrolment Form (TEF) from Enrolling Adviser.	3. Enrolling Adviser provides two (2) copies of TEF	None	5 minutes	Enrolling Adviser
4	Copy schedules for courses posted at respective advising areas.	4. Post schedule of courses at Advising Areas	None	10 minutes	Enrolling Adviser
5	Present TEF to Enrolling Adviser for review and signature.	5. Enrolling Adviser signs TEF	None	5 minutes	Enrolling Adviser

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6	Present signed TEF to Program Chairperson/ College Dean for approval.	6. Program Chairperson/ College Dean Approves	None	5 minutes	Program Chairperson or College Dean
7	FOR SCHOLARS, go to the Office of Student Support Services (OSS) and have TEF signed for scholarship tagging.	7. Signs and tags scholarship	None	5 minutes	OSS Staff, Student Scholarship
8	Present TEF to the College Clerk for Posting of Courses and (for scholars) effect the scholarship program.	8. Post courses	None	5 minutes	College Clerk
9	Present TEF to the OARS Staff for printing of Certificate of Enrolment (COE) and wait for the issuance of class cards.	9. Print COE and issue class cards	None	6 minutes	OARS Staff
DURATION				Scholars - 50 Minutes Non-Scholars - 45 Minutes	

### 3. GRADUATE STUDIES

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Acquire and accomplish a Student Admission Form at the Office of Admission and Registration Services (OARS).	1. Provide Student Admission Form	None	2 minutes	In-Charge of Records by College
2	Present credentials to Enrolling Advisers at the Colleges' Enrolment venue.	2. Check and receive credentials	None	2 minutes	Enrolling Adviser
3	Get two (2) copies of Tentative Enrolment Form (TEF) from Enrolling Adviser.	3. Enrolling Adviser provides two (2) copies of TEF	None	5 minutes	Enrolling Adviser
4	Copy schedules for courses posted at respective advising areas.	4. Post schedule of courses at advising areas	None	10 minutes	Enrolling Adviser



CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Present TEF to Enrolling Adviser for review and signature.	5. Signs TEF	None	5 minutes	Enrolling Adviser
6	Present signed TEF to Program Chairperson/College Dean for approval.	6. College Dean Approves TEF	None	5 minutes	Program Chairperson or College Dean
7	Present TEF to the College Clerk for Posting of Courses.	7. Post courses	None	5 minutes	College Clerk
8	Pay fees to the Cashiering Clerk	8. Issues Official Receipt	Tuition Fee - Php300.00/ 400.00/ unit for Master's/Doctoral Degree  Medical Fee - Php50.00  Athletic Fee - Php150.00  Library Fee - Php50.00/70.00 for Master's/ Doctoral Degree  Student ID Fee - Php100.00  Handbook - Php35.00  Maintenance Fee - Php100.00  Journal Fee - Php50.00  Audio Visual Development Fee - Php20.00	5 minutes	Cashiering Clerk
9	Present TEF and Official Receipt for payment of fees to the OARS Staff for printing of Certificate of Enrolment (COE) and wait for the issuance of class cards.	9. Printing of COE and issue class cards	None	6 minutes	OARS Staff
<b>DURATION</b>				<b>45 MINUTES</b>	

**4. PROCESSING OF APPLICATION FOR GRADUATION**

<b>Office:</b>	Office of Admission and Registration Services	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	UNDERGRADUATE AND GRADUATE STUDENTS	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approved Application for Graduation Form (CSU-F-OARS-07)		OARS
2. Approved Evaluation of Grades Earned Form (CSU-F-ACAD-14)		College Dean
3. Approved Student Clearance Form (CSU-F-OARS-14A)		OARS
4. Official Receipt of payment for Graduation fees (for Graduate Students only)		Cashiering Services

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Upon enrolment, request for Application for Graduation Form from the OARS and Evaluation of Grades Earned Form from the Dean's Office.	1. OARS Records In-Charge provide Application for Graduation; College Clerk provide Evaluation of Grades Form	None	10 minutes	OARS Records In-Charge; College Clerk
2	Submit approved Application for Graduation Form accompanied with an Evaluation of Grades Earned Form to respective College Dean.	2. Accept Application for Graduation and Evaluation of Grades Form	None	5 minutes	College Clerk; College Dean
3	On the first Monday of March of the Calendar Year, inquire on the results of evaluated grades earned at the Dean's Office.	3. Present the Results of Evaluation of Grades.	None	5 minutes	College Clerk; College Dean

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Request for and accomplish a Student Clearance Form.	4. OARS provide Student Clearance Form	None	Depends on the availability of respective signatories.	Assessment In-Charge; Records In-Charge by Program; Student Services Director; College Dean; OARS Registrar III
5	Pay required graduation fees at the Cashiering Services (for Graduate Students only)	5. Cashiering Clerk issue Official Receipt for payment of Fees	OTR Fee - Php 100.00/Sheet Diploma Fee - Php100.00 Scan Fee - Php20.00; Documentary Stamp Fee - Php30.00 Graduation fees - Depends on the no. of students	5 minutes	Cashiering Clerk
6	Submit approved Student Clearance Form (with Official Receipt of Graduation fees and other requirements for graduation, for Graduate Students).	6. OARS Staff receives Approved Clearance and Official Receipt	None	5 minutes	Records In-Charge by Program; OARS Registrar III
<b>DURATION</b>				30 Minutes	

**5. ISSUANCE/RE-ISSUANCE OF STUDENT CREDENTIALS & CERTIFICATIONS**

<b>Office:</b>	Office of Admission and Registration Services	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	UNDERGRADUATE AND GRADUATE STUDENTS	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Accomplished Application for the issuance of Student Credentials Form/Transaction Slip (CSU-F-OARS-10)		OARS
2. Approved Student Clearance Form (CSU-F-ACAD-14A) for OTR/Transfer Credentials/Certifications		OARS
3. Affidavit of Loss (for lost Transfer Credentials)		Law Practitioner
4. One (1) passport-size ID picture for OTR		Photo Studio
5. Two (2) documentary stamps (for OTR and Certifications)		OARS
6. Official Receipt of payment of fees for requested credentials		Cashiering Services
7. Authenticated PSA Birth Certificate (photocopy)		PSA Office
8. Authorization Letter and proof of identification		From credentials owner; ID Card of authorized person

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for Clearance Form and Transaction Slip.	1. OARS Staff provide Clearance Form & Transaction Slip	None	5 minutes	OARS Staff at the OARS Receiving and Releasing Window
2	Accomplish Clearance Form.	2. Respective signatories to sign and approve clearance	None	Depends on the availability of the respective signatories	College Librarian In-Charge; Accounting Services Representative; Director of Student Services; Dormitory Representative; Alumni Office Representative; OARS Records In-Charge; College Dean; Registrar III



CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Pay required fees at the Cashiering Services.	3. Issue Official Receipt	OTR Fee-Php 100.00/Sheet; Diploma Fee-PhP 100.00; Scan Fee-PhP 20.00; Documentary Stamp Fee-PhP30.	5 minutes	Cashiering Clerk
4	Present accomplished and approved Student Clearance, Transaction Slip and Official Receipt of payment for prescribed fees to the OARS Staff In-Charge.	4. Accept Approved Student Clearance, Transaction Slip and Official Receipt	None		OARS Staff at the OARS Receiving and Releasing Window; OARS Records In-Charge and Registrar III
5	Wait for the release of claim stub.	5. Release Claim Stub	None		OARS Staff at the OARS Receiving and Releasing Window
6	Preparation of credentials/ certifications requested: a. Official Transcript of Records b. Diploma c. Certification	6. Prepare, Encode Credentials	None	2 hours 2 hours 1 hour	OARS Staff
7	Review of Credentials/ Certifications for possible errors and omissions: a. Official Transcript of Records b. Diploma c. Certification	7. Review the printed credentials	None	3 hours 1 hour 3 hours	Registrar II
8	Approval and signing of credentials/ certifications	8. Sign the Credentials	None		Registrar III; College Dean; SUC President III

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9	Claim requested credentials from the OARS on the scheduled date indicated in the claim stub	9. OARS Staff release the credentials	None		OARS Staff at the OARS Receiving and Releasing
<p><b>NOTE:</b> In adherence to the directive from the Office of the President, processing and release of documents are shortened to:</p> <ul style="list-style-type: none"> <li>• Credentials – within 3 days</li> <li>• Certifications – within 2 days</li> </ul>					

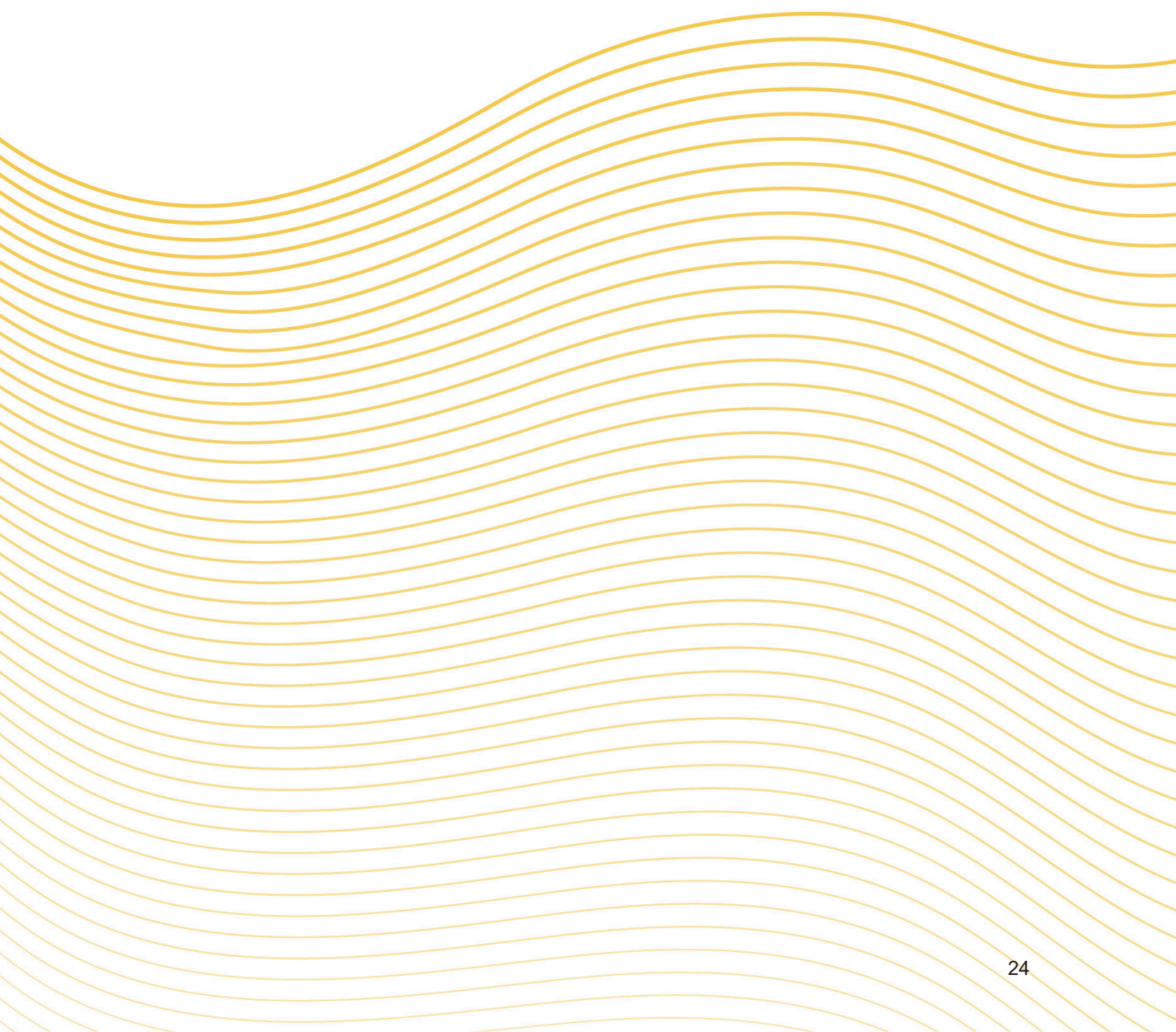
### 6. ISSUANCE OF CERTIFICATION, AUTHENTICATION & VERIFICATION (CAV) FOR DFA PURPOSES

<b>Office:</b>	Office of Admission and Registration Services	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	UNDERGRADUATE AND GRADUATE STUDENTS	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Application for CAV Form/Transaction Slip (CSU-F-OARS-10)		OARS
2. Official Receipt of payment of CAV fees.		Cashiering Services
3. Two (2) 2 x 2 ID pictures with white background		Photo Studio printed
4. Two (2) documentary stamps		OARS
5. Original and photocopy of Diploma		OARS
6. Official and photocopy of Official Transcript of Records		OARS
7. Certified True Copy of Summary of RLE for BSN and Midwifery Graduates		College of Health Sciences Dean's Office
8. Certification/Verification of School Accreditation and Authority to Operate by Government Approving Agency		OARS

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach OARS Staff and request for a Transaction Slip.	1. Provide Transaction Slip	None	2 minutes	OARS Staff
2	Accomplish Transaction Slip and pay prescribed fees at Cashiering Services to obtain an Official Receipt.	2. Issue Official Receipt	Php 150.00	5 minutes	Cashiering Clerk
3	Submit Official Receipt and Transaction Slip together with other requirements to the OARS Staff.	3. Receive Official Receipt and other requirements	None	2 minutes	OARS Staff at the OARS Receiving and Releasing Window
4	Submitted documents are forwarded to Registrar III for review and verification. If authenticity is questionable or if client failed to present original credentials, file/record is retrieved from the archives.	4. Review and verify	None	1 hour	Registrar III
5	Issuance of claim stub	5. Provide Claim Stub	None	2 minutes	Registrar III; OARS Staff
6	Preparation and printing of CAV together with transmittal letter and master list of documents addressed to DFA.	6. Prepare, encode and print CAV, with Transmittal Letter and Master List of documents	None	Within 3 days	Registrar III
7	Documents are forwarded to DFA via courier.	7. Mail CAV to DFA via courier	None	Depends on Courier Services	
DURATION:				Within 3 days NOTE: CAVs are expected to be available at the DFA 10 days after application.	

**ADMINISTRATIVE AND FINANCIAL AFFAIRS**

# **Cashiering Services**



The Cashiering Services takes direct responsibility for the planning, implementation, and control of the collections and disbursement of funds of the university.

<b>Office:</b>	Cashiering Services	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Employees, Students, Outside Creditors & Other stakeholders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Identification Card (ID)		CBO & OARS
2. Certificate of Enrolment (CSU-F-OARS-15 and 15a)		Office of Admission & Registration Services
3. Assessment Form or Statement of Account (for payment of tuition fees)		Dean's Office (Colleges)
4. Order of payment/Other transaction Slip (for payment of miscellaneous and other fees)		Colleges/Servicing Unit/Office

### 1. COLLECTION OF PAYMENT & ISSUANCE OF OFFICIAL RECEIPT

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the needed requirement to the Collecting Officer for review and verification.	1. Input data on the system.		30 seconds	Collecting Officer or Cash Clerk
2	Pay the amount indicated in the assessment form/order of payment slip.	2.1 Receives cash as payment	Tuition fees, RLE, Misc. & other academic fees such TOR, ID, cert. fees, authentication, rental, IGP, book sale, bidding proceeds, gate pass, Microsoft testing & other related fees	1 minute(non-enrolment period)	
	Wait until your transaction has been generated on the system and while the Official Receipt is being printed.	2.2 Issue the Official		4 minutes (enrolment period)	
3	Receive and review the Official Receipt and count the change (if there is any) before leaving the counter.	3. Ask the client if the printed O.R. and the change (if there is any) is correct, before he/she leaves the counter.		30 seconds	
DURATION:		Non-enrolment Period		2 Minutes	
		Enrolment Period		5 Minutes	

## 2. DISBURSEMENT OF CASH

<b>Office:</b>	Cashiering Services	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Employees, Students, Outside Creditors & Other stakeholders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Identification Card (ID)		Client
2. Authorization Letter and proof of Identification (if claimant is not the direct client)		Client

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present valid ID/ authorization letter to the Disbursing Officer	1. Verify the validity of the ID/ authorization	None	1 minute	Disbursing Officer
2	Sign on the monitoring logbook and on the payroll	2. Provide the logbook and present the payroll		3 minutes	
3	Receives and count the cash before leaving the counter	3. Sees to it the amount given to the client is correct.		1 minute	
DURATION:				5 Minutes	

## 3. DISBURSEMENT OF PETTY CASH

<b>Office:</b>	Cashiering Services	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Employees, Students, Outside Creditors & Other stakeholders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Identification Card (ID)		Client
2. Petty Cash Voucher (CSU-F-CASH 14) with required complete documents		Petty Cash Custodian
3. Authorization letter (if not the direct client)		Client



CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present valid ID/ authorization letter to the Petty Cash Custodian for verification.	1. Verify the validity of the ID and authorization letter	None	2 minutes	Petty Cash Custodian
2	Present the Petty Cash Voucher with the required documents/ attachments	2. Check the petty cash voucher as to completeness of the required documents and signatures		3 minutes	
3	Sign on the Cash Book	3. Make sure that the client has signed the Cash Book		1 minute	
4	Receives and count the cash before leaving the	4. Sees to it that the amount given to the client is correct.			
DURATION:				counter	

#### 4. DISBURSEMENT OF CHECK

<b>Office:</b>	Cashiering Services	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Employees, Students, Outside Creditors & Other stakeholders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Identification Card (ID)		Client
2. Authorization Letter and proof of Identification (if claimant is not the direct client)		Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	Present valid ID/ authorization letter (if needed) to the Disbursing Officer for verification.	1. Verify the validity of the ID and authorization letter	None	1 minute	Disbursing Officer
2	Sign the Disbursement Voucher and the Columnar Book	2. Sees to it that the Disbursement Voucher & the Columnar Book was signed	None	3 minutes	

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Receive and review the Check for errors (if there is any) before leaving the counter	3. Issue the Check and get the Official Receipt	None	1 minute	Disbursing Officer
	FOR OUTSIDE CREDITORS, Official Receipt is issued as a proof of payment for the goods and services rendered.				
DURATION:				5 Minutes	

### SCHEDULE OF FEES AND CHARGES

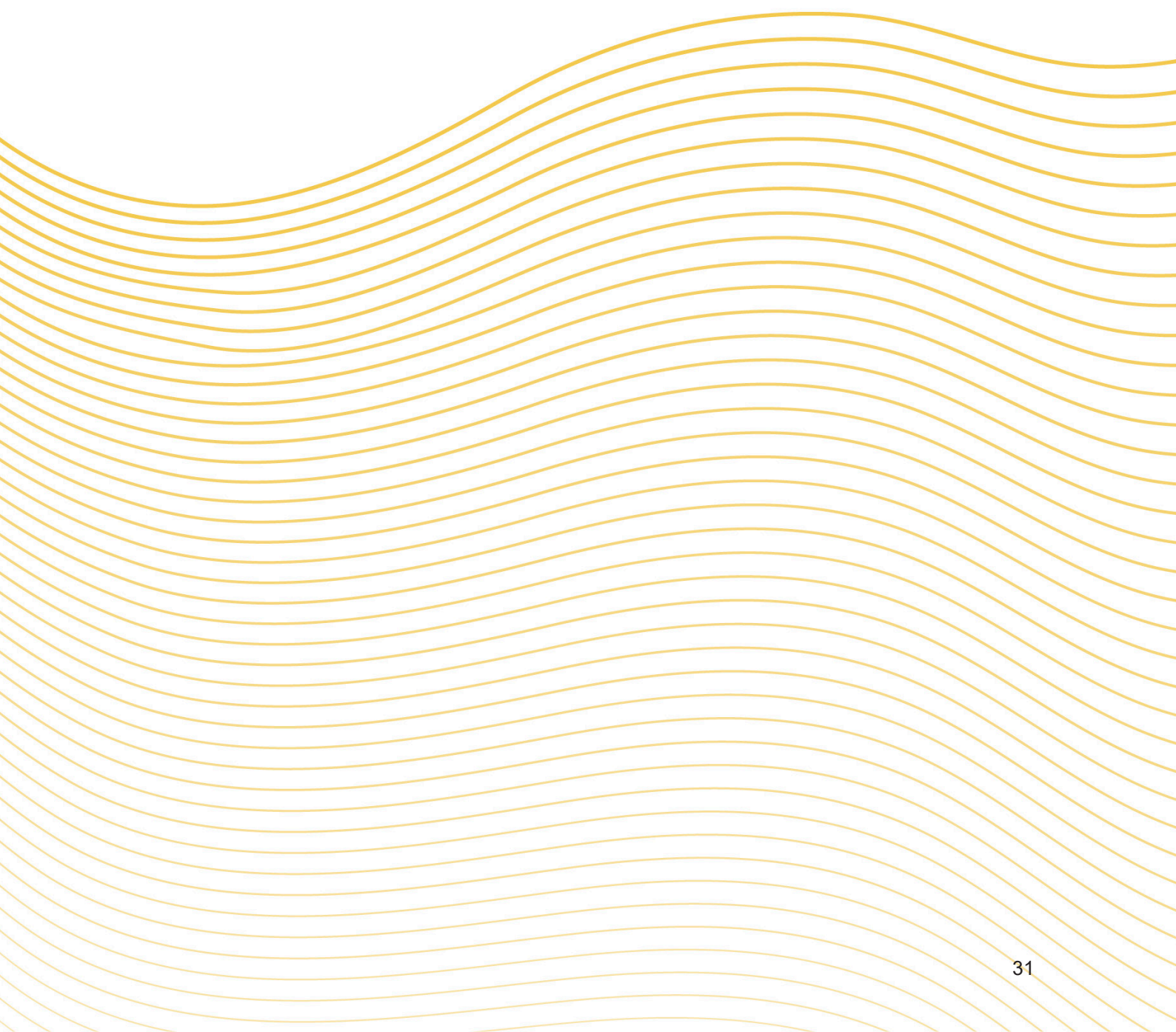
SCHOOL FEES		RATE (in Philippine Peso)
TUITION FEE	Master's Degree	300/unit
	Doctoral Degree	400/unit
	Undergraduate (Except CAF)	100/unit
	Undergraduate (CAF)	80/unit
MEDICAL & DENTAL FEE		50
SCIENCE LABORATORY FEE		50/subject
PHYSICAL & MAINTENANCE FEE (For Incoming First Year Student)		100
SHOP WORK FEE (For Incoming First Year COT & DIT Students)		50/subject
LIBRARY FEE	Master's Degree	50/term
	Doctoral Degree	70/term
	Undergraduate	100/semester
LIBRARY CARD FEE		50
ATHLETIC FEE	Master's & Doctoral Degree	40
	Undergraduate	150
COMPREHENSIVE EXAMINATION FEE		300
ENTRANCE EXAMINATION FEES	Elementary	60
	High School	100
	College	100
	Graduate School	100

SCHOOL FEES		RATE (in Philippine Peso)
COMPUTER LABORATORY FEES	Elementary (Grades 4-6)	200/year
	High School	300/year
	College	150/unit
Lamination Fee		10
RELATED LEARNING EXPERIENCES (RLE) FEE		May vary depending on the number of students
ENHANCEMENT FEE (Elementary and Junior High School)		150/month
NSTP FEES	CWTS	150
	ROTC	150
	Literacy Training Service	150
TRANSCRIPT OF RECORD FEE		100/page
HONORABLE DISMISSAL FEE		50
DIPLOMA FEE (College and Graduate Studies)		100
RE-ISSUANCE OF CERTIFICATE OF ENROLLMENT (COE)		20
RE-ISSUANCE OF DIPLOMA/ TRANSCRIPT OF RECORDS		150/page
PENALTY OF LATE ENROLLMENT		50/day
REMOVAL FEE		30/subject
ID FEE (ALUMNI AND FRESHMEN)		100
AUDIO VISUAL DEVELOPMENT FEE		20
ADDING/CHANGING/DROPPING OF SUBJECTS		30/subject
SIT-IN FEE		200/subject
CERTIFICATION FEE		30
AUTHENTICATION/ VERIFICATION FEE		5/page
CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV) FEE		150
VALIDATION EXAMINATION FEE		100/subject
STUDENT'S MANUAL (Only for New Students)		35
AFFIDAVIT OF LOSS		50
AFFILIATION FEE		Based on the average rate of Clinical Instructors

SCHOOL FEES		RATE (in Philippine Peso)
STUDENT TEACHING FEE		150
STUDENT PUBLICATION FEE		30
JOURNAL		50
FEDERATED STUDENT COUNCIL (FCSC)		30
FSSA		5
GATE PASS FEE	Employees/Students of CSU	40
	Outsiders	50
GYMNASIUM RENTAL	With Electric Fan	5,000
	Deposit	2,000 Refundable
CULTURAL CENTER (HRD) RENTAL FEE	Airconditioned	7,000/day
	With Electric Fan	2,500/day
	Deposit	3,000 (Refundable)
COVERED COURT RENTAL		2,500/day
LITTLE THEATER RENTAL (Airconditioned with Multimedia Facilities)		2,500/day
MONOBLOCK CHAIRS		5/chair
MONOBLOCK TABLES		25/table
LADIES DORMITORY	Transient (Airconditioned)	400/day
	Transient (Electric Fan)	250/day
	Student Boarders	600/month

**ACADEMIC AFFAIRS**

**Office of Student  
Support Services**



The Cashiering Services takes direct responsibility for the planning, implementation, and control of the collections and disbursement of funds of the university.

### 1. RECOMMENDATION OF QUALIFIED STUDENTS TO SCHOLARSHIP PROGRAMS

<b>Office:</b>	Office of Student Support Services	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Enrolled CSU College Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Properly filled up Application Form		CSU Office of Student Support Services/Scholarship Benefactor
1. Certificate of Grades (COG) from last school attended/previous semester (1 certified true copy/authenticated photocopy)		CSU Office of Admission and Registration Services
2. Certificate of Enrollment (COE) for the current/present semester (1 certified true copy/authenticated photocopy)		CSU Office of Admission and Registration Services
3. Certificate of Good Moral Character (1 original)		CSU Office of the College Dean
4. Medical Certificate (1 original)		CSU Medical And Dental Services-Medical Clinic
5. NSO Birth Certificate (1 photocopy)		PSA Field Office
6. Certificate of Indigency (1 original)		Office of the Barangay Captain
7. Certification that the applicant is not a recipient of any scholarship/grant (1 original)		CSU Office of Student Support Services
8. Police Clearance (1 original)		Municipal Police Station
9. ID picture (1 piece)		Photo Studio
10. Income Tax Return/Certification of Tax Exemption (1 photocopy)		Bureau of Internal Revenue
11. Entrance Exam Result (1 photocopy)		CSU Guidance, Counseling and Testing Office
12. Other Documents Required by the Scholarship Program		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form at the Office of Student Support Services (OSSS) *Client accomplishes the form and will provide all necessary documentary requirements for the application	1. Provide Application Form to the client	Cert. fee - Php 30	1 Minute	OSSS Staff, In-Charge of Scholarship Program OSSS



CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Submit accomplished Application Form with the documentary requirements to the OSSS Staff for assessment/ evaluation	2.1 Receive the required documents and assess/evaluate for completeness	None	8 Minutes	OSSS Staff, In-Charge of Scholarship Program OSSS
		2.2 Consolidate all submitted application documents and prepare template for submission to Scholarship Program Benefactor			
3	Submit assessed/ evaluated form with the documentary requirements to the OSSS Director for recommendation to the Scholarship Program Benefactor	3.1 Receive assessed/evaluated documents for recommendation to the Scholarship Program Benefactor	None	1 Minute	Director OSSS
		3.2 Receive and sign template for submission to Scholarship Program Benefactor			
4	Submit recommendation for Scholarship/Grant to Benefactor with the documentary requirements *application documents can either be submitted by the applicant or by the OSSS	4.1 Signed template will be submitted to the Scholarship Program Benefactor  <i>*application documents can either be submitted by the applicant or by the OSSS</i>	None	2 Minutes	OSSS Staff, In-Charge of Scholarship Program OSSS
TOTAL:			Php 30.00	12 Minutes	

## 2. RECOGNITION AND RENEWAL OF STUDENT ORGANIZATIONS

<b>Office:</b>	Office of Student Support Services	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Enrolled CSU College Students with campus-based student organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Cover Letter (1 original, 1 photocopy)	Student Organization	
2. Properly filled up Application Form (1 original, 1 photocopy)	CSU Office of Student Support Services (OSSS)	
3. Constitution and By-Laws of the Organization (2 photocopies)	Student Organization	
4. Certification of the Faculty Adviser (1 original, 1 photocopy)	CSU OSSS	
5. Roster of Officers and Members (1 original, 1 photocopy)	Student Organization	
6. Proposed Program of Activities (1 original, 1 photocopy)	Student Organization	
7. Budget Proposal (1 original, 1 photocopy)	Student Organization	
8. Bankbook/Account (2 photocopies)	Student Organization	
9. Accomplishment/Narrative Report (2 photocopies)	Student Organization	
10. Financial Statement (2 photocopies)	Student Organization	
11. Permit to collect (1 original)	CSU OSSS	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Secure Application for Recognition/Renewal of Student Organization Form at the Office of Student Support Services (OSSS) *Client accomplishes the form and will provide all necessary documentary requirements for the application	1. Provide forms to the client	None	1 Minute	OSSS Staff, In-Charge of Student Organizations OSSS
2 Submit accomplished form with the required supporting documents to the OSSS Staff for assessment/evaluation *If documents are complete and student organization collects membership fees, client will fill up permit to collect form	2. Receive the required documents and assess/evaluate for completeness *If documents are complete and student organization collects membership fees, client will fill up permit to collect form	None	5 Minutes	OSSS Staff, In-Charge of Student Organizations OSSS

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Submit assessed/evaluated form with the required supporting documents to the OSSS Director for approval	3. Receive assessed/evaluated documents to be signed for approval	None	3 Minutes	Director OSSS
4	Receive approved application for recognition/renewal from the OSSS Staff	4. Release approved documents to client	None	1 Minute	OSSS Staff, In-Charge of Student Organizations OSSS
DURATION:				10 Minutes	

### 3. APPLICATION FOR THE CONDUCT OF IN/OFF – CAMPUS STUDENT ACTIVITIES

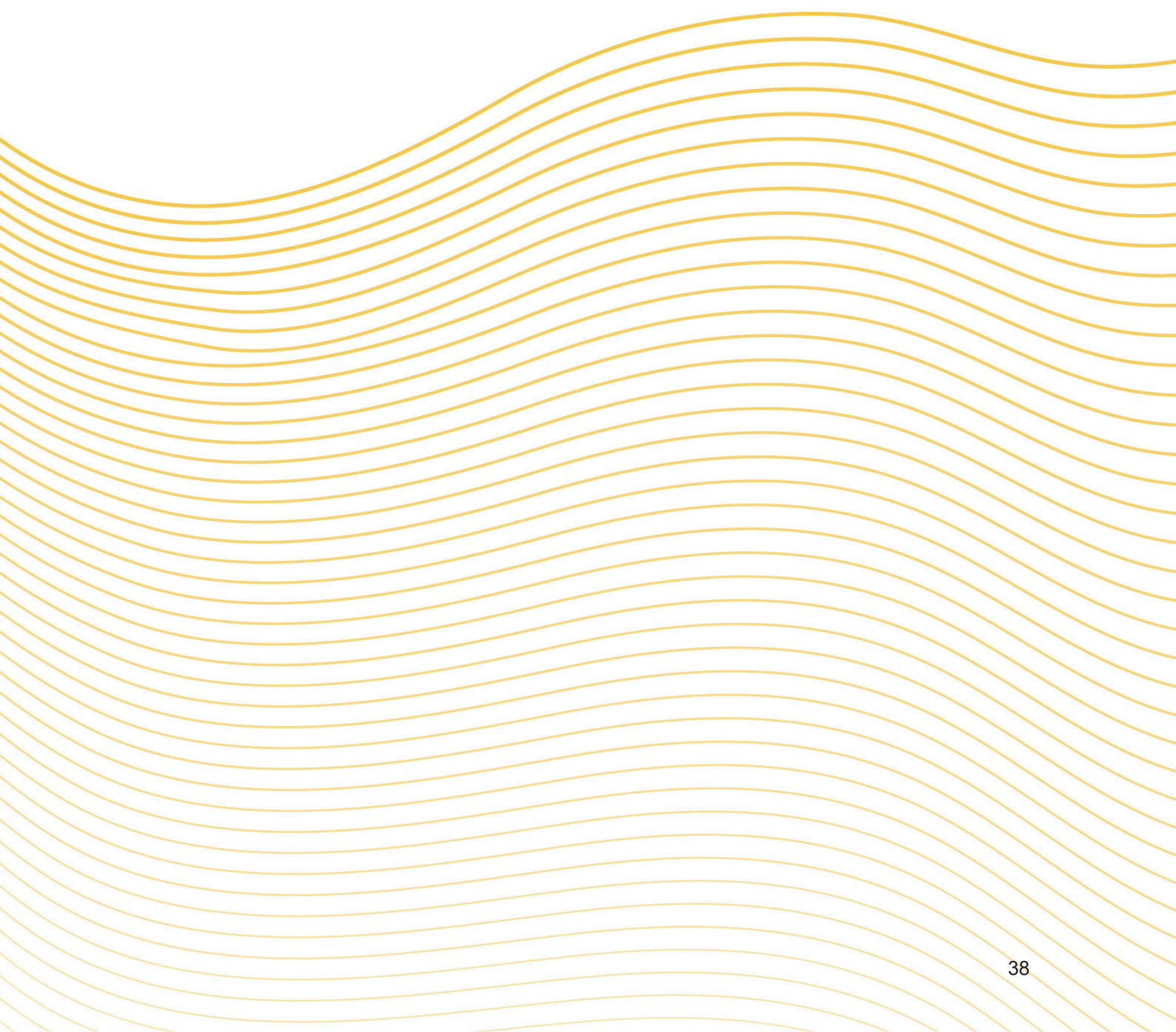
<b>Office:</b>	Office of Student Support Services	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Enrolled CSU College Students with campus-based student organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. In-Campus Activity		
2. Letter request (1 original)		College student/faculty
3. Proposed Program of Activities (1 original)		College student/faculty
4. Budget Proposal (1 original)		College student/faculty
5. Off-Campus Activity		
6. Letter request (1 original)		College student/faculty
7. Letter of Invitation (1 photocopy)		Sponsoring Agency
8. Program of Activities (1 photocopy)		Sponsoring Agency
9. Syllabus/Curriculum (1 photocopy)		College student/faculty
10. Properly filled up Permission to Conduct Off-Campus Activity For (1 original)		CSU Office of Student Support Services
11. Signed Parental/Guardian Consent/Waiver (1 original/student)		CSU Office of Student Support Services
12. Signed Medical Certificate (1 original/student)		CSU Medical And Dental Services-Medical Clinic
13. Insurance		Insurance Provider

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>In-Campus Acitivity</b>					
1	Submit letter request to the OSSS Staff for assessment/evaluation *Client will provide all necessary supporting documents	1. Receive the letter request and supporting documents and assess/evaluate for completeness	None	5 Minutes	OSSS Staff OSSS
2	Submit assessed/evaluated letter request with the required supporting documents to the OSSS Director for recommendation to VP-AA	2. Receive assessed/evaluated documents to be signed for recommendation	None	5 Minutes	Director OSSS
3	Submit recommended letter request with the required supporting documents to the VP-AA for approval * Documents signed for recommendation may also be forwarded by OSSS Staff to the Office of VP for Academic Affairs	3. Release documents signed for recommendation to client * Documents signed for recommendation may also be forwarded by OSSS Staff to the Office of VP for Academic Affairs	None	2 Minutes	OSSS Staff OSSS
DURATION:				12 Minutes	
<b>Off-Campus Acitivity</b>					
1	Secure Permission to Conduct Off-Campus Activity Form at the Office Of Student Support Services (OSSS)	1. Provide form to the client	None	2 Minutes	OSSS Staff OSSS
2	Submit letter request to the OSSS Staff for assessment/evaluation *Client will provide all necessary supporting documents	2. Receive the letter request and supporting documents and assess/evaluate for completeness	None	5 Minutes	OSSS Staff OSSS

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Submit assessed/evaluated form with the required supporting documents to the OSSS Director for recommendation to VP-AA	3. Receive assessed/evaluated documents to be signed for recommendation	None	5 Mnutes	Director OSSS
4	Submit recommended letter request with the required supporting documents to the VP-AA for recommendation to the President * Documents signed for recommendation may also be forwarded by OSSS Staff to the Office of VP-AA	4. Release documents signed for recommendation to client * Documents signed for recommendation may also be forwarded by OSSS Staff to the Office of VP-AA	None	2 Minutes	OSSS Staff OSSS
DURATION:				14 Minutes	

**ACADEMIC AFFAIRS**

**University Library  
Services**





## 1. ISSUANCE / RE-ISSUANCE OF LIBRARY CARD TO STUDENTS

Issuance of Library Card to students to enable them to utilize the library resources and facilities.

<b>Office:</b>	Library Services	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	CSU Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly accomplished Library Information Sheet (CSU-F-LIB-05)	Library Services	
Certificate of Enrolment (CSU-F-OARS-15 and 15a)	Registrar's Office	
Two (2) pcs 1 x 1 ID picture		
Official Receipt for Library Card Fee	Cashiering Services	
Affidavit of Loss (For Re-issuance)		

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present Certificate of Enrolment for verification and accomplish the Library Information Sheet.	1. Issue Library Information Sheet to client.	None	3 minutes	Library Staff
2	Pay Library Card Fee at the Cashiering Services.	2.1 Accept payment.	Library Card Fee – P100.00	2 minutes	Cashiering Clerk
		2.2 Issue the Official Receipt			
3	Submit Official Receipt and other requirements to Library Staff for verification.	3.1 Receive the required documents and check for completeness.	None	3 minutes	Library Staff
		3.2 Encode data in the system, print card and paste ID picture on the library card.		15 minutes	
		3.3 Validate library card for current semester.		1 minute	College Librarian
		3.4 Laminate library card.		4 minutes	Library Staff; Multimedia Center Staff

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Sign in the logbook upon receipt of library card.	4.1 Stamp COE with "Library Card Issued"	None	1 Minutes	Library Staff
		4.2 Issue the Library Card			
TOTAL:			Php 100.00	29 Minutes	

## 2. ISSUANCE / RE-ISSUANCE OF LIBRARY CARD TO STUDENTS

Issuance of Library Card to students to enable them to utilize the library resources and facilities.

<b>Office:</b>	Library Services	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	CSU Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Certificate of Enrolment (CSU-F-OARS-15 and 15a)		Registrar's Office
Library Card		Library Services

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present Certificate of Enrolment and Library Card for verification and validation.	1.1 Receive Certificate of Enrolment and Library Card	None	1 minute	Library Staff
		1.2 Retrieve library card from student information file box.		5 minutes	Library Staff
		1.3 Validate library card for current semester.		1 minute	Librarian In-Charge
2	Sign in the logbook after validation of library card.	2.1 Issue logbook to client	None	1 minute	Library Staff
		2.2 Stamp "Library Card Issued" on COE.			
		2.3 Issue validated Library Card			
DURATION:				8 Minutes	

### 3. CIRCULATION SERVICES FOR CSU STUDENTS

Charging in/out of library materials to CSU students

<b>Office:</b>	Library Services
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	CSU Students
<b>CHECKLIST OF REQUIREMENTS</b>	
Library Card	Library Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Search for location and availability of books/ periodicals using the Online Public Access Catalog (OPAC). Acquire book from its designated shelf.	1. Assures the availability of access to users	None	5 minutes	Library Staff
2 Check-out: Present library materials to be borrowed together with library card to the Library Staff.	2.1 Scan the library card and item barcode.	None	2 minutes	Library Staff
	2.2 Issue borrowed library materials			
3 Check-in: Present library materials to be returned.	3.1 Scan the item barcode	None	1 minute and 30 seconds	
	3.2 Return library card to client			
	3.3 Return the library material to its designated shelf.			
DURATION:			Check-out: 7 Minutes Check-in: 1 minute and 30 secs	

#### 4. CIRCULATION SERVICES FOR CSU ALUMNI

Charging in/out of library materials to CSU Alumni

<b>Office:</b>	Library Services
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	CSU Students
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Alumni ID signed by the President of Alumni	Alumni & Placement Services
<i>Note: CSU Alumni are allowed to use the University Library but are not allowed to borrow books for home use.</i>	

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Signify intention for use of library resources. Accomplish Library Information Sheet.	1.1 Verify record	None	3 minutes	Library Services Supervisor
		1.2 Issue Library Information Sheet			
2	Search for location and availability of books/ periodicals using the Online Public Access Catalog (OPAC). Acquire book from its designated shelf.	2. Assures the availability of access to users	None	5 minutes	Library Staff
3	Present Alumni ID to Section Librarian for actual research.	3. Circulation Service	None	30 seconds	Section Librarian
DURATION:				8 Minutes and 30 seconds	

## 5. IRCULATION SERVICES FOR OUTSIDE RESEARCHERS

Charging in/out of library materials to non-CSU researchers

<b>Office:</b>	Library Services	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Students, Researchers from other schools, colleges or universities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Referral letter from the Dean or Chief Librarian of your school	Dean or Chief Librarian of School/College/University	
Valid ID	School/College/University	
Official Receipt of payment for Library Fee	Cashiering Services	
<i>Note: Non-student researchers are allowed to use the University Library for research purposes but are not allowed to bring books outside the library or for home use.</i>		

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present Referral Letter to the Library Supervisor for approval.	1. Receive referral letter			
2	Pay for Library Research Fee at Cashiering Services.	2.1 Accept Payment	Library Research Fee - P100.00 / day		
		2.2 Issue the Official Receipt			
3	Proceed to the University Library and accomplish Library Information Sheet.	3.1. Issue the Library information Sheet	None	3 minutes	Library Services Supervisor
		3.2. Issue temporary ID			
4	Search for the location and availability of books/ periodicals using the Online Public Access Catalog.	4. Assures the availability of access to users	None	5 minutes	Library Staff
5	Present temporary ID to the section librarian for actual research.	5. Circulation service	None	30 Seconds	Section Librarian; Library Staff
TOTAL			Php 100.00/ day	9 Minutes and 30 seconds	

## 6. SIGNING OF CLEARANCE

<b>Office:</b>	Library Services	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	CSU Students, CSU Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Enrolment (CSU-F-OARS-15 and 15a)		Registrar's Office
2. Library Card		Library Services
3. Affidavit of Loss (for lost library card)		

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present requirements for review.	1. Receive the required documents and check for completeness		1 minute	Library Staff
2	Settle accountability (if any).	2.1 Issue library transaction receipt indicating unreturned books and overdue fines		2 minutes	Library Staff
		2.2 Accept payment	Overdue fines – P50.00 / day	2 minutes	Cashiering Clerk
		2.3 Issue Official Receipt			
3	Present Official Receipt to the Library Staff	3. Receive the Official Receipt and settle the client's record in the system	None	2 Minutes	Library Staff
4	Sign in the logbook after clearance is signed.	4.1. Sign Clearance	None	1 Minute	Librarian In-Charge
		4.2 File Library Card to be claimed on the next semester			
TOTAL			Php50.00/day	4 to 8 Minutes	



## 7. PROCESSING OF RESERVATIONS FOR LITTLE THEATER & AUDIO-VISUAL ROOMS

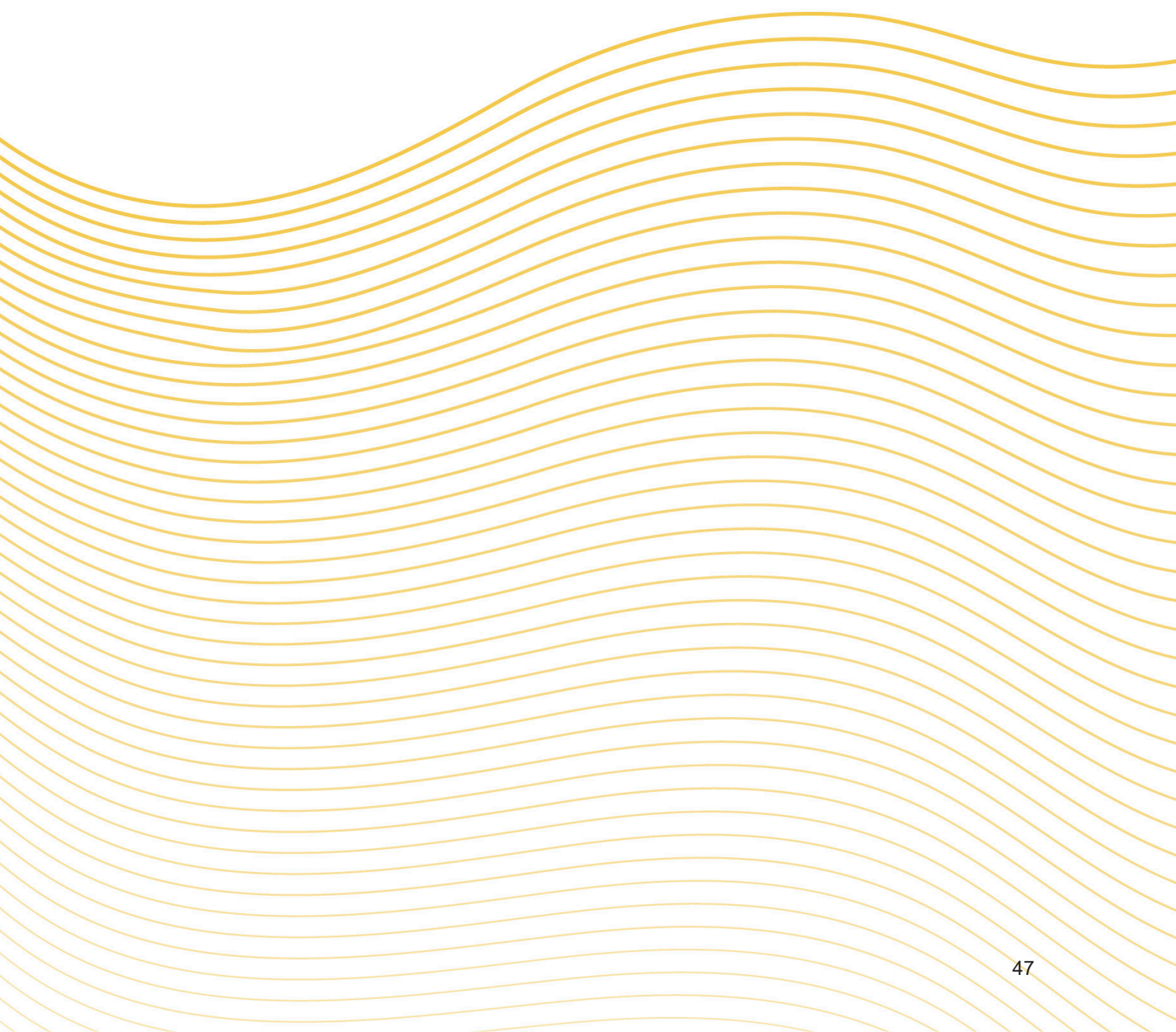
<b>Office:</b>	Library Services	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	All CSU Offices/Departments, Faculty and Students; Non-CSU Organizations/Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Request Form (CSU-F-LIB-06)		Library Services
2. Approved letter of request (for non-CSU Organization/Agencies)		Library Services
3. Official Receipt of payment of fees		Cashiering Services
<i>Note: Reservations must be done Monday-Friday, 8:00AM – 5:00PM, at least a week prior to requested date of use.</i>		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	Inquire availability of Little Theater and AVR for requested schedule.	1. Check schedule for availability of Little Theater and AVR	None	2 minutes	Library Services Administrative Aide
2	FOR NON-CSU ORGANIZATIONS/ AGENCIES, submit Letter Request to the Office of the President for approval.	2.1 Receive Letter Request 2.2 Affix signature by signatories	None	Depends on the availability of respective signatories	Office of the President Administrative Aide; SUC President III
3	FOR NON-CSU ORGANIZATIONS/ AGENCIES, upon approval, pay prescribed fees at the Cashiering Services and obtain an Official Receipt.	3.1 Accept payment 3.2 Issue Official Receipt	Little Theater (Aircon with Multimedia Facilities) Fee – P2,500.00/ day  Audio-Visual Room Fee – P750.00/ day	2 Minutes	Cashiering Clerk

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Sign in the logbook after clearance is signed.	4.1. Sign Clearance	None	1 Minute	Librarian In-Charge
		4.2 File Library Card to be claimed on the next semester			
5	Submit accomplished Request Form together with the approved Letter Request and Official Receipt for review.	5.1 Receive required documents and check for completeness		2 minutes	Library Services Administrative Aide
		5.2 Reservation is written/encoded on the AVR/Little Theater Utilization Schedule.		2 minutes	
TOTAL			Little Theater (Aircon with Multimedia Facilities) Fee – P2,500.00/ day  Audio-Visual Room Fee – P750.00/ day	For CSU Faculty and Students : 6 minutes  For Non-CSU Organizations/ Agencies: 8 minutes	

**ACADEMIC AFFAIRS**

**Medical and Dental  
Services**



The Office ensures to provide efficient and effective medical & dental services to clients and provides appropriate medicines if necessary.

<b>Office:</b>	Medical and Dental Services	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Employees and Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Student ID or COE		CBO & OARS
2. Employee University ID		HRMS
3. Shall have passed the Entrance Examination (for issuance of medical certificate or physical fitness examination of incoming freshmen / transferees)		GCTO

## MEDICAL SERVICES

### 1. CONSULTATION AND TREATMENT OF MINOR AILMENT / FOLLOW -UP

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present ID/COE	1. Check ID/COE	None	1 minute	Administrative Aide IV
2	FOR NEW PATIENTS, fill-out Medical Patient Form FOR FORMER PATIENTS, records are retrieved.	2. Retrieve record / Assist in filing-up the record	None	2 minutes	
3	Submit self for taking of vital signs	3. Get vital signs	None	3 minutes	Nurse IV/Nurse III/Nurse I
4	Interview	4. Interview	None	2 minutes	
5	Consultation and medical treatment is performed as needed.	5. Perform Physical exam./ issue prescription if needed	None	15 minutes	Medical Officer III
6	Present Doctor's prescription (if any) to the nurse on duty for dispensing of medicines.	6. Provide medicine	None	2 minutes	Nurse IV/Nurse III/Nurse I
7	Sign logbook.	7. Assist in signing	None	1 minute	Administrative Aide IV
<b>DURATION:</b>				26 Minutes	

*Note: Emergency cases are given immediate medical treatment.*

**2. PHYSICAL FITNESS EXAMINATION & ISSUANCE OF MEDICAL CERTIFICATE**

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present ID/COE	1. Check ID/COE	None	1 minute	Administrative Aide IV
2	FOR NEW PATIENTS, fill-out Medical Patient Form FOR FORMER PATIENTS, records are retrieved.	2. Retrieve record / Assist in filing-up the record	None	2 minutes	
3	Submit self for taking of vital signs	3. Get vital signs	None	3 minutes	Nurse IV/Nurse III/Nurse I
4	Interview	4. Interview	None	2 minutes	
5	Physical examination proper	5. Perform Physical exam.	None	10 minutes	Medical Officer III
6	Issuance of Medical Certificate	6. Issue Medical certificate	None	2 minutes	
7	Sign logbook upon receipt of Medical Certificate	7. Assist in signing	None	1 minute	Administrative Aide IV
DURATION:				21 Minutes	

**3. REFERRAL OF MEDICAL CASES**

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present ID/COE	1. Check ID/COE	None	1 minute	Administrative Aide IV
2	FOR NEW PATIENTS, fill-out Medical Patient Form FOR FORMER PATIENTS, records are retrieved.	2. Retrieve record / Assist in filing-up the record	None	2 minutes	
3	Submit self for taking of vital signs	3. Get vital signs	None	3 minutes	Nurse IV/Nurse III/Nurse I
4	Interview	4. Interview	None	2 minutes	
5	Consultation proper	5. Perform Physical exam.	None	10 minutes	Medical Officer III
6	Issuance of Referral Form	6. Issue referral form	None	2 minutes	
7	Sign logbook	7. Assist in signing	None	1 minute	Administrative Aide IV
8	Bring back Return Slip to the Medical Services for record purposes	8. Get return slip	None	1 Minute	
DURATION:				22 Minutes	

**DENTAL SERVICES****1. ORAL SCREENING**

CLIENT STEPS		AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present ID/COE	1. Check ID/COE	None	1 minute	Dental Aide
2	FOR NEW PATIENTS, fill-out Medical Patient Form FOR FORMER PATIENTS, records are retrieved	2. Retrieve record / Assist in filing-up the record	None	2 minutes	
3	Submit self for taking of vital signs	3. Get vital signs	None	3 minutes	
4	Interview	4. Interview	None	2 minutes	
5	Consultation proper	5. Perform Physical exam.	None	15 minutes	Dentist II
6	Present Doctor's prescription (if any) to the Dental Aide for dispensing of medicines	6. Provide medicine	None	2 minutes	Dental Aide
7	Sign logbook	7. Assist in signing	None	1 minute	
DURATION:				26 Minutes	

**2. PROMOTION OF ORAL HEALTH / SPECIFIC PROTECTION AND COUNSELING**

CLIENT STEPS		AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present ID/COE	1. Check ID/COE	None	1 minute	Dental Aide
2	FOR NEW PATIENTS, fill-out Medical Patient Form FOR FORMER PATIENTS, records are retrieved	2. Retrieve record / Assist in filing-up the record	None	2 minutes	
3	Submit self for taking of vital signs	3. Get vital signs	None	3 minutes	
4	Interview	4. Interview	None	2 minutes	
5	Consultation proper	5. Perform Physical exam.	None	15 minutes	Dentist II
6	Present Doctor's prescription (if any) to the Dental Aide for dispensing of medicines	6. Provide medicine	None	2 minutes	Dental Aide
7	Sign logbook	7. Assist in signing	None	1 minute	
DURATION:				26 Minutes	



**3. DENTAL CONSULTATION / DENTAL CURATIVE SERVICES / DENTAL FOLLOW-UP**

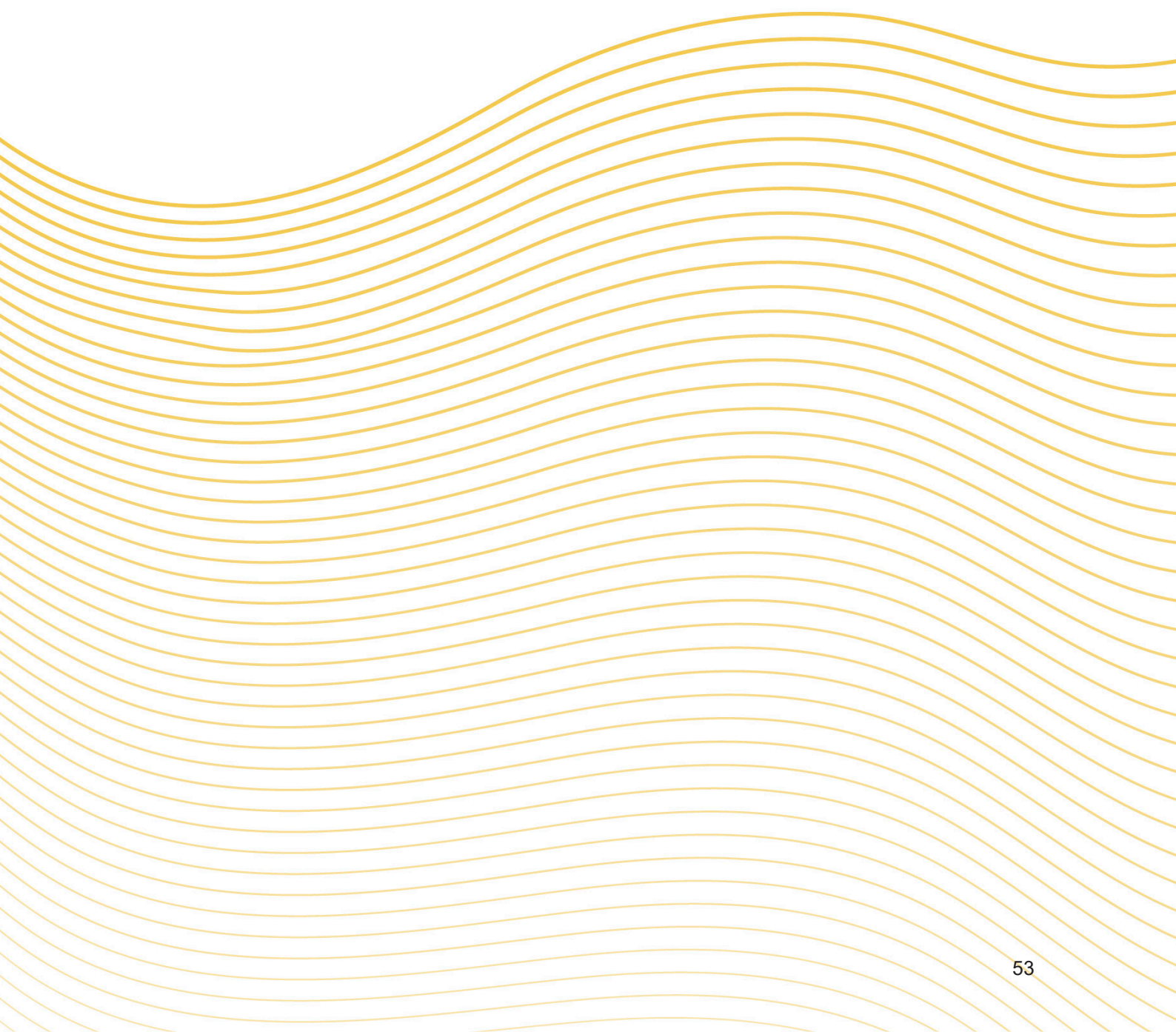
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present ID/COE	1. Check ID/COE	None	1 minute	Dental Aide
2	FOR NEW PATIENTS, fill-out Medical Patient Form FOR FORMER PATIENTS, records are retrieved	2. Retrieve record / Assist in filing-up the record	None	2 minutes	
3	Submit self for taking of vital signs	3. Get vital signs	None	3 minutes	
4	Interview	4. Interview	None	2 minutes	
5	Consultation proper	5. Perform Physical exam.	None	10 minutes	Dentist II
6	Submit self for diagnosis and dental treatment/ management		None	15 Minutes	Dentist II and Dental Aide
	a. Minor oral surgery	6.1a. Do oral surgery	None		
	b. Control Secondary Infection	6.1b. Provide prescription	None		
	c. Other Emergency Cases	6.1c. Do appropriate intervention	None		
7.	Present Doctor's prescription (if any) to the Dental Aide for dispensing of medicines.	7. Provide medicine	None	2 Minutes	Dental Aide
8.	Sign logbook	8. Assist in signing	None	1 minute	
DURATION:				36 Minutes	

**4. REFERRAL OF DENTAL CASES**

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present ID/COE	1. Check ID/COE	None	1 minute	Dental Aide
2	FOR NEW PATIENTS, fill-out Medical Patient Form FOR FORMER PATIENTS, records are retrieved	2. Retrieve record / Assist in filing-up the record	None	2 minutes	
3	Submit self for taking of vital signs	3. Get vital signs	None	3 minutes	
4	Interview	4. Interview	None	2 minutes	
5	Consultation proper	5. Perform Physical exam.	None	10 minutes	Dentist II
6	Issuance of. Referral Form	6. Issue Referral Form	None	3 Minutes	
7.	Sign logbook	7. Assist in signing	None	1 Minute	Dental Aide
8.	Bring back return slip to the Dental Services for record purposes	8. Get return slip	None	1 minute	
DURATION:				23 Minutes	

**ADMINISTRATIVE AND FINANCIAL AFFAIRS**

**Human Resource  
Management Services**



## 1. ISSUANCE OF SERVICE RECORDS, CERTIFICATE OF EMPLOYMENT & OTHER PERSONNEL RECORDS

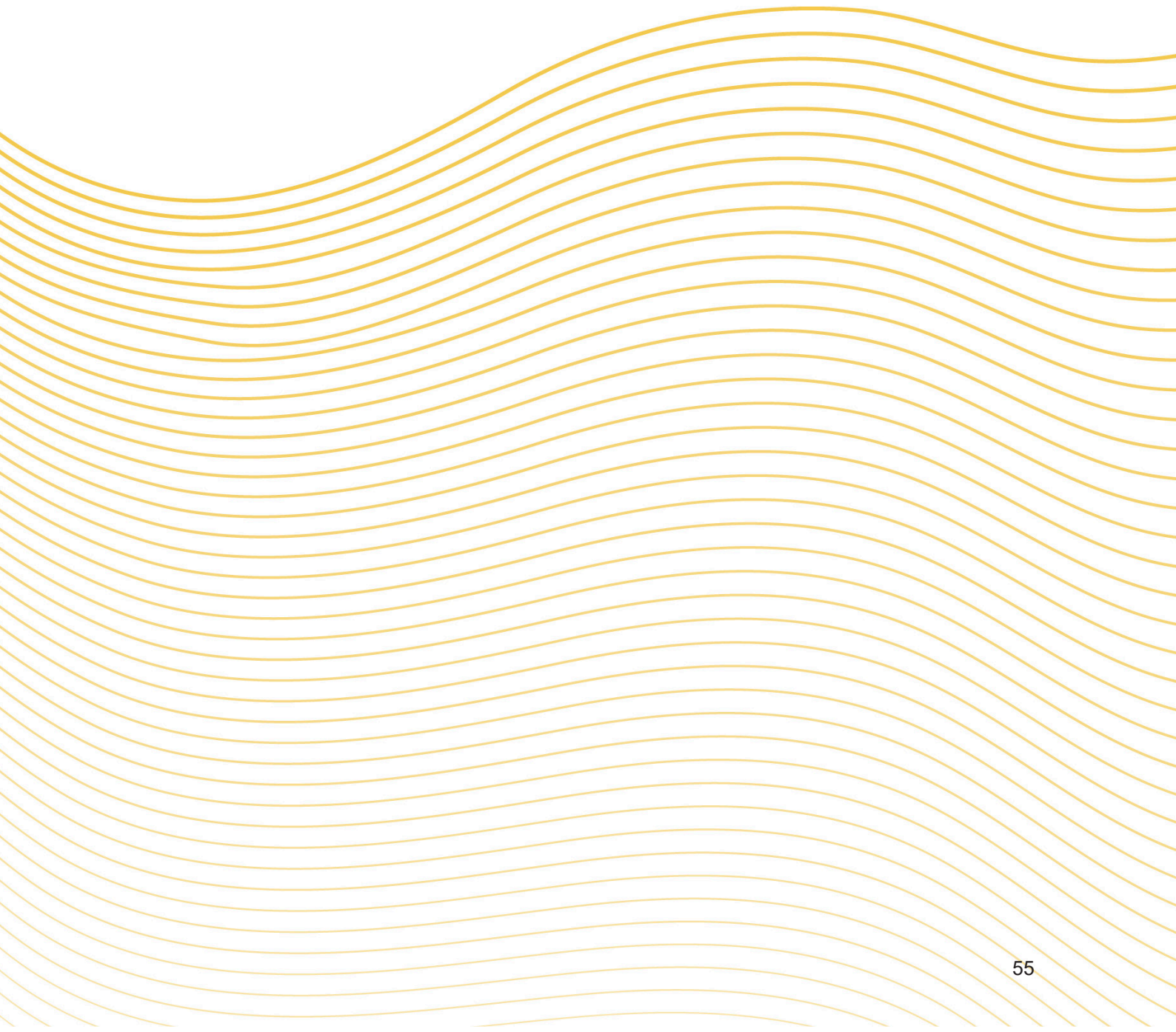
The Service Record, Certificate of Employment and other Personnel Records are documents issued by the Human Resource Management Services to the individuals needing the document for personal their use and other purposes. Service Records and Certificate of Employment states the period of employment and other needed information of the requestor (e.g. date of birth and place of birth). These documents are only released to the concerned individuals due to the Data Privacy Law.

<b>Office:</b>	Human Resource Management Services	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Employees, Student Assistants and Former Employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Request Form (CSU-F-HRM-19)		Human Resource Management Services
2. Official Receipt of Payment of Certification Fee		Cashiering Services

### 1. ISSUANCE OF SERVICE RECORDS, CERTIFICATE OF EMPLOYMENT & OTHER PERSONNEL RECORDS

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	For Former Employees/ Student Assistants, pay Certification Fee at the Cashiering Services	Issue Official Receipt	P30.00 per Cert.		Cashiering Clerk/ Staff
2	Present Official Receipt and fill-out request form/ logbook	Assist in filling-out/ give instructions		30 minutes	Administrative Aide/Receiving Clerk
3	Area-in-Charge prepares Certification/Service Records	Preparation of requested documents		3 hours	Area-in-Charge
4	HRM Officer checks, reviews and signs requested documents	Checking of documents		2 hours	Administrative Officer
5	Issuance of Certification/ Service Records	Issuance of requested documents		30 minutes	Administrative Aide/In-Charge of Releasing
TOTAL:			P30.00	6 hours	

## VI. FEEDBACK AND COMPLAINTS





**VII. Feedback and Complaints**

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Answer the client feedback form and drop it at the designated drop box in front of the CSU Lobby.
How feedbacks are processed?	Every Friday, assigned Officer of the Day opens the drop box and compiles and records all feedback submitted.
	Feedback requiring answers are forwarded to the relevant offices and they are required to answer within two (2) days from the receipt of the feedback.
How to file a complaint?	<p>Answer the Client Complaint Form and drop it at the designated drop box at the CSU Lobby, Public Assistance and Complaint Desk.</p> <p>Make sure to provide the following information:</p> <ol style="list-style-type: none"> <li>1. Full name and address of the complainant;</li> <li>2. Full name and address of the person/s complained of as well as his/her/ their position/s and office/s;</li> <li>3. A narration of the relevant and material facts which shows the act/s or omission/s allegedly committed</li> </ol>
How complaints are processed?	<p>Formal complaint is received and forwarded to the concerned Dean or Chief of Office of the person being complained of.</p> <p>Documents are checked for completeness: if incomplete, the complainant shall be contacted if known, otherwise, the case shall be reported to the SUC President; if complete Investigation Committee (IC) shall be recommended to the SUC President.</p> <p>Complaint is endorsed to the IC who has undergone "Investigation Drill/ Orientation" within two (2) Working Days (WD) after its date of designation.</p> <p>All pieces of information surrounding the complaints underscoring the root cause are verified and analyzed.</p>



<p>How complaints are processed?</p>	<p>If found not valid, report of the investigation shall be forwarded to the SUC President; if valid, the ISO Chairperson shall be notified for the issuance of the Non-conformity and Corrective Action Report (NCAR).</p> <p>NCAR is issued within two (2) WD upon receipt of notification.</p> <p>Corrective action is performed including root cause analysis to prevent recurrence.</p> <p>Implementation of the corrective action is followed up at least two (2) WD after the issuance of the NCAR.</p> <p>The effectiveness of the corrective action is verified: If it is not effective corrective action shall be performed again; otherwise, the results shall be recorded in the monitoring log.</p> <p>Final report is submitted to the SUC President (Institutional) or to the concerned Dean/Chief of Office (Local)</p> <p>If the identity of the client is known, a copy of the final report shall be sent.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>Office of the President (CSU)  catstateuniversity2012@gmail.com  www.catanduanesstateu.edu.ph  Globe (0917) 461 6325  TnT (0948) 906 5322</p>

Office	Address	Contact Information
<b>CENTRAL MANAGEMENT</b>		
Office of the President	2/F, Left Wing, Admin. Building	csu2012@catanduanesstateu.edu.ph
Board Secretary	2/F, Left Wing, Admin. Building	boardsec@catanduanesstateu.edu.ph
Legal Services	2/F, Left Wing, Admin. Building	ntmsantelices@catanduanesstateu.edu.ph
Internal Audit Services	2/F, Left Wing, Admin. Building	rosantelices@catanduanesstateu.edu.ph
Public Relations and Media Communications Services	3/F, Right Wing, Admin. Building	prmcs@catanduanesstateu.edu.ph
Executive Assistance Services	2/F, Left Wing, Admin. Building	jdrojas@catanduanesstateu.edu.ph
Planning Development and Information System Services	2/F, Left Wing, Admin. Building	pdiss@catanduanesstateu.edu.ph
Management Information Services	2/F, Left Wing, Admin. Building	jvcasim@catanduanesstateu.edu.ph
Quality Assurance Office	3/F, Right Wing, Admin. Building	qa@catanduanesstateu.edu.ph
Gender and Development Office		
Alumni Relations Office	2/F, Left Wing, Admin. Building	alumni@catanduanesstateu.edu.ph
University Culture and Arts Director	Ground Floor CSU Gymnasium	jjztria@catanduanesstateu.edu.ph
<b>ACADEMIC AFFAIRS</b>		
Office of the Vice-President for Academic Affairs	2/F, Right Wing, Admin. Building	vpaa@catanduanesstateu.edu.ph
College of Agriculture	CAF Building	caf@catanduanesstateu.edu.ph
College of Arts and Sciences	CAS Building	cas@catanduanesstateu.edu.ph
College of Business and Accountancy	CBA Building	cba@catanduanesstateu.edu.ph
College of Education	COED Building	coed@catanduanesstateu.edu.ph
College of Engineering	CE Building	coeng@catanduanesstateu.edu.ph
College of Health Sciences	CHS Building	chs@catanduanesstateu.edu.ph
College of Industrial Technology	CIT Building	cit@catanduanesstateu.edu.ph
College of Information and Communications Technology	CICT Building	cict@catanduanesstateu.edu.ph

Office	Address	Contact Information
Office of the Admission and Registration Services	1/F, Right Wing, Admin. Building	registrar@catanduanesstateu.edu.ph
Student Support Services	OSSS Building	osss@catanduanesstateu.edu.ph
NSRC and NSTP	Ground Floor CSU Gymnasium	nstp@catanduanesstateu.edu.ph
Guidance, Counseling and Testing Services	1/F, Left Wing, Admin. Building	gcto@catanduanesstateu.edu.ph
Principal's Office - Laboratory Schools	Lab. School Building	labschool@catanduanesstateu.edu.ph
University Library	Library Building	library@catanduanesstateu.edu.ph
Sports Development Services	Mezzanine CSU Gymnasium	sportsdev@catanduanesstateu.edu.ph
<b>ADMINISTRATIVE AND FINANCIAL AFFAIRS</b>		
Office of the Vice-President for Administrative and Financial Affairs	2/F, Right Wing, Admin. Building	vpafa@catanduanesstateu.edu.ph
Chief Administrative Officer - Financial Division	2/F, Right Wing, Admin. Building	caof@catanduanesstateu.edu.ph
Budget Services	2/F, Right Wing, Admin. Building	budget@catanduanesstateu.edu.ph
BAC Secretariat Office	2/F, Left Wing, Admin. Building	bac@catanduanesstateu.edu.ph
Supply Services	Ground Floor CSU Gymnasium	supply@catanduanesstateu.edu.ph
Cashiering Services	2/F, Right Wing, Admin. Building	cashiering@catanduanesstateu.edu.ph
Accounting Services	2/F, Right Wing, Admin. Building	accounting@catanduanesstateu.edu.ph
Building and Grounds Services	B&G Building	bgs@catanduanesstateu.edu.ph
Motorpool Services	B&G Building	motorpool@catanduanesstateu.edu.ph
<b>RESEARCH, EXTENSION AND PRODUCTION AFFAIRS</b>		
Office of the Vice-President for Research, Extension and Production Affairs	2/F, Right Wing, Admin. Building	vprega@catanduanesstateu.edu.ph

<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Research and Development Services	1/F, Right Wing, Admin. Building	rds@catanduanesstateu.edu.ph
Extension Services	Old Research and Extension Building	extension@catanduanesstateu.edu.ph
Corporate Business Operations	CBO Building	cbo@catanduanesstateu.edu.ph
Center for International Relations and Continuing Professional Development Services	2/F, Left Wing, Admin. Building	circpds@catanduanesstateu.edu.ph
Abaca Technology Innovation Center	ATIC Building	atic@catanduanesstateu.edu.ph
Center for Island Climate Change Solutions	ATIC Building	cics@catanduanesstateu.edu.ph
<b>PANGANIBAN CAMPUS</b>		
Campus Administrator's Office	CSU Panganiban Campus	catsupc@catanduanesstateu.edu.ph

**CATANDUANES STATE UNIVERSITY**  
**PANGANIBAN CAMPUS**

**OFFICE OF STUDENT SUPPORT SERVICES**

**Guidance, Counseling  
and Testing Services**

## 1. CONDUCTS COLLEGE ENTRANCE EXAMINATION

Incoming first year students seeking admission to any of the curricular programs in the Colleges need to pass the admission examination conducted during summer. College students from other learning institutions who would like to transfer to the Catanduanes State University – Panganiban Campus and those who wish to shift to another course may avail this service.

<b>Office:</b>	Guidance, Counseling and Testing Services
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Employees and Students
<b>CHECKLIST OF REQUIREMENTS</b>	
Form 138/High School Report Card	
Good Moral Certificate	
Photocopy of certification of general weighted average in previous course taken (for shifting students)	
Transcript of Records or Certification of general weighted average in previous course taken (for shifting students)	
Photocopy of Honorable Dismissal (for transferees)	

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Approach the Guidance Counselor I at the Guidance and Testing Office and require on how to apply for College Entrance Examination.	5 minutes	Guidance Counselor I
2	Guidance Counselor issues CEE Testing fee issuance slip to the applicant where he/she writes his/her name and the course he/she intends to take.	15 minutes	Guidance Counselor I
3	Proceed to the Cashier's Office at the Administration Bldg. Present your duly accomplished testing issuance slip to the cashier's office and pay the testing fee of P100.00	10-20 minutes	Administrative Aide IV Cashiering Services
4	Present your official testing fee receipt to the Guidance Counselor I and receive a copy of College Entrance Exam application form and personal data sheet. Write your name and course you intend to take in the logbook for record purposes.	15-20 minutes	Guidance Counselor I
5	Fill-up the CEE application form and personal data sheet and submit the same together with the required documents for CEE purposes to the Guidance Counselor I.	10 minutes	Guidance Counselor I
6	Wait while application form and other documents submitted for College Entrance Exam purposes are checked by the Guidance Counselor.	10 minutes	Guidance Counselor I



CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
7	Test permit is issued to the applicant after the form has been verified and approved by the Guidance Counselor.	5 minutes	Guidance Counselor I
8	Report to the Testing Center with your test permit and take the examination as scheduled.	4 hours	Guidance Counselor I
9	After submitting the required documents, inquire from the office of the ARES Director as to the schedule of interview (for specific courses only).	5 minutes	Clerk in the Office of the ARES Director
10	Report for interview as scheduled by the ARES Director. Wait for your turn.	10-15 minutes	ARES Director and Department Chairman
11	Follow-up result of Examination and Interview at the Office ARES Director. See bulletin boards for the results. If qualified, report for enrolment as scheduled by the Registrar's Office.	5 minutes	Clerk in the Office of the ARES Director

## 2. PROVIDES COUNSELING TO STUDENTS

This service would help the students explore and understand themselves through Counseling sessions with the Guidance Counselor either individually or by group. All bonafide students of the Catanduanes State University – Panganiban Campus can avail of the service as scheduled by the Guidance Counselor.

Requirement:

1. Student ID Card

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Referred Cases from the Faculty members, staff or students</b>			
1	Fill-up referral counseling form from the Guidance Office.	5 minutes	Guidance Counselor I
2	Submit the accomplishment form to the guidance Counselor I for counseling schedule.	5 minutes	Guidance Counselor I
3	The Guidance Counselor I will schedule students for counseling session depending upon the availability of the student and the counselor.	5 minutes	Guidance Counselor I
4	The Guidance Counselor I will then conduct the counseling session.	30 minutes to 2 hours	Guidance Counselor I
<b>B. Non-referred Cases/Walk-in Counselees</b>			
	Visit the Guidance Counselor I from 7:30 a.m. until 5:00 p.m. from Monday – Friday, for an initial case interview.	10-30 minutes	Guidance Counselor I
	Conduct counseling session to students depending upon the agreed schedule.	30 minutes to 2 hours	Guidance Counselor I

## 2. ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER

College students who are transferring to other schools need to secure certificate of good moral character.

Requirement:

1. Student ID Card

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Go to the Cashiering services and pay the certification fee.	10-15 minutes	Administrative Aide IV Cashiering Services
2	Proceed to the Guidance Services and state your purpose. Present the receipt to the Guidance Counselor I.	10-15 minutes	Guidance Counselor I
3	The Guidance Counselor I will advise the client to claim the certificate the following day.	5 minutes	Guidance Counselor I
4	Return to the Guidance Services and claim the certificate.	10-15 minutes	Guidance Counselor I
5	Sign the logbook.	5 minutes	Guidance Counselor I

ACADEMIC, RESEARCH & EXTENSION SERVICES

# Office of Admission and Registration Services

## 1. ENROLMENT AND REGISTRATION PROCESS

The Office ensures to provide fast and efficient delivery of services to clients with a systematized academic records of students and office procedures in full coordination with various departments and colleges through a database management system.

### FRESHMEN & TRANSFEREES

Requirements:

1. Accomplished Student Admission Form (CSU-PC-F-OARS-01)
2. Official Transcript of Record/Form 138
3. Certified of Good Moral Character
4. PSA Birth Certificate
5. Medical/Health Certificate from a Government Physician
6. Transfer Credentials (for transferees)
7. Three (3) passport-size ID picture
8. Approved Tentative Enrolment Form (CSU-PC-F-ACAD-02A for regular students; CSU-PC-F-ACAD -02B for irregular students)
9. Partial or full payment of miscellaneous fees

**Fees:**

1. Tuition – Php100.00/unit; – Php80.00/unit for College of Agriculture Students
2. Medical Fee – Php50.00
3. Athletic Fee – Php150.00
4. Laboratory Fee – Php50.00/lab. Subject
5. Library Fee – Php100.00
6. NSTP Fee – Php150.00; – Php120.00 for College Agriculture students
7. Publication Fee – Php30.00
8. Computer Laboratory Fee – Php150.00/unit
9. Federated College Student Council (FCSC) – Php30.00
10. Student ID Fee – Php100.00
11. Handbook Fee – Php35.00
12. Maintenance Fee – Php100.00
13. Shopwork Fee – Php50.00/major subject

### CONTINUING UNDERGRADUATE STUDENTS

Requirements:

1. Student Admission Form (CSU-PC-F-OARS-01)
2. Summary of Grades for the past semester (CSU-PC-F-ACAD-03)
3. Approved Tentative Enrolment Form (CSU-PC-F-ACAD-02A for regular students; CSU-PC-F-ACAD -02B for irregular students)
4. Partial or full payment of miscellaneous fees

**Fees:**

1. Tuition – Php100.00/unit; – Php80.00/unit for College of Agriculture Students
2. Medical Fee – Php50.00
3. Athletic Fee – Php150.00
4. Laboratory Fee – Php50.00/lab. Subject
5. Library Fee – Php100.00
6. Publication Fee – Php30.00
7. Computer Laboratory Fee – Php150.00/unit
8. Federated College Student Council (FCSC) – Php30.00
9. Maintenance Fee – Php100.00

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Acquire and accomplish a Student Admission Form at the Office of Admission & Registration Services	2 minutes	In-Charge of Records by Department
2	Present your credentials to Enrolment Advisers at the Department Enrolment venue	2 minutes	Enrolment Adviser
3	Get two (2) copies of the Tentative Enrolment Form (TEF) from your Enrolment Adviser	5 minutes	Enrolment Adviser
4	Copy your schedules for subjects posted at your advising areas	10 minutes	Enrolment Adviser
5	Present your TEF to your Enrolment Adviser for review and signature	5 minutes	Enrolment Adviser
6	Present your signed TEF to your ARES Director for approval	5 minutes	ARES Director
7	FOR SCHOLARS, go to the Office of Student Support Services (OSS) and have your TEF signed for scholarship tagging	5 minutes	OSS Staff, Student Scholarship
8	Present your TEF to College Clerk for Posting of Courses and (for scholars) effect of the scholarship program	5 minutes	College Clerk
9	Pay your fees to the Cashiering Clerk	5 minutes	Cashiering Clerk
10	Present your TEF to the Office of Admission and Registration Services (OARS) Staff for printing of Certificate of Enrolment (COE) and wait for the issuance of class cards	6 minutes	OARS Staff
Duration:			
a. For Scholars – 50 minutes			
b. For Non-Scholars – 45 minutes			

## I. PROCESSING OF APPLICATION FOR GRADUATION

### Requirements:

1. Approved Application for Graduation Form (CSU-PC-F-OARS-07)
2. Approved Evaluation of Grades Earned Form (CSU-PC-F-ACAD-14)
3. Approved Student Clearance form (CSU-PC-F-OARS-14A)
4. Official Receipt of payment for graduation fees
5. OARS copy of Dissertation, Theses, Capstones Project and/or Narrative Report

### Fees:

1. Transcript of Record Fee
2. Diploma Fee
3. Graduation Fee – Depends on the number of students

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Upon enrolment, request for Application for Graduation Form from OARS and Evaluation of Grades Earned Form from the ARES Director	10 minutes	OARS Records In-Charge; College Clerk
2	Submit approved Application for Graduation Form accompanied with an Evaluation of Grades Earned form to the ARES Director	5 minutes	College Clerk; ARES Director
3	On the first Monday of February of the Calendar year, inquire on the results of evaluated grades earned at the ARES Director Office.	5 minutes	College Clerk; ARES Director
4	Request for Student Clearance Form and accomplish said form	Depends on the availability of respective signatories	Assessment In-Charge; Records In-Charge by Department; Student Services In-Charge, ARES Director, OARS Registrar III
5	Pay required graduation fees at the Cashiering services	5 minutes	Cashiering Clerk
6	Submit approved Student Clearance Form with Official Receipt of graduation fees and other requirements for graduation	5 minutes	Records In-Charge by Department; OARS Registrar III
Duration: 30 minutes			



**II. ISSUANCE & RE-ISSUANCE OF STUDENT CREDENTIALS AND CERTIFICATIONS****Requirements:**

1. Accomplished Application for the Issuance of Student Credentials Form/Transaction Slip (CSU-PC-F-OARS-10)
2. Approved Student Clearance Form (CSU-PC-F-OARS14A) or OTR/Transfer Credentials/Certifications
3. Affidavit of Loss (for lost Transfer Credentials)
4. One (1) passport-size ID picture for OTR
5. Two (2) documentary stamps (for OTR and Certifications)
6. Officials Receipt of Payment of fees for requested credentials
7. Authenticated PSA Birth Certificate (photocopy)
8. Authorization Letter and proof of identification (if claimant is not the direct client)

**Fees:**

1. Official Transcript of Records – Php100.00/page
2. Transfer Credentials – Php50.00
3. Diploma Fees – Php100.00
4. Re-Issuance of Diploma or Official Transcript of Records – Php150.00/page

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Request for Clearance Form and Transaction Slip	5 minutes	OARS Staff at the OARS Receiving and Releasing Window
2	Accomplish Clearance Form	Depends of the availability of the respective signatories	College Librarian in-Charge; Accounting Services Representative; Director of Student Services, Dormitory Representative; Alumni Office Representative; OARS Records In-Charge; College Dean; Registrar III
3	Pay required fees at the Cashiering Services Office	5 minutes	Cashiering Clerk
4	Present accomplished and approved Student Clearance, Transaction Slip and Official Receipt of Payment for prescribed fees to the	4 minutes	OARS Staff at the OARS Receiving and Releasing Window;
5	Wait for the release of claim stub	2 minutes	OARS Staff at the OARS Receiving and Releasing Window

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
6	Preparation of credentials/ certifications requested a. Official Transcript of Records b. Diploma c. Certification	2 hours 2 hours 1 hour	OARS Staff
7	Credentials/Certifications are reviewed for possible errors and omissions a. Official Transcript of Records b. Diploma c. Certification	3 hours 1 hour 3 hours	Admin Aide VI
8	Approval and signing of credentials/ certifications	1 day	Registrar III; ARES Director; Campus Administrator; SUC President III
9	Claim your requested credentials from the OARS on the scheduled date indicated in the claim stub	5 minutes	OARS Staff at the OARS Receiving and Releasing Window
<p><b>NOTE:</b> In adherence to the directive from the Office of the President, processing and release of documents are shortened to:</p> <ul style="list-style-type: none"> <li>• Credentials – within 3 days</li> <li>• Certifications – within 2 days</li> </ul>			

### III. ISSUANCE OF CERTIFICATION, AUTHENTICATION & VERIFICATION (CAV) FOR DFA PURPOSES

#### Requirements:

1. Accomplished Application for CAV Form/Transaction Slip (CSU-PC-F-OARS-10)
2. Official Receipt of payment of CAV Fees
3. Two (2) 2x2 ID pictures with white background
4. One (1) documentary stamp
5. Original and photocopy of Diploma
6. Original and photocopy of Official Transcript of Records
7. Certification/Verification of School Accreditation and Authority to Operate by Government Approving Agency

#### Fees:

1. CAV Fees – Php 150.00

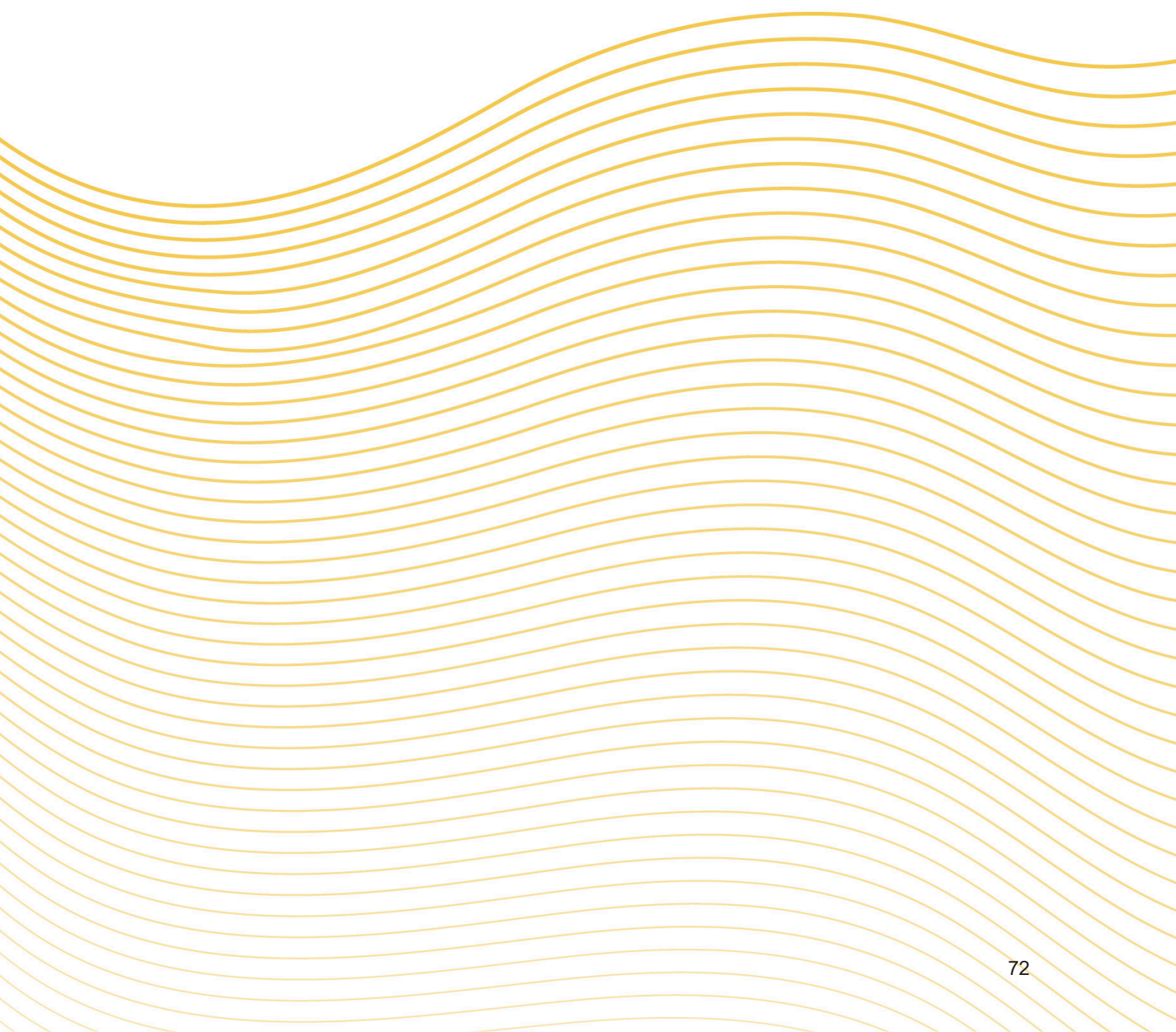
CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Approach OARS Staff and request for a Transaction Slip (TS)	2 minutes	OARS Staff
2	Accomplish Transaction Slip and pay prescribed fees at Cashiering Services and obtain an Official Receipt	5 minutes	Cashiering Clerk
3	Submit Official Receipt and Transaction Slip together with other requirements to the OARS Staff	2 minutes	OARS Staff at the OARS Receiving and Releasing Window
4	Submitted documents are forwarded to Registrar III for review and verification. If authenticity is questionable or if client failed to present original credentials, file/record is retrieved from the archives.	1 hour	Registrar III
5	Issuance of claim stub	2 minutes	Registrar III OARS Staff
	Preparation and printing of CAV together with transmittal letter and master list of documents addressed to DFA	Within 3 days	Registrar III
	Documents are forwarded to DFA via courier	Depends on Courier Services	

#### Duration:

CAV are expected to be available at the DFA 10 days after application

**ACADEMIC, RESEARCH & EXTENSION SERVICES**

# **Cashiering Services**



## 1. COLLECTS PAYMENTS

Student/Faculty/Other clients who are going to pay for school fees, certification, authentications, products bought and others.

### REQUIREMENTS

1. Student ID or Certificate of Enrollment if to pay tuition and miscellaneous fees

### HOW TO AVAIL OF THE SERVICE

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Go to Cashiering Services and request to pay	5 to 10 minutes	Administrative Aide IV Cashiering Services
2	Present posting & assessment slip/order slip of payment to the Administrative Aide IV	5 minutes	
3	Administrative Aide IV writes receipt of cash payment received	3 to 5 minutes	
4	Administrative Aide IV issue official receipt	5 minutes	

## 2. DISBURSES CHECKS

Faculty and student may request for release of check in connection with claims for cash advance or reimbursement of expenses for the release of check which they will claim as payment for the supplies or equipment purchased from them by the school.

### REQUIREMENTS

1. ID Card; Authorization (if necessary)

### HOW TO AVAIL OF THE SERVICE

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Go to the Cashiering Services and state your request	5 to 10 minutes	Administrative Aide IV Cashiering Services
2	Present your ID/Authorization Letter (if necessary)	5 minutes	
3	Sign the voucher and also in the record book	3 to 5 minutes	
4	Check is released	5 minutes	

### 3. DISBURSES CASH

The clientele may request for payment of honoraria (Overload)/wages of contractual or Job-Order workers/student labor/petty cash/or refund of fees, travel expenses by scholars/employee.

#### REQUIREMENTS

1. ID Card or Authorization.

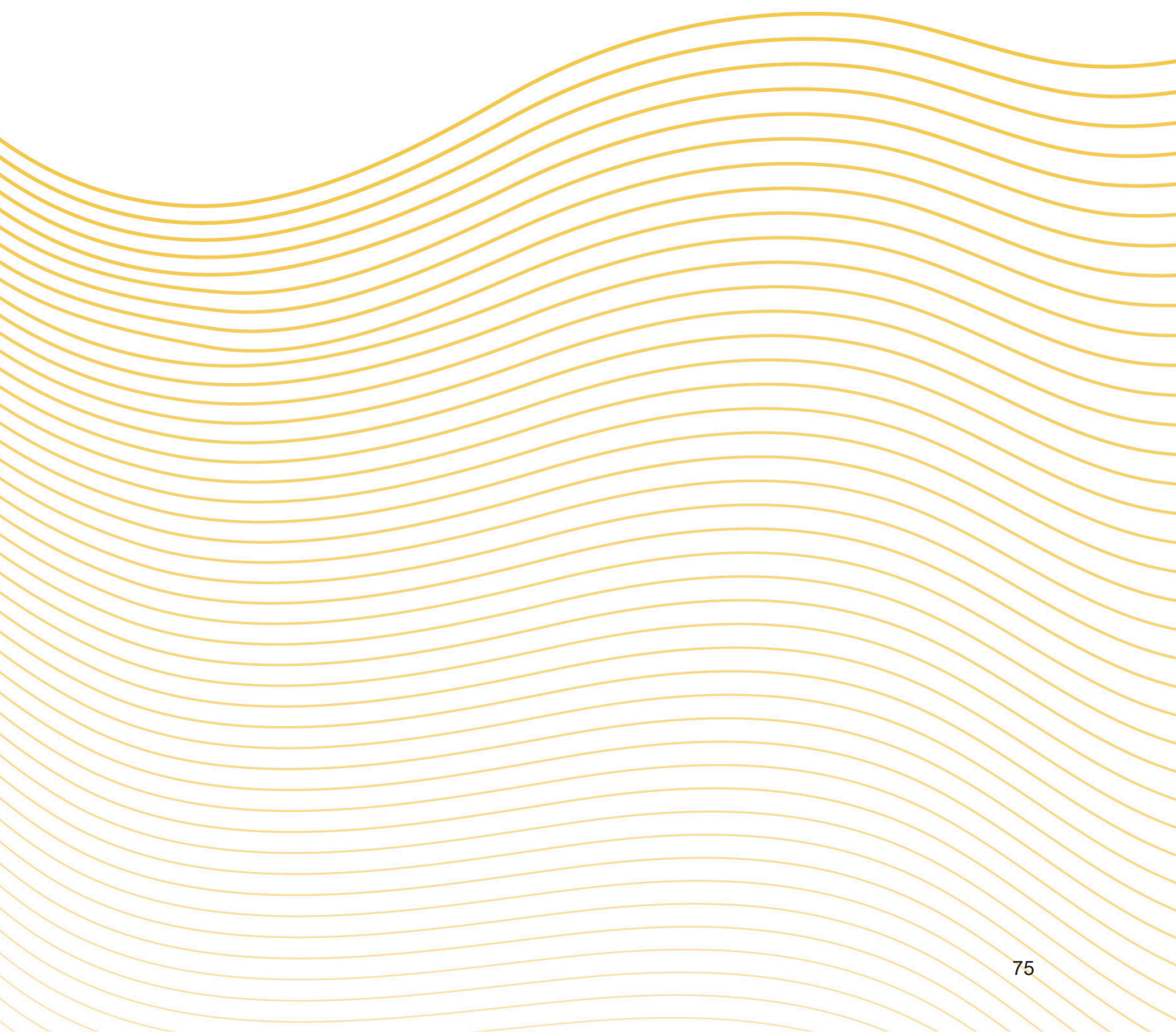
#### HOW TO AVAIL OF THE SERVICE

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Go to the Cashiering Services and request for payment of honorarium or wages	5 to 10 minutes	Administrative Aide IV Cashiering Services
2	Present your ID/Authorization Letter (if necessary)	5 minutes	
3	Sign the payroll	3 to 5 minutes	
4	Cash is released	5 minutes	



**ACADEMIC, RESEARCH & EXTENSION SERVICES**

# **Library Services**



## 1. ISSUANCE OF LIBRARY CARD TO FRESHMEN AND TRANSFEREES

New students/transferee request for a new library card so they can make use of the library facilities.

### REQUIREMENTS:

1. White Form
2. Two (2) ID Pictures (1"x 1")
3. Official receipt for library card fee

### FEE:

1. P100.00 (Payment made at the Cashier's Office)

### HOW TO AVAIL OF THE SERVICE

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Submit requirements to the librarian	3 minutes	College Librarian
2	Fill up the application form for library card correctly/ completely.	10 minutes	
3	Submit application form to the librarian.	1 minute	
4	Librarian validates library card for the current semester.	2 minutes	
5	Librarian release the library card.	5 minutes	College Librarian Library Aide

## 2. RETRIEVAL AND VALIDATION OF LIBRARY CARD

Old students validate their library card for the current semester so they can make use of the library facilities.

### REQUIREMENTS:

1. Student White Form

### HOW TO AVAIL OF THE SERVICE

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Submit White form for the current semester.	3 minutes	College Librarian
2	Librarian retrieves library card from the student's information file box.	10 minutes	Library Aide
3	Librarian signs library card for the current semester	1 minute	College Librarian
4	Library card released to the students.	2 minutes	College Librarian Library Aide

### 3. REPLACEMENT OF LOST/DAMAGED LIBRARY CARD

Old students who lost/damaged their library card can request for replacement.

#### REQUIREMENTS:

1. Students White Form
2. Two (2) ID pictures (1" x 1")
3. Official receipt for library card
4. Affidavit of loss signed by legal officer from outside the institution

#### FEE:

1. P100.00 (Payment made at the Cashier's Office)

#### HOW TO AVAIL OF THE SERVICE

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the requirements to the librarian.	1 minute	College Librarian
2	Librarian validates library card for the current semester.	2 minutes	College Librarian
3	Release of library card to students	2 minutes	College Librarian Library Aide

### 4. CIRCULATION SERVICE FOR CatSU PC STUDENTS

Check-out and Check-in of library materials for room use and overnight use.

#### REQUIREMENTS:

1. Library card

#### HOW TO AVAIL OF THE SERVICE

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Check Out a. Student request for library materials to be borrowed together with library card to the Librarian or staff	1 minute	College Librarian Library Aide
	b. Librarian/ staff fill up the charge- out form and lend the book	5 minute	College Librarian Library Aide
2	Check Out a. Student request for library materials to be borrowed together with library card to the Librarian or staff	1 minute	College Librarian Library Aide

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
	b. Librarian/ staff fill up the charge- out from and lend the book	5 minute	College Librarian Library Aide
	c. Staff prepares library materials for shelving	1 minute	Library Aide

## 5. CIRCULATION SERVICE TO OUTSIDE RESEARCHERS

Non-students researchers request for use of library facilities.

### REQUIREMENTS:

1. Valid Identification Card

### FEE:

1. P100.00 (Payment made at the Cashier's Office)

### HOW TO AVAIL OF THE SERVICE

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Present referral letter from the Dean of your school or Chief Librarian with approval of the Campus Director.	2 minutes	Campus Director
2	Proceed to the College Librarian for reference interview and present approved request for actual research.	2 minutes	College Librarian

## 6. SIGNING OF STUDENTS/FACULTY CLEARANCE

Students request for the signing of clearance.

### REQUIREMENTS:

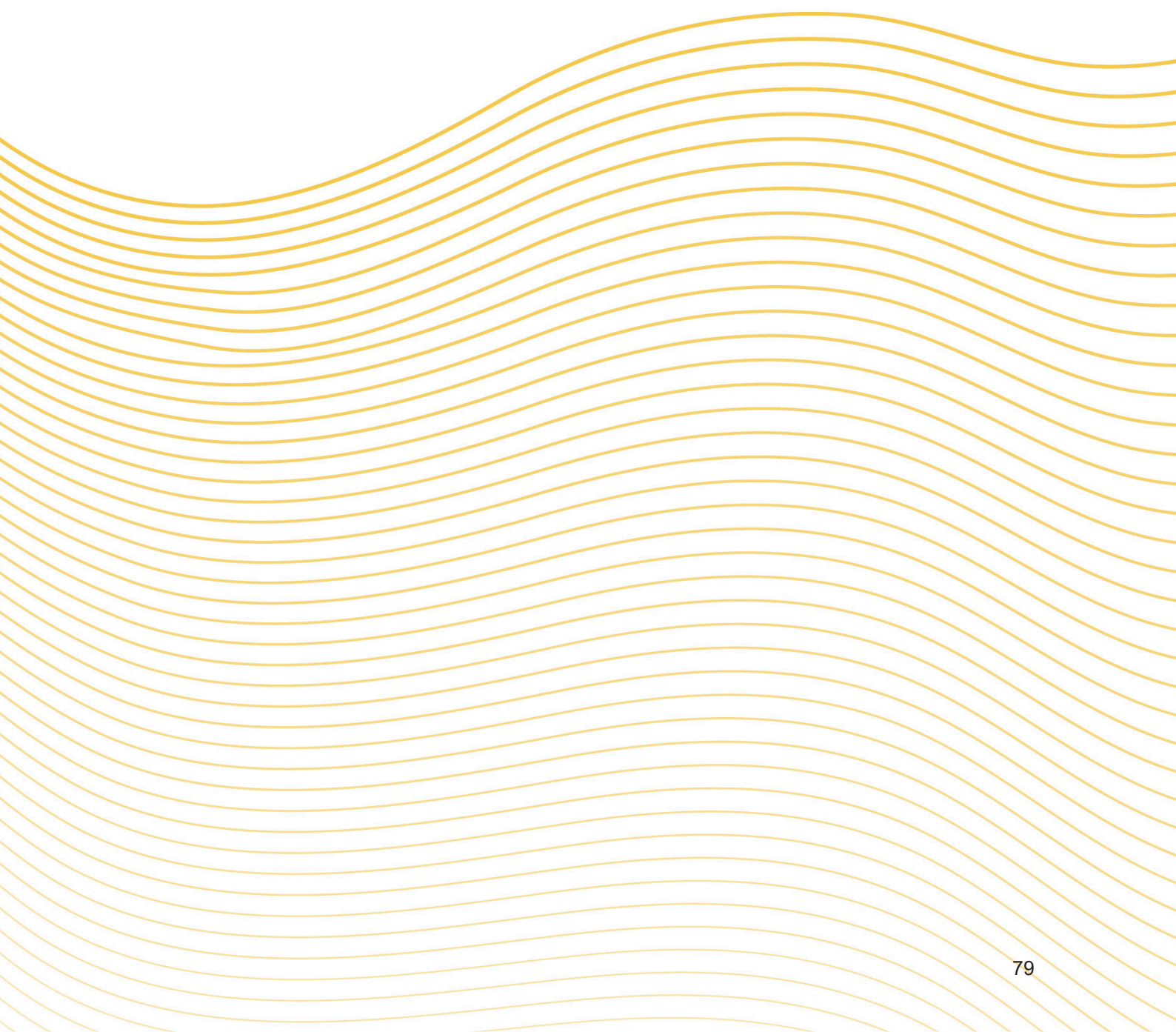
1. Students White Form
2. Library Card
3. Affidavit of Loss (for loss of library card)

### HOW TO AVAIL OF THE SERVICE

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the requirements.	1 minute	College Librarian
2	Settlement of accountability (if any)	2-5 minutes	College Librarian
3	Signing of clearance by the College Librarian	1 minute	College Librarian

**ACADEMIC, RESEARCH & EXTENSION SERVICES**

# **Medical & Dental Services**





## MEDICAL SERVICES

### 1. CONSULTATION AND PHYSICAL EXAMINATION

The students and School employees can avail the services of the Nurse II

#### REQUIREMENTS:

1. School ID or registration form # 2
2. That she/he an employee or beneficiary of this college
3. Fill-up the patients record for treatment and nursing services needed

#### HOW TO AVAIL OF THE SERVICE

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Nurse will take the Students/Personnel Height, weight, blood pressure and other vital signs	10 min	Nurse II
2	Interview and examine patient condition	10 min	Nurse II
3	Evaluate patient condition and give her health teachings	5 min	Nurse II

### 2. TREATMENT OF MINOR WOUNDS AND MINOR AILMENTS

The students and School employees can avail the services of the Nurse II

#### REQUIREMENTS:

1. School ID or registration form # 2
2. That she/he an employee or beneficiary of this college
3. Fill-up the patients record for treatment and nursing services needed

#### HOW TO AVAIL OF THE SERVICE

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Interview and examine patient condition	10 min	Nurse II
2	Evaluate patient condition and give her health teachings	15 min	Nurse II
3	Treatment	20 min	Nurse II
4	Recording of important data regarding treatment	10 min	Nurse II
5	Let patient sign on the record book for treatment	5 min	Nurse II
6	Referral to physician in severe cases	5 min	Nurse II



## DENTAL SERVICES

### 1. CONSULTATION AND TREATMENT

Students/employees may come to the clinic for consultation and treatment.

#### REQUIREMENTS:

1. School ID or registration form # 2
2. Dental Health Record

#### HOW TO AVAIL OF THE SERVICE

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Present the School ID upon entry to the Clinic vital signs	1 min	Dentist II
2	Retrieves dental record and clients fill it up with pertinent data	3 min	Dentist II
3	Nurse will take the blood pressure, height, weight and temperature	5 min	Nurse II
4	State the reason for consultation and reveal history of present illness	5 min	Dentist II
5	Submit yourself for diagnosis and dental treatment	10 min	Dentist II
6	Received prescribed medicines & sign the logbook for medicines dispenses	1 min	Dentist II
7	Return for follow-up on schedule date if required	5 min	Dentist II

### 2. PROMOTION OF ORAL HEALTH, SPECIFIC PROTECTION & COUNSELING

Students coming for promotive and restorative dental services

#### REQUIREMENTS:

1. School ID or registration form # 2
2. Dental Health Record

#### HOW TO AVAIL OF THE SERVICE

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Present the School ID upon entry to the Clinic vital signs	1 min	Dentist II
2	Retrieves dental record and clients fill it up with pertinent data	3 min	Dentist II
3	Nurse will take the blood pressure, height, weight and temperature	5 min	Nurse II
4	State the reason for consultation and reveal history of present illness	5 min	Dentist II
5	Submit yourself for diagnosis and dental treatment	10 min	Dentist II

### 3. DENTAL CURATIVE SERVICES

Students coming for CURATIVE DENTAL SERVICE

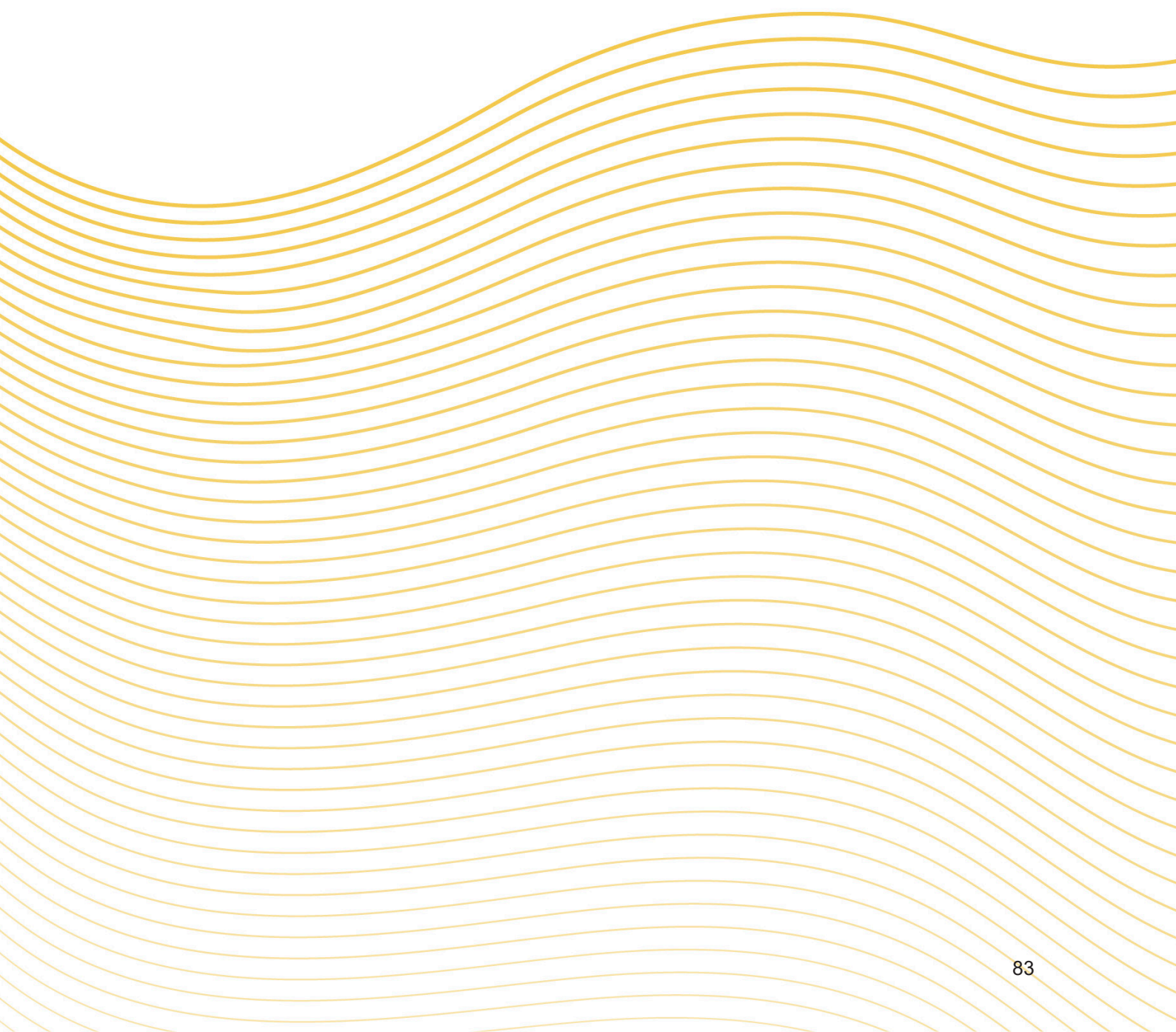
#### REQUIREMENTS:

1. School ID or registration form # 2
2. Dental Health Record
3. Parent's Consent for students below 18 years old
4. Medical clearance from attending Physician for compromised patient

#### HOW TO AVAIL OF THE SERVICE

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Present the School ID upon entry to the Clinic vital signs	1 min	Dentist II
2	Retrieves dental record and clients fill it up with pertinent data	3 min	Dentist II
3	Nurse will take the blood pressure, height, weight and temperature	5 min	Nurse II
4	State the reason for consultation and reveal history of present illness	5 min	Dentist II
5	Submit yourself for diagnosis and dental treatment <ol style="list-style-type: none"> <li>a. minor oral surgery</li> <li>b. control or secondary infection</li> <li>c. other emergency cases</li> </ol>	60 min 30 mins 20 min	Dentist II
6	Received prescribed medicines & sign the logbook for medicines dispenses	3 min	Dentist II
7	Return for follow-up on schedule date if required	5 min	Dentist II

**PANGANIBAN CAMPUS**  
**ADMINISTRATIVE AND FINANCE SERVICES**



Here, in the office of the administrative and financial services, we are committed to provide the highest possible level of service performance and pledge to achieve the following:

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Issue service record, certificate of employment and other certifications on personnel records	10 min	Ms. Mariel C. Daniel Ms. Zelda F. Reyes
2	Process leave applications	10 min	Ms. Mariel C. Daniel Ms. Zelda F. Reyes

### SERVICE ENTRY #1

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Present request for issuance of service records, certificate of employment, other certifications	2 mins.	Ms. Mariel C. Daniel
2	Prepares the documents requested	3 mins.	Ms. Mariel C. Daniel
3	Reviews and signs the documents requested	3 mins.	Ms. Zelda F. Reyes
4	Releases the documents	2 mins.	Ms. Mariel C. Daniel

### SERVICE ENTRY #2

CLIENT STEPS		PROCESSING TIME	PERSON RESPONSIBLE
1	Submits application for leave	2 mins.	Ms. Mariel C. Daniel
2	Accomplish certification of Leave Credits	3 mins.	Ms. Mariel C. Daniel
3	Reviews and signs the certification of leave balance	3 mins.	Ms. Zelda F. Reyes
4	Submits CS Form 6 to the C.A.	2 mins.	Ms. Mariel C. Daniel

The office of the Administrative & Financial Services is located at the right wing of the Administrative Building. For more inquiry pls. contact **Ms. Zelda F. Reyes** (Administrative Officer IV), CP # **09286027178**.

## FOREWORD

The Catanduanes State University, as a bastion of higher education, stands firm in putting the interest of the public first and foremost, and promoting integrity and accountability in government service. To effectively advocate for a “comprehensive, unified response to eliminating red tape in the government” this University established its service standards known as the Citizen Charter.

This Charter was created to serve as a contract between Catanduanes State University and its clients. Pursuant to Republic Act No. 11032 or the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018” this Charter was formulated to guide both frontline service providers and the clients on the services offered and how these services shall be availed.

The Charter is in adherence to its Quality Policy of providing client satisfaction through continual improvement of its quality management system while ensuring excellence in instruction, research and community service for societal development.

“The way we do anything is the way we do everything.” Let this Citizen Charter be our beacon of good governance, our way of life in the daily discharge of duties and responsibilities as we endeavor to deliver excellent service for our people.



**PATRICK ALAIN T. AZANZA, Ph.D., J.D.**  
SUC President III





# CITIZEN'S CHARTER

# 2022

FIRST EDITION