



WESTERN PHILIPPINES UNIVERSITY

CITIZEN'S CHARTER HANDBOOK
2025 (1st Edition)



WESTERN PHILIPPINES UNIVERSITY

CITIZEN'S CHARTER



FOREWORD

Good day, Dear Reader, and welcome to the ARTA Manual of the Western Philippines University.

Before you peruse this manual, let me first tell you a story. There was a time that I had a knee injury which in effect has allowed me to experience what it was like to be a person with disability in our country. And let me tell you, **everything** you do, big or small, was ten times harder. This included even the simplest transactions that involved any form of standing up and waiting, from restaurants to stores to government offices.

As a government employee of 30 years, I have always held in my mind the value of the efficiency, convenience, reliability, and integrity of government transactions. But that experience as a PWD made me feel it deep in my heart, deep in my literal bones: our citizens deserve every bit of ease in doing business with our government. Because every little bit of ease is felt deeply in the often difficult lives of our kababayans. And every little bit of efficiency and reliability in service collects upwards, towards a government that works for its citizens better sooner.

So, Dear Reader, as you read this Manual, we hope you feel in your heart and bones, the University's commitment to **your** ease of doing business with WPU.



I. MANDATE: R.A. 9260

The University shall primarily provide advanced education, higher technological, professional instruction and training in the fields of agriculture, fisheries, forestry, engineering, environment, education, arts sciences, rural development and other relevant fields of study. It shall also promote research and extension services, and provide progressive leadership in its areas of specialization. (RA 9262 Section 2).

II. WPU Vision

The leading university for holistic human development in Western Philippines and beyond.

III. WPU Mission

WPU commits to undertake quality instruction, research and extension programs towards a progressive Western Philippines.

IV. Service Pledge

We commit to:

- advocate for the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption;
- capacitate offices in the university to reengineer its systems and procedures to reduce processing time and regular burden for the transacting public;
- promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business-related transactions in the government;
- provide assistance to the public in filing and investigating complaints against university officials and employees for non-compliance to R.A. 11032; and
- attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



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Office of the University Registrar

External Services



1. Issuance of Transcript of Records

This pertains to the 1st, 2nd, 3rd or further issuance of Transcript of Records for reference, for employment, enrollment, and licensure examination.

Office:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Students, Graduates/Alumni			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For TOR request (2nd issue for Alumni)				
Order of Payment	Registrar's Office			
Official Receipt	Cash Office			
Documentary stamp	BIR			
For TOR request (transferees/employment)				
General Clearance (1 copy)	Registrar's Office			
Order of Payment	Registrar's Office			
Official Receipt	Cash Office			
Documentary Stamp	BIR			
For claims				
Claim slip	Registrar's Office			
Valid ID	Client			
Authorization letter	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request and claim slip	1. Advise the client to accomplish the request and claim slip.	None	1 minute	<i>Registrar Personnel</i>
2. Submit to the Registrar personnel together with the required documents /records	2. Receive the accomplished request and check the completeness/correctness of information	None	1 minute	<i>Registrar Personnel</i>
	2.1. Check student/alumni records on file		10 minutes	
	2.2. Issue order of payment and advise the client to pay the required fees to the Cash Office		2 minutes	



3. Pay to the Cash Office the required fees	3. Receive Order of Payment and issue Official Receipt	PHP 100.00 per page	5 minutes	Cash Office Personnel
4. Present the official receipt to Registrar Personnel	4. Receive Official Receipt and record the amount paid and OR number in the claim slip	None	1 minute	Registrar Personnel
	4.1. Issue one copy of the request and claim slip and advise the client to return on the specified date/time to claim the requested record/ document		2 minutes	Registrar Personnel
	4.2. Process the Transcript of Records (TOR)		10 working days – for alumni (2 nd issue – onwards) 10 working days – for non-graduating (1 st issue)	Registrar Personnel Campus/University Registrar
5. Claim requested document on the specified date/time	5. Release requested document. 5.1. Ask for authorization letter if the claimant is not the requesting party.	None	3 minutes	Registrar Personnel
	Total:	PHP 100.00 per page	10 days and 25 minutes	



2. Re-issuance of Diploma

This process is for requesting a reconstructed copy of a diploma due to loss or damage. It is an official document awarded by the university to the student that has successfully completed a course study.

Office:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	WPU Graduates/Alumni			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request addressed to University President thru the University Registrar			Client	
Affidavit of Loss/Damaged			Notary Public	
Documentary stamp			BIR	
For Claims				
Claim slip			Registrar's Office	
Valid ID			Client	
Authorization letter			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request and claim slip	1.1. Advise the client to accomplish the request and claim slip.	None	1 minute	<i>Registrar Personnel</i>
2. Submit to the Registrar personnel together with the required documents /records	2. Receive the accomplished request and check the completeness/correctness of information	None	1 minute	<i>Registrar Personnel</i>
	2.1. Check client's records on file	None	10 minutes	<i>Registrar Personnel</i>
	2.2. Issue order of payment and advise the client to pay the required fees to the Cash Office	None	2 minutes	<i>Registrar Personnel</i>



3. Pay to the Cash Office the required fees	3. Receive Order of Payment and issue Official Receipt	PHP 100.00	5 minutes	Cash Office personnel
4. Present the official receipt to Registrar Personnel	4. Receive Official Receipt and record the amount paid and OR number in the claim slip	None	1 minute	Registrar Personnel
	4.1. Issue one copy of the request and claim slip and advise the client to return on the specified date/time to claim the requested record/ document	None	2 minutes	Registrar Personnel
	4.2. Process the diploma	None	15 working days	Registrar Personnel Campus/University Registrar University President
5. Claim requested document on the specified date/time	5. Release requested document 5.1. Ask for authorization letter if the claimant is not the requesting party	None	3 minutes	Registrar Personnel
Total:		PHP 100.00	15 days and 25 minutes	



3. Issuance of Certifications

(General Weighted Average, Grades, Enrollment, Earned Units, Medium of Instruction, Graduate, for PD 907, CARMA and the like.

This service allows retrieval or acquisition of student academic records for any purpose it may be used.

Office:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	WPU Students, Graduates/Alumni			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Documentary stamp			BIR	
For Claims				
Claim slip			Registrar's Office	
Valid ID			Client	
Authorization Letter			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request and claim slip	1. Advise the client to accomplish the request and claim slip.	None	1 minute	<i>Registrar Personnel</i>
2. Submit to the Registrar personnel together with the required documents /records	2. Receive the accomplished request and check the completeness/correctness of information	None	1 minute	<i>Registrar Personnel</i>
	2.1. Check client's records on file	None	10 minutes	<i>Registrar Personnel</i>
	2.2. Issue order of payment and advise the client to pay the required fees to the Cash Office	None	2 minutes	<i>Registrar Personnel</i>



3. Pay to the Cash Office the required fees	3. Receive Order of Payment and issue Official Receipt	PHP 25.00	5 minutes	<i>Cash Office Personnel</i>
4. Present the official receipt to Registrar Personnel	4. Receive Official Receipt and record the amount paid and OR number in the claim slip	None	1 minute	<i>Registrar Personnel</i>
	4.1. Issue one copy of the request and claim slip and advise the client to return on the specified date/time to claim the requested record/ document		2 minutes	<i>Registrar Personnel</i>
	4.2. Process the certifications		2 working days	<i>Registrar Personnel Campus/University Registrar</i>
5. Claim requested document on the specified date/time	5. Release requested document 5.1. Ask for authorization letter if the claimant is not the requesting party	None	3 minutes	<i>Registrar Personnel</i>
Total:		PHP 25.00	2 days and 25 minutes	



4. Issuance of Certificate of Transfer Credentials

This involves steps in requesting and processing Certificate of Transfer Credentials/Honorable Dismissal. These credentials are issued by the University Registrar to students/alumni who wish to transfer to another school or university.

Office:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Students, Graduates/Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Graduates/Alumni				
Valid ID	Client			
Order of Payment	Registrar's Office			
Official Receipt	Cash Office			
Documentary stamp	BIR			
Mailing Envelope (long)	Client			
For Non-Graduates				
General Clearance	Registrar's Office			
Order of Payment	Registrar's Office			
Official Receipt	Cash Office			
Documentary stamp	BIR			
Mailing Envelope (long)	Client			
For Claims				
Claim slip	Registrar's Office			
Valid ID	Client			
Authorization Letter	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request and claim slip	1. Advise the client to accomplish the request and claim slip.	None	1 minute	<i>Registrar Personnel</i>
2. Submit to the Registrar personnel together with the required documents / records	2. Receive the accomplished request and check the completeness/c orrectness of information	None	1 minute	<i>Registrar Personnel</i>
	2.1. Check client's records on file	None	10 minutes	<i>Registrar Personnel</i>
	2.2. Issue order of payment and	None	2 minutes	<i>Registrar Personnel</i>



	advise the client to pay the required fees to the Cash Office			
3. Pay to the Cash Office the required fees	3. Receive Order of Payment and issue Official Receipt	PHP 50.00	5 minutes	Cash Office personnel
4. Present the official receipt to Registrar Personnel	4.1 Receive Official Receipt and record the amount paid and OR number in the claim slip	None	1 minute	Registrar Personnel
	4.2 Issue one copy of the request and claim slip and advise the client to return on the specified date/time to claim the requested record/document	None	2 minutes	Registrar Personnel
	4.3 Process the Certificate of Transfer Credentials (CTC)/ Honorable Dismissal	None	2 working days	Registrar Personnel Campus/ University Registrar
5. Claim requested document on the specified date/time	5.1. Release requested document	None	3 minutes	Registrar Personnel
	5.2. Ask for authorization letter if the claimant is not the requesting party			Registrar Personnel
6. Accomplish Feedback form and		None	1 minute	



place it in the drop box.				
	Total:	PHP 50.00	2 days and 26 minutes	

5. Issuance of Certificate of Authentication Verification (CAV)

This process is for requesting a certificate issued by University to students, certifying the documents as authentic and originated from the Registrar's Office. These are requirements of those who are applying for employment, licensure examination, and for abroad.

Office:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	WPU Graduates/Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy and photocopy of documents for authentication		Client		
Order of Payment		Registrar's Office		
Official Receipt		Cash Office		
Documentary stamp		BIR		
Brown Envelope (long)		Client		
For Claims				
Claim slip		Registrar's Office		
Valid ID		Client		
Authorization Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request and claim slip	1. Advise the client to accomplish the request and claim slip	None	1 minute	<i>Registrar Personnel</i>
2. Submit to the Registrar personnel together with the required documents /records	2. Receive the accomplished request and check the completeness/ correctness of information	None	1 minute	<i>Registrar Personnel</i>
	2.1. Check client's records on file		10 minutes	<i>Registrar Personnel</i>
	2.2. Issue order of payment and advise		2 minutes	<i>Registrar Personnel</i>



	the client to pay the required fees to the Cash Office			
3. Pay to the Cash Office the required fees	3. Receive Order of Payment and issue Official Receipt	PHP 25.00	5 minutes	Cash Office personnel
4. Present the official receipt to Registrar Personnel	4. Receive Official Receipt and record the amount paid and OR number in the claim slip	None	1 minute	Registrar Personnel
	4.1 Issue one copy of the request and claim slip and advise the client to return on the specified date/time to claim the requested record/document		2 minutes	Registrar Personnel
	4.2 Process the Certificate of Authentication, Verification (CAV)		2 working days	Registrar Personnel Campus/ University Registrar
5. Claim requested document on the specified date/time	5.1. Release requested document 5.2. Ask for authorization letter if the claimant is not the requesting party	None	3 minutes	Registrar Personnel
	Total:	PHP 25.00	2 days and 26 minutes	



6. Issuance of Evaluation of Grades

Evaluation of Grades is a document summarizes the student's academic courses and grades for each course.

Office:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
For Claims				
Claim slip			Registrar's Office	
Valid ID			Client	
Authorization Letter			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request and claim slip	1. Advise the client to accomplish the request and claim slip	None	1 minute	<i>Registrar Personnel</i>
2. Submit to the Registrar personnel together with the required documents /records	2. Receive the accomplished request and check the completeness/correctness of information	None	1 minute	<i>Registrar Personnel</i>
	2.1. Issue order of payment and advise the client to pay the required fees to the Cash Office		2 minutes	<i>Registrar Personnel</i>
3. Pay to the Cash Office the required fees	3. Receive Order of Payment and issue Official Receipt	PHP 100.00	5 minutes	<i>Cash Office Personnel</i>
4. Present the official receipt to Registrar Personnel	4. Receive Official Receipt and record the amount paid and OR number in the claim slip	None	1 minute	<i>Registrar Personnel</i>



	4.1 Issue one copy of the request and claim slip and advise the client to return on the specified date/time to claim the requested record/ document		2 minutes	<i>Registrar Personnel</i>
	4.2 Process the evaluation of grades		5 working days	<i>Registrar Personnel</i>
5 Claim requested document on the specified date/time	5. Release requested document 5.1. Ask for authorization letter if the claimant is not the requesting party	None	3 minutes	<i>Registrar Personnel</i>
Total:		PHP 100.00	5 days and 25 minutes	



7. Issuance of Completion Form

This service allows students to be given a Completion Grade within specified time.

Office:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Valid ID			Client	
Authorization Letter			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the log sheet	1. Check student records at AIMS	None	1 minute	<i>Registrar Personnel</i>
	1.1. Issue order of payment and advise the client to pay the required fees to the Cash Office		1 minute	<i>Registrar Personnel</i>
2. Pay to the Cash Office the required fees	2. Receive Order of Payment and issue Official Receipt	PHP 25.00	5 minutes	<i>Cash Office personnel</i>
3. Present the official receipt to Registrar Personnel	3. Receive Official Receipt	None	5 minutes	<i>Registrar Personnel</i>
	3.1. Issue Completion Form			
4. Submit completion form to instructor/ professor where grade deficiency was incurred	4. Receive completion form	None		<i>Faculty handling the course</i>
	4.1. Write completion grade of the student			
	4.2. Submit to the Office of University Registrar			
5. Submit accomplished completion of grades	5. Receive original copy of completion of grade	None	3 minutes	<i>Registrar Personnel</i>



	5.1. Stamp "RECEIVED" indicating the date & time of submission			<i>Registrar Personnel</i>
	5.2. Return copy for Faculty & students			<i>Registrar Personnel</i>
Total:		PHP 25.00	15 minutes	



8. Issuance of Leave of Absence (LOA)

This refers to the deferment of enrollment for at least a period of one semester, not to exceed one academic year.

Office:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Accomplished form			Registrar's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Logsheet and submit letter of intent, noted by college dean	1. Issue application form for LOA upon receipt letter of intent	None	3 minutes	<i>Registrar Personnel</i>
	1.1. Advise the student to follow the instruction written in the form			<i>Registrar Personnel</i>
	1.2. Issue order of payment and advise the client to pay the required fees to the Cash Office			<i>Registrar Personnel</i>
2. Pay to the Cash Office the required fees	2. Receive order of payment and issue Official Receipt	PHP 25.00	5 minutes	<i>Cash Office Personnel</i>
3. Submit to the Registrar personnel together with the required documents /records	3. Receive the approved application for LOA and official receipt with required attachments	None	3 minutes	<i>Registrar Personnel</i>
	3.1. Records and file the approved application			
Total:		PHP 25.00	11 minutes	



9. Issuance of Adding, Changing, Dropping Form

The service allows student to fix conflicting class schedules, add subjects if under loaded, and drop subjects if overloaded.

Office:		Office of the University Registrar		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Student ID			Client	
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Accomplished form			Registrar's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Logsheet	1. Advise the client to to fill-out the needed information in the logsheet	None	3 minutes	<i>Registrar Personnel</i>
	1.1. Release the Adding/Changing/Dropping form			<i>Registrar Personnel</i>
2. Submit to the Registrar personnel together with the required documents /records	2.Receive accomplished form with required attachment	None	3 minutes	<i>Registrar Personnel</i>
	2.1. Issue order of payment and advise the client to pay the required fees to the Cash Office (<i>for dropping of subjects</i>)			<i>Registrar Personnel</i>
3. Pay to the Cash Office and present the receipt	3.1. Receive Order of Payment and and issue Official Receipt	PHP 50.00 per subject	5 minutes	<i>Cash Office Personnel</i>
4. Present the official receipt to Registrar Personnel	4.Receive official receipt.	None	5 minutes	<i>Registrar Personnel</i>
	4.1. Encode the changes in the system (AIMS)			<i>Registrar Personnel</i>



	4.2. Issue the updated Certificate of Registration (COR)			<i>Registrar Personnel</i>
4. Accomplish Feedback form and place it in the drop box.		None	1 minute	
Total:		PHP 50.00 per subject	17 minutes	



10. Issuance of Shifting Program

The service allows student to apply for a change of program or for purposes of continuing program.

Office:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Student ID			Client	
Accomplished form			Registrar's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Logsheets	1. Advise the client to to fill-out the needed information in the logsheet 1.1. Release Shifting Form 1.2. Advise the student, to see the college guidance counsellor and seek approval of the concerned deans	None	3 minutes	<i>Registrar Personnel</i> <i>Registrar Personnel</i> <i>Registrar Personnel</i>
2. Submit to the Registrar personnel together with the required documents /records	2. Receive the accomplished shifting form 2.1. Stamp "Received" and return one copy to the student for submission to the college secretary upon enlistment to the new program	None	3 minutes	<i>Registrar Personnel</i> <i>Registrar Personnel</i>
3. Accomplish Feedback form and place it in the drop box.		None	1 minute	
Total:		None	7 minutes	



11. Application for Cross-Registration to other Colleges/Universities (Outbound)

Enrollment of particular subject in other institution of learning with permission from the home institution where the student is currently enrolled.

Office:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	WPU Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Form			Client	
Certificate of Registration (COR)			Registrar's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the logsheet	None	None		
2. Submit to the Registrar personnel the letter of intent	2. Receive letter of intent of the concerned student noted by the college dean	None	3 minutes	<i>Registrar Personnel</i>
	2.1. Verify if the student is currently enrolled			<i>Registrar Personnel</i>
3. Submit the approved/accomplished form	2.2. Issue the Request for Cross-Registration form	None	2 minutes	<i>Registrar Personnel</i>
	3. Issue Cross-Registration Permit to the student addressed to the registrar of the school where the student will cross-register			
	3.1 Advise the student after enrollment of the subjects to other school, the student shall submit a certified true copy of COR to the WPU Campus Registrar	None	1 minute	<i>Registrar Personnel</i>
Total:		None	6 minutes	



12. Application for Cross-Registration to other Colleges/Universities (Inbound)

Enrollment of particular subject in other institution of learning with permission from the home institution where the student is currently enrolled.

Office:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Pre-Registration			Respective College	
Official Receipt			Cash Office	
Certificate of Registration (COR)			Registrar's Office	
Photocopy of validated School ID			Client	
Legal size document folder with plastic cover			Client	
Original copy of Cross-Registration Permit (from Home Institution)			Client	
Ordinary Mailing envelope (long)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the logsheet	1. Assist the students who intends to cross-register at WPU by coordinating with the College where the particular subject is offered 1.1. Once approved issued Pre-Registration Form 1.2. Receive the required 1.3. Advise the student to pay the assessed fees to the Cash Office	None	10 minutes	<i>Registrar Personnel</i>
2. Pay to the Cash Office the	2.1. Receive Pre-Registration Form	Assessed fees tuition fee,	5 minutes	<i>Registrar Personnel</i>



required fees		miscellaneous and other fees		
3. Present the official receipt together with Pre-registration form	3. Receive Official Receipt and Pre-registration form 3.1. Issue Certification of Registration (COR) to the student	None	5 minutes	<i>Registrar Personnel</i>
4. Accomplish Feedback form and place it in the drop box.		None		
Total:		None	20 minutes	

13. Application for Graduation

As a requirement for graduation, students need to apply for graduation.

Office:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Tree Planting Form			Barangay Captain	
PSA Birth Certificate (Photocopy)			PSA	
Accomplished form			Registrar's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Logsheets	1. Release Application form for Graduation	None	2 minutes	<i>Registrar Personnel</i>
2. Submit to the Registrar personnel together with the required documents /records	2. Receive the accomplished request and check the completeness/correctness of information 2.1. Return two	None	3 minutes	<i>Registrar Personnel</i>



	(2) copies & instruct the student to submit one (1) copy to the college secretary of his/her respective college			
	Total:	None	5 minutes	



Registrar Office

Internal Services



1. Request for Rectification of Grades

This process is for correcting errors in the Report of Grades submitted by a faculty member.

Office:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Request for Rectification			Registrar's Office	
Minutes of Meeting			Faculty	
Copy of Grades (Previous and Rectified, Computation of Grade)			Faculty	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the logsheet	1. Release the request for Rectification of Grade to the concerned faculty 1.1. Advised the concerned faculty to accomplish the form and other attachments	None	2 minutes	<i>Registrar Personnel</i>
2. Submit to the registrar the accomplished form with attachments	2. Receive the approved request for rectification of Grade and endorse a copy to the System Administrator/Campus Registrar for encoding of rectified grade 2.1. Record and file the approved request	None	5 minutes	<i>Registrar Personnel</i>
		None	3 minutes	<i>Registrar Personnel</i>
Total:		None	10 minutes	



2. Submission of Grades using Automated System

This procedure covers the report submitted by a faculty member every end of the semester/term indicating the final grade of students in a particular class/subject.

Office:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Report of Grades from AIMS			AIMS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Encode the grades of students in the system during the prescribed period.	None	None	None	<i>Faculty handling the course</i>
2. Print and submit two copies of Report of Grades in legal size bond paper to the Campus Registrar	2. Stamp "RECEIVED" indicating the date and time of submission 2.1. Return one copy to the faculty member	None	3 minutes	<i>Faculty handling the course, Registrar Personnel</i>
	Total:		3 minutes	



3. Submission of Grades not using Automated System

This procedure covers the report submitted by a faculty member every end of the semester/term indicating the final grade of students in a particular class/subject.

Office:		Office of the University Registrar		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Faculty		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Report of Grades Form/Template			Registrar's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit two hard copies of Report of Grades using the coded template in the legal size bond paper	1. Check if the Report of Grades conform to the prescribed format	None	None	<i>Registrar Personnel</i>
	1.1. Stamp "RECEIVED" indicating the date and time of submission	None	3 minutes	<i>Registrar Personnel</i>
	1.2. Return one copy to the faculty member	None	None	<i>Registrar Personnel</i>
	1.3. Keep a scanned copy of the Report of Grades and save the e-copy of the Report of Grades	None	None	<i>Registrar Personnel</i>
2. Accomplish Feedback form and place it in the drop box.		None	None	
Total:		None	3 minutes	



Office of the Vice President for Student Affairs and Services

External Services



1. Assistance to Clients' Concerns

The Office of Student Affairs and Services navigating these departments effectively often involves understanding their structure, procedures and the best ways to make inquiries, it also provides clarity on office transactions and inquiries within SAS.

Office:	VPSAS			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Client log sheet	1. Guide the client to its concerned office	None	2 minutes	SAS Office Staff
2. Answer the query at the concerned section/person	3. Guide the client to the office/section concerns where the services will be rendered 3.1 If the concern is admission services direct the client to the admission Section 3.2. If the concern is Guidance and Counseling Services direct the students to Guidance and Counseling Section. 3.3. If the concern is Testing, Career and Job Placement Services direct the client to the Testing, 3.4. Career and Job Placement Section.	None	30 minutes	VPSAS, SAS Directors/Personnel



	<p>3.5. If the concern is Student Organization and Activities Services direct the students to the SOA Section</p> <p>3.6. If the concern is Scholarship Services direct the client to the Scholarship Section</p> <p>If for other services direct the students to concern OSAS personnel.</p>			
4. Fill-out the Client log sheet and drop the Client Satisfaction and Feedback Form (CSFF) at the designated drop box	4. Assist the students for log out and dropping the feedback form to the designated box.	None	1 minute	SAS Office Staff
	TOTAL:	None	33 minutes	



2. Issuance of Certification (Certificate of Good Moral Character, Scholarship Certificate and other certification)

These certificates are issued to students needing these documents. These certificates affirm the factual data as indicated.

Office:	VPSAS			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Good Moral Character				
Order of Payment (1 original)	Frontline (SAS Staff)			
Proof of No obligation from the university				
Certificate of Registration (COR) for ongoing students (1 photocopy)	Registrar			
Transcript of Records (TOR) for graduate (1 photocopy)	Registrar			
General Clearance for former students (1 original/photocopy)	Registrar			
Documentary Stamp (1 piece - purple, 2 pieces - brown)	Client			
Representative Authorization letter Valid ID (Government Issued Identification Card) Student ID	Client			
Receipt of Payment	Cashier			
Certificate of Scholarship				
Receipt of Payment	Cashier			
Documentary Stamp	Client			
Student ID (presently enrolled)	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the log sheet and fill out the Order of Payment and ready the other documents needed for the Certification	1. Ask the Client about the inquiry 1.1 Provide the Checklist of Requirements	None	5 minutes	SAS Office Staff
2. Pay to the Cash Office the required fees	2. Receive Official Receipt	PHP25.00 (Receipt of payment)	10 minutes	Cashiers Office
3. Comply the requirements for Certification of Good Moral/Scholarship Certification	3. Receive accomplished documents	None	2 minutes	SAS Office Staff



	3.1 Validates the accuracy based on the student's record 3.2 Prepare the Certification for signature of the Vice President for Student Affairs and Services/ University Guidance Counselor For the release of Certification of Good Moral Character	None None	3 Days	VPSAS, SAS Directors/Personnel SAS Office Staff
4. Claim requested document on the specified date/time	4. Request the requisitioner to present school ID or any valid ID for non-students, in case of representative the personnel shall ask the claimants to present authorization	None	5 minutes	SAS Office Staff
5. Check the details of the certification	5. Advise the requisitioner to check the spelling of his/her name	None	3 minutes	SAS Office Staff
	5.1 Attach the one (1) documentary stamps to the certificate	None	1 minute	SAS Office Staff
6. Received the certification	6. Release the Certification of Good Moral Character/Scholarship Certification	None	3 minutes	SAS Office Staff
7. Fill-out the log sheet	7. Assist the client for the dropping of the feedback form	None	1 minute	SAS Office Staff
	TOTAL:	PHP 25.00	3 days & 32 minutes	



Student Welfare and Services Office

External Services



1. Counseling Services

The Guidance and Counseling Office provides individual and group counseling sessions to support students in handling personal, academic, and social concerns. Students can freely express their thoughts, emotions, and challenges in a safe and confidential environment. Counseling services are accessible through walk-in sessions, scheduled appointments, referrals from faculty or peers, and mandatory exit interviews for those leaving or transferring from the university. Guidance counselors help students develop coping strategies, improve decision-making skills, and enhance overall well-being. Follow-up sessions may be scheduled for students requiring continuous support and intervention.

Office:	SWSO			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Students (needing academic, personal, social, or career counseling)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			n/a	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Guidance Office (walk-in) or respond to a call slip (called-up).	1. Welcomes the client and provides necessary forms.	None	5-10 minutes	<i>Guidance staff</i>
2. Fill out the counseling form.	2. Reviews and collects forms.	None	5 minutes	<i>Guidance counselor</i>
3. Undergo individual/group counseling.	3. Conducts the session.	None	30-60 minutes	<i>Guidance counselor</i>
4. Sign the log sheet.	4. Ensures log sheet completion	None	5 minutes	<i>Guidance staff</i>
5. Follow-up if necessary.	5. Schedules follow-up sessions if needed.	None	5-10 minutes	<i>Guidance counselor</i>
6. Present University Clearance (Exit Interview).	6. Verifies clearance.	None	10 minutes	<i>Guidance counselor</i>
7. Complete Exit Interview Form.	7. Conducts interview and signs clearance.	None	15 minutes	<i>Guidance counselor</i>
	TOTAL:	None	1 hour, 50 minutes to 3 days	



2. E-Portfolio Registration

The E-Portfolio Registration is an essential requirement for students to document their academic achievements, extracurricular activities, skills, and professional experiences. This digital portfolio serves as a valuable tool for career preparation, internship applications, scholarship qualifications, and employment opportunities. Regularly updating the E-Portfolio ensures students have an organized and professional record of their accomplishments, making them more competitive in the job market.

Office:	SWSO			
Classification:	Technical			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Students (Student Aide and Graduating Students)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) 2x2 ID picture (blue background, nameplate, formal attire with a collar)			SWSO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire if the E-Portfolio online registration online is available.	1. Respond to queries.	None	2 minutes	SWSO staff
2. If available, visit https://career.wpu.wpu.edu.ph/	2. Verify the link if it is correct.	None	3 minutes	SWSO staff
3. Use your student ID number to register and create a unique password.	3. Assist the client in registration.	None	5 minutes	SWSO staff
4. After you register log-in with your student ID number and password.	4. Help the client to log in.	None	3 minutes	SWSO staff
5. Create your resume name.	5. Assist in creating the resume of the client.	None	2 minutes	SWSO staff
6. Proceed to fill-out your personal information.	6. Check and verify the information of the client,	None	10 minutes	SWSO staff
7. Open and download the .pdf of your resume and attach your 2x2 ID picture.	7. Reminds students to keep their data up to date.	None	2 minutes	SWSO staff
	TOTAL:	None	27 minutes	



3. Individual Inventory Service

The Individual Inventory Service is designed to collect, organize, and maintain students' academic, personal, and psychological profiles to assist in guidance and intervention planning. This record serves as a comprehensive reference for counselors in providing personalized advice, tracking student progress, and identifying areas for support. All freshmen, transferees, and returning students are required to accomplish the Individual Inventory Folder, which contains background information, career aspirations, academic performance, and psychological test results. The data is kept confidential and securely stored in the Guidance and Counseling Office. This service plays a vital role in enhancing student welfare, monitoring personal growth, and ensuring targeted assistance for those in need.

Office:	SWSO			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	All freshmen, transferees, and returnees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Individual Inventory Folder.			Guidance Office	
Sign-in on the log sheet after submission.			Guidance Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Individual Inventory Folder (for freshmen, returnees, and transferees).	1. Provides and explains the folder.	None	10-15 minutes	<i>Office Staff</i>
2. Submit the completed folder to the Guidance Office.	2. Verifies submission.	None	5 minutes	<i>Campus Guidance Counselor/Practitioner</i>
3. Sign the log sheet	3. Logs the submission and ensures record-keeping.	None	5 minutes	<i>Office Staff</i>
	TOTAL:	None	25 minutes	



4. Request For Student Assistant (SA)

The Student Assistant (SA) Program is a university initiative that provides financial aid and work experience to students through part-time employment in various university offices. This program helps students develop time management, administrative, and interpersonal skills while assisting faculty and staff. The program fosters a strong work ethic, professional growth, and a sense of responsibility among students.

Office:	SWSO			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Students applying as a Student Assistant Offices requesting SA services			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved request letter for Student Assistant (SA).				
Checklist of requirements for SA applicants.				
Referral letter (if applicable).				
Request for Emergency Student Labor form.				
Employment Sheet.				
Medical Certificate (issued by the university physician, stating fitness to work).				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the University President (Project In-Charge).	1. Receives and processes request letter.	None	1-2 days	<i>Office staff</i>
2. Provide a copy of the approved request letter to the Administrative Aide.	2. Logs request details.	None	10 minutes	<i>Office staff</i>
3. Fill out the log sheet (Applicant).	3. Verifies applicant details.	None	5 minutes	<i>Office staff</i>
4. Secure checklist of requirements.	4. Provides checklist and explains required documents.	None	5 minutes	<i>Office staff</i>
5. Submit required documents.	5. Screens applications and forwards to the OSWS Director.	None	1-2 days	<i>Office staff</i>
6. Wait for screening and selection results.	6. Verifies applicant qualifications.	None	3-5 days	<i>Director, SWSO</i>
7. If selected, comply with hiring procedures.	7. Certifies fund availability; Records Office	None	2-3 days	<i>Budget Officer, Records Staff</i>



	secures final approval.			
	TOTAL:	None	10 days, 40 minutes	

5. Conduct and Administration of Other Tests

The Testing Section administers IQ tests, career assessments, and other psychological evaluations to help students gain insight into their cognitive abilities, career interests, and mental well-being. These assessments play a crucial role in academic placement, career decision-making, and personal development. The results are used by guidance counselors, educators, and university personnel to provide appropriate interventions and recommendations. Testing schedules are regularly announced, and students are encouraged to participate to better understand their strengths, weaknesses, and potential career paths.

Office:	SWSO			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Students (seeking psychological or career-related assessments)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			n/a	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check test announcements.	1. Post test schedules on bulletin boards and online.	None	10 minutes	<i>Office staff</i>
2. Enter data in the attendance sheet.	2. Collects examinee data.	None	5 minutes	<i>Office staff</i>
3. Submit required documents.	3. Verifies documents.	None	10 minutes	<i>Office staff</i>
4. Listen to test orientation.	4. Conducts orientation on test mechanics.	None	20 minutes	<i>Psychometrician</i>
5. Take the test.	5. Administers and supervises the test.	None	1-2 hours (depends on test type)	<i>Psychometrician</i>



6. Wait for the release of results.	6. Evaluates answer sheets and prepares results.	None	1-3 days	<i>Psychometrician</i>
7. Present evaluation form to the counselor.	7. Provides guidance and documentation.	None	15 minutes	<i>Guidance counselor</i>
8. Sign the Release of Information Form	8. Ensures completion of release forms.	None	5 minutes	<i>Office staff</i>
	TOTAL:	None	4 days, 2 hours, 55 minutes	



Institutional Student Programs and Services Office

External Services



1. Availment of WPU –Funded Scholarship

Western Philippines University (WPU) is committed to providing accessible and transparent scholarship services, ensuring that deserving students receive financial assistance through a streamlined and efficient application process.

Office:	SAS - Institutional Student Programs and Services			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Qualified students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Checklist are listed under each scholarship	SAS- Scholarship Section			
Accomplished application form	SAS- Scholarship Section			
Certification of Grades (for old students)/Photocopy of SF 9 Progress Report Card (for freshies applicants)	Registrar / Senior High School Attended			
Certificate of Good Moral Character	VPSAS Secretary			
Certificate of Registration	Registrar			
Certification from the Teacher In-charge / Principal that he / she graduated on top of the class. (for freshies applicants)	Teacher In-Charge/Principal of Senior High School Attended			
Proof of Position as Barangay Official	Issuing Authority			
Barangay Clearance	Barangay Captain			
Letter of application for scholarship	From the applicant itself			
Certification of tribal affiliation	Tribal Chieftain or Authorized Person			
Original Birth Certificate/ Authenticated Birth Certificate issued by the Philippine Statistics Authority	PSA			
Medical certificate issued and signed by the University Physician	WPU Health Services			
Certification of passing the try-outs, signed by the members of screening committee	Sports Screening Committee			
Parent Consent	Parent of the applicant			
Endorsement Certificate	Scholarship endorsing authority			
Certification that the parent is a WPU employee	WPU HR office			
Certification on the length of service rendered by the employee	WPU HR office			
Position order	ROTC Commanding Officer			
Result of qualifying exam	Testing Services			
PWD ID Card / Certification of Disability	DSWD			
Solo Parent ID	DSWD			
Certification that the applicant is a dependent of Military Personnel from DND who die or become incapacitated in line with duty	Military Head			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Secure application form and list of documentary requirements for the scholarship/ financial assistance being applied for;</p>	<p>1. Release application form, checklist of requirements and instruct the applicant to submit the necessary documents.</p> <p>Incomplete requirements will not be accepted.</p>	<p>None</p> <p>25.00 for COG 50.00 for Medical Certificate</p> <p>(Applicable only for scholarships requiring these documents)</p>	<p>5 minutes</p>	<p>Scholarship Personnel</p>
<p>2. Submit the documentary requirements submitted.</p>	<p>2. Receive the documentary requirements presented</p>	<p>None</p>	<p>5 mins</p>	<p>Scholarship Personnel</p>
	<p>2.1. Evaluate the documentary requirements vis-a-vis qualifications and retention scholarship policies of the university.</p>	<p>None</p>	<p>10 minutes per grantee/scholar</p>	<p>Scholarship Committee</p>
	<p>2.2. Prepare the qualified list of scholars for endorsement of the Chair of the Scholarship Committee to the University President for</p>	<p>None</p>	<p>2 days</p>	<p>Scholarship Personnel</p>



	approval			
	<p>2.3. Once approved:</p> <ol style="list-style-type: none"> 1. inform the Accounting Office by providing a copy of the approved list of scholars for reference, records, and billing purposes (whichever is necessary). 2. inform the qualified scholars by posting the approved list of scholars at the OSAS Bulletin Board 3. send a copy to the External Campuses 	None	2 days	Scholarship Personnel
	2.4. File the approved list.	None	1 day	<i>Scholarship Personnel</i>
	2.5. Provide the Client Satisfaction Feedback Form	None	5 minutes	<i>Scholarship Personnel</i>
3. Complete the Client Satisfaction Feedback Form and drop it off at the designated place				
	TOTAL:	PHP 75.00	5 days, 25 minutes	



2. Availment of Externally–Funded Scholarship/Financial Assistance Programs

The University facilitates the seamless application and processing of externally-funded scholarships, ensuring that deserving students receive the financial support they need to pursue their education.

Office:	SAS - Institutional Student Programs and Services			
Classification:	Government to Client (G2C)			
Type of Transaction:	Simple			
Who may avail:	Qualified Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		SAS- Scholarship Section		
Accomplished Notice of Award		Concerned Agency/ SAS- Scholarship Section		
Certificate of Registration (COR)		Registrar		
Certificate of Grades (COG)		Registrar		
Photocopy of School Form 9 (SF9)/Progress Report Card (High School/G-12 Card)		Senior High School Attended/Registrar		
Certificate of Good Moral Character		VPSAS Secretary		
Certificate of Indigency		Barangay Captain		
Certificate of Enrolment/Registrar's Certification		Registrar		
Letter of Intent		SAS- Scholarship Section		
Notice of Award		Concerned Agency		
Notice of Admission		Prof Regulation Commission		
Billing Details		SAS- Scholarship Section		
Billing Statement		SAS- Scholarship Section		
Official Receipts for Board Exams		Review Center, PRC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Inform the concerned grantee/scholar through: posting/FB Messenger/Personal Message. Encourage him/her to submit the required documentary requirements for their grant.	PHP25.00 for COG	4 hrs	Scholarship Personnel
1. Student grantee/scholar is asked to submit documentary requirements for the scholarship qualified for	1. Validate the documentary requirements submitted by the applicant/grantee. a. If complete and correct, compile the documents for submission to concerned agency. b. If incomplete and	None	5 minute per grantee/scholar	Scholarship Personnel



	incorrect, inform the grantee.			
2. Complete the Client Satisfaction Feedback Form and drop it off at the designated place.	2. Provide the Client Satisfaction Feedback Form	None	5 minutes	<i>Scholarship Personnel</i>
	2.1. Prepare the final list/masterlist of grantees/scholars	None	8 hrs	<i>Scholarship Personnel</i>
	2.2. Prepare Billing Details, Billing Statement and Certificate of Enrolment/Registrar's Certification for signature of the authorized personnel (Accountant and Registrar and the Head of Agency)	None	24 hrs	<i>Scholarship Personnel</i>
	2.3. Submit the documents in hard/electronic copy or as advised by the agency concerned.	None	1 hr	<i>Scholarship Personnel</i>
	TOTAL:	PHP 25.00	1 day, 13 hours and 10 minutes	



3. Dormitory

Committed to student well-being, the University streamlines the dormitory application process, ensuring transparent and hassle-free access to comfortable housing facilities.

Office:	SAS - Institutional Student Programs and Services			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Incoming top ten Grade 12 students Interested students, depending on space availability.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application/ Registration Form			Dorm Personnel Office	
Order of Payment			Dorm Personnel Office	
Official Receipt			Cash Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the availability of space in the dormitories.	1. Respond to queries	None	5 minutes	<i>Houseparent Dormitory Staff</i>
2. If space is available, fill out the Dormitory Residence Application Form	2. Verify and validate the completed form	None	30 minutes	<i>Houseparent Dormitory Staff</i>
3. Pay the one month's advance rent, and deposit (for non-scholars).	3. Issue an Order of Payment 3.1. Issuance of Official Receipt	1,336.00 (668 for advance payment + 668 for deposit), subject for 4% annual increase	15 minutes	<i>Houseparent Dormitory Staff</i> <i>Cash Office Personnel</i>
4. Go back to the dormitory and provide a photocopy of the OR to the dormitory personnel.	4. Receive, record and file the photocopy of the Receipt	None	10 minutes	<i>Houseparent Dormitory Staff</i>



Head/proceed to the assigned room.	4.1. Guide to the assigned room. Briefly discuss the dormitory rules and regulations.	None	30 minutes	<i>Houseparent Dormitory Staff</i>
5. Complete the Client Satisfaction Feedback Form and drop it off at the designated place.	5. Provide the Client Satisfaction Feedback Form	None	5 minutes	<i>Houseparent Dormitory Staff</i>
	TOTAL:	PHP 1,366.00	1 hour, 35 minutes	



Holistic Development Programs Office

External Services



1. Borrowing of Sports Equipment Procedure

This procedure is used to establish a standard and systematic process for borrowing Sports Equipment.

Office:	Holistic Development Programs Office			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Students/Coaches/Trainers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Conduct of University Olympics			HDPO Office	
Equipment Request Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the HDPO Office and ask for the ERF	1. Inform the client to log in to the visitors log sheet and issue the Equipment Request Form to be filled out.	None	30 minutes	HDPO Office Staff
2. Give his/her ID to the HDPO Office Staff.	2. Get the ID of the client before releasing the equipment/materials and ask the client to log out before exiting the office.	None	5 minutes	HDPO Office Staff
3. Return the sports equipment.	3. Receive and check the physical condition of returned equipment/materials for damages or incomplete equipment.	None	5 minutes	HDPO Office Staff
	3.1 Write the date and time the materials were returned in the log sheet.	None	5 minutes	HDPO Office Staff
	3.2. If equipment is nearly overdue			
	3.2.1. Monitor Log sheet for recall and nearly overdue	None	5 minutes	HDPO Office Staff



	equipment and immediately inform the client			
	3.2.2. Send notice to the clients through SMS or E-mail if they are not physically present in the university	None	10 minutes	<i>HDPO Office Staff</i>
	3.3. Replacement for damaged/lost sports equipment			
	3.3.1. Determine the actual cost of the damaged/lost sports equipment	None	3 hours	<i>HDPO Office Staff</i>
	3.3.2. Discuss with the client that replacement materials shall be the same sports equipment	None	30 minutes	<i>HDPO Office Staff</i>
	3.3.3. Evaluate the replacement equipment and accept it	None	5 minutes	<i>HDPO Office Staff</i>
	3.3.4. Issue a certification indicating that the damaged/lost equipment has already been replaced by the client and Supply Office signed by the HDPO Director and file the certification.	None	5 minutes	<i>HDPO Office Staff</i>
	3.4. Release the ID when the sports equipment/materials are returned and let the client log out in the log sheet before exiting the office.	None	5 minutes	<i>HDPO Office Staff</i>
	TOTAL:	None	4 hours and 45 minutes	



2. Incentives for Gold Medalists in the Regional/National Culture and the Arts Competition

This procedure is used to establish a standard and systematic process of giving incentives to the members of the performing arts groups of WPU.

Office:	Holistic Development Programs Office			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Incentives for Gold Medalists				
List/Proof of membership of the student/s who won the Gold Medal in the Regional/National competition.			Trainer/Adviser	
Payroll			HDPO Office Staff	
Certificates			Trainer/Adviser	
Documentation			Trainer/Adviser	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit the list and other attachment needed as proof that the member of the performing arts group won the Gold Medal in the Regional/National competition to the HDPO Office Staff.	1. Receive the files.	None	5 minutes	HDPO Office Staff
	1.1. Prepare and submit documents such as payroll and other attachments needed to the respective offices.	None	5 days	<i>HDPO Office Staff</i>
	1.2. Follow up the papers	None	5 days	<i>HDPO Office Staff</i>
	1.3. Receive the incentives.	None	1 day	<i>HDPO Director</i>
2. The performing arts group shall go to the HDPO Office	2. Give the incentives.	None	1 hour	<i>HDPO Director</i>
	TOTAL:	None	11 days 1 hour and 5 minutes	



3. Recruitment and Training of Performers

This procedure was used to establish a systematic process in recruiting members of performing arts groups of WPU.

Office:	Holistic Development Programs Office			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Recruitment of Members				
Membership Application Form			Trainer/Adviser	
Photocopy of the Certificate of Registration (COR) for the current semester			Client	
2x2 colored ID picture with white background and complete nametag			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Monitor the announcement of recruitment through WPU FB Page and college bulletin Board	1. Announcements of recruitment are posted through WPU FB Page and College Bulletins.	None	5 minutes	<i>Trainer/Adviser</i>
2. Inform the trainer/Adviser at HDPO that they are interested	2. Give out the Membership Application Form and instruct interested students to secure, accomplish, and submit the requirements to HDPO.	None	5 minutes	<i>Trainer/Adviser</i>
3. Pass the requirements to the Trainer/Adviser	3. Receive and log the requirements and tell the student to wait for the schedule to be posted by the HDPO through college's bulletin board	None	5 minutes	<i>Trainer/Adviser</i>
4. Wait for the schedule of auditions	4. Prepare for the audition	None	30 minutes	<i>Trainer/Adviser with HDPO Office Staff</i>



	4.1. Identify and coordinate with the members of Evaluation Committee	None	30 minutes	<i>HDPO Office Staff</i>
	4.2. Prepare any resources needed for the conduct of the audition	None	30 minutes	<i>HDPO Office Staff</i>
5. Attend the Audition	5. Conduct the Audition	None	1 day	<i>Trainer/Adviser HDPO Office Staff</i>
	5.1. Evaluate the performance of applicants during the audition	None	1 day	<i>Evaluation Committee</i>
6. Wait for the results	6. Inform the applicants of the result of the audition through HDPO.	None	30 minutes	<i>Trainer/Adviser</i>
	6.1. Submit the list of new members and the membership application records to the Director of HDPO/Campus HDPO Coordinator for information and Filing	None	5 minutes	<i>Trainer/Adviser</i>
7. Wait for the schedule and venue of rehearsal	7. Arrange the schedule and venue of rehearsal in coordination with the Director/Coordinator and notify the performers.	None	2 days	<i>Trainer/Adviser</i>
	7.1. Prepare resources needed during rehearsal	None	30 minutes	<i>Trainer/Adviser</i>
8. Attend training/rehearsal	8. Secure the attendance of members before the rehearsal using the log sheet.	None	5 minutes	<i>Trainer/Adviser</i>
	8.1. Prepare/Train the members in performing arts.	None		<i>Trainer/Adviser</i>



	8.2. Instruct members to check out in the log sheet before leaving the rehearsal venue.	None	5 minutes	<i>Trainer/Adviser</i>
	TOTAL:	None	4 days and 3 hours	

4. Request of Performance by other Offices/Agencies

This procedure is used to establish a standard and systematic process of granting request for performance of performing art groups of the WPU.

Office:	Holistic Development Programs Office			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Other Offices/Agencies/Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request of performances by other offices/agencies				
3 Performance Request Form			HDPO Office Staff	
Performance Attendance Form			HDPO Office Staff	
Performance Evaluation Form			HDPO Office Staff	
Log sheet			HDPO Office Staff	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the HDPO Office	1. Give the Performance Request Form that the client will fill out 2.1 (If client is from outside WPU, cover letter addressed to the University President thru the Director/Coordinator shall be included in the Performance Request Form.	None	5 minutes	<i>HDPO Office Staff</i>



<p>2. Submit the accomplished Form to HDPO before requested date of performance.</p>	<p>2. Receive and Log the PRF</p>	<p>None</p>	<p>2 minutes</p>	<p><i>HDPO Office Staff</i></p>
<p>3. Wait for the follow-up.</p>	<p>3. The Performance Request will be evaluated.</p> <p>3.1. If request is denied, notify the client of denial, clearly stating the reason/s for denial</p> <p>3.2. If request is approved, notify the client and prepare for the performance</p> <p>3.3. Inform the Trainer/Adviser about the performance request granted</p> <p>3.4. Coordinate with the client any concerns about the performance as needed</p> <p>3.5. For off-campus performances, secure necessary approvals</p> <p>3.6. As needed, request for excused absences for the performers addressed to the President</p> <p>3.7. Train/oversee training of performers for the performance</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>2 days</p> <p>5 minutes</p> <p>30 minutes</p> <p>3 hours/day</p>	<p><i>HDPO Director/Coordinator</i></p> <p><i>HDPO Director/Coordinator</i></p> <p><i>HDPO Director/Coordinator</i></p> <p><i>Trainer/Adviser</i></p>



	3.8. Accompany the performers during the performance and monitor their attendance using the Performance Attendance Form			
4. Evaluate the service provided by the office using the Performance Evaluation Form.	4. Consolidate the evaluation form and use the result for necessary improvements.	None	15 minutes	HDPO Office Staff
	TOTAL:	None	2 days, 1 hour, 57 minutes	

5. Conduct of University Olympics

This procedure is used to establish a standard and systematic process for the conduct of University Olympics

Office:	Holistic Development Programs Office			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	College Sports Coordinator/Coach/Tournament Manager			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Conduct of University Olympics				
Medical Certificate of Students			Coaches	
Program of Activities of the Olympics			HDPO Director	
Compiled Result of the competitions			HDPO Office Staff	
Result Game Form			HDPO Office Staff	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the HDPO Office for meeting.	1. Convene the College Sports Coordinator to plan and finalize the events for the University Olympics	None	30 minutes	HDPO Director



	1.1. Prepare and submit the budget proposal for the Olympics for the Approval of the University President	None	3 days	<i>HDPO Director</i>
	1.2. Coordinate with the concerned offices for the logistical support for the Olympics	None	5 days	<i>HDPO Director</i>
	1.3. Invite the external referees/umpires for the event	None	2 days	<i>HDPO Director</i>
	1.4. Prepare the finalized program of activities for dissemination to the colleges and other concerned offices.	None	2 days	<i>HDPO Director</i>
	1.5. Conduct orientation among the coaches on the policies and guidelines for the event.	None	3 hours	<i>Tournament Manager</i>
	1.6. Keep track of the updates of the results of competitions and the schedule of games and dissemination to coaches and players.	None	2 hours	<i>College Sports Coordinator</i>
	1.7. Directly supervise the practice and games of the players and attend to the needs of the players during the competitions. In cases of emergency, bring the player to the medical team booth/clinic for medical intervention and advice.	None	5 hours	<i>Coach</i>
	1.8. Keep a record of all the results of the competition for future reference.	None	1 hour	<i>HDPO Director</i>
	TOTAL:	None	12 days 11 hours and 30 minutes	



Admission Services Office

External Services



1. Admission Services

The admission services will serve the students/applicants a systematic procedure for university admission and validate all the requirements Of applicants to ensure that they are eligible to enroll in college.

Office:	ADMISSION			
Classification:	Highly Technical			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Applicants/Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill out the Google Form	Admission Office			
Send Scanned Admission Requirements via Gmail	Client			
Printed Admission Test Schedule	Admission Office			
Claim stub	Admission Office			
Photocopied valid ID of examinee	Client			
Authorization letter from the examinee	Client			
Photocopied valid ID of representative claimant	Client			
2x2 ID picture	Client			
Re-Issuance Form	Admission Office			
Form 138 /Form 9	Client			
Certificate of Good Moral Character	Client			
Authenticated NSO or PSA	Client			
ID Picture (one (1) pc. 2X2 with blue background and nameplate)	Client			
Admission Test Result	Admission Office			
Medical Exam Result	Client			
Drug Test Result	Client released from an accredited drug testing centers			
Transcript of Records (TOR)	Client			
Certificate of Transfer of Credentials/Honorable Dismissal	Client			
DFA and Bureau of Immigration requirement	Client			
CHED Requirements for Foreign Students	Client			
Referral Form	Admission			
Admission Slip	Admission			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online application	1. Evaluate the applicant's personal data and admission requirements thru GMAIL	None	5 minutes	<i>Admission personnel</i>
2. Wait the Admission test schedule	2. Accept the application upon confirmation from the applicant and	None	5 minutes	<i>Admission personnel</i>



	schedule of admission test.			
3. Print out admission test schedule	3. Accept printed admission test schedule of examinee and printed admission examination profile	None	3 minutes	<i>Admission personnel</i>
4. Fill out the admission test log sheet	4. Instruct the examinee to enter his/her data on the admission test log sheet	None	3 minutes	<i>Admission personnel</i>
5. Take the Admission Test	5. Administer admission test	None	1 hour	<i>Admission personnel</i>
6. Present admission stub	6. Release Admission test Result	None	5 minutes	<i>Admission personnel</i>
7. Fill out the Request Form Re-Issuance	7. Release another copy in case of loss	None	3 minutes	<i>Admission personnel</i>
8. Submit admission requirements	8. Instruct the applicants to submit original copy of requirements personally	None	5 minutes	<i>Admission personnel</i>
9. Wait for the acceptance from the system	9. Accept the application of the applicants to the system	None	3 minutes	<i>Admission personnel</i>
10. Proceed to the Guidance councilor	10. If the drug test result of the applicant is positive, refer to the guidance counselor for the proper intervention.	None	3 minutes	<i>Admission personnel</i>
11. Proceed to the college secretary	11. Released admission slip	None	3 minutes	<i>Admission personnel</i>
	TOTAL:	None	1 hour, 38 minutes	



Student Development and Services Office

External Services



1. Signing of Semestral Clearance

A semestral clearance is a certificate giving permission to disengage a student from an institution for a specific semester.

Office:	STUDENT DEVELOPMENT SERVICES OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Semestral Clearance			Respective Colleges	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Client's/Visitors Log Sheet		None	2 minutes	-
2. Present duly accomplished Semestral Clearance Form	2. Receives semestral clearance form 2.1 Reviews completeness of data 2.2 Conducts short interview 2.3 Recommends to the SDS Director for his/her signature	None	2 minutes	<i>SDS Office Staff</i>
3. Seek for the SDS Director's signature	3. Conducts short interview 3.1 Signs the clearance	None	1 minute	<i>SDS Director</i>
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	2 minutes	-
	TOTAL:	None	7 minutes	



2. Accreditation/Re-Accreditation of Student Organizations

Recognizing the need of students to organize themselves into groups, society, guild in pursuit of similar interests, advocacy, build relations, foster shared interest, and many more. Accreditation/Re-accreditation of student organizations is conducted in the **first semester** of the school year.

These services aim to provide procedures for the accreditation/recognition of new student organizations and renewal of accreditation/recognition of old student organizations.

Office:	Student Development Services Office
Classification:	Highly Technical
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Students who may want to form into a group, society, guild to promote advocacy and the like
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accreditation of a New Student Organization	N/A
Letter of Request for Accreditation (3 copies)	Applying Organization
Application for Recognition Form (3 copies, please follow format in the form)	SDSO, Applying organization
Nomination and Acceptance of Adviser/Co-Adviser (3 copies, please follow format in the form)	SDSO, Applying organization
Personal Data Sheet [Adviser/s and Student Leader/s] (1 original copy, please follow format in the form)	SDSO, Applying organization
List of Officers (1 original copy, please follow format in the form)	SDSO, Applying organization
Roll of Members (1 original copy, please follow format in the form)	SDSO, Applying organization
Plan of Activities (1 original copy, please follow format in the form)	SDSO, Applying organization
Constitution and By-Laws	Applying organization
Photocopy of valid School ID (Adviser/s and Officers) with signature specimen/ Certificate of Registration (COR)	Applying organization
Re-Accreditation of Old Student Organization	
Letter of Request for Accreditation (3 copies)	Applying Organization
Application for Recognition Form (3 copies, please follow format in the form)	SDSO, Applying organization
Nomination and Acceptance of Adviser/Co-Adviser (3 copies, please follow format in the form)	SDSO, Applying organization
Personal Data Sheet [Adviser/s and Student Leader/s] (1 original copy, please follow format in the form)	SDSO, Applying organization
List of Officers (1 original copy, please follow format in the form)	SDSO, Applying organization
Roll of Members (1 original copy, please follow format in the form)	SDSO, Applying organization



Plan of Activities (1 original copy, please follow format in the form)		SDSO, Applying organization		
Constitution and By-Laws		Applying organization		
Photocopy of valid School ID (Adviser/s and Officers) with signature specimen/ Certificate of Registration (COR)		Applying organization		
Accomplishment Report - Second Semester of previous school year (1 copy, please follow format in the form)		SDSO, Applying organization		
Financial Report - Second Semester of previous school year (1 copy, please follow format in the form)		SDSO, Applying organization		
Passbook (in the name of the organization) - all funds must be deposited in the depository bank chosen by the organization				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Monitor the start or schedule of accreditation/ re-accreditation	1. Post schedule of accreditation/re-accreditation of student organizations	None	30 minutes	SDSO Staff Applying organization
2. Fill out Client's/Visitors Log sheet	2. Request the client to fill out the logsheet	None	2 minutes	Applying organization
3. Inquire requirements for accreditation/ re-accreditation	3. Release copy of list of requirements for accreditation 3.1 Conduct interview	None	5 minutes	SDSO Staff, Applying organization
4. Submit/upload the application and other supporting documents for accreditation/re-accreditation to the SDS Office	4. Accept and check completeness/correctness of submitted/uploaded application and supporting documents	None	3 days	SDSO Staff, Applying organization
	4.1 Return submitted/uploaded documents for revision if needed	None	1 day	SDS Office Staff, Applying organization
5. Comply with document deficiencies		None	3 days (minor revision)	SDS Office Staff, Applying organization



			7 days (major revision)	
6. Resubmit/re-upload the application and other supporting documents for accreditation/ re-accreditation to the SDS Office	6. Verify document compliance	None	1 day	<i>SDS Office Staff, Applying organization</i>
7. Seek approval of application	7. Prepare Certificate of Accreditation 7.1 Endorses to SDS Director for approval of the application for accreditation/ re-accreditation 7.2 Endorses to VP-SAS for approval of the application for accreditation/ re-accreditation 7.3 Endorses to the University President for approval of application for accreditation/ Re-accreditation	None	30 min	<i>SDS Office Staff, Applying organization</i>
8. Follow-up result of application	8. Inform whether the application was approve/ disapprove 8.1 Return approved application and supporting documents for binding	None	1 day	<i>SDSO Staff</i>



9. Submit softbound accreditation documents	9. Receive and compile submitted softbound accreditation documents	None	3 days	SDSO Staff Applying organization
10. Receive Certificate of Accreditation	10. Release Certification of Accreditation to concerned student organizations	None	30 minutes	SDSO Staff Applying organization
11. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	2 minutes	
	TOTAL:	None	14-20 days, 1 hour & 39 minutes	

3. Conduct of In-Campus Activities

Student organizations are empowered. They are given the freedom to conduct any legal activity that would capacitate and equip them with 21st century skills. The student activities would also enhance their university-life experience.

This service provides assistant to students to conduct in-campus activities.

Office:	Student Development Services Office			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request			Applying Organization	
Activity Proposal/Plan			Applying Organization	
Budget plan if it entails expenses			Applying Organization	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Client's/ Visitors log sheet	1.1 Request the client to fill out the logsheet.	None	2 minutes	
2. Submit letter of request and supporting documents	2. Check and verify submitted documents	None	30 minutes	SDSO Staff Applying organization
	2.1 Return	None	5 minutes	SDSO Staff



addressed to the University President	submitted documents if revision is needed			Applying organization
3. Comply with document deficiencies		None	1-2 days	SDSO Staff Applying organization
4. Re-submit letter of request and supporting documents	4. Check and verify submitted documents	None	30 minutes	SDSO Staff Applying organization
5. Forward the verified documents for recommendation and approval of SDS Director and VP-SAS	5. Prepare Certificate of Accreditation	None	30 minutes	SDSO Staff
	5.1 Review, approve and endorse the activity for approval	None	1 - 2 days	SDSO Staff SDS Director VP-SAS
6. Submit documents to the Office of University President	6. Approve/deny the request	None	10 days	SDSO Staff University President
7. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	2 minutes	
	TOTAL:	None	12-14 days, 1 hour & 39 minutes	



4. Conduct of Local Off-Campus Activities

Off-campus activities are integral part of the academic life of the student. Participation to curricular and non-curricular off-campus activities are permitted provided approval and proper documentation is secured by the student/group/class.

This service provides assistance to students to conduct student local off-campus activities.

Office:	Student Development Services Office
Classification:	Highly Technical
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Students who may want to form into a group, society, guild to promote advocacy and the like
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Curricular Activities	N/A
Request letter addressed to the President (3 copies)	Applying organization
Course Syllabus (1 copy)	Faculty-In-Charge
Notarized Certificate of Compliance (3 copies, please follow format in the form)	Applying organization
CHED checklist of requirements	
Itinerary of Travel (Destination)	Applying group/student/class
Picture of Student Handbook or Manual	Applying group/student/class
Notarized parent's consent and waiver (please follow format in the form)	Parents/Guardian/Students
Medical Clearance of the Students	University Health Officer
Personnel-In-Charge (picture of Office Order)	Faculty-In-Charge
Picture of first aid kit	University Infirmary
Breakdown of Fees/Funds	Faculty-In-Charge
Insurance (list of insured students and proof of insurance provision)	Student Supreme Council
Mobility - updated documents (registration, insurance, driver's license, roadworthiness, etc)	University Motorpool/Third Party of Subcontracting/Travel and Tour Operator
LGUs/NGOs (approved letter sent to LGUs)	LGUs/NGOs
Consultation with students and parents (minutes of the meeting, attendance sheet, announcements, pictures)	Faculty-In-Charge
Learning Journal	Faculty-In-Charge
Emergency Preparedness Plan	University Safety Officer
Non Curricular Activities	
Request letter addressed to the President (3 copies)	



Notarized Certificate of Compliance (3 copies, please follow format in the form)	Applying organization
CHED checklist of requirements	
Itinerary of Travel (Destination)	Applying group/student/class
Picture of Student Handbook or Manual	Applying group/student/class
Notarized parent's consent and waiver (please follow format in the form)	Parents/Guardian/Students
Medical Clearance of the Students	University Health Officer
Personnel-In-Charge (picture of Office Order)	Faculty-In-Charge
Picture of first aid kit	University Infirmary
Breakdown of Fees/Funds	Faculty-In-Charge
Insurance (list of insured students and proof of insurance provision)	Student Supreme Council
Mobility - updated documents (registration, insurance, driver's license, roadworthiness, etc)	University Motorpool/Third Party of Subcontracting/Travel and Tour Operator
LGUs/NGOs (approved letter sent to LGUs)	LGUs/NGOs
Consultation with students and parents (minutes of the meeting, attendance sheet, announcements, pictures)	Faculty-In-Charge
Learning Journal	Faculty-In-Charge
Emergency Preparedness Plan	University Safety Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Client's/ Visitors log sheet	1. Fill out the client's logsheet.	None	2 minutes	
2. Submit letter of request and supporting documents addressed to the University President	2. Check and verify submitted documents	None	30 minutes	SDSO Staff Applying organization
	2.1 Return submitted documents if revision is needed	None	5 minutes	SDSO Staff Applying organization
3. Comply with document deficiencies		None	1-2 days	SDSO Staff Applying organization
4. Re-submit letter of request and supporting documents	4. Check and verify submitted documents	None	30 minutes	SDSO Staff Applying organization
5. Forward the verified documents for recommendation and approval of SDS Director and VP-SAS	5. Prepare Certificate of Accreditation	None	30 minutes	SDSO Staff
	5.1 Review, approve	None	1 - 2 days	SDSO Staff



	and endorse the activity for approval			<i>SDS Director VP-SAS</i>
6. Submit documents to the Office of University President	6. Approve/deny the request	None	1-10 days	<i>SDSO Staff University President</i>
7. Submit documents to the Office of University President	7. Approve/deny the request	None	1-10 days	<i>SDSO Staff University President</i>
8. Scan and submit all document to SDSO	8. Receive and compile the hardcopy and scanned documents 8.1 Send /upload scanned copy of documents to CHED	None	15 days	<i>SDSO Staff SAS/SDSO Staff</i>
9. Accomplish the Client Feedback Form and place it in the drop box thereafter.	9. Assist the client	None	2 minutes	
	TOTAL:	None	17-27 days, 2 hours & 9 minutes	



5. Management of Student Cases

This service aims to provide procedures for the filing of complaints and investigation of cases filed.

Office:	STUDENT DEVELOPMENT SERVICES OFFICE			
Classification:	Complex			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Bonafide students of the University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Complaint			Concerned complainant	
Affidavit of witnesses			Concerned complainant	
Other documentary evidences			Concerned complainant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of complaint addressed to the VP-SAS	1. Receive and review the document	None	1 day	VP-SAS
2. Attend hearings of the case, if the complaint is meritorious	2. Conduct preliminary inquiry	None		SDS Director Security Officer
	2.1. Conduct investigation	None		VP-SAS, SDS Director, Admin Staff (Legal Officer), Security, SSC President
	2.2. Submit recommendation to the Academic Council through the President, if there is a <i>prima facie</i> case formal investigation will be made	None		Academic Council
	2.3. Review the findings and recommendation by the Investigating Committee	None		Academic Council



6. Claiming of Incentives

This procedure describes the policies and procedures for claiming student writers' and editors' incentives from student publication fund.

Office:	STUDENT DEVELOPMENT SERVICES OFFICE				
Classification:	Simple				
Type of Transaction:	Government to Client (G2C)				
Who may avail:	Collegian Editorial Board and student applicant.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
None			N/A		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Complied the budget requirements for claiming the incentives	1. Perused all submitted articles	None	2 days	<i>Board of Editors, Advisers</i>	
	a. Evaluate all published articles/photos/drawings/cartoons/videos using the enrolled form for claiming incentives				
	b. Incentives shall be given according to ranks or position and type of publication bracket released as provided in Article XII and Annexes of the Collegian Constitution and by-laws and board resolutions				
	c. Payroll preparation			<i>Managing Editor, Editor-In-Chief, Office Staff</i>	



	d. Review the prepared payroll before submission to the accounting office			<i>Financial/technical adviser</i>
2. The recipients shall claim their incentives from the cashier's office				
	TOTAL:	NONE	2 days	

7. Selection of Publication Staff

This procedure describes the policies and procedures in the selection of publication staff of the university publications.

Office:	STUDENT DEVELOPMENT SERVICES OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Collegian Editorial Board and student applicant.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the schedule of the examination	1. Announce the entrance examination the official FB page of the publication and in the campus bulletin boards	None	30 minutes	<i>Collegian adviser, staff</i>
2. Get the link for the registration/proceed at the office of the campus publication	2. The registration for the examination thereof shall be	None	1 hour	



	<p>accessed through an online document or at the offices of the campus publications</p> <p>2.1. Administer the qualifying examination</p>	None	2 minutes	<i>Collegian adviser, staff</i>
3. Wait for the result of the examination and interview schedule for passers of the qualifying exam	<p>3. Release the result of the written examination</p> <p>3.1. Schedule the interview of passer</p>	None	2 minutes	<i>Collegian adviser, staff</i>
4. View the list of passers	4. Post the final list of passers at the Official FB page of WPU Collegian	None	2 minutes	<i>Collegian adviser, staff</i>
5. Attend the trainings/Webinars	5. Requires the qualified contributors and applicants to attend the series of online trainings/webinars	None	8 hours	<i>Collegian adviser</i>
	TOTAL:	None	9 hours and 36 minutes	



Office of the University Library

External Services



1. Inside Reading Use of Library Resources (Automated)

This service allows the client to borrow library resources for inside use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID.			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources through the Online Public Access Catalog (OPAC)	None	None	2 minutes	None
2. Log in to the Attendance System of the section.	None	None	1 minute	None
3. Present the material to be used at the counter and deposit the school ID card.	3. Record the transactions in the library system	None	1 minute	<i>Circulation In- Charge</i>
4. After use, surrender the borrowed material and claim the deposited school ID card	4. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	
	TOTAL:	None	6 minutes	



2. Inside Reading Use of Library Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable or materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID.			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources in the book stack	None	None	3 minutes	None
2. Upon the use of the material, fill out the Inside Reading Slip (InsideRS)	1. Collect the filled-out slip together with the school/ ID card	None	1 minute	<i>Circulation In- Charge</i> <i>Periodical and Special Collection In-Charge</i>
2. After use, surrender the borrowed material and claim the deposited school ID card	4. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Circulation In- Charge</i> <i>Periodical and Special Collection In-Charge</i>
TOTAL:		None	6 minutes	



3. Inside Reading Use of Library Resources (Outside Researcher)

Allows the outside researchers to borrow learning resources. All materials are for inside reading use only.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Outside researcher			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid ID. Card 2. Official Receipt			Client Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay a research fee	1. Release order of payment and instruct the outside researcher to pay in the Cashier Office	Php 50.00	1 minute	<i>Cashier's personnel</i>
2. Search library learning resources through the Online Public Access Catalog (OPAC)/Bookstack	None	None	3 minutes	None
3. Upon the use of the material, fill out the Inside Reading Slip (InsideRS).	3. Collect the filled-out slip together with valid ID card	None	1 minute	<i>Circulation In- Charge</i> <i>Periodical and Special Collection In-Charge</i>
4. After use, surrender the borrowed material and claim the deposited valid ID card	4. Receive and check the borrowed material and release the valid ID Card.	None	2 minutes	<i>Circulation In- Charge</i> <i>Periodical and Special Collection In-Charge</i>
TOTAL:		PhP 50.00	7 minutes	



4. Home-reading Use of Learning Resources (Automated)

Allows the client to borrow learning resources for overnight use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Library Account/ Library System Account 2. Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the OPAC/book stack	None	None	2 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Receive and check out the book at the client's Library Account 2.1. Instruct the client to fill out the Book Card	None	2 minutes	<i>Circulation In-Charge</i>
3. Sign the loaning receipt.	3. Release the borrowed book 3.1. File the Book Card	None	1 minute	<i>Circulation In-Charge</i>
4. Return the borrowed book on the due date indicated in the loaning receipt. <i>Note: Overdue material is charged 10 pesos/ day.</i>	4. Check and receive the borrowed book 4.1. Clear out the client's borrowing record 4.2. Issue an order of payment for overdue material	None	2 minutes	<i>Circulation In-Charge</i>
TOTAL:		None	7 minutes	



5. Home-reading Use of Learning Resources (Manual)

This service allows the client to borrow library resources manually for home reading use. This process only applies when the system is unavailable and materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Library Account/ Library System Account 2. Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the book stack	None	None	3 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2.1. Issue and instruct the client to fill out two (2) Home-reading Slip (HomeRS) and Book Card.	None	1 minute	<i>Circulation In-Charge</i>
3. Fill out two (2) HomeRS and one the Book Card.	3.1. Check the filled-out form, then release the book together with one filled-out HomeRS 3.2. File the Book Card and the filled-out HomeRS	None	2 minutes	<i>Circulation In-Charge</i>
4. Return the borrowed book on the due date indicated in the Home-reading Slip. Note: Overdue material is charged 10 pesos/ day.	4.1. Check and receive the borrowed book 4.2. Clear out the client's borrowing record	None	2 minutes	<i>Circulation In-Charge</i>



	4.3. Issue an order of payment for overdue material			
	TOTAL:	None	8 minutes	

6. Use of Multimedia Materials and Equipment

Allows the clients to utilize the multimedia and equipment.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school I.D Card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out two (2) Library Equipment and Multimedia Materials Request Form	1. Check the availability of the requested materials and equipment 1.1 Approve the request 1.2 Released multimedia materials or equipment	None	1 minute	<i>IMC In-charge</i>
2. Return the borrowed multimedia materials or equipment.	2. Check the condition of the borrowed materials or equipment 2.1 Record the transactions	None	2 minutes	<i>IMC In-charge</i>
	TOTAL:	None	4 minutes	



7. Automated Renewal of Library Learning Resources (Face to Face Transaction)

Allows the client to renew the learning resources in person through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school I.D Card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal.	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book.	None	1 minute	<i>Circulation In-Charge</i>
2. Sign the loaning receipt.	2. Release the renewed book.	None	1 minute	<i>Circulation In-Charge</i>
	TOTAL:	None	2 minutes	



8. Manual Renewal of Library Learning Resources (Face to Face Transaction)

This service allows the client to manually renew library resources in person. This process only applies when the system is unavailable.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Library Account/ Library System Account 2. Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal and the filled-out Home-reading Slip (HomeRS).	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book	None	2 minutes	<i>Circulation In-Charge</i>
	1.1. Indicate the new due date in the HomeRS	None	1 minute	
	1.2. Release the renewed book and the filled-out HomeRS	None	1 minute	
TOTAL:		None	4 minutes	



9. Online Renewal of Library Learning Resources

Allows the client to borrow the learning resources online.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Library Account/ Library System Account 2. Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Library Renewal form or send a message on our official Facebook page.	1. Check the filled-out renewal form 1.1. If no discrepancy is found, proceed to the renewal of the book 1.2. Send the loaning receipt via email or Facebook messenger to the client	None	2 minutes	Circulation In-Charge
Total:		None	2 minutes	



10. Use of Library Facilities (Instructional Media Center (IMC))

This service enables students to have interactive discussions. This service also enables clients to have participatory discussions (can accommodate 100-150 clients).

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school I.D Card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Instructional Media Center Request form	1. Check the availability of the requested use date of the IMC.	None	2 minutes	<i>IMC In-Charge</i>
	1.1. Approve the request	None		
	1.2. Prepare the requested facilities and equipment	None	2 minutes	
2. Sign in to the Library Log Sheet at the assigned IMC.	None	None	1 minute	<i>IMC In-Charge</i>
	1. Check the requested facilities and equipment after use.	None	1 minute	<i>IMC In-Charge</i>
TOTAL:		None	6 minutes	



11. Use of Library Facilities (Discussion Room)

This facility can accommodate 5-7 clients in a room for an interactive discussion.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school I.D Card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Discussion Room Request Form	1. Check the availability of the Discussion Room	None	2 minutes	<i>IMC In-Charge</i>
	1.1. Approve the request			
	1.2. Collect the client's ID card and assist the client to the assigned room		1 minute	
2. Sign in to the Library Log Sheet in the assigned room.	2. None	None	2 minutes	<i>IMC In-Charge</i>
	2.1. Check the requested room after use, then release the ID card of the client			
	TOTAL:	None	5 minutes	



12. Use of Library Facilities (Virtual Discussion Room)

Allows interactive discussions among clients online.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school I.D Card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Virtual Discussion Room Reservation Form/ Virtual Discussion Room Reservation Online Form.	1. Check the availability of the requested date of use of the Virtual Discussion Room	None	2 minutes	<i>IMC In-Charge</i>
	1.1. Approve the request			
	1.2. Provide the link to the client's preferred social media account or other online platform		1 minute	
	1.3. Assist the requester during the start of the activity and afterward transfer the hosting to the client		1 minute	
	TOTAL:	None	4 minutes	



13. Use of E-Library Services

Allows students to use library computers for their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the E-Library Log sheet.	1.1. Collect the ID Card and provide a computer number to the client	None	1 minute	<i>E-Services In-Charge</i>
2. After use, return the computer number to the E-Library Counter.	2.1. Release the client's identification card.	None	1 minute	<i>E-Services In-Charge</i>
Total:		None	2 minutes	



14. Library Reference Services (Library Online and Phone Reference Assistance)

Allows the clients to raise questions about their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries through its Official Facebook Page, Online Forms, and Phone numbers.	1.1. Answer queries, provide the needed information of the client	None	10 minutes during office hour	<i>Circulation In-charge</i>
TOTAL:		None	10 minutes	

15. Library Reference Services (Library Reference Assistance, Face-to-face Transaction)

Allows the clients to raise simple or complex questions for their research and information needs through face-to-face transactions.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask queries to the reference librarian/reference staff	1. Answer queries and/or direct clients to the OPAC for their information Search	None	2 minutes	<i>Reference/Circulation In-charge</i>
TOTAL:		None	2 minutes	



16. Library Reference Services (Online Databases)

This service provides clients access to the library's online databases.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for access to the Library's Online Databases.	1. Provide access to the client	None	2 minutes	<i>E-Services In-charge</i>
	TOTAL:	None	2 minutes	



17. Library Reference Services (Document Delivery Services)

Allows clients to obtain online learning resources remotely.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Document Delivery Service Form	1. Check and retrieve the information /materials requested by the client.	None	10 minutes during office hour	<i>Reference/ Circulation In-Charge</i>
	1.1 Send and provide the information/ materials requested via the preferred format and social media of the client.	None	1 minute	<i>Reference/ Circulation In-Charge</i>
	1.2 Upon release, log the transaction in the Document Delivery Release Log Sheet.	None	1 minute	<i>Reference/ Circulation In-Charge</i>
	TOTAL:	None	12 minutes	



Office of the University Library

Internal Services



1. Inside Reading Use of Library Resources (Automated)

This service allows the client to borrow library resources for inside use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID.			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources through the Online Public Access Catalog (OPAC)	None	None	2 minutes	None
2. Log in to the Attendance System of the section.	None	None	1 minute	None
3. Present the material to be used at the counter and deposit the school ID card.	1. Record the transactions in the library system	None	1 minute	<i>Circulation In-Charge</i>
4. After use, surrender the borrowed material and claim the deposited school ID card	1. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Circulation In-Charge</i>
TOTAL:		None	6 minutes	



2. Inside Reading Use of Library Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable or materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID.			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources in the book stack	None	None	3 minutes	None
2. Upon the use of the material, fill out the Inside Reading Slip (InsideRS).	1. Collect the filled-out slip together with the school/ID card	None	1 minute	<i>Circulation In-Charge</i> <i>Periodical and Special Collection In-Charge</i>
3. After use, surrender the borrowed material and claim the deposited school ID card	1. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Circulation In-Charge</i> <i>Periodical and Special Collection In-Charge</i>
TOTAL:		None	6 minutes	



3. Home-reading Use of Learning Resources (Automated)

Allows the client to borrow learning resources for overnight use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Library Account/ Library System Account 2. Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the OPAC/book stack	None	None	2 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Receive and check out the book at the client's Library Account. 2.1 Instruct the client to fill out the Book Card.	None	2 minutes	Circulation In-Charge
3. Sign the loaning receipt.	3. Release the borrowed book. 3.1 File the Book Card	None None	1 minute	Circulation In-Charge
4. Return the borrowed book on the due date indicated in the loaning receipt. <i>Note: Overdue material is charged 20 pesos/ day.</i>	4. Check and receive the borrowed book. 4.1 Clear out the client's borrowing record. 4.2 Issue an order of payment for overdue material.	None	2 minutes	Circulation In-Charge
TOTAL:		None	6 minutes	



4. Home-reading Use of Learning Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable and materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Library Account/ Library System Account 2. Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the book stack	None	None	3 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	1. Issue and instruct the client to fill out two (2) Home-Reading Slips (HomeRS) and the Book Card.	None	1 minute	Circulation In-Charge
2. Fill out two (2) Home-reading Slips and the Book Card.	1. Check the filled-out slip, then release the book together with one filled-out HomeRS. 1.1 File the Book Card and the filled-out HomeRS.	None None	2 minutes	<i>Circulation In-Charge</i>



2. Return the borrowed book on the due date indicated in the Home-reading Form. <i>Note: Overdue material is charged 20 pesos/ day.</i>	1. Check and receive the borrowed book. 1.1 Clear out the client's borrowing record. 1.2 Issue order of payment for overdue material.	None	2 minutes	
TOTAL:		None	8 minutes	

5. Use of Multimedia Materials and Equipment

Allows the clients to utilize the multimedia and equipment.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school I.D Card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out two (2) Library Equipment and Multimedia Materials Request Form	1. Check the availability of the requested materials and equipment.	None	1 minute	<i>IMC In-charge</i>
	1.1 Approve the request.	None	1 minute	
	1.2 Released the multimedia materials or equipment.	None		
2. Return the borrowed multimedia materials or equipment.	1. Check the condition of the borrowed materials or equipment	None	2 minutes	<i>IMC In-charge</i>
TOTAL:		None	4 minutes	



6. Automated Renewal of Library Learning Resources (Face to Face Transaction)

Allows the client to renew the learning resources in person through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Library Account/ Library System Account 2. Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal.	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book.	None	1 minute	<i>Circulation In-Charge</i>
2. Sign the loaning receipt.	1. Release the renewed book.	None	1 minute	<i>Circulation In-Charge</i>
TOTAL:		None	2 minutes	



7. Manual Renewal of Library Learning Resources (Face to Face Transaction)

Allows the client to borrow the learning resources in person. This transaction is only applicable when the system is unavailable.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Library Account/ Library System Account 2. Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal and the filled-out Home-reading Slip (HomeR).	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book.	None	2 minutes	<i>Circulation In- Charge</i>
	1.1 Indicate the date of the new due date in the HomeRS.	None	1 minute	
	1.2 Release the renewed book and the filled-out HomeRS.	None		
	TOTAL:	None	3 minutes	



8. Online Renewal of Library Learning Resources

Allows the client to borrow the learning resources online.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Library Account/ Library System Account 2. Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Library Renewal form or send a message on our official Facebook page.	1. Check the filled-out renewal form. 2. If no discrepancy is found, proceed to the renewal of the book. 3. Send the loaning receipt via email or Facebook messenger of the client.	None None None	2 minutes	<i>Circulation In-Charge</i>
	TOTAL:	None	2 minutes	



9. Use of Library Facilities (Instructional Media Center (IMC))

This service enables students to have interactive discussions. This service also enables clients to have participatory discussions (can accommodate 100-150 clients).

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school I.D Card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Instructional Media Center Request form	1. Check the availability of the requested use date of the IMC.	None	2 minutes	<i>IMC In-Charge</i>
	1.1 Approve the request.	None	2 minutes	
	1.2 Prepare the requested facilities and equipment			
2. Sign in to the Library Log Sheet at the assigned IMC.	None	None	1 minute	<i>IMC In-Charge</i>
	1. Check the requested facilities and equipment after use.	None	1 minute	<i>IMC In-Charge</i>
	TOTAL:	None	6 minutes	



10. Use of Library Facilities (Discussion Room)

This facility can accommodate 5-7 clients in a room for interactive discussions.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school I.D Card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Discussion Room Request Form	1. Check the availability of the Discussion Room.	None	2 minutes	<i>IMC In-Charge</i>
	1.1 Approve the request.	None		
	1.2 Collect the client's ID card and assist the client to the assigned room.			
2. Sign in to the Library Log Sheet at the assigned room.	None	None	1 minute	
	1. Check the requested room after use, then release the ID card of the client.	None	2 minutes	
	TOTAL:	None	5 minutes	



11. Use of Library Facilities (Virtual Discussion Room)

Allows participatory discussions among clients online.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school I.D Card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Virtual Discussion Room Reservation Form/ Virtual Discussion Room Reservation Online Form.	1. Check the availability of the requested date of use of the Virtual Discussion Room.	None	2 minutes	<i>IMC In-Charge</i>
	1.1 Approve the request.	None	1 minute	
	1.2 Provide the link to the client's preferred social media account or other online platform.	None	1 minute	
	1.3 Assist the requester during the start of the activity and afterward transfer the hosting to the client	None	1 minute	
TOTAL:		None	5 minutes	



12. Use of E-Library Services

Allows clients to use library computers for their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the E-Library Log sheet.	1. Collect ID Card and provide a computer number to the client	None	1 minute	E-Services In-Charge
2. After use, return the computer number at the E-Library Counter.	1. Release the client's identification card.	None	1 minute	
	TOTAL:	None	2 minutes	



13. Use of Library Facilities (Class Research)

Allows the faculty to use the library for their class research.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fillout the Library Class Research Request Form.	1. Check the availability of the requested date of use of the library facility. 1.1 Approve the request.	None	3 minutes	<i>Circulation In-Charge</i>
TOTAL:		None	3 minutes	

14. Library Reference Services (Library Online and Phone Reference Assistance)

Allows the clients to raise questions about their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries through its Official Facebook Page, Online Forms, and Phone numbers.	1. Answer queries, provide the needed information of the client	None	10 minutes during office hour	<i>Circulation In-charge</i>
TOTAL:		None	10 minutes	



15. Library Reference Services (Library Reference Assistance, Face-to-face Transactions)

Allows the clients to raise simple or complex questions for their research and information needs through face to face transaction.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask queries to the reference librarian/ reference staff	1. Answer queries and/or direct clients to the OPAC for their information search	None	2 minutes	<i>E- Services In-charge</i>
TOTAL:		None	2 minutes	

16. Library Reference Services (Online Databases)

This service provides clients access to the library's online databases.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. As access to the library Online Databases.	1. Provide access to the client	None	2 minutes	<i>E- Services In-charge</i>
TOTAL:		None	2 minutes	



17. Library Reference Services (Document Delivery Services)

Allows clients to obtain learning resources remotely.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Document Delivery Service Form	1. Check and retrieve the information/ materials requested by the client.	None	10 minutes during office hour	<i>Circulation In- Charge</i>
	1.1 Send and provide the information/ materials requested via the preferred format and social media of the client.	None	1 minute	<i>Circulation In- Charge</i>
	1.2 Upon release log the transaction in the Document Delivery Release	None	1 minute	<i>Circulation In- Charge</i>
	1.3 Log Sheet.			
TOTAL:			12 minutes	



18. Request for Library Learning Resources

Allows the clients to request their needed library materials through acquisition.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Library Requisition Form noted by their immediate supervisor.	1. Check the filled-out form.	None	5 minutes	<i>Circulation In- Charge</i>
	1.1 Ensure that the requested material meet the criteria based on the Acquisition and Selection Policy.	None	1 minute	<i>Circulation In- Charge</i>
	1.2 Endorse the request if the criteria are met to the University Librarian for approval. If not, inform the requester.	None	1 minute	<i>Circulation In- Charge</i>
	1.3 Include the request in the Purchase Request for acquisition.	None	1 minute	<i>Circulation In- Charge</i>
	TOTAL:	None	8 minutes	



Office of Health Services

External Services



1. Pre-Enrollment Medical and Dental Examination

Freshmen and transferees are required to submit themselves for medical and dental examination prior to enrollment. This aims to discover the signs of illness and physical defects in order to correct them; check on the health habits of students; and prevent the progress of those which cannot be corrected.

Office:	Health Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Freshmen Students and Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Health Record form		University Store		
1-piece ordinary folder with plastic cover (long)		University Store		
1 piece fastener		University Store		
1-piece 2x2 ID picture (to be pasted on the Student Health Record)		Photo Studio		
Official Receipt for medical certification fee.		Cashier's Office		
Medical Certificate / clearance for enrollees with pre-existing medical conditions		Attending physician		
Barangay, Police and Judge Clearance (for enrollees with tattoo)		Respective Barangays, Municipal Police Station, Municipal Trial Court		
Reminders				
All clients must observe proper personal hygiene		Personal responsibility		
All male students should be in prescribed haircut		Personal responsibility		
Earrings are not allowed for male clients		Personal responsibility		
Colored nail polish is not allowed. Nails must be trimmed short		Personal responsibility		
No fancy hair color		Personal responsibility		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill out the client log sheet.	1. Issue Order of payment 1.1. Provide the check list of requirements needed for the issuance of medical certificate.	None	3 minutes	<i>Nursing Attendant</i> <i>Administrative Aide/Ambulance Driver/Dental Aide</i>
2. Pays medical certification fee at Cashier's Office	2. Receives payment and issue Official Receipt	PHP50.00	5 minutes	<i>Cashier's Office</i>
3. Returns the receipt to University Infirmary	3. Evaluate the accomplished Student Health Record (SHR)	None	3 minutes	<i>Administrative Aide</i>
4. Proceed to OPD area.	4. Conduct initial assessment and physical examination of client.	None	10 minutes	<i>Nurse Attendant</i> <i>University Nurse</i> <i>University Physician</i>
5. Claims medical certification.	1. Release of medical certificate. 5.1 Provide client satisfaction and feedback form.	None	3 minutes	<i>Nurse Attendant</i> <i>Campus Nurse</i>
	TOTAL:	PHP50.00	24 minutes	



2. Medical and Dental Consultation and Treatment of Client

The University offers medical and dental consultation services on matters that ailed the clients physically, mentally, or socially. This is done on daily basis unless there are school-initiated activities. The clients who are diagnosed with health problems during daily consultation will be given initial doses of prescribed medicines that are available.

Office:	Health Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2G- Government to Government			
Who may avail:	Students and WPU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Consultation form			University Infirmary	
Student Health Record (SHR)			University Infirmary	
Laboratory Request Slip			University Infirmary	
Laboratory result			Hospital/Clinic with laboratory facility	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the client log sheet.	1. Retrieves the Student Health Record (SHR). 1.1 Issue consultation Form 1.2 Assess the client's vital signs and medical history	None	5 minutes	<i>Nursing Attendant</i>
2. Proceed to consultation room.	2. Undergo medical/dental consultation and treatment.	None	10 minutes	<i>University Physician/ University Dentist</i>
3. Proceed to Nurse Station.	3. Carry out doctor's order.	None	5 minutes	<i>Campus Nurse/ Nursing Attendant</i>
	TOTAL:	None	20 minutes	



3. Medical examination for in-campus and off-campus activities and other purposes

All participants of in-campus and off-campus curricular and non-curricular activities as per order of the Department of Education (DepEd) and Commission on Higher Education (CHED) are required to undergo medical examination. This includes sports, cultural, on the job training, community immersion, scholarship grants, pregnant student and other school-related activities. Health services also cater private individuals within the community for medical examination as a requirement for any health-related purposes.

Office:	Health Services Office	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizens G2G- Government to Government	
Who may avail:	Students, Employees and Private individuals	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Sports and Cultural Activities		University Infirmary
Annual Physical Examination (APE) form		
Student Health Record (SHR)		University Infirmary
For On the Job Training (internship, practice teaching, field instruction, practicum, field work, community immersion and the like) scholarship grants,		Cashier's Office
Official Receipt for medical certification fee.		
Laboratory request slip		University Infirmary
Laboratory Result		Hospital/Clinic with laboratory facility
For pregnant Woman.		
Medical clearance (from her attending physician) stating that she is fit to continue her studies.		Attending Physician (Obstetrician)
Notarized parental consent (if single and below 25 years old) or a notarized consent from spouse (if married and above 25 years old)		Notary Public
Reminders: <ul style="list-style-type: none"> - All clients must observe proper personal hygiene. - All male students should be in prescribed haircut. - Earrings are not allowed for male clients. - Colored nail polish is not allowed. Nails must be trimmed short. - All female students must bring pregnancy test kit with disposable cup for collection of urine sample. 		Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the client log sheet and present the request or any proof of securing medical certificate.	1. Issue order of payment. 1.1 Issue requirement checklist, and laboratory request slip	None	3 minutes	<i>Ambulance Driver/Dental Aide</i> <i>Administrative Aide</i>
2. Pays Medical Certification fee at Cashier's Office	2. Receives payment and issue Official Receipt.	Student/ employee PHP50.00 Private Individual- PHP200.00	5 minutes	Cashier's Office
3. Submits the official receipt and laboratory result to University Infirmary.	3. Receives official receipt and laboratory result. 3.1 Retrieve Student Health Record (SHR) 3.2 Fill out Annual Physical Examination (APE) form 3.3 Undergo initial physical assessment	None	6 minutes	<i>University Nurse</i> <i>Campus Nurse</i> <i>Nursing attendant</i>
4. Proceed to University Physician.	4. Conduct medical examination.	None	10 minutes	<i>University Physician</i>
5. Claim medical certificate.	5. Release of medical certificate 5.1. Provides client satisfaction and feedback form	None	3 minutes	<i>Nursing Attendant</i>
	TOTAL:	PHP50.00 / PHP200.00	27 minutes	



Office of the Health Services

Internal Services



1. Pre-employment and Annual Physical Examination

Entry level physical examination for new employee, part timer and annual physical examination of permanent faculty and staff are required to determine physical deficiencies and communicable diseases possessed by them for proper referral and management.

Office:	Health Services Office
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	WPU Faculty and Staff
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. Pre-Employment	
Laboratory Request Slip	WPU Infirmary
Order of Payment	WPU Infirmary
One (1) 2x2 ID Picture	Photo Studio
One (1) Ordinary Folder (Long) with case/cover	University Store
One (1) fastener	University Store
Official Receipt	Cashier's Office
Original copy of laboratory test results of: <ul style="list-style-type: none"> - Routine urinalysis - Complete Blood Count (CBC) - Blood chemistry (FBS, Total Cholesterol, Blood Uric Acid, Serum Creatinine) - Chest X-ray (Posterior-Anterior view) - Drug test (DOH-accredited laboratory/agency) - Neurological-psychiatric examination (<i>For newly hired promoted and reclassified employee</i>) - Psychological Test (<i>For newly hired, promoted and reclassified employee</i>) 	Hospital/clinic with laboratory facilities
B. Part Time Faculty Medical Certificate issued from any government Physician.	Government Physician
Annual Physical Examination (APE) of permanent employees and for scholarship grants. Laboratory request slip	WPU Infirmary
Order of Payment (Only for scholarship, promoted and reclassified employees only)	WPU Infirmary



Below 40 years old:- Routine urinalysis Complete blood count (CBC) Chest X-ray (PA view) 40 years old and above: Routine urinalysis Complete blood count (CBC) Chest X-ray (PA view) Blood chemistry (FBS, Total Cholesterol Blood Uric Acid, Serum Creatinine		Hospital/clinic with laboratory facilities		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the client log sheet and present any proof of securing medical certificate.	1. Issue order of payment. (for pre-employment, scholarship, promoted and reclassified employees only) 1.1. Issue requirement checklist, and laboratory request slip	None	3 minutes	<i>Administrative Aide Dental Aide</i>
2. Pays medical certification fee at Cashier's Office	2. Receives payment and issue Official Receipt	PHP 50.00	5 minutes	<i>Cash Office Frontline Staff</i>
3. Submits official receipt and laboratory result to the University Infirmary.	3. Receives official receipt and laboratory result. 3.1. Retrieves Employee Health Record. 3.2. Fill out needed forms to undergo physical assessment,	None	10 minutes	<i>University Nurse Nursing Attendant</i>



4. Proceed to OPD area.	4. Conduct medical/physical examination.	None	10 minutes	<i>University Physician</i>
5. Claims medical certificate.	5. Release of medical certificate 5.1. Provide client satisfaction and feedback form.	None	3 minutes	<i>Campus Nurse</i>
	TOTAL:	PHP 50.00	33 minutes	



Information and Communications Technology Office

External Services



1. Student ICT Support

This will serve as a guide for students requesting ICT support such as WPU email creation, and AIMS and Email Account password reset

Office:	ICTO			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University ID Student ICT Support request Form		ICTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Internet Student ICT Support request Form and submit to ICTO personnel along with student ID or COR.	1. Request Student ID and validate Client Details	None	1 minutes	<i>Student Aide ICT Office Staff</i>
	1.1 Check details of the request form	None	1 minute	
	1.2 Perform requested support as indicated in the form	None	3-5 minutes	
	1.3 Provide details or feedback about the support provided	None	1 minute	
	TOTAL:	None	6-8 minutes	



2. Use of Computer Laboratory and Facility

This will serve as a guide for students requesting use of Internet Services and ICTO Facilities.

Office:	ICTO			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University ID Computer Lab Log Sheet		SAS Office ICTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Log sheet form and present ID to ICTO personnel	1. Request Student ID or COR and validate Client Details	None	1 minutes	<i>ICT Office Staff Student Aide</i>
	1.1 Verify the service that the client needs;	None	1 minute	
	1.2 If client needs to use the PC, proceed to #2.	None	1 minute	
	1.3 If the client needs to use the printer, lead the client to the printing area, provide the printer to use and instructions how to use.	None	2 minutes	
2. Proceed to the area in the Lab where the PC to be used is located	2. Inform and assist the client to the area and what PC to use	None	2 Minutes	<i>ICT Office Staff Student Aide</i>
	TOTAL:	None	7 minutes	



Information and Communications Technology Office

Internal Services



1. Borrowing and Returning of IT Equipment

This will serve as a guide for faculty and staff who want to borrow ICT Equipment from the ICT Office such as computer units, laptop, projector and peripherals.

Office:	Information and Communications Technology Office (ICTO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	WPU Faculty & Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employee Identification Card Borrower's Form			Client ICT Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out, sign and submit Borrower's Form	1. Give the Borrower's Form to the Client	None	1 minute	<i>Student Aide ICT Office Staff</i>
	1.1 Validate the filled-out form and check inventory.	None	3 minutes	
	1.2 If available, put the specifications of the items on the Borrower's Form then release the unit(s) to the user.	None	5 minutes	
	1.3 If not available, inform the client.			
2. Upon returning the Unit(s); Fill out and sign the return form and return the units	2. Give the client the return Form	None	1 minute	Student Aide ICT Office Staff
	2.1 Check the unit's condition		5 minutes	



	and verify the specifications based on the previous borrower's form and receive the unit.			
	TOTAL:	None	16 minutes	

2. End-user Support/IT Equipment Repair

This will serve as a guide for faculty and staff in requesting ICT support such as performing repair of IT Equipment among others.

Office:	ICTO			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	WPU Faculty & Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University ID End-user Support/IT Equipment Repair Form		Records Office ICTO		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Internet Access Request/ facility/personnel request form and submit to ICTO personnel along with ID	1. Request Employee ID and validate Client Details	None	1 minute	<i>ICT Office Staff</i>
	1.1 Check details of the request form	None	1 minute	
	1.2 Issue approval or disapproval notice of the request	None	2 minutes	
	TOTAL:	None	4 minutes	



3. Use of Internet Services and its Facilities

This will serve as a guide for faculty and staff in requesting use of Internet Services and ICTO Facilities and/or personnel

Office:	ICTO			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	WPU Faculty & Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University ID		Records Office		
End-user Support/IT Equipment Repair Form		ICTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the End-user Support/IT Equipment Repair Form and submit to ICTO personnel along with ID	1. Request Employee ID and validate Client Details	None	1 minutes	<i>ICT Office Staff</i>
	1.1 Provide services based on the request indicated in the form and contact client upon completing the request	None	Hardware and OS Repair: 3 days OS and Software Installation: 1 hour and 30 minutes. Data Backup: 3 hours Troubleshooting: 1 hour	
2. Sign in the user Support/IT Equipment Repair Form	2. Give the user Support/IT Equipment Repair Form and release the unit(s)	None	3 Minutes	<i>ICT Office Staff</i>
	TOTAL:	None	1 hour to 3 Days	



4. Zoom Technical Assistance and Scheduling

This will serve as a guide for faculty/office/colleges who will request zoom technical assistance and scheduling.

Office:	ITSO			
Classification:	SIMPLE			
Type of Transaction:	G2G – Government to Government			
Who may avail:	WPU Faculty/Offices/Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo/Request Letter Office Order		Concerned Office ITSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the zoom account availability	1. Check zoom schedule	None	4 minutes	<i>ICT Office Staff</i>
2. Request for Zoom Meeting based on the preferred time and date	2. Schedule a meeting	None	5 minutes	<i>ICT Office Staff</i>
3. Fill out the Client Satisfaction Feedback Form	3. Issue the Client Satisfaction Feedback Form	None	1 minute	<i>ICT Office Staff</i>
	TOTAL:	None	10 minutes	



5. WPU Email Account Creation and Password Resetting

This will serve as a guide for faculty and staff in creating WPU email accounts and resetting account passwords.

Office:	ICTO			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	WPU Faculty/Offices/Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email Account Creation/Password Reset Form		ICT Office		
Employee ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Email Account Creation/Password Reset Form and submit to ICTO personnel along with ID	1. Request Employee ID and validate filled-out form	None	1 minute	<i>ICT Office Staff</i>
	1.1 Create WPU email account or reset password as indicated in the form.	None	3-5 minutes	
	1.2 Provide to the requester the account credentials or new password	None	1 minute	
	TOTAL:	None	5-7 minutes	



Accounting Office

External Services



1. Verification of Student's Account/Balance/Loan

This procedure aims to check the subsidiary ledger of the student to assess for any outstanding obligation to the University.

Office:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Parents, Scholarship Grantor/s			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration (COR) or			Registrar's Office	
Identification (ID) Card of the student			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter; present the student's COR or ID card. Note: Representative must present his/her own ID card	1. Check the student's account in the system	None	5 minutes	<i>Accounting Personnel Accountant</i>
2. Claim billing slip	2. Issue a billing slip to the student for any balances	None	1 minute	<i>Accounting Personnel Accountant</i>
	TOTAL:	None	6 minutes	



2. Signing of Clearance

This procedure intends to facilitate the signing of student's clearance for midterm and/or final examination purposes.

Office:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration (COR) or		Registrar's Office		
Identification (ID) Card of the student		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance at the receiving counter and COR or ID card Note: Representative must present his/her own ID card	1. Check the student's account in the system 1.1 *If with an outstanding balance, issue a Billing slip to the student for any balances; 1.2 If without balances, sign the student's clearance	None	4 minutes	<i>Accounting Personnel Accountant</i>
2. Claim signed clearance	2. Release the signed clearance	None	1 minute	<i>Accounting Personnel Accountant</i>
	TOTAL:	None	5 minutes	



3. Issuance of Student's Statement of Account

This procedure aims to facilitate the issuance of student's statement of account.

Office:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration (COR) or		Registrar's Office		
Identification (ID) Card of the student		Client		
Official Receipt		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the COR or ID. Note: Representative must present his/her own ID card	1. Request for the student to sign the log book 1.1. Issue An order of payment to the student for the certification fee	None	2 minutes	<i>Accounting Personnel Accountant</i>
2. Present the Official Receipt	2. Verify the student's account in the system; prepare the Statement of Account and forward it to the accountant for signature	PHP 25.00	5 minutes	<i>Accounting Personnel Accountant</i>
3. Claim the student's statement of account	3. Release the student's statement of account	None	1 minute	<i>Accounting Personnel Accountant</i>
	TOTAL:	PHP 25.00	8 minutes	



Accounting Office

Internal Services



1. Preparation of Payroll for Employees

This aims to establish a standard and systematic policies and procedures in preparation of voucher/payroll for employees' benefits and remittances.

Office:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Contract of Service/Job Order Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For payroll/Voucher Preparation				
DTR			Client	
Contract			Client	
Accomplishment Report			Client	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit supporting documents to the receiving staff of Accounting Office	1. Receiving personnel shall initially check the completeness of SDs from concerned offices and the required signatures therein using the appropriate checklist	None	5 minutes	<i>Accounting Staff</i>
	1.1 If complete, receive and forward to processing staff;			
	1.2 If incomplete, attach action slip and return to client			
	1.3 Prepare the Payroll/ BURs	None	25 minutes	
TOTAL:		None	30 minutes	



2. Preparation of Voucher for Employees' Benefits and Remittances

This aims to establish a standard and systematic policies and procedures in preparation of voucher/payroll for employees' benefits and remittances.

Office:	Accounting Office			
Classification:	simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Contract of Service/Job Order Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
DV			Accounting Processing Staff	
List of Deductions			Accounting Posting Staff	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit supporting documents to the receiving staff of Accounting Office	1. Receiving personnel shall initially check the completeness of SDs from Processing staff and the required signatures therein using the appropriate checklist 1.1 If complete, receive and forward to processing staff;	None	5 minutes	<i>Accounting Staff</i>
	1.2 If incomplete, attach action slip and return to Processing staff 1.3 Prepare the Disbursement Voucher for Remittances	None	15 minutes	<i>Accounting Staff</i>
	TOTAL:	None	20 minutes	



3. Issuance of Certification

This aims to establish a standard and systematic policies and procedures in issuance of certification requested from the Accounting Office.

Office:		Accounting Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		WPU Employees / BAC / Procurement Office		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request	1. Receive request letter for certification and forward to preparer;	None	5 minutes	<i>Accounting Staff</i>
	1.1 Prepare the requested document and forward to Accountant for review and signature;		15 minutes	<i>Accounting Staff</i>
	1.2 Accountant reviews and signed the document if found in order		5 minutes	<i>Accountant</i>
1. Receive the certification	2. Release the certification	None	5 minutes	<i>Accounting Staff</i>
TOTAL:		None	30 minutes	



Budget Office

External Services



1. Certification of Obligation Request Status (ORS)/ Budget Utilization Request Status (BURS) for Purchase Order (PO), Job Order (JO) & Contract Agreement.

This procedure aims to check, verify and monitor the allocation for Personnel Services (PS), Maintenance and Other Operating Expenses (MOOE) and Capital Outlay of colleges/department/offices.

Office/Division:	Budget Office			
Classification	Simple			
Type of Transaction:	Government to Government (G2G) Government to Business (G2B) Government to Citizen (G2C)			
Who May Avail:	Various Suppliers/ Contractors /Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order/ Job Order (PO/JO)/ Contract Agreement		Procurement/BAC Office		
Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS)		Requesting party/Procurement/BAC Office/ Budget Office		
Other Supporting Documents depending on the nature of transaction, based on COA Circular 2012 -001 updated 2023-004 dated June 14, 2023 (Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions		Procurement/BAC Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the PO/JO/ Contract Agreement with the supporting documents together with Obligation Request and Status (ORS/BURS).	1. Receive and Record PO/JO/Contract Agreement and supporting documents	None	5 minutes	<i>Budget Personnel</i>
	1.1. . Forward all the documents to the Staff in-charge for checking the completeness of documents and availability of funds. Otherwise return documents to the office concerned	None	10 minutes	<i>Budget Personnel</i>
	1.2. Encoding & assigning ORS/BURS	None	1 day	<i>Budget Personnel In- charge</i>



	<p>number and date. Obligate amount for the purpose indicated, posts ORS/BURS in the system of Registry of Allotment and Obligation</p> <p>1.3. Review, Evaluate and Certify availability of allotment, update/approved on the system and sign Box B of the ORS/BURS</p> <p>1.4. File an office copy of ORS/BURS and other supporting documents</p> <p>1.5. Forward the documents to the Accounting Division</p>	<p>None</p> <p>None</p> <p>None</p>	<p>10 minutes</p> <p>2 minutes</p> <p>3 minutes</p>	<p><i>Budget Officer or Authorized Representative</i></p> <p><i>Budget Personnel</i></p> <p><i>Budget Personnel</i></p>
	TOTAL:	None	1 day & 30 minutes	



2. Certification of Obligation Request Status (ORS)/ Budget Utilization Request Status (BURS) for Processing of Claims of Suppliers and Employees (For Payment through Check & LDDAP-ADA)

This procedure aims to validate, evaluate, process and approve requests for payment of claims of suppliers for the delivered goods/supplies and services and reimbursement of expenses incurred by employees while on official business.

Office or Division:	Budget Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business			
Who May Avail:	Various Suppliers			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Disbursement Voucher (DV)/Payroll for salaries and other allowances.			Client	
Obligation Request and Status (ORS)/ a. Budget Utilization Request and Status (BURS)			Client	
Approved Contracts & Purchase Requests b. for suppliers. Approved Travel Order & Itinerary of Travel for Travel Allowances.			Client	
Other Supporting Documents depending on the nature of transaction, based on COA Circular 2012-001 (Prescribing the Revised Guidelines and Documentary Requirements for Common Government c. Transactions)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the claims with the supporting documents together with Obligation Request and Status (ORS).	1. Receive and Record ORS and supporting documents	None	5 minutes	Budget Personnel
	1.1. Forward all the documents to the Staff in-charge for checking the completeness of documents and availability of funds. Otherwise return documents to the office concerned	None	10 minutes	Budget Personnel



	1.2. Encoding & assigning ORS/BURS number and date. Obligate amount for the purpose indicated, posts ORS/BURS in the Registry of Allotment	None	1 day	Budget Personnel In-charge
	1.3. Review, Evaluate and Certify availability of allotment, update/approved on the system and sign Box B of the ORS/BURS	None	10 minutes	<i>Budget Officer or Authorized Representative</i>
	1.4. File an office copy of ORS/ BURS and other supporting documents	None	2 minutes	<i>Budget Personnel</i>
	1.5. Forward the documents to the Accounting Division	None	3 minutes	<i>Budget Personnel</i>
	TOTAL:	None	1 day & 30 minutes	



Budget Office

Internal Services



1. Certification as to availability of budget for funding of Purchase of Supplies & Materials & Procurement of Equipment, Repair

This process governs the certification as to availability of fund of Purchase Requests by different colleges, units and departments in conformity with the submitted PPMP and Board Approved APP.

Office or Division:		Budget Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who May Avail:		Units Concerned		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request.		Client/Procurement Office		
Approved APP.		Procurement Office		
Pre-repair for Equipment & Program of Works for Infrastructure Projects.		Supply & Property Office and/or Project Management Office		
Other Supporting Documents depending on the nature of request.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Request	1. Receive and Record Purchase Request and supporting documents duly signed	None	5 minutes	<i>Budget Personnel</i>
	1.1. Forward all the documents to the Staff in-charge for checking the completeness of documents and existence & availability of funds. Otherwise return documents to the office concerned	None	10 minutes	<i>Budget Personnel</i>
	1.2. Review Purchase Request if it is in	None	1 day	<i>Budget Personnel In-charge</i>



	<p>line with Approved APP and then records on the monitoring in Registry of Allotment, and then countersigns the request</p> <p>1.3. Review, Evaluate and Certify availability of allotment and sign on Purchase Request</p> <p>1.4. File an office copy of Purchase Request and other supporting documents</p> <p>1.5. Forward the documents to the Records Office for Approval of the President:</p>	None	10 minutes	<i>Budget Officer or Authorized Representative</i>
		None	2 minutes	<i>Budget Personnel</i>
	TOTAL:	None	1 day & 30 minutes	



2. Certification of Obligation Request Status (ORS)/ Budget Utilization Request Status (BURS) for Processing of Claims of Suppliers and Employees (For Payment through Check & LDDAP-ADA)

This procedure aims to validate, evaluate, process and approve requests for payment of claims of suppliers for the delivered goods/supplies and services and reimbursement of expenses incurred by employees while on official business.

Office or Division:	Budget Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Employees of the WPU			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (DV)/Payroll for salaries and other allowances.		Client		
Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS)		Client		
Approved Contracts & Purchase Requests for suppliers. Approved Travel Order & Itinerary of Travel for Travel Allowances.		Client		
Other Supporting Documents depending on the nature of transaction, based on COA Circular 2012-001 (Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the claims with the supporting documents together with Obligation Request and Status (ORS).	1. Receive and Record ORS and supporting documents	None	5 minutes	<i>Budget Personnel</i>
	1.1. Forward all the documents to the Staff in-charge for checking the completeness of documents and availability of funds. Otherwise	None	10 minutes	<i>Budget Personnel</i>



	return documents to the office concerned.			
	1.2. Encoding & assigning ORS/BURS number and date. Obligate amount for the purpose indicated, posts ORS/BURS the Registry of Allotment	None	1 day	<i>Budget Personnel in charge</i>
	1.3. Review, Evaluate and Certify availability of allotment, update/ approved on the system and sign Box B of the ORS/BURS	None	10 minutes	<i>Budget Officer or Authorized Representative</i>
	1.4. File an office copy of ORS/BURS and other supporting documents	None	2 minutes	<i>Budget Personnel</i>
	1.5. Forward documents to the Accounting Division	None	3 minutes	Budget Personnel
	TOTAL:		1 day & 30 minutes	



Cash Office

External Services



1. Collection of Fees

This aims to establish a systematic procedure in collecting payments from clients (students).

Office:	Cash Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration/ID			Client	
Order of payment			Registrar, Accounting, HRMO, Records IGP, BELS/ASHS	
Payment			Cash Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present COR/ID and order of payment	1. Validate COR/ID, order of payments, delivery receipts and encode payment	(Please refer to schedule of fees)	5 minutes	AO V/ Cashier III, AO III/ Cashier II, Aasst. II, AAide I
2. Claim official receipt	2. Issue official receipt	None	3 minutes	
	TOTAL:	(Please refer to schedule of fees)	8 minutes	



Schedule of Fees

FEES Description	Amount (PhP)	Frequency per Semester per Year	Board Resolution Number and Date Approved
Tuition Fee (Undergraduate)	200.00/unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007 & Res. No. 343, s. 2011 dated March 4, 20211
Tuition Fee (MS)	400.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Tuition Fee (PhD)	600.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Miscellaneous Fees:			
Laboratory Fee (Undergraduate)	250.00/ unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Laboratory Fee (MS)	300.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Laboratory Fee (PhD)	500.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Computer Fee	150.00	per Semester	Res. No. 25-a, s. 1995 dated March 16, 1995
Registration Fee	100.00	per Semester	Res. No. 298, s. 2010 dated June 4, 2010
Evaluation fee	100.00	as requested	Res. No. 298, s. 2010 dated June 4, 2010
Late Registration	100.00	as requested	Res. No. 298, s. 2010 dated June 4, 2010
Medical/Physical examination fee	50.00	per Semester	Res. No. 167, s. 2007 dated December 17, 2007
Library Fee	100.00	per Semester	Res. No. 56, s. 2005 dated April 1, 2005
Athletic Fee (freshmen only)	100.00	per Semester	Res. No. 56, s. 2005 dated April 1, 2005
Cultural fee	50.00	per Semester	Res. No. 234, s. 2009 dated March



			20, 2009
SCUAA fee	300.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Security fee	100.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Garbage fee (184)	50.00	per Semester	Res. No. 298, s.2010 dated June 4, 2010
Guidance fee (184)	100.00	per Semester	Res. No. 154, s. 2014
OTHER FEES:			
Internet Connection fee	300.00	per Semester	Res. No. 147, s. 2002 dated September 4, 2002
Internet Connection fee	150.00	for Summer Term	Res. No. 147, s. 2002 dated September 4, 2002
Student Teaching fee	800.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Development fee	800	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Testing fee	300.00	Once for new	Res. No. 298, s.2010 dated June 4, 2010
Student Handbook fee	100.00	Once for new	Res. No. 298, s.2010 dated June 4, 2010
Student ID Card (for old and new students)	120.00	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Placement fee	150.00	Once for incoming freshmen	None
Transcript of Records	100.00/page	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Diploma Fee	100.00	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Honorable Dismissal	50.00	as requested	None
Leave of Absence (LOA)	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Special Permit	25.00	as requested	None



Dropping/Changing of subjects	50.00	as requested	None
Certification/Authentication/Verification fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Psychological Test Fee (BS Criminology students only)	300.00 / student		Res. No. 56, s. 2005 dated April 1, 2005
Completion fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Authentic Fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Trust (184)			
Deposit fee	50.00	once for new	None
NSTP (CWTS/LLS/ROTC)	300.00	2 Semester only	None
School Organ fee	100.00	Per Semester	Res. No. 312, s. 2010 dated October 12, 2010
OJT-Local	1,000.00	as requested	Res. No. 35 s. 2013
OJT-National	1,500.00	as requested	Res. No. 35 s. 2013
OJT-International	\$ 100.00	as requested	Res. No. 35 s. 2013

Certified True and Correct:

RALPH E. PALAO
Board Secretary



2. Disbursement Through Check

This is to establish a standard and systematic disbursement procedure for payment through checks.

Office:	Cash Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration/ID			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID, Special Power of Attorney (SPA) & valid ID of representative	1. Validate COR/ID 1.1 Verify the name of the claimant to the payroll/voucher	None	3 minutes	<i>Cash Personnel</i>
2. Sign Payroll/ voucher	2. Check the payroll/voucher if properly signed in 2 copies with date; and photocopy the ID of representative	None	3 minutes	<i>Cash Personnel</i>
3. Receive Check	3. Disburse check to claimant	None	2 minutes	
	TOTAL:	None	8 minutes	



3. Disbursement through Cash

This is to establish a standard and systematic disbursement procedure for payment through cash.

Office:	Cash Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration			Registrar	
Valid ID			Client	
Special Power of Attorney (for representative)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID, Special Power of Attorney (SPA) & valid ID of representative	1. Validate COR/ID	None	3 minutes	<i>Cash Office Personnel</i>
	1.1 Verify the name of the claimant to the payroll/voucher		3 minutes	
2. Sign Payroll/voucher	2. Check the payroll/voucher if properly signed in 2 copies with date, and photocopy the ID of representative	None	3 minutes	<i>Cash Office Personnel</i>
3. Receive Cash	3. Disburse cash to the claimant	None	1 minute	
	TOTAL:	None	10 minutes	



Cash Office

Internal Services



1. Collection of Fees

This aims to establish a systematic procedure in collecting payments from WPU employees.

Office:	Cash Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	WPU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID			Client	
Order of payment			HR/Records/IGP/BAC/WPU Infirmary/ Security Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID, order of payments, delivery receipts	1. Validate ID, order of payments, delivery receipts and encodes payment	(Please refer to schedule of fees)	3 minutes	<i>Cash Office Frontline Staff</i>
2. Claim official receipt	2. Issue official receipt	None	1 minute	<i>Cash Office Frontline Staff</i>
	TOTAL:	(Please refer to schedule of fees)	4 minutes	



Schedule of Fees

FEES Description	Amount (Php)	Frequency per Semester per Year	Board Resolution Number and Date Approved
Tuition Fee (Undergraduate)	200.00/unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007 & Res. No. 343, s. 2011 dated March 4, 20211
Tuition Fee (MS)	400.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Tuition Fee (PhD)	600.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Miscellaneous Fees:			
Laboratory Fee (Undergraduate)	250.00/ unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Laboratory Fee (MS)	300.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Laboratory Fee (PhD)	500.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Computer Fee	150.00	per Semester	Res. No. 25-a, s. 1995 dated March 16, 1995
Registration Fee	100.00	per Semester	Res. No. 298, s. 2010 dated June 4, 2010
Evaluation fee	100.00	as requested	Res. No. 298, s. 2010 dated June 4, 2010
Late Registration	100.00	as requested	Res. No. 298, s. 2010 dated June 4, 2010
Medical/Physical examination fee	50.00	per Semester	Res. No. 167, s. 2007 dated December 17, 2007
Library Fee	100.00	per Semester	Res. No. 56, s. 2005 dated April 1, 2005
Athletic Fee (freshmen only)	100.00	per Semester	Res. No. 56, s. 2005 dated April 1, 2005
Cultural fee	50.00	per Semester	Res. No. 234, s.



			2009 dated March 20, 2009
SCUAA fee	300.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Security fee	100.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Garbage fee (184)	50.00	per Semester	Res. No. 298, s.2010 dated June 4, 2010
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Internet Connection fee	300.00	per Semester	Res. No. 147, s. 2002 dated September 4, 2002
Internet Connection fee	150.00	for Summer Term	Res. No. 147, s. 2002 dated September 4, 2002
Student Teaching fee	800.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Development fee	800	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Testing fee	300.00	Once for new	Res. No. 298, s.2010 dated June 4, 2010
Student Handbook fee	100.00	Once for new	Res. No. 298, s.2010 dated June 4, 2010
Student ID Card (for old and new students)	120.00	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Placement fee	150.00	Once for incoming freshmen	None
Transcript of Records	100.00/page	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Diploma Fee	100.00	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Honorable Dismissal	50.00	as requested	None
Leave of Absence (LOA)	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007



Special Permit	25.00	as requested	None
Dropping/Changing of subjects	50.00	as requested	None
Certification/Authentication/Verification fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Psychological Test Fee (BS Criminology students only)	300.00 / student		Res. No. 56, s. 2005 dated April 1, 2005
Completion fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Authentic Fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Trust (184)			
Deposit fee	50.00	once for new	None
NSTP (CWTS/LLS/ROTC)	300.00	2 Semester only	None
School Organ fee	100.00	Per Semester	Res. No. 312, s. 2010 dated October 12, 2010
OJT-Local	1,000.00	as requested	Res. No. 35 s. 2013
OJT-National	1,500.00	as requested	Res. No. 35 s. 2013
OJT-International	\$ 100.00	as requested	Res. No. 35 s. 2013

Certified True and Correct:


 RALPH E. PALAO
 Board Secretary



2. Disbursement Through Check

This is to establish a standard and systematic disbursement procedure for payment through checks.

Office:	Cash Office Main			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	WPU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid Identification Card			Government Office/Client	
Special Power of Attorney for Representative			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID, Special Power of Attorney (SPA) & valid ID of representative	1. Validate COR/ID	None	3 minutes	<i>Cash Personnel</i>
	1.1 Verify the name of the claimant to the payroll/voucher		3 minutes	
2. Sign Payroll/voucher	2. Check the payroll/voucher if properly signed in 2 copies with date; and photocopy the ID of representative	None	3 minutes	<i>Cash Personnel</i>
3. Receive Check	3. Disburse check to claimant	None	1 minute	<i>Cash Personnel</i>
	TOTAL:	None	10 minutes	



Procurement Office

External Service



1. Submission of Bidding Documents

This procedure is in accordance with the Government Procurement Laws in the submission of bid of the prospective bidders.

Office:	Procurement Office/BAC Secretariat			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Prospective Bidders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
OR for Payment of Bidding Document's Fee			Cash Office	
Bidding Documents			Prospective Bidders	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an Order of Payment from the BAC Secretariat for payment at the Cashier's Office	1. Issue Order of Payment	Append ix 8 of RIRR of RA 9184	5 minutes	<i>BAC Secretariat</i>
2. Submit a copy of the Official Receipt and submit the bidding documents	2. Receive Bidding Documents	None	2 minutes	<i>BAC Secretariat</i>
3. Attend the Opening of Bids	3. Inform the bidder of the time and venue of the Opening of Bids	None	2 minutes	<i>BAC Secretariat</i>
TOTAL:		None	9 minutes	



Procurement Office

Internal Service



1. Submission of PPMP

This procedure is in accordance with the Government Procurement Laws in the submission of Project Procurement Management Plan (PPMP).

Office:	Procurement Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Office Heads; Research Project Implementers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. PPMP (hard and e copy)			Office Head	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished PPMP	1. Check the submitted PPMP 1.1 If incomplete return to the end user. 1.2 If complete received document	None	8 minutes	<i>Procurement Staff</i>
2. Claim receiving copy of the PPMP	2. Provide a receiving copy of the PPMP.	None	2 minutes	<i>Procurement Staff</i>
TOTAL:		None	10 minutes	



Supply Office

External Service



1. Issuance of Gate Pass

This aims to establish an internal control, systematic and standard procedure in issuance of Gate Pass.

Office:	Supply and Property Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Various Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Gate Pass Stub			Cash Office	
2. Barangay Certification (For Large Animal)			Client	
3. PDO/PPO Certification (For Contractors use, Faculty & Staff)			PDO/PPO Office	
2. List of Supplies and Materials (Faculty & Staff)			Client	
3. Official Receipt & D.R. for Request for University Facilities, Purchase of Agricultural Products and Livestock Animals			IGP Office/Cash Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Gate Pass Stub including other attachments.	1. Receive the Gate Pass Stub and Prepare the Gate Pass	PhP 5.00	5 minutes	SPMO Personnel Supply Officer
2. Receive the duly signed Gate Pass	2. Release the duly signed Gate Pass	None	1 minute	SPMO Personnel
TOTAL:		PhP 5.00	6 minutes	



Supply Office

Internal Service



1. Receiving and Releasing of Fuel and Oil Withdrawal Slip (FOWS)

This aims to establish an internal control, systematic and standard procedure in receiving and releasing of Fuel and Oil Withdrawal Slip.

Office:	Supply and Property Management Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	WPU Faculty & Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly Approved Vehicle Trip Ticket			Requisitioner	
2. Duly Approved Requisition and Issue Slip			Requisitioner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the duly Approved Vehicle Trip Ticket and Requisition Issue Slip	1. Receive the duly approve Vehicle Trip Ticket and RIS 1.1 Prepare the FOWS	None	5 minutes	<i>SPMO Personnel Supply Officer</i>
2. Receive the duly signed FOWS	2. Release the duly signed FOWS	None	1 minute	<i>SPMO Personnel</i>
TOTAL:		None	6 minutes	



IGP/Auxillary Services Office

External Service



1. Purchase and Release of Products/Stocks/Commodities

This will serve as guide for the clients purchasing the products of the University.

Office:	IGP-Auxiliary Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment			IGP-Auxiliary Office	
Delivery Receipt			IGP-Auxiliary Office	
Client's Log Sheet			IGP-Auxiliary Office	
Official Receipt			Cashier's Office	
Gate Pass			Supply & Property Management Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out client's log sheet	1. Receive and review filled-out client's log sheet	None	2 minutes	<i>IGP-Auxiliary Office Personnel</i>
2. Seek approval to purchase and availability of products, stock/ commodities	2. Issue Order of Payment and advise client to pay to the Cashier	None	5 minutes	<i>IGP-Auxiliary Office Personnel</i>
3. Pay to the Cashier's Office including the gate pass fee and bring the receipt of gate pass fee to the Supply & Property Management Office and secure gate pass	3. Verify the Official Receipt submitted and file the photocopy of O.R.	Please refer to the schedule of fees below Gate pass fee: PhP	20 minutes	<i>Cashier's Office Personnel; Supply & Property Management Office Personnel; IGP-Auxiliary Office Personnel</i>



		5.00		
4. Receive the purchased products	4. Release the Products/stock/commodity	None	5 minutes	<i>IGP-Auxiliary Office Personnel</i>
5. Present the gate pass to the assigned security guard at the gate upon departure	5. Receive and file the gate pass.	None	5 minutes	<i>Security Management Office</i>
	TOTAL:	None	37 minutes	

FEES TO BE PAID

(Prices are subject to change based on prevailing rates)

GYMNASIUM

Day Time	Outsider	Other Recognized Organization
	PhP 300.00/hour	PhP 150.00/hour
Night Time	Outsider	Other Recognized Organization
	PhP 450.00/hour	PhP 300.00/hour

LED Wall: PhP 15,000.00 per event

TRAINING CENTER

Day Time	Outsider	Other Recognized Organization
With Air Conditioning Unit	PhP 1,200.00/hour	PhP 500.00/hour
Without Air Conditioning Unit	PhP600.00/hour	PhP 250.00/hour
Night Time	Outsider	Other Recognized Organization
With Air Conditioning Unit	PhP 1,250.00/hour	PhP 750.00/hour
Without Air Conditioning Unit	PhP 750.00/hour	PhP 350.00/hour

LED Wall: PhP15,000.00/event



TABLES & CHAIRS

Item	Price per Piece, PhP
Plastic Table	50.00
Plastic Chair	5.00



2. Request to Stay at the Finnigan Hall/Training Center/Dorm/Town House-Manila Office

This will serve as guide for the clients requesting to stay the Finnigan Hall/Training Center Dorm/Town House-Manila Office.

Office:	IGP-Auxiliary Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter (<i>especially for University related activities that are for free accommodations</i>)			1. Client	
2. Registration Form			2. IGP-Auxiliary Office	
3. Order of Payment			3. IGP-Auxiliary Office	
4. Official Receipt			4. Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request for approval of the University President copy furnished the IGP Director	1. Acceptance of approved request	None	1 hour	<i>IGP-Auxiliary Office Personnel</i>
2. Fill-out Registration Form	2. Check/ receive the form 2.1 Issue Order of Payment and advise client to pay to the Cashier	None	3 minutes	<i>IGP-Auxiliary Office Personnel; IGP-Auxiliary Office-Personnel</i>
3. Pay at the Cash Office	3. Issue Receipt	Please refer to the schedule of fees below	3 minutes	<i>Cash Office Frontline Staff</i>



4. Fill-out the Guest Record Book	4. Record the occupant(s) for monitoring purposes	None	1 minute	IGP-Auxiliary Office Personnel
5. Check-out	5. In-charge check the room for any left items inside the room	None	2 minutes	IGP-Auxiliary Office Personnel
	TOTAL:	None	1 hour & 6 minutes	

PRICE LIST/ SCHEDULE OF FEES

(Prices are subject to change based on prevailing rates)

FINNIGAN HALL

Description	Rate, PhP
WPU Family (per room good for two person)	700.00
Non-WPU Family (per room good for two person)	800.00
Rate per extra bed (maximum of four persons per room)	150.00
Finnigan Conference Hall (per hour)	250.00

TRAINING CENTER DORM

Description	Rate, PhP
Per person per day	300.00

TOWN HOUSE-MANILA OFFICE

Description	Rate, PhP
Student (per person per day)	200.00
WPU Family (per person per day)	350.00
Non-WPU Family (per person per day)	400.00
Conference Hall (per hour)	250.00



Income Generating Project - Auxiliary Office

Internal Services



1. Purchase and Release of Products/Stocks/Commodities

This will serve as guide for the clients purchasing the products/produce of University.

Office:	IGP-Auxiliary Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	WPU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Order of Payment, Delivery Receipt			1. IGP-Auxiliary Office	
2. Delivery Receipt			2. IGP-Auxiliary Office	
3. Official Receipt			3. Cashier's Office	
4. Gate Pass			4. Supply & Property Management Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out client's log sheet	1. Receive and review filled-out client's log sheet	None	2 minutes	<i>IGP-Auxiliary Office Personnel</i>
2. 2. Seek approval to purchase and availability of products, stock/ commodities	2. Issue Order of Payment and advise client to pay to the Cashier	None	5 minutes	<i>IGP-Auxiliary Office Personnel</i>
3. Pay to the Cashier's Office including the gate pass fee	3. Issue Official Receipt	Please refer to the schedule of fees below Gate pass fee: PhP 5.00	20 minutes	<i>Cash Office</i>



4. Bring the receipt of gate pass fee to the Supply & Property Management Office and secure gate pass	4. Issue gate pass	None	5 minutes	
5. Submit OR for payment of products	5. Verify receipt 5.1 File the photocopy of O.R.	None	5 minute	
6. Receive the purchased products	6. Release the Products	None	5 minutes	<i>IGP-Auxiliary Office Personnel</i>
7. Present the gate pass to the assigned security guard at the gate upon departure	7. Receive and file the gate pass.	None	5 minutes	<i>Security Management Office</i>
TOTAL:		None	47 minutes	

PRICE LIST/ SCHEDULE OF FEES

(Prices are subject to change based on prevailing market price)

NURSERY PROJECT

Planting Materials	Seedlings (Potted) PhP	Marcoted/ Stumped PhP	Budded PhP	Grafted PhP
Calamansi	25.00	45.00	45.00	45.00
Pomelo	25.00	35.00		150.00
Citrus (Ladu)	25.00	35.00		45.00
Citrus (Sincum)	25.00	35.00		45.00
Pili	25.00			45.00
Cashew	25.00			45.00
Lanzones	25.00			150.00
Rambutan	25.00			350.00
Mango				150.00
Durian				250.00
Rubber	20.00	25.00		
Coconut seedlings	27.00			
Bougainvillea	25.00			

CROP PRODUCTION PROJECT

Commodity	Price, PhP
<i>Palay-labas thresher</i> (unhusked rice)	Prevailing market price, ex. 15.00-18.00/kg



<i>Palay</i> -ready for milling (unhusked rice)	Prevailing market price, ex. 20.00-23.00/kg
Dehusked Rice (<i>bigas</i>)	Prevailing market price, ex. 47.00-57.00/kg
Rice bran (<i>darak</i>)	Prevailing market price, ex. 12.00-15.00/kg
Copra (<i>resikada</i>)	Prevailing market price, ex. 30.00-40.00/kg
Corn	Prevailing market price

PIGGERY PROJECT

Live Weight	Price, PhP
Marketable weight/size	Prevailing market price, ex. 150.00/kg
Culled	Prevailing market price, ex. 80.00/kg

CATTLE/ CARABAO PROJECT

Live Weight	Price, PhP
Marketable weight/size	Prevailing market price, ex. 150.00/kg

SMALL RUMINANT (GOAT & SHEEP) PROJECT

Live Weight	Price, PhP
Marketable weight/size	Prevailing market price, ex. 180.00/kg

FISHERY PROJECT

Commodity	Price, PhP
Milkfish	Prevailing market price, ex. 200.00/kg
Tilapia	Prevailing market price, ex. 120.00/kg
Crab	Prevailing market price per weight
Prawn	Prevailing market price per weight

TROPICAL FRUITS PROJECT

Commodity	Price, PhP
Rambutan	Prevailing market price per weight
Banana	
Mango	
Citrus/Calamansi	



2. Request to Rent Facilities of the University

This will serve as guide for the clients requesting to rent facilities of the University.

Office:	IGP-Auxiliary Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	WPU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request for Facilities Form, Order of Payment/Delivery receipt			1. IGP-Auxiliary Office	
2. Official Receipt			2. Cashier's Office	
3. Gate Pass			3. Supply & Property Management Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out client's log sheet and request form to rent the facilities of the University	1. Receive and review filled-up Forms	None	2 minutes	<i>IGP-Auxiliary Office Personnel</i>
2. Seek approval to rent	2. Verify the availability of the requested facility.	None	5 minutes	<i>IGP-Auxiliary Office Personnel; General Services Office Personnel; Extension Office Personnel</i>
3. If approved coordinate with the IGP-Auxiliary Office/ General Services Office Personnel/ Extension Office Personnel for the release (particularly for tables & chairs)	3. Issue Order of Payment and advise client to pay to the Cashier; 3.1 Inform the clients of policy on rental of facilities	Please refer to the schedule of fees below	20 minutes	<i>IGP-Auxiliary Office Personnel; General Services Office Personnel; Extension Office Personnel; Cashier's Office Personnel</i>



4. Submit photocopy of O.R to the IGP Office	4. Verify the Official Receipt submitted; 4.1 File the photocopy of O.R.	None	5 minutes	<i>IGP-Auxiliary Office Personnel</i>
5. Pay gate pass and present the O.R. to the Assigned Guard at the Gate	5. Release of the rented facility	None	5 minutes	<i>Cashier's Office Personnel; Supply & Property Management Office Personnel; IGP-Auxiliary Office Personnel; Security Management Officer Personnel</i>
TOTAL:			37 minutes	

PRICE LIST/ SCHEDULE OF FEES

(Prices are subject to change based on prevailing rates)

GYMNASIUM

Day Time	Outsider	Other Recognized Organization
	PhP 300.00/hour	PhP 150.00/hour
Night Time	Outsider	Other Recognized Organization
	PhP 450.00/hour	PhP 300.00/hour

LED Wall: PhP 15,000.00 per event

TRAINING CENTER

Day Time	Outsider	Other Recognized Organization
With Air Conditioning Unit	PhP 1,000.00/hour	PhP 500.00/hour
Without Air Conditioning Unit	PhP 500.00/hour	PhP 250.00/hour
Night Time	Outsider	Other Recognized Organization
With Air Conditioning Unit	PhP 1,250.00/hour	PhP 750.00/hour
Without Air Conditioning Unit	PhP 750.00/hour	PhP 350.00/hour

LED Wall: PhP 15,000.00 per event



TABLES & CHAIRS

Item	Price per Piece, Php
Plastic Table	50.00
Plastic Chair	5.00

3. Request to Stay at the Finnigan Hall/Training Center/Dorm/Town House-Manila Office

This will serve as guide for the clients requesting to stay the Finnigan Hall/Training Center Dorm/Town House-Manila Office.

Office:	IGP-Auxiliary Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter (especially for University related activities that are for free accommodations)			1. Client	
2. Registration Form			2. IGP-Auxiliary Office	
3. Order of payment			3. IGP-Auxiliary Office	
4. Official Receipt			4. Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request for approval of the University President copy furnished the IGP Director (<i>especially for University related activities that are for free accommodations</i>)	1. Acceptance of approved request	None	1 hour	<i>IGP-Auxiliary Office Personnel</i>
2. Fill-out Registration Form	2. Check/ receive the form 2.1 Issue Order of Payment and advise client to pay to the Cashier	None	3 minutes	<i>IGP-Auxiliary Office Personnel; Cashier's Office Personnel</i>



3. Fill-out the Guest Record Book	3. Record the occupant(s) for monitoring purposes	Please refer to the schedule of fees below	1 minute	IGP-Auxiliary Office Personnel
4. Check-out	4. In-charge check the room for any left items or losses inside the room	None	2 minutes	IGP-Auxiliary Office Personnel
	TOTAL:	None	1 hour & 6 minutes	

PRICE LIST/ SCHEDULE OF FEES

(Prices are subject to change based on prevailing rates)

FINNIGAN HALL

Description	Rate, PhP
WPU Family (per room good for two person)	700.00
Non-WPU Family (per room good for two person)	800.00
Rate per extra bed (maximum of four persons per room)	150.00
Finnigan Conference Hall (per hour)	250.00

TRAINING CENTER DORM

Description	Rate, PhP
Per person per day	300.00

TOWN HOUSE-MANILA OFFICE

Description	Rate, PhP
Student (per person per day)	200.00
WPU Family (per person per day)	350.00
Non-WPU Family (per person per day)	400.00
Conference Hall (per hour)	250.00



Records Office

External Services



1. Receiving and Releasing of Correspondence/Routinary Papers

Receive incoming correspondence/routinary papers and record in the system, the series/reference number, date, sender subject matter.

Office:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and other sector outside the institution			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the designated staff.	1. Receive the documents and record them in the system.	None	5 minutes	<i>Office staff</i>
2. Receive the approved documents.	2. Release the documents.	None	2 minutes	<i>Office staff</i>
	TOTAL:	None	7 minutes	



2. Processing of Requested Documents

This will serve as a guide in requesting documents.

Office:	Records Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and other sector outside the institution			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Information request form			Client	
FOI request form			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the form and submit it to the designated staff.	1. Receive the request form and look for the documents needed.	None	10-15 working days (depending on the availability and confidentiality of the documents)	<i>RO Frontline Staff/Records Officer</i>
2. Receive the documents	2. Release the documents	None	5 minutes	<i>RO Frontline Staff</i>
	TOTAL:	None	10-15 working days	



3. Certifying Photocopy Documents

This will serve as a guide in certifying photocopied documents.

Office:	Records Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and other sector outside the institution			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Original copy of documents			Client	
Photocopy of documents			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the photocopy documents together with the original copy.	1. Accept the documents and stamp "CERTIFIED XEROX COPY"	None	5 minutes	<i>Records Office staff</i>
2. Receive the certified true copy documents	2. Release the documents.	None	2 minutes	<i>Records Office staff</i>
	TOTAL:	None	7 minutes	



Records Office

Internal Services



1. Receiving and Releasing of Correspondence/Routinary Papers

Receive incoming correspondence/routinary papers and record in the system, the series/reference number, date, sender subject matter.

Office:	Records Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	WPU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the designated staff.	1. Receive the documents and record them in the system.	None	5 minutes	<i>Office staff</i>
2. Receive the approved documents.	2. Release the documents.	None	2 minutes	<i>Office staff</i>
	TOTAL:	None	7 minutes	



2. Processing of Requested Documents

This will serve as a guide in requesting documents.

Office:	Records Office			
Classification:	complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Students and other sector outside the institution			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Information request form			Client	
FOI request form			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the form and submit it to the designated staff.	1. Receive the request form and look for the documents needed.	None	10-15 working days (depending on the availability and confidentiality of the documents)	<i>Office staff</i>
2. Receive the documents	2. Release the documents	None	5 minutes	<i>RO Frontline Staff</i>
	TOTAL:	None	10-15 working days	



3. Certifying Photocopy Documents

This will serve as a guide in certifying photocopied documents.

Office:	Records Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	WPU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Original copy of documents			Client	
Photocopy of documents			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the photocopy documents together with the original copy.	1. Accept the documents and stamp "CERTIFIED XEROX COPY"	None	5 minutes	<i>Records Office staff</i>
2. Receive the certified true copy documents	2. Release the documents.	None	2 minutes	<i>Records Office staff</i>
	TOTAL:	None	7 minutes	



Human Resource Management and Development Office

External Services



1. Issuance of Certification and Service Records

This will serve as a guide for former employees requesting certifications and service records.

Office:	HRMO			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Former employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt			Cash Office	
Authorization Letter for claiming with a representative			Requisitioner	
Valid ID for claiming with a representative			Requisitioner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment from the HRMD Office personnel and pay to the cash office.	1. Issue order of payment	PHP25.00	2 minutes	<i>HRMDO Frontline Staff</i>
2. Submit the official receipt to the HRMDO (original copy or scanned copy)	2. Receive the OR	None	5 -16 minutes	<i>HRMDO Frontline Staff</i>
	2.1 Print the document			<i>HRMDO Frontline Staff</i>
	2.2 Forward the document to HRMRDO for signing			<i>HRMDO Frontline Staff</i>
	2.3 Signing of requested document			<i>HRMDO</i>
3. Claim the documents requested	3. Release the document to the employee or his/her authorized representative	None	2 minutes	<i>HRMDO Frontline Staff</i>
TOTAL:		PHP25.00	9 – 20 minutes	



Human Resource Management and Development Office

Internal Services



1. Issuance of Certification and Service Records

This will serve as a guide for former employees requesting certifications and service records.

Office:	HRMO			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	WPU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Cash Office		
Authorization Letter for claiming with a representative		Requisitioner		
Valid ID for claiming with a representative		Requisitioner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment from the HRMD Office personnel and pay to the cash office.	1. Issue order of payment	PHP25.00	2 minutes	HRMDO Frontline Staff
2. Submit the official receipt to the HRMDO (original copy or scanned copy)	2. Receive the OR	None	5 -16 minutes	HRMDO Frontline Staff
	2.1 Print the document			HRMDO Frontline Staff
	2.2 Forward the document to HRMRDO for signing			HRMDO Frontline Staff
	2.3 Signing of requested document			HRMD Officer
3. Claim the documents requested	3. Release the document to the employee or his/her authorized representative	None	2 minutes	HRMDO Frontline Staff
	TOTAL:	PHP25.00	9 – 20 minutes	



2. Application for Leave

This will serve as a guide for employee filing leave applications.

Office:	HRMO			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	WPU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Leave-CSC <i>Form No. 6 Revised 2020</i> (2 original copies)		Human Resource Management and Development Office (HRMDO)/Respective Offices		
Medical Certificate (1 original copy)		Any government or private physician		
For more than five (5) days of sick leave				
For maternity leave				
Clearance (1 original copy)		Employee		
For maternity leave				
For study leave				
For leave of one (1) month or more				
Solo Parent ID (photocopy only)		Employee		
For parental leave				
For maternity leave of solo parent				
For maternity leave of solo parent				
Notice of Allocation (1 original copy)		Employee		
For maternity leave who opt to allocate portion of her maternity leave days to child's father or alternate caregiver (maximum of seven (7) days)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit two (2) copies of the application for leave to the Record's Office.</p>	<p>1. Receive and process the accomplished application for leave forwarded by the Record's Office.</p> <p>1.1 Record the submitted Application for Leave</p> <p>1.2 Certify the Leave Credits of the Applicant</p> <p>1.3 Forward the Application for Leave to the Office of the President for approval</p> <p>1.4 Approval of the leave application</p> <p>1.5 Post and file the approved application for leave.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>1 day</p> <p>10 minutes</p>	<p><i>HRMDO Frontline Staff</i></p> <p><i>HRMDO Frontline Staff</i></p> <p><i>HRMD Officer</i></p> <p><i>HRMDO Frontline Staff</i></p> <p><i>University President</i></p> <p><i>HRMDO Frontline Staff</i></p>
<p>2. Receive the approved application for leave.</p>	<p>2. Release one (1) copy to the employee.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>HRMDO Frontline Staff</i></p>
	<p>TOTAL:</p>	<p>None</p>	<p>1 day & 37 minutes</p>	



3. Availment of Scholarship

This will serve as a guide of employees in the availment of scholarship grants and assistance.

Office:	HRMDO			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	WPU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of intent (1 original)			Applicant	
Admission slip (1 original)			Applicant	
University Clearance (1 original)			Applicant	
Contract			Applicant	
Application for Leave (2 original copies)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent to study.	1. Receive the request and schedule for HRDC Meeting.	None	5 minutes	<i>HRMDO Frontline Staff</i>
	1.1 Prepare minutes, resolutions, and notice and submit them to the President for action.	None	4 hours	<i>HRMD Officer</i>
2. Receive notice.	2. Release notice of approval/disapproval, and prepare the contract for the approved request.	None	1 hour	<i>HRMDO Frontline Staff/ HRMD Officer</i>
	TOTAL:	None	5 hours and 5 minutes	



4. Application for Vacation Service Credits (VSC) and Compensatory Overtime Credits (COC).

This will serve as a guide of employee in the submission of Vacation Service Credits and Compensatory Overtime Credits.

Office:	HRMO			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	WPU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Vacation Service Credits (VSC)/Compensatory Overtime Credits (COC) Form (1 original copy)			Human Resource Management and Development Office (HRMDO)/Respective Offices	
Office/Memorandum Order (1 authenticated copy)			Employee	
Work Plan (1 original or authenticated copy)			Employee	
Teaching Load (1 original or authenticated copy)			Employee	
Daily Time Record (1 authenticated copy)			Employee	
Accomplishment Report (1 original)			Employee	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application for Vacation Service Credits /Compensatory Overtime Credits with attachments to the HRMDO.	1. Receive and check the application for Vacation Service Credits (VSC)/ Compensatory Overtime Credits (COC).	None	2 minutes	<i>HRMDO Frontline Staff</i>
	1.1. Compute and process the VSC/COC for approval to the president.	None	10 minutes	<i>HRMD Officer</i>



	1.2. Post the approved VSC/COC earned in the leave card.	None	3 minutes	HRMD Officer
	TOTAL:	None	15 minutes	

5. Application for Retirement, and Other Mode of Separation

This will serve as a guide of the employees in the application for retirement, resignation, and other mode of separation.

Office:	HRMDO	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	WPU Employees/Family of employees	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Approved letter of intent to retire or resign (2 original copies).	Employee	
University Clearance (1 original copy)	Employee	
Daily Time Record as of last day of service (2 original copies)	Employee	
Individual Performance Commitment and Review (IPCR) (1 original copy)	Employee	
Statement of Assets, Liabilities and Net Worth (SALN) as of last day of service (2 original copies).	Employee	
Authorization (in affidavit form) to deduct all financial obligations with the employer (2 original copies).	Employee	
Affidavit of no pending criminal investigation or prosecution against him/her (2 original copies).	Employee	
Application for Terminal Leave Benefits if there is any (2 original copies)	Family of Employee	
<i>In case of death</i>	Family of Employee	
1. Death Certificate (authenticated by PSA/NSO)	Family of Employee	
2. Marriage Contract (authenticated by PSA/NSO)	Family of Employee	



3. Birth Certificates of all surviving heirs (authenticated by PSA/NSO) 4. Designation of Next-of-kin 5. Waiver of rights of children 18 years old and above				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an approved letter to retire or resign to the HRMDO.	1. Receive the approved letter to retire/resign and prepare notice of the	None	5 minutes	<i>HRMDO Frontline Staff</i>
2. Submit an approved letter to retire or resign to the HRMDO.	2. Receive the approved letter to retire/resign and prepare notice of the	None	1 day	<i>HRMDO Frontline Staff/ HRMD Officer</i>
3. Receive last salary and terminal leave benefits loaded to their ATM	3. Disburse the terminal leave benefits	None	30 minutes	<i>Cash Office Staff</i>
	TOTAL:	None	1 day and 35 minutes	



6. Payment of Salary of Contract of Service and Part-Time Employees

This will serve as a guide for the contract of service (COS) and part-time employees in payment of their last salary.

Office:	HRMDO			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	WPU Contract of Service and Part-Time Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Clearance (2 original copies)		Employee		
Daily Time Record as of last day of service (2 original copies)		Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished University Clearance to the HRMDO.	1. Receive and process the last salary.	None	30 minutes	<i>HRMDO Frontline Staff/ HRMD Officer</i>
2. Receive the last salary loaded to their ATM Card.	2. Disburse the terminal leave benefits	None	30 minutes	<i>Cash Office Staff</i>
	TOTAL:	None	1 hour	



7. Evaluation of Faculty Members for Promotion

This will serve as a guide of the faculty members on how they will be evaluated.

Office:	HRMDO			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	WPU Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
All pertinent documents for evaluation purposes		Faculty members who want to be subjected to evaluation.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent documents for evaluation.	1. Forward the evaluation link to the faculty members.	None	1 minute	HRMDO Frontline Staff
	1.1. Generate the student and supervisor evaluation results, prepare a notice, and furnish the faculty with the results.	None	5 minutes	HRMDO Frontline Staff
	1.2. Prepare office orders for the evaluation committee chair and members	None	1 hour	HRMD Officer
	2. Submit the summary of the JC evaluation	None	15 days	Head of the HRMDO/ Evaluation Committee Chair



	results and documents to the Zonal Center.			
3. Receive the evaluation results, notice of reclassification, and approved appointment.	3. Process and submit to CSC the appointment of the reclassified faculty members.	None	5 days	<i>HRMD Officer</i>
	TOTAL:	None	20 days, 1 hour and 6 minutes	

8. Recruitment, Selection and Placement

This will serve as a guide for the hiring of WPU personnel.

Office:	HRMDO	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All applicants	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Application Letter (1 hard or electronic copy)	Applicant	
Personal Data Sheet with Work Experience Sheet (1 original copy)	Applicant	
Certificates of Training (1 hard or electronic copy)	Applicant	
Certificate of Eligibility or ID (1 hard or electronic copy)	Applicant	
Certificate of Employment for those with work experience (1 hard or electronic copy)	Applicant	
Transcript of Records and Diploma (1 hard or electronic copy)	Applicant	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application letter with complete attachments	1. Receive the application letter with complete attachments.	None	1 minute	<i>HRMDO Frontline Staff</i>
	1.1 Assess the documents submitted based on the qualification standards.	None	10 minutes	<i>HRMDO Frontline Staff</i>
	1.2 Schedule HRMPSB meeting.	None	30 minutes	<i>HRMD Officer</i>
	1.3. Prepare Competency assessment results for posting and for action of the president.	None	1 day	<i>HRDMO Staff/ HRMD Officer</i>
2. Receive notice.	2. Prepare a notice for all applicants and appointment to those hired personnel for submission to Civil Service Commission.	None	15 days	<i>HRDMO Staff/ HRMD Officer</i>
	TOTAL:	None	16 days and 41 minutes	



9. Payment of Proportional Vacation Pay (PVP) of faculty members on Teacher's Leave

This will serve as a guide in the payment of Proportional Vacation Pay of faculty members on Teacher's Leave status.

Office:	HRMDO			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Faculty members on Teacher's Leave status			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
List of faculty members with Proportional Vacation Pay			HRMDO	
Daily Time Records for the whole semester			Faculty	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Render services within the academic year.	1. Compute Proportional Vacation Pay (PVP) Days of faculty members on teacher's leave status.	None	1 minute	<i>HRDMO Staff/ HRMD Officer</i>
	1.1. Prepare payroll for payment of PVP days.		1 day	<i>HRDMO Staff</i>
2. Receive PVP payment	2. Disburse the terminal leave benefits	None	30 minutes	<i>Cash Office Staff</i>
	TOTAL:	None	1 day and 31 minutes	



10. Management of Complaints

This will serve as a guide in the management of complaints.

Office:	HRMDO			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Anyone who has a complaint			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Client's Complaint Form			CAO Office/PACD	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Client's Complaint Form (hard or electronic copy) and drop in the drop box or send through SMS and e-mail.	1. Open the drop box and evaluate the complaints according to their perceived severity.	None	5 minutes	<i>HRMD Officer</i>
	1.1 Forward the common complaint to the concerned office and the grievous complaint to the University president for appropriate action.	None	1 hour	<i>HRMD Officer</i>
2. Receive the feedback of his/her complaint.	2. Prepare feedback and furnish the complainant.	None	10 minutes	<i>HRMD Officer</i>
	TOTAL:	None	1 hour and 15 minutes	



General Services Office

External Services



1. Issuance of Vehicle Gate Pass Sticker

This procedure aims to establish a standard and systematic procedure in the issuance of Vehicle Gate Pass Sticker to applicants with vehicles being used to enter the Western Philippines University (WPU) Campus.

Office:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Private Individuals with vehicle			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application of Vehicle Gate Pass Form (1 original copy)			Security Services Office	
Requirements Slip			Security Services Office	
Vehicle Gate Pass Sticker			Client	
Official Receipt/Certificate of Registration (1 photocopy)			Client	
Driver's License (1 photocopy)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the application/ renewal form and attach a photocopy indicated in the requirement slip.	1. Issue a gate pass application form and requirement slip. 1.1 Check the filled-out application form and attached documents. 1.2 Issue an Order of Payment	None	2 minutes	<i>SES- Personnel</i>



	to the applicant for payment of the Cash Office			
2. Pay at the Cash Office	2. Issue an Official Receipt	P20.00	4 minutes	<i>Cash Office</i>
3. Submit OR to GSO	3. Check OR and record the number	None	2 minutes	<i>GSO Staff</i>
4. Receive gate pass sticker	4. Issue vehicle gate pass sticker	None	2 minutes	<i>SES- Personnel</i>
	TOTAL:	P20.00	10 minutes	



2. Issuance of Gate Pass

This procedure intends to check the materials that will be demobilized from the university.

Office:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students and Non-WPU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
List of materials to be move out			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the list of materials and photos to be moved out of campus	1. Receive the list of materials and other documents	None	4 minutes	GSO <i>Secretary/Frontline Staff</i>
	1.1 Issue Order of payment	None		
2. Pay at the Cash Office	2. Issue OR	P5.00	4 minutes	<i>Cash Office</i>
	2.1 Print Gate Pass	None	3 minutes	<i>GSO Frontline Staff</i>
	2.2 Sign Gate Pass	None	3 minutes	<i>Secretary/GSO Director</i>
3. Receive Gate Pass	3. Issue gate pass.	None	1 minute	<i>Secretary of the Office (Engineering Aide)</i>
TOTAL:		None	15 minutes	



3. Request for Motorpool Support - Vehicle

This aims to establish a standard and systematic procedure for requesting support service in the Motorpool and Transportation Section.

Office:		General Services Office		
Classification:		Simple		
Type of Transaction:		G2C,		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Motorpool Support Request Form		Motorpool & Transportation Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Motorpool Support Request Form.	1. Evaluate the support requested. 1.1 Check the availability of the Vehicle requested 1.2 Approved the support requested 1.3 Dispatch the vehicle requested	None	1 hour	<i>Motorpool In-Charge</i>
2. Obtain the support needed	2. Provide the support requested	None	Depends on the nature of request (30 min to 1 day)	<i>Assigned Driver/Personnel</i>
	TOTAL:	None	1 hr – 1 day	



General Services Office

Internal Services



1. Request of University Vehicle

This aims to establish a standard and systematic procedure in requesting a University Vehicle.

Office:	GSO – Motorpool & Transportation Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	University Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Pre-Request of Vehicle			Motorpool & Transportation Office	
Vehicle Trip Ticket (VTT)			Motorpool & Transportation Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out the Pre-request of Vehicle Form and submit to the Motorpool Office	1. Check the date in the Pre- request form, book the schedule in the Log sheet & Motoring to check if there are vehicles available	None	5 minutes	<i>Motorpool -In charge</i>
2.Sign the Vehicle Trip Ticket under the Requisitioner Name.	2. Print and sign the Vehicle Trip Ticket as proof of authorization for the use of Vehicle.	None	5 minutes	<i>Motorpool -In charge</i>
3. Claim the Vehicle Trip Ticket from GSO	3. Release the signed Vehicle Trip Ticket & instruct for next step of Approval.	None	5 minutes	<i>Motorpool -In charge</i>
4.Submit Trip Ticket to Records Office	4. Receive and record the trip ticket submitted	None	5 minutes	<i>Records Office Frontline Staff</i>
	4.1 Forward the trip to Office of the President for approval	None	10 minutes	<i>Messenger</i>



	4.2 President/OIC for approval	None	1 day	
	4.3 Forward trip ticket to designated driver	None	30 minutes	
	TOTAL:	None	1 hr and 1 day	



2. Request for Motorpool Support - Vehicle

This aims to establish a standard and systematic procedure for requesting support service in the Motorpool and Transportation Section.

Office:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C,			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Motorpool Support Request Form		Motorpool & Transportation Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Motorpool Support Request Form.	1. Evaluate the support requested. 1.1 Check the availability of the Vehicle requested 1.2 Approved the support requested 1.3 Dispatch the vehicle requested	None	1 hour	<i>Motorpool In-Charge</i>
2. Obtain the support needed	2. Provide the support requested	None	Depends on the nature of request (30 min to 1 day)	<i>Assigned Driver/Personnel</i>
TOTAL:		None	1 hr – 1 day	



Intellectual Property Office

Internal Services



1. Assistance in Drafting Intellectual Property (IP) Specifications

This procedure aims to assist researchers in drafting IP specifications such as format, claims, drawings and others prior to filing.

Office:	Intellectual Property Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	University Researchers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Copy of the IP creation or initial draft if any			IP Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present at IPO office the created IP that needing assistance for drafting	1. Evaluate IP components such as novelty, inventive step etc.	None	1 hour	<i>IPO Director</i>
2. Receive comments/assistance on the drafted IP	2. Provide necessary assistance in drafting specifications	None	2 hours	<i>IPO Staff</i>
TOTAL:		None	2 hours	



2. Assistance in Filing of Intellectual Property Rights

This procedure aims to assist researchers in filing intellectual property rights of their inventions, utility models, copyrights, industrial designs, and trademarks.

Office:	Intellectual Property Office			
Classification:	Simple			
Type of Transaction	G2G -			
Who may avail:	University Researchers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
IP Specifications			IP Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present at IPO office the created IP for assessment	1. Check the completeness of the IP specifications and provide suggestions if necessary	None	1 hour	<i>IPO Director/IPO Staff</i>
2. File the IPR online at IPOPHL and present the proof of payment to IPO	2. Facilitate the reimbursement made by the process owner.	None	1 hour	<i>IPO staff</i>
	TOTAL:	None	2 hours	



3 Provision of Support to Intellectual Property related training/seminars and workshops

This procedure aims to help researchers gain knowledge about intellectual property rights and in drafting specifications.

Office:	Intellectual Property Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	University Researchers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Invitation letter			IP Owner	
Letter of Intent			IP Owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent together with the supporting documents.	1. Receive the letter of intent and evaluate the attached documents.	None	2 hour	<i>IPO Frontline Staff</i>
	1.1 Evaluate the nature of training/seminars	None		<i>IPO Director</i>
	1.2 Approval of the request	None		<i>IPO Director</i>
2. Receive approval/endorsement from the IPO Director	2. Issue approval/endorsement to client	None	30 minutes	<i>IPO Frontline Staff</i>
	TOTAL:	None	2 hrs & 30 minutes	



College of Criminal Justice Education

External Services



1. Issuance of College Good Moral Certification

This procedure aims to facilitate the issuance of Good Moral Certification to graduates to assess outstanding records to the college.

Office:	CCJE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduates			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
University Good Moral Certification			SAS office	
ID Card (for representative)			Client's representative	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present good moral certification to the college admin aide. Note: Representative must present his/her own ID card	1. Check the university's good moral certification being presented. 1.1. Prepare the college good moral certification	None	5 minutes	<i>College Admin Aide and Dean</i>
2. Claim good moral certification	2. Release the signed college good moral certification	None	1 minute	<i>College Admin Aide</i>
	TOTAL:	None	6 minutes	



2. Enlistment (Loading of Student Course Load for Enrollment)

This procedure intends to facilitate the student's enrollment.

Office:	CCJE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance		CCJE Office		
SSC Fee		SSC Office		
College Org. Fee		CCJESO Office		
Evaluation/Prospectus		CCJE Office		
Grades from AIMS		Registrar Office		
OLSAT Result		CCJE Office		
Admission Slip		SAS		
Inventory Form		SAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to the assigned evaluator for evaluation of grades and loading of student course load.	1. Check the student's clearance, CCJESO and SSC Fee (1 st year to 4 th year) <ul style="list-style-type: none"> • For 1st year check: <ul style="list-style-type: none"> ○ Admission Slip ○ Inventory Form ○ Blank Prospectus ○ OLSAT result. • For 2nd yr to 4th yr evaluate student's 	None	5 minutes	<i>CCJE Faculty evaluator assigned</i>



	Grades following the retention policy and load student course load.			
2. Proceed to the college secretary for Pre-Registration Form Note: Representative must present his/her own ID card with	2. Input student course load and print student pre-registration form	None	5 minutes	<i>CCJE College secretary</i>
3. Claim pre-registration form	3. Release the pre- registration form	None	1 minute	<i>CCJE College secretary</i>
	TOTAL:	None	9 minutes	



College of Education

External Services



1. Issuance of Curriculum Prospectus

This procedure aims for a smooth release of the curriculum prospectus.

Office:	College of Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration (COR) or			Registrar's Office	
Identification (ID) Card of the student			Records Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and accomplish requisition slip	1. Issue requisition slip	None	1 minute	<i>College Staff/ Admin Aide</i>
2. Submit accomplished requisition slip	2. Receive the accomplished requisition slip form.	None	1 minute	<i>College Staff/ Admin Aide</i>
	2.1 Print the requested curriculum prospectus		5 minutes	<i>College Staff/ Admin Aide</i>
	2.2 Sign the curriculum prospectus		2 minutes	<i>Dean of the College or Designated officer in charge</i>
3. Claim curriculum prospectus	3. Issue the curriculum prospectus	None	1 minute	<i>College Staff/ Admin Aide</i>



4. Affix signature in the logbook	4. Assist the student to sign in the logbook as proof of release	None	2 minutes	<i>College Staff/ Admin Aide</i>
	TOTAL:	None	12 minutes	



2. Evaluation of Entrance Credentials

This procedure intends to facilitate the completeness of credentials needed during admission.

Office:	College of Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Slip		College of Education		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request a copy of the college admission slip.	1. Issue college admission slip.	None	1 minute	<i>College Secretary</i>
2. Submit the accomplished admission slip.	2. Receive and check the requirements stipulated in the admission slip. If the requirements are complete:	None	2 minutes	<i>College Secretary</i>
	2.1 Sign the admission slip and advise the student to proceed to the Program Chairperson for course advising.		1 minute	
	TOTAL:	None	4 minutes	



3. Course Advising

This procedure intends to facilitate smooth course advising.

Office:		College of Education		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Slip		College of Education		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished and signed admission slip.	1. Receive the admission slip.	None	1 minute	<i>Program Chairperson</i>
	1.1 Check and evaluate student's record.		3 minutes	
	1.2 Advise the student to proceed to the College Assessor or College Secretary for course assessment.		1 minute	
	TOTAL:	None	5 minutes	



4. Course Assessing

This procedure intends to facilitate a smooth course assessing.

Office:	College of Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Slip		College of Education		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished and signed admission slip.	1. Receive the admission slip.	None	1 minute	<i>Designated College Assessor or College Secretary</i>
	1.1 Encode course and update student data.		3 minutes	
	1.2 Assess to determine the total enrollment fee of the student.		2 minutes	
	1.3 Print pre-registration form.		1 minute	
2. Claim pre-registration form.	2. Issue the printed pre-registration form.	None	1 minute	<i>Designated College Assessor or College Secretary</i>
	2.1 Advise the student to proceed to the University Registrar's Office for printing and issuance of a Certificate of		1 minute	



	Registration (COR).			
	TOTAL:	None	9 minutes	



College of Arts and Sciences

External Services



1. Issuance of Certificate of 1,000 Case Hours Compliance

This procedure aims to assist prospective takers of the Social Work Licensure Examinations (SWLE), provide the Certificate of 1,000 Case hours for their application, and assess their readiness to take the SWLE.

Office:	College of Arts and Sciences- Department of Social Work			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	WPU Graduates of the BS in Social Work Program			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Transcript of Records or Diploma			Registrar's Office	
Passing Score to Assessment Test			Social Work Department	
Any valid Identification (ID) Card			Concerned Govt. Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire directly at the social work department and register/log in the designated log sheet;	1. Entertain the client and provide the log sheet	None	5 minutes	<i>Social Work Dept. Chair or designated faculty</i>
2. Present the Transcript of Records or Diploma and valid ID to the receiving officer/faculty;	2. Verify graduation of the alumni	None	5 minutes	<i>Social Work Dept. Chair or designated faculty College Secretary</i>
3. Take the assessment test	3. Provide the assessment test questionnaire and answer sheet	None	5 hours	<i>Social Work Dept. Chair or designated faculty</i>
4. Wait for the result	4. Check and provide the scoresheet	None	20 minutes	<i>Social Work Dept Chair or designated faculty</i>



5. Counselling for those who failed the exam	5. Present the exam result to the client and	None	10 minutes	<i>Social Work Department Chair or designated social work faculty</i>
6. Get 3 copies and fill up Certificate of 1,000 Case hours	6. Provide blank copies of the certificate	None	10 minutes	<i>Social Work Department Chair or designated social work faculty</i>
7. Claim the Certificate of 1,000 Case hours	7. Sign and release Certificate of 1,000 Case hours and provide photocopy of PRC License (RSW)	None	5 minutes	<i>Social Work Department Chair or designated social work faculty</i>
	TOTAL:	None	5 hours and 55 minutes	



2. Signing of Semestral Clearance for BSSW Students (Registration)

This procedure intends to facilitate the signing of student's clearance for the registration (pre-registration and enrollment purposes).

Office:	College of Arts and Sciences			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance		Office of the Student Organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present clearance at the designated desk of STUDENT ORGANIZATION, pay dues, and/or comply with other accountabilities (if any)	1. Receive payment/fees and sign the clearance 1.1 Issue receipt	c/o Student Organization	10 minutes	<i>Student Organization Treasurer, Governor, and adviser</i>
2. Comply with accountabilities (if any) and get clearance signed by the Social Work Department Chair and Research Instructor (for incoming 4 th year	2. Check any accountability of the student at the department's level and require compliance.	None	10 minutes	<i>Social Work Department Chair/Program Coordinator Research Instructor (for 4th year students)</i>
3. Comply with accountabilities in the level of the college (if any) and get clearance signed by the College Secretary.	3. Check any accountability of the student at the College level and require compliance.	None	5 minutes	<i>College Secretary</i>



4. Submit clearance to the admin staff for signing of the Dean.	4. Receive the clearance, check, and facilitate signing at the Dean's level 4.1 Sign the clearance	None	10 minutes	<i>College staff</i> <i>College Dean</i>
5. Claim signed clearance	5. Release the signed clearance	None	1 minute	<i>College staff</i>
TOTAL:		None	36 minutes	



3. BSSW Program Admission (Screening and Interview)

This procedure intends to facilitate the selection of qualifiers from the applicants applying for admission to the Bachelor of Science in Social Work Program

Office:	College of Arts and Sciences			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 138 or its equivalent (for high school graduates), Certificate of Completion or its equivalent (for Alternative Learning System Completers), Evaluation of Grades for shifter, and Transcript of Records (TOR) for and transferees.		Former school of the applicant.		
Admission Test Result		WPU Admission Office		
Identification (ID) Card		Former school of the applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the schedule of screening and interview posted via WPU Facebook, Social Work Department and appearance during screening	1. Acquire list of applicants from the Admission Office and prepare schedule of screening and interview for the applicants	None	5 minutes	<i>Social Work Department Chair or designation faculty</i>
2. Inquire directly at the social work department and register/log in the designated log sheet;	2. Entertain the client and provide the log sheet	None	5 minutes	<i>Social Work Department Chair or designated faculty/ College Secretary</i>
3. Present the requirements to the receiving officer	3. Screen the applicant's documents	None	5 minutes	<i>Social Work Department Chair or designated faculty/ College Secretary</i>
4. Take College Admission	4. Provide the answer sheet,	None	30 minutes	<i>Social Work Department Chair or</i>



Examination (qualifying exam)	questionnaire, and instruction to the applicants			<i>designated faculty</i>
5. Undergo interview	5. Interview the applicant	None	30 minutes	<i>Designated Faculty Interviewer/Enrollment Adviser</i>
6. Wait for the notification via email, text, and/or posting of the result via the Department's Facebook Page	6. Collate the interview score and check the admission test answers of the applicant 6.1 Notify the applicant whether they passed the College Admission via email, text, and/or posting of the result via the Department's Facebook Page	None	3-10 days	<i>Social Work Department Chairperson or designated faculty</i>
	TOTAL:	None	4-10 days & 15 min	



College of Public Administration and Management

External Services



1. Administration of Qualifying Exam for MPA

This procedure aims to test the incoming students' knowledge and ability to proceed with graduate studies.

Office:	College of Public Administration and Management			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	College graduates			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt (Admission Exam)			Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the official receipt for admission exam fee.	1. Check the official receipt and administer the admission exam	None	2 hours	<i>Program chair</i>
2. Receive the admission exam result	2. Release the admission exam result	None	1 minute	<i>Program Chair</i>
	TOTAL:	None	2 hours & 2 minutes	



2. Signing of Semestral Clearance for CPAM students

This procedure intends to facilitate the signing of student's semestral clearance.

Office:		College of Public Administration and Management		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		College Secretary		
Receipt of paid fines		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance to the college staff.	1. Check if clearance was countersigned by the SSC representative and forward it to the college signatories.	None	2 minutes	<i>College staff</i>
2. Claim signed clearance	2. Release the signed clearance	None	2 minutes	<i>College staff</i>
TOTAL:		None	4 minutes	



3. Pre-registration of CPAM Students

This procedure intends to facilitate the assignment of subjects to students who wish to enroll in the college.

Office:	College of Public Administration and Management			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Copy of duly signed Clearance Form			Accounting Office	
Evaluation of Grades			Registrar's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the duly signed lower part of the clearance form.	1. Check the clearance if signed by all signatories.	None	1 minute	<i>Program enrollment adviser</i>
2. Submit the evaluation of grades.	2. Copy the grades from the evaluation sheet to the students' prospectus in the college.	None	5 minutes	<i>Program enrollment adviser</i>
3. Receive the preregistration form	3. Give the appropriate subjects to be taken by the student and print the pre-registration form	None	10 minutes	<i>Program enrollment adviser</i>
TOTAL:		None	16 minutes	



College of Engineering and Technology

External Services



1. Issuance of Forms (Student Clearance, Thesis Forms)

This procedure intends to facilitate the issuance of student's clearance and thesis forms purposes.

Office:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid Student ID			Client	
Valid Government ID			PhilSys/GSIS/SSS/LTO/Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter; present the student's ID card.	1. Check the student's ID	None	1 minute	<i>CET Personnel</i>
2. Claim the requested forms	2. Issue a form to the student /parents	None	1 minute	<i>CET Personnel</i>
TOTAL:		None	2 minutes	



2. Signing of Student Clearance

This procedure intends to facilitate the signing of student's clearance for midterm and finals and for transfer to other university/college.

Office:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Identification (ID) Card of the student			Records Office	
Accomplished clearance of the student			CET Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance at the receiving counter and ID card Note: Representative must present his/her own ID card	1. Check the student's clearance if already signed by the student organization 1.1 If without signature affix, tell to the student to secure first the signature of student organization; 1.2 If with signature affix, sign the student's clearance	None	1 minute	<i>CET Personnel College Dean</i>
2. Register at the releasing counter and claim the signed clearance	2. Release the signed clearance	None	2 minutes	<i>CET Personnel</i>
	TOTAL:	None	3 minutes	



3. Signing of Thesis Forms

This procedure intends to facilitate the signing of student thesis forms.

Office:	College of Engineering and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished thesis form		CET Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the thesis form at the receiving counter	1. Check the student's thesis forms if already signed by the adviser, committee members and department chair 1.1 If without signature affix, tell to the student to secure first the signature of the adviser, committee members and department chair 1.2 If with signature affix, facilitate the signing of forms	None	20 minutes	<i>CET Personnel College Dean</i>
2. Register at the	2. Release the signed forms	None	5 minutes	<i>CET Personnel</i>
	TOTAL:	None	25 minutes	



4. Issuance of Endorsement and Certification

This procedure intends to facilitate the issuance of endorsement and/or certification requested by students.

Office:		College of Engineering and Technology		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students, Parents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Student ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Identification Card (ID) at the receiving counter	1. Check the student's Identification, facilitate and assess the necessary endorsement and/or certification needs by the students	None	1 hour	<i>CET Personnel College Dean</i>
2. Register at the releasing counter and claim the endorsement and/ or certification	2. Release the signed endorsement and/or certification	None	2 minutes	<i>CET Personnel</i>
	TOTAL:	None	1 hour & 2 minutes	



College of Agriculture, Forestry and Environmental Sciences

External Services



1. Signing of Semestral Clearance

This procedure intends to facilitate the signing of student's semestral clearance for every end of semester for them to enroll for the next semester purposes.

Office:	Office of the Dean (CAFES)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Semestral Clearance			Office of the Dean	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the semestral clearance	1. Check the semestral clearance signed by the: CAFESSO Treasurer, CAFESSO Adviser, Department Chair Laboratory Technician, DFES/DHE Custodian	None	1 minute	<i>Dean's Clerk</i>
	1.1. Forward the semestral clearance to the Dean for signature	None	1 minute	<i>Dean's Clerk</i>
2. Claim the signed clearance	2. Release the signed semestral clearance to the student,	None	5 minutes	<i>Dean's Clerk</i>
TOTAL:		None	7 minutes	



2. Signing of Students University Clearance

This procedure intends to facilitate the signing of student's University clearance for transfer and graduation purposes.

Office:	Office of the Dean (CAFES)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students (Graduating)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Clearance		Registrar Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished University Clearance secured from the Registrar's Office,	1. Check the accomplished University Clearance. 1.1. Check if the students has accomplished their Narrative and Thesis and Paid the payment for their manuscript 1.2 Forward the Clearance to the Dean for signature	None	10 minutes	<i>Dean's Clerk</i>
2. Claim the signed clearance	2. Release the signed semestral clearance to the student	None	3 minutes	<i>Dean's Clerk</i>
	TOTAL:	None	13 minutes	



3. Signing of Shifting Forms

This procedure intends to facilitate the signing of shifting forms requested by the students transferring to other College/Degree Program within the College.

Office:	Office of the Dean (CAFES)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Shifting Form			Registrar Office	
Evaluation of Grade			CAFES	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished shifting form to the Dean's Clerk	1. Check the shifting form if all the necessary information is filled out, attach a copy of Evaluation of grades and forward to the Dean for signature.	None	3 minutes	<i>Dean's Clerk</i>
2. Claimsigned shifting form	2. Release the signed shifting form	None	2 minutes	<i>Dean's Clerk</i>
	TOTAL:	None	5 minutes	



Office of the University President

Internal Service



1. Request for Information (Walk-In and Online)

Requests for data and information being generated, processed, or held by the Office of the University President to be used for official purposes.

Office:	University President			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All WPU Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Information Request Form (1 hard copy or 1 electronic copy)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Information Request Form (IRF) to the Office of the University President at 2 nd Floor, Admin, Building, WPU Main Campus or via email at pres.office@wpu.edu.ph	1. Receive the request from client, check its completeness and log. If entries are incomplete notify the client.	None	15 minutes	<i>OUP Frontline Staff</i>
	1.1 Forward the request to the Executive Assistant	None	10 Minutes	<i>OUP Frontline Staff</i>
	1.2 Evaluate the request, approve or disapprove, and provide instructions	None	1 Day	<i>Executive Asst.</i>
	1.3 Prepare the requested data or information. For requests	None	4 Days	<i>OUP Staff</i>



	which are not available, notify the client			
2. Claim/Receive the requested data or information	2.1 Forward requested data or information to the client	None	1 Hours	<i>OUP Staff</i>
	TOTAL:	None	5 Days and 1 Hours and 25 Minutes	



Office of the Board Secretary

Internal Service



1. Request for Information (Walk-In and Online)

Requests for data and information being generated, processed, or held by the Office of the Board Secretary to be used for official purposes.

Office:	Office of the Board Secretary			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All WPU Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Information Request Form (1 hard copy or 1 electronic copy)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Information Request Form (IRF) to the Office of the University President at 2 nd Floor, Admin, Building, WPU Main Campus or via email at wpu.boardsec@gmail.com	1.1 Receive the request from client, check its completeness and log. If entries are incomplete notify the client.	None	15 minutes	<i>OBS Frontline Staff</i>
	1.2 Forward the request to the Board Secretary	None	10 Minutes	<i>OBS Frontline Staff</i>
	1.3 Evaluate the request, approve or disapprove, and provide instructions	None	1 Day	<i>Board Secretary</i>



	1.4 Prepare the requested data or information. For requests which are not available, notify the client	None	4 Days	<i>OBS Staff</i>
2. Claim/Receive the requested data or information	2. Forward requested data or information to the client	None	1 Hours	<i>OBS Staff</i>
	TOTAL:	None	5 Days and 1 Hour and 25 Minutes	



Planning Office

Internal Service



1. Request for Information (Walk-In and Online)

Requests for data and information being generated, processed, or held by the Planning Office to be used for official purposes.

Office:	Planning Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All WPU Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Information Request Form (1 hard copy or 1 electronic copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Information Request Form (IRF) to Planning Office at 2 nd Floor, Administration Building, WPU Main Campus or send via email at planning@wpu.edu.ph	1.1 Receive the request from client, check its completeness, and log. If entries are incomplete, notify the client	None	30 Minutes	<i>Administrative Aide</i>
	1.2 Forward the request to the Planning Director	None	30 Minutes	<i>Administrative Aide</i>
	1.3 Evaluate the request, approve or disapprove, and provide instructions	None	1 Day	<i>Planning Officer III</i>
	1.4 Prepare the requested data or information.	None	5 Days	<i>Administrative Aide/Planning Officer II/III</i>



	For requests which are not available, notify the client			
2. Receive the requested data or information	2. Forward requested data or information to the client	None	2 Hours	<i>Administrative Aide/Planning Officer II</i>
	TOTAL:	None	6 Days and 3 Hours	



Information Office

Internal Service



1. Request for Information (Walk-In and Online)

Requests for data and information being generated, processed, or held by the Office of the Board Secretary to be used for official purposes.

Office:	Information Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All WPU Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Information Request Form (1 hard copy or 1 electronic copy)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Information Request Form (IRF) to the Office of the University President at 2 nd Floor, Admin, Building, WPU Main Campus or via email at info@wpu.edu.ph	1.1 Receive the request from client, check its completeness and log. If entries are incomplete notify the client.	None	30 Minutes	<i>IO Frontline Staff</i>
	1.2 Forward the request to the Information Officer	None	30 Minutes	<i>IO Frontline Staff</i>
	1.3 Evaluate the request, approve or disapprove, and	None	1 Day	<i>Information Officer</i>



	provide instructions			
	1.4 Prepare the requested data or information. For requests which are not available, notify the client	<i>None</i>	<i>5 Days</i>	<i>10 Staff</i>
2. Claim/Receive the requested data or information	2. Forward requested data or information to the client	<i>None</i>	<i>2 Hours</i>	<i>10 Staff</i>
	TOTAL:	None	6 Days and 3 Hours	



Internalization and External Affairs Office

Internal Services



1. Request for Information (Walk-In and Online)

Requests for data and information being generated, processed, or held by the Internationalization and External Affairs Office (IEAO) to be used for official purposes.

Office:	Internationalization and External Affairs Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All WPU Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Information Request Form (1 hard copy or 1 electronic copy)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Information Request Form (IRF) to Internationalization and External Affairs Office at 2 nd Floor, Administration Building, WPU Main Campus or send via email at iro@wpu.edu.ph	1.1 Receive the request from client, check its completeness, and log. If entries are incomplete, notify the client	None	30 Minutes	<i>Administrative Aide</i>
	1.2 Forward the request to the Internationalization and External Affairs (IEA) Director	None	30 Minutes	<i>Administrative Aide</i>
	1.3 Evaluate the request, approve or disapprove, and provide instructions	None	1 Day	<i>Internationalization and External Affairs (IEA) Director</i>



	1.4 Prepare the requested data or information. For requests which are not available, notify the client	None	5 Days	<i>Administrative Aide/Internationalization and External Affairs (IEA) Director</i>
2. Receive the requested data or information	2. Forward requested data or information to the client	None	2 Hours	<i>Administrative Aide/Internationalization and External Affairs (IEA) Director</i>
	TOTAL:	None	6 Days and 3 Hours	



University Legal Office

Internal Services



1. Request for Legal Advice/Legal Opinion

Legal opinion/advice on the inquiries of WPU offices/units.

Office:	University Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	WPU Offices/Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter/Memo			Requesting Party	
Pertinent Supporting Documents			Requesting Party	
Relevant Policy/Law			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter/memo	1. Receives letter/memo 1.1 Schedules meeting with lawyer	None	1 day	<i>ULO Frontline Staff</i>
2. Coordinates with handling lawyer for further clarifications	2. Reviews/recommends facts and studies applicable law/policy	None	15 days	<i>WPU Lawyers</i>
	2.1 Draft opinion memo 2.2 Review/Approve and sign memorandum		3 days	
3. Receives the opinion memorandum	3. Releases memorandum	None	1 day	<i>ULO Frontline Staff</i>
	TOTAL:	None	20 days	



Extension Services Office

Internal Services



1. Request for Funding Assistance of Extension Project Proposals

This procedure aims to provide funding assistance to extension project proposals submitted by eligible university faculty members.

Office:	Extension Services Office			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	WPU Faculty and Staff			
Checklist of Requirements			Where to Secure	
Application Form for Proposals for Funding			Extension Services Office	
Capsule Proposals for Extension Activities			Extension Services Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write Proposal	1. Call for Proposals	None	N/A	<i>Extension Staff</i>
2. Submit Proposal	2. Initial Evaluation of submitted documents	None	5mins/paper submitted	<i>Receiving/releasing staff</i>
	2.1 Consolidation of submitted proposals	None	2 days	<i>Extension Staff</i>
	2.2 Evaluation	None	1 month	<i>Technical working group members</i>
3. Meet with the TWG	3. Discuss the results of evaluation	None	1 day	<i>TWG & Proponent</i>
4. Submit revised proposal	4. Receive and endorse revise proposals to TWG chair	None	1 day	<i>Extension Staff</i>
	4.1. Check if proposals were revised as suggested by TWG	None	3 days	<i>TWG chair</i>
	4.2 Endorse proposals to the RD Director	None	5 mins	<i>TWG Chair</i>



	4.3 Endorse proposal for approval of the RDE Council (present at the RDE council)	None	15 mins	<i>Extension Director</i>
	4.4 Dissemination of Notice of Approval	None	1 day	<i>Extension Director & Staff</i>
	TOTAL:	None	1 month, 8 days and 25 minutes	



2. Request for Travel Funds

This procedure aims to provide funding to faculty and staff who wished to attend Extension related activities such as trainings, seminars, conferences and fora.

Office:	Extension Services Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	WPU Faculty and Staff			
Checklist of Requirements			Where to Secure	
RDE Request form with attached:			Extension Office	
Invitation letter indicating the amount of registration fee			Client	
Program			Client	
Request letter/Endorsement letter			Client	
Other documents as may be required by the office			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished RDE request form	1. Receive submitted documents	None	3 mins	<i>Extension receiving and releasing staff</i>
	1.1 Verify/evaluate submitted documents	None	1 day	MEO
	1.2 Review and Endorse Request to VP for RDE for approval	None	2hrs	<i>Extension Director</i>
	1.2 Review and sign request	None	2hrs	VP RDE
	1.4 Release processed Request	None	5mins	<i>VP RDE receiving and releasing staff</i>
Note: Copy of processed request will be forwarded to Extension office and the requesting party				
	TOTAL:	None	1 day, 4 hours and 8 minutes	



3. Disbursement of Funds for travel to attend trainings/seminars/conferences/fora

This procedure guides faculty and staff who has approved travel request to attend Extension related activities such as trainings, seminars, conferences and fora.

Office:	Extension Services Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	WPU Faculty and Staff			
Checklist of Requirements			Where to Secure	
Accomplished Disbursement forms (<i>IOT, BUR, DV etc.</i>) with complete attachments required by the accounting office			Extension Office	
Approved RDE request form			Extension Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished disbursement forms	1. Receive submitted documents	None	2 mins	<i>Extension receiving and releasing staff</i>
	1.1 Record and write fund source of disbursement	None	4 mins	<i>MEO</i>
	1.2 Forward disbursement documents to VP RIDE for signature	None	5mins	<i>Extension receiving and releasing staff</i>
	1.3 Receive Disbursement documents	None	3mins	<i>VP RDE receiving/releasing staff</i>
	1.4 Sign BUR, DV 1.5 Release signed disbursement documents to the concerned office	None None	2hrs 5mins	<i>VP RDE VP RDE receiving and releasing staff</i>
	TOTAL:	None	2 hours and 19 minutes	



4. Request for Extension Related Data

This procedure aims to provide Extension related data to concerned office.

Office:	Extension Office			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	WPU Faculty and Staff			
Checklist of Requirements			Where to Secure	
Approved RDE request form			Extension Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form	1. Receive submitted documents	None	2 mins	<i>Extension receiving and releasing staff</i>
	1.1 Check if information requested is available at the office	None	3 mins	MEO
	1.2 Approves request	None	5mins	<i>Extension Directors</i>
	1.3 Prepare requested documents	None	10 days	<i>Extension staff</i>
	1.4 Release processed request and requested data, if approved	None	2mins	<i>Extension Staff</i>
	TOTAL:	None	10 days and 12 minutes	



5. Request for Assistance Services

This procedure aims to provide assistance services to the concerned office.

Office:	Extension Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	WPU Faculty and Staff			
Checklist of Requirements				Where to Secure
Borrowers Logbook				Extension Office
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Borrowers logbook	1. Check the logbook (<i>if fully accomplished the required information</i>)	None	2 mins	<i>Extension receiving and releasing staff</i>
	1.1 Approve and Release services requested	None	2min-1 hr (depending on the assistance requested)	<i>Extension Staff</i>
	TOTAL:	None	4 min – 1 hr & 2 min.	



Research and Development Office

Internal Services



1. Request for funding assistance for Research Proposals

This procedure aims to provide funding assistance to research proposals submitted by eligible university faculty members.

Office:	Research, Innovation and Development Office			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	WPU Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
RD Request form			Research and Development Office	
Application Form for Proposals for Funding			Research and Development Office	
OBR Matrix			Research and Development Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit proposal	1. Check if the submitted documents are complete	None	5 minutes	<i>RD receiving and releasing staff/Administrative Aide</i>
	1.1. Evaluate submitted proposals	None	1 week	<i>Technical working Group Members</i>
2. Revise Proposal as suggested by the TWG	2. Endorse TWG approved proposal	None	2hrs	<i>Chair-Technical Working Group</i>
	2.1. Present and Endorse proposal to RDE Council	None	10mins	<i>Research Director</i>
3. Implement study/project	3. Issue Notice to Proceed	None	1 day	<i>Research Director</i>
	TOTAL:	None	6 days, 2hrs, 15minutes	



2. Request for Travel Funds

a. Approval of Request

This procedure aims to provide funding to faculty and staff who wish to attend RD related activities such as trainings, seminars, conferences and fora,

Office:	Research and Development Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	WPU Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
RD Request form <i>with attached;</i>			Research and Development Office	
Invitation letter indicating the amount of registration fee			Client	
Program			Client	
Acceptance			Client	
Abstract of Research paper to be presented			Client	
Request letter (<i>if not for paper presentation /research trainings</i>)			Client	
Other documents as may be required by the office			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished RD request form	1. Receive submitted documents	None	3 mins	<i>RD receiving and releasing staff</i>
	1.1. Verify/evaluate submitted documents	None	1 day	<i>RD Monitoring and Evaluation officer</i>
	1.2. Review and Endorse Request to VP for RDE for approval	None	2hrs	<i>Research Director</i>
	1.3. Review and sign request	None	2hrs	<i>VP RIDE</i>



	<p>1.4. Release processed request</p> <p><i>Note: Copy of processed request will be forwarded to RD office and requesting party</i></p>	None	5 mins	VP RIDE receiving and releasing staff
	TOTAL:	None	1 day, 4hrs, 8 minutes	



3. Request for travel funds to attend trainings/seminars/conferences/fora

a. Disbursement of Funds

This procedure aims to provide faculty and staff funding for RD related activities.

Office:	Research and Development Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	WPU Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Disbursement forms (<i>IOT, BUR, DV etc.</i>) with complete attachments required by the accounting office			Research and Development Office	
Approved RD request form			Research and Development Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished disbursement forms	1. Receive submitted documents	None	3 mins	<i>RD receiving and releasing staff</i>
	1.1. Record and write fund source of disbursement	None	3 mins	<i>RD Monitoring and Evaluation officer</i>
	1.2 Forward disbursement documents to VP RDE for signature	None	5mins	<i>RD receiving and releasing staff/Administrative Aide</i>
	1.3 Receive Disbursement documents	None	3mins	<i>VP RDE receiving and releasing staff/Administrative Aide</i>
	1.4 Sign disbursement documents	None	2hrs	<i>VP RIDE</i>
	1.5. Release signed disbursement documents to concerned office	None	5mins	<i>VP RDE receiving and releasing staff/Administrative Aide</i>
	TOTAL:	NONE	2hrs, 19 minutes	



4. Request for Incentives

This procedure aims to guide university faculty and staff who wish to claim incentive for their research outputs which were published in recognized scientific journals and/or presented in national and international conferences and symposia.

Office:	Research and Development Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	WPU Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
RD Request form for Incentives <i>with attached;</i>			Research and Development Office	
Oral/poster Presentation (Abstract, Acceptance, Certificate of Recognition)			Client	
Publication (Acceptance, Published article with journal cover)			Client	
Other documents as may be required by the office			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished disbursement forms	1. Receive submitted documents	None	3 mins	<i>RD receiving and releasing staff</i>
	1.1. Verify/evaluate submitted documents	None	1 day	<i>RD Monitoring and Evaluation officer</i>
	1.2. Prepare disbursement documents (Incentives payroll/DV, BUR)	None	5mins	<i>RD Monitoring and Evaluation officer</i>
	1.3. Forward disbursement documents to VP RDE for signature	None	5mins	<i>RD receiving and releasing staff/Administrative Aide</i>
	1.4. Sign disbursement documents	None	1 hr	<i>Vice President for RDE</i>
	1.5. Release signed disbursement documents to concerned office	None	5 mins	<i>VP RDE receiving and releasing staff/Administrative Aide</i>
	TOTAL:	None	1 day, 1hr, 18 minutes	



5. Request for Research & Development Related Data

Requests for data and information being generated, processed, or held by the Research and Development Office to be used for official purposes.

Office:	Research and Development Office			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	WPU Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
RD request form			Research and Development Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request forms	1. Receive submitted documents	None	3 mins	<i>RD receiving and releasing staff/Administrative Aide</i>
	1.1. Check if information requested is available at the office	None	3 mins	<i>RD Monitoring and Evaluation officer</i>
	1.2. Approves request	None	5mins	<i>RD receiving and releasing staff/Administrative Aide</i>
	1.3. Prepare requested documents	None	1-10 days depending on the data requested	<i>VP RIDE receiving and releasing staff/Administrative Aide</i>
	1.4. Release processed request and requested data, if approved	None	2mins	<i>VP RIDE receiving and releasing staff/Administrative Aide</i>
	TOTAL:	None	1 – 10 days & 13 minutes	



Office of the Campus Director

External Services



1. Issuance of Certificate of Appearance

This procedure intends to issue a certificate of appearance to personnel on official business and transacts at the WPU-Puerto Princesa Campus.

Office:	Campus Director Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business			
Who may avail:	Government Agencies and Private Companies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Travel order			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the travel order	1. Receive the travel order 1.1 Print the Certificate of Appearance 1.2 Sign the Certificate of Appearance	None	13 minutes	<i>OCD Frontline Staff</i>
2. Claim signed Certificate of Appearance.	2. Record and release the signed Certificate of Appearance.	None	2 minute	<i>OCD Frontline Staff</i>
TOTAL:		None	15 minutes	



2. Request for Facilities

This procedure intends to accommodate the request for campus facilities.

Office:	Campus Director Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Government Agencies and Private Individuals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved letter request			Requisitioner	
Accomplished request for use of University facilities (form)			Campus Admin Office	
Official Receipt for private requester			Cash Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter request	1. Receive the letter 1.1 Issue Request for Use of Facilities Form 1.2 Inform the requisitioner to pay the rent	None	5 minutes	<i>OCD Frontline Staff</i>
2. Submit accomplished form	2. Issue order of payment	None	5 minutes	Accounting Office
3. Pay the facility rental	3. Issue receipt	Venue: P1200.00/hr LED: P15K/event	4 minutes	<i>Cash Office staff</i>
4. Submit OR	4. Approve the request form	None	6 minutes	<i>Campus Administrator</i>
5. Claim the approved request for facilities form	5. Release the approve request form	None	5 minutes	<i>OCD Frontline Staff</i>
	TOTAL:	None	25 minutes	



3. Issuance of Vehicle Gate Pass Sticker

This procedure aims to establish a standard and systematic procedure in the issuance of Vehicle Gate Pass Sticker to applicants with vehicles being used to enter the Western Philippines University (WPU) Campus.

Office:	Campus Director Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students and private individuals with vehicle			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Vehicle pass/ sticker application statement of personal data form			Admin Staff	
Updated O.R and C.R of the vehicle / Deed of Sale of vehicle if Second hand (photocopy)			Requester	
Updated Driver's License (photocopy)			Requester	
2 x 2 Id picture				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the application/ renewal form and attach a photocopy indicated in the requirement slip.	1. Issue a gate pass application form and requirement slip. 1.1 Check the filled-out application form and attached documents. 1.2 Issue an Order of Payment to the applicant for payment of the Cash	None	2 minutes	<i>OCD Frontline Staff</i>



	Office			
2. Pay at the Cash Office	2. Issue an Official Receipt	PHP 20.00	4 minutes	<i>Cash Office</i>
3. Submit OR to GSO	3. Check OR and record the number	None	2 minutes	<i>OCD Frontline Staff</i>
4. Receive gate pass sticker	4. Issue vehicle gate pass sticker	None	2 minutes	<i>OCD Frontline Staff</i>
	TOTAL:	PHP 20.00	10 minutes	



4. Issuance of Gate Pass

This procedure intends to check the materials that will be demobilized from the university.

Office:	Office of the Campus Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Non-WPU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
List of materials to be moved out			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the list of materials and photos to be moved out of campus	1. Receive the list of materials and other documents	None	4 minutes	<i>OCD Frontline Staff</i>
	1.1 Issue Order of payment	None		
2. Pay at the Cash Office	2. Issue OR	P5.00	4 minutes	<i>Cash Office</i>
	2.1 Print Gate Pass	None	3 minutes	<i>OCD Frontline Staff</i>
	2.2 Sign Gate Pass	None	3 minutes	<i>OCD Frontline Staff</i>
3. Receive Gate Pass	3. Issue gate pass.	None	1 minute	<i>OCD Frontline Staff</i>
TOTAL:		None	15 minutes	



Office of the Campus Administrator

Internal Services



1. Request for Facilities

This procedure intends to accommodate the request for campus facilities.

Office:	Campus Director Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Citizen			
Who may avail:	WPU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished request for use of University facilities (form)			Campus Director Office	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form	1. Receive the accomplished form	None	1 hour	<i>OCD Frontline Staff</i>
	1.1 Check availability of facility requested	None		<i>OCD Frontline Staff</i>
	1.2 Record the requested schedule	None		<i>OCD Frontline Staff</i>
	1.3 Approve the request form	None		<i>Campus Director</i>
2. Claim the approved request for facilities form	2. Release the approve request form	None		<i>OCD Frontline Staff</i>
	TOTAL:	None	1 hour	



Library

External Services



1. Inside Reading Use of Library Resources (Automated)

This service allows the client to borrow library resources for inside use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID.			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources through the Online Public Access Catalog (OPAC)	None	None	2 minutes	None
2. Log in to the Attendance System of the section.	None	None	1 minute	None
3. Present the material to be used at the counter and deposit the school ID card.	3. Record the transactions in the library system	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. After use, surrender the borrowed material and claim the deposited school ID card	4. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	
TOTAL:		None	6 minutes	



2. Inside Reading Use of Library Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable or materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID.			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources in the book stack	None	None	3 minutes	None
2. Upon the use of the material, fill out the Inside Reading Slip (InsideRS)	2. Collect the filled-out slip together with the school/ ID card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. After use, surrender the borrowed material and claim the deposited school ID card	3. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	6 minutes	



3. Inside Reading Use of Library Resources (Outside Researcher)

Allows the outside researchers to borrow learning resources. All materials are for inside reading use only.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Outside researcher			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID. Card Official Receipt			Client Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay a research fee	1. Release order of payment and instruct the outside researcher to pay in the Cashier Office	PHP 50.00	1 minute	<i>Cashier's personnel</i>
2. Search library learning resources through the Online Public Access Catalog (OPAC)/Bookstack	None	None	3 minutes	None
3. Upon the use of the material, fill out the Inside Reading Slip (InsideRS).	3. Collect the filled-out slip together with valid ID card	None	1 minute	<i>Circulation In- Charge</i> <i>Periodical and Special Collection In-Charge</i>
4. After use, surrender the borrowed material and claim the deposited valid ID card	4. Receive and check the borrowed material and release the valid ID Card.	None	2 minutes	<i>Circulation In- Charge</i> <i>Periodical and Special Collection In-Charge</i>
	TOTAL:	PHP 50.00	7 minutes	



4. Home-reading Use of Learning Resources (Automated)

Allows the client to borrow learning resources for overnight use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Library Account/ Library System Account 2. Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the OPAC/book stack	None	None	2 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Receive and check out the book at the client's Library Account 2.1. Instruct the client to fill out the Book Card	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
3. Sign the loaning receipt.	3. Release the borrowed book 3.1. File the Book Card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the loaning receipt. <i>Note: Overdue material is charged 10 pesos/ day.</i>	4. Check and receive the borrowed book 4.1. Clear out the client's borrowing record 4.2. Issue an order of payment for overdue material	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	7 minutes	



5. Home-reading Use of Learning Resources (Manual)

This service allows the client to borrow library resources manually for home reading use. This process only applies when the system is unavailable and materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account			Library IGP Office	
Valid school I.D Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the book stack	None	None	3 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Issue and instruct the client to fill out two (2) Home-reading Slip (HomeRS) and Book Card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. Fill out two (2) HomeRS and one the Book Card.	3. Check the filled-out form, then release the book together with one filled-out HomeRS 3.1. File the Book Card and the filled-out HomeRS	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the Home-reading Slip. Note: Overdue material is charged 10 pesos/ day.	4. Check and receive the borrowed book 4.1. Clear out the client's borrowing record	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>



	4.2. Issue an order of payment for overdue material			
	TOTAL:	None	8 minutes	

6. Use of Multimedia Materials and Equipment

Allows the clients to utilize the multimedia and equipment.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school I.D Card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out two (2) Library Equipment and Multimedia Materials Request Form	1. Check the availability of the requested materials and equipment 1.1 Approve the request 1.2 Released multimedia materials or equipment	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. Return the borrowed multimedia materials or equipment.	2. Check the condition of the borrowed materials or equipment 2.1 Record the transactions	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	4 minutes	



7. Automated Renewal of Library Learning Resources (Face to Face Transaction)

Allows the client to renew the learning resources in person through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school I.D Card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal.	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. Sign the loaning receipt.	2. Release the renewed book.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	2 minutes	



8. Manual Renewal of Library Learning Resources (Face to Face Transaction)

This service allows the client to manually renew library resources in person. This process only applies when the system is unavailable.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal and the filled-out Home-reading Slip (HomeRS).	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1. Indicate the new due date in the HomeRS	None	1 minute	
	1.2. Release the renewed book and the filled-out HomeRS	None		
TOTAL:		None	3 minutes	



9. Online Renewal of Library Learning Resources

Allows the client to borrow the learning resources online.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Library Renewal form or send a message on our official Facebook page.	1. Check the filled-out renewal form 1.1. If no discrepancy is found, proceed to the renewal of the book 1.2. Send the loaning receipt via email or Facebook messenger to the client	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	Total:	None	2 minutes	



10. Use of Library Facilities (Instructional Media Center (IMC))

This service enables students to have interactive discussions. This service also enables clients to have participatory discussions (can accommodate 100-150 clients).

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school I.D Card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Instructional Media Center Request form	1. Check the availability of the requested use date of the IMC.	None	2 minutes	<i>IMC In-Charge</i>
	1.1. Approve the request	None		
	1.2. Prepare the requested facilities and equipment	None	2 minutes	
2. Sign in to the Library Log Sheet at the assigned IMC.	3. Check the requested facilities and equipment after use	None	2 minute	<i>IMC In-Charge</i>
TOTAL:		None	6 minutes	



11. Use of Library Facilities (Discussion Room)

This facility can accommodate 5-7 clients in a room for an interactive discussion.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school I.D Card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Discussion Room Request Form	1. Check the availability of the Discussion Room	None	2 minutes	<i>IMC In-Charge</i>
	1.1. Approve the request			
	1.2. Collect the client's ID card and assist the client to the assigned room		1 minute	
2. Sign in to the Library Log Sheet in the assigned room.	2. Check the requested room after use, then release the ID card of the client	None	2 minutes	<i>IMC In-Charge</i>
	TOTAL:	None	5 minutes	



12. Use of Library Facilities (Virtual Discussion Room)

Allows interactive discussions among clients online.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school I.D Card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Virtual Discussion Room Reservation Form/ Virtual Discussion Room Reservation Online Form.	1. Check the availability of the requested date of use of the Virtual Discussion Room	None	2 minutes	<i>IMC In-Charge</i>
	1.1. Approve the request			
	1.2. Provide the link to the client's preferred social media account or other online platform		1 minute	
	1.3. Assist the requester during the start of the activity and afterward transfer the hosting to the client		1 minute	
	TOTAL:	None	4 minutes	



13. Use of E-Library Services

Allows students to use library computers for their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the E-Library Log sheet.	1. Collect the ID Card and provide a computer number to the client	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. After use, return the computer number to the E-Library Counter.	2. Release the client's identification card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	2 minutes	



14. Library Reference Services (Library Online and Phone Reference Assistance)

Allows the clients to raise questions about their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries through its Official Facebook Page, Online Forms, and Phone numbers.	1. Answer queries, provide the needed information of the client	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	10 minutes	

15. Library Reference Services (Library Reference Assistance, Face-to-face Transaction)

Allows the clients to raise simple or complex questions for their research and information needs through face-to-face transactions.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask queries to the reference librarian/reference staff	1. Answer queries and/or direct clients to the OPAC for their information Search	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



16. Library Reference Services (Online Databases)

This service provides clients access to the library's online databases.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for access to the Library's Online Databases.	1. Provide access to the client	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	2 minutes	



17. Library Reference Services (Document Delivery Services)

Allows clients to obtain online learning resources remotely.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Document Delivery Service Form	1. Check and retrieve the information /materials requested by the client.	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Send and provide the information/ materials requested via the preferred format and social media of the client.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Upon release, log the transaction in the Document Delivery Release Log Sheet.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	12 minutes	



Library

Internal Services



1. Inside Reading Use of Library Resources (Automated)

This service allows the client to borrow library resources for inside use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID.			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources through the Online Public Access Catalog (OPAC)	None	None	2 minutes	None
2. Log in to the Attendance System of the section.	None	None	1 minute	None
3. Present the material to be used at the counter and deposit the school ID card.	3. Record the transactions in the library system	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. After use, surrender the borrowed material and claim the deposited school ID card	4. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	6 minutes	



2. Inside Reading Use of Library Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable or materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employee ID.			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources in the book stack	None	None	3 minutes	None
2. Upon the use of the material, fill out the Inside Reading Slip (InsideRS).	2. Collect the filled-out slip together with the school/ID card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. After use, surrender the borrowed material and claim the deposited school ID card	3. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	6 minutes	



3. Home-reading Use of Learning Resources (Automated)

Allows the client to borrow learning resources for overnight use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the OPAC/book stack	None	None	2 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Receive and check out the book at the client's Library Account. 2.1 Instruct the client to fill out the Book Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
3. Sign the loaning receipt.	3. Release the borrowed book. 3.1 File the Book Card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the loaning receipt. <i>Note: Overdue material is charged 20 pesos/ day.</i>	4. Check and receive the borrowed book. 4.1 Clear out the client's borrowing record. 4.2 Issue an order of payment for overdue material.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	7 minutes	



4. Home-reading Use of Learning Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable and materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the book stack	None	None	3 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Issue and instruct the client to fill out two (2) Home-Reading Slips (HomeRS) and the Book Card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. Fill out two (2) Home-reading Slips and the Book Card.	3. Check the filled-out slip, then release the book together with one filled-out HomeRS. 3.1 File the Book Card and the filled-out HomeRS.	None None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the Home-reading Form. <i>Note:</i> Overdue material is charged 20 pesos/ day.	4. Check and receive the borrowed book. 4.1 Clear out the client's borrowing record. 4.2 Issue order of payment for overdue material.	None	2 minutes	
TOTAL:		None	8 minutes	



5. Use of Multimedia Materials and Equipment

Allows the clients to utilize the multimedia and equipment.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employee ID			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out two (2) Library Equipment and Multimedia Materials Request Form	1. Check the availability of the requested materials and equipment.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Approve the request.	None	1 minute	
	1.2 Released the multimedia materials or equipment.	None		
2. Return the borrowed multimedia materials or equipment.	2. Check the condition of the borrowed materials or equipment	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	4 minutes	



6. Automated Renewal of Library Learning Resources (Face to Face Transaction)

Allows the client to renew the learning resources in person through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employee ID			OSAS	
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal.	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. Sign the loaning receipt.	2. Release the renewed book.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	2 minutes	



7. Manual Renewal of Library Learning Resources (Face to Face Transaction)

Allows the client to borrow the learning resources in person. This transaction is only applicable when the system is unavailable.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Employee ID			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal and the filled-out Home-reading Slip (HomeR).	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Indicate the date of the new due date in the HomeRS.	None	1 minute	
	1.2 Release the renewed book and the filled-out HomeRS.	None		
TOTAL:		None	3 minutes	



8. Online Renewal of Library Learning Resources

Allows the client to borrow the learning resources online.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Employee ID			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Library Renewal form or send a message on our official Facebook page.	1. Check the filled-out renewal form.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1. If no discrepancy is found, proceed to the renewal of the book.	None		
	1.2. Send the loaning receipt via email or Facebook messenger of the client.	None		
	TOTAL:	None	2 minutes	



9. Use of Library Facilities (Instructional Media Center (IMC))

This service enables students to have interactive discussions. This service also enables clients to have participatory discussions (can accommodate 100-150 clients).

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school I.D Card			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Instructional Media Center Request form	1. Check the availability of the requested use date of the IMC.	None	2 minutes	<i>IMC In-Charge</i>
	1.1 Approve the request.	None		
	1.2 Prepare the requested facilities and equipment	None	2 minutes	
2. Sign in to the Library Log Sheet at the assigned IMC.	2. Check the requested facilities and equipment after use	None	2 minute	<i>IMC In-Charge</i>
	TOTAL:	None	6 minutes	



10. Use of Library Facilities (Discussion Room)

This facility can accommodate 5-7 clients in a room for interactive discussions.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employee I.D.			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Discussion Room Request Form	1. Check the availability of the Discussion Room.	None	2 minutes	<i>IMC In-Charge</i>
	1.1 Approve the request.	None		
	1.2 Collect the client's ID card and assist the client to the assigned room.	None	1 minute	
2. Sign in to the Library Log Sheet at the assigned room.	2. Check the requested room after use, then release the ID card of the client.	None	2 minutes	<i>IMC In-Charge</i>
	TOTAL:	None	5 minutes	



11. Use of Library Facilities (Virtual Discussion Room)

Allows participatory discussions among clients online.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employees ID			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Virtual Discussion Room Reservation Form/ Virtual Discussion Room Reservation Online Form.	1. Check the availability of the requested date of use of the Virtual Discussion Room.	None	2 minutes	<i>IMC In-Charge</i>
	1.1 Approve the request.	None		
	1.2 Provide the link to the client's preferred social media account or other online platform.	None	1 minute	
	1.3 Assist the requester during the start of the activity and afterward transfer the hosting to the client	None	1 minute	
	TOTAL:	None	4 minutes	



12. Use of E-Library Services

Allows clients to use library computers for their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employee ID			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the E-Library Log sheet.	1. Collect ID Card and provide a computer number to the client	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. After use, return the computer number at the E-Library Counter.	1. Release the client's identification card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



13. Use of Library Facilities (Class Research)

Allows the faculty to use the library for their class research.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fillout the Library Class Research Request Form.	1. Check the availability of the requested date of use of the library facility. 1.1 Approve the request.	None	3 minutes	<i>Circulation In-Charge</i>
TOTAL:		None	3 minutes	

14. Library Reference Services (Library Online and Phone Reference Assistance)

Allows the clients to raise questions about their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries through its Official Facebook Page, Online Forms, and Phone numbers.	1. Answer queries, provide the needed information of the client	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	10 minutes	



15. Library Reference Services (Library Reference Assistance, Face-to-face Transactions)

Allows the clients to raise simple or complex questions for their research and information needs through face to face transaction.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask queries to the reference librarian/ reference staff	1. Answer queries and/or direct clients to the OPAC for their information search	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	

16. Library Reference Services (Online Databases)

This service provides clients access to the library's online databases.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. As access to the library Online Databases.	1. Provide access to the client	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



17. Library Reference Services (Document Delivery Services)

Allows clients to obtain learning resources remotely.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Document Delivery Service Form	1. Check and retrieve the information/ materials requested by the client.	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Send and provide the information/ materials requested via the preferred format and social media of the client.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Upon release log the transaction in the Document Delivery Release Log Sheet.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:			12 minutes	



18. Request for Library Learning Resources

Allows the clients to request their needed library materials through acquisition.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Library Requisition Form noted by their immediate supervisor.	1. Check the filled-out form.	None	5 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Ensure that the requested material meet the criteria based on the Acquisition and Selection Policy.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Endorse the request if the criteria are met to the University Librarian for approval. If not, inform the requester.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.3 Include the request in the Purchase Request for acquisition.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	8 minutes	



Health Services Office

External Services



1. Pre-Enrollment Medical and Dental Examination

Freshmen and transferees are required to submit themselves for medical and dental examination prior to enrollment. This aims to discover the signs of illness and physical defects in order to correct them; check on the health habits of students; and prevent the progress of those which cannot be corrected.

Office:	Health Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Freshmen Students and Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Health Record form		University Store		
1-piece ordinary folder with plastic cover (long)		University Store		
1 piece fastener		University Store		
1-piece 2x2 ID picture (to be pasted on the Student Health Record)		Photo Studio		
Official Receipt for medical certification fee.		Cashier's Office		
Medical Certificate / clearance for enrollees with pre-existing medical conditions		Attending physician		
Barangay, Police and Judge Clearance (for enrollees with tattoo)		Respective Barangays, Municipal Police Station, Municipal Trial Court		
Reminders				
All clients must observe proper personal hygiene		Personal responsibility		
All male students should be in prescribed haircut		Personal responsibility		
Earrings are not allowed for male clients		Personal responsibility		
Colored nail polish is not allowed. Nails must be trimmed short		Personal responsibility		
No fancy hair color		Personal responsibility		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill out the client log sheet.	1. Issue Order of payment 1.1. Provide the check list of requirements needed for the issuance of medical certificate.	None	3 minutes	<i>Nursing Attendant</i> <i>Administrative Aide/Ambulance Driver/Dental Aide</i>
2. Pays medical certification fee at Cashier's Office	2. Receives payment and issue Official Receipt	PHP50.00	5 minutes	<i>Cashier's Office</i>
3. Returns the receipt to University Infirmary	3. Evaluate the accomplished Student Health Record (SHR)	None	3 minutes	<i>Administrative Aide</i>
4. Proceed to OPD area.	4. Conduct initial assessment and physical examination of client.	None	10 minutes	<i>Nurse Attendant</i> <i>University Nurse</i> <i>University Physician</i>
5. Claims medical certification.	1. Release of medical certificate. 5.1 Provide client satisfaction and feedback form.	None	3 minutes	<i>Nurse Attendant</i> <i>Campus Nurse</i>
	TOTAL:	PHP50.00	24 minutes	



2. Medical and Dental Consultation and Treatment of Client

The University offers medical and dental consultation services on matters that ailed the clients physically, mentally, or socially. This is done on daily basis unless there are school-initiated activities. The clients who are diagnosed with health problems during daily consultation will be given initial doses of prescribed medicines that are available.

Office:	Health Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2G- Government to Government			
Who may avail:	Students and WPU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Consultation form			University Infirmary	
Student Health Record (SHR)			University Infirmary	
Laboratory Request Slip			University Infirmary	
Laboratory result			Hospital/Clinic with laboratory facility	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the client log sheet.	1. Retrieves the Student Health Record (SHR). 1.1 Issue consultation Form 1.2 Assess the client's vital signs and medical history	None	5 minutes	<i>Nursing Attendant</i>
2. Proceed to consultation room.	2. Undergo medical/dental consultation and treatment.	None	10 minutes	<i>University Physician/ University Dentist</i>
3. Proceed to Nurse Station.	3. Carry out doctor's order.	None	5 minutes	<i>Campus Nurse/ Nursing Attendant</i>
	TOTAL:	None	20 minutes	



3. Medical examination for in-campus and off-campus activities and other purposes

All participants of in-campus and off-campus curricular and non-curricular activities as per order of the Department of Education (DepEd) and Commission on Higher Education (CHED) are required to undergo medical examination. This includes sports, cultural, on the job training, community immersion, scholarship grants, pregnant student and other school-related activities. Health services also cater private individuals within the community for medical examination as a requirement for any health-related purposes.

Office:	Health Services Office	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizens G2G- Government to Government	
Who may avail:	Students, Employees and Private individuals	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Sports and Cultural Activities		University Infirmary
Annual Physical Examination (APE) form		
Student Health Record (SHR)		University Infirmary
For On the Job Training (internship, practice teaching, field instruction, practicum, field work, community immersion and the like) scholarship grants,		Cashier's Office
Official Receipt for medical certification fee.		
Laboratory request slip		University Infirmary
Laboratory Result		Hospital/Clinic with laboratory facility
For pregnant Woman.		
Medical clearance (from her attending physician) stating that she is fit to continue her studies.		Attending Physician (Obstetrician)
Notarized parental consent (if single and below 25 years old) or a notarized consent from spouse (if married and above 25 years old)		Notary Public
Reminders: <ul style="list-style-type: none"> - All clients must observe proper personal hygiene. - All male students should be in prescribed haircut. - Earrings are not allowed for male clients. - Colored nail polish is not allowed. Nails must be trimmed short. - All female students must bring pregnancy test kit with disposable cup for collection of urine sample. 		Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the client log sheet and present the request or any proof of securing medical certificate.	1. Issue order of payment. 1.1 Issue requirement checklist, and laboratory request slip	None	3 minutes	<i>Ambulance Driver/Dental Aide</i> <i>Administrative Aide</i>
2. Pays Medical Certification fee at Cashier's Office	2. Receives payment and issue Official Receipt.	Student/ employee PHP50.00 Private Individual- PHP200.00	5 minutes	Cashier's Office
3. Submits the official receipt and laboratory result to University Infirmary.	3. Receives official receipt and laboratory result. 3.1 Retrieve Student Health Record (SHR) 3.2 Fill out Annual Physical Examination (APE) form 3.3 Undergo initial physical assessment	None	6 minutes	<i>University Nurse</i> <i>Campus Nurse</i> <i>Nursing attendant</i>
4. Proceed to University Physician.	4. Conduct medical examination.	None	10 minutes	<i>University Physician</i>
5. Claim medical certificate.	5. Release of medical certificate 5.1. Provides client satisfaction and feedback form	None	3 minutes	<i>Nursing Attendant</i>
	TOTAL:	PHP50.00 / PHP200.00	27 minutes	



Health Services Office

Internal Services



1. Pre-employment and Annual Physical Examination

Entry level physical examination for new employee, part timer and annual physical examination of permanent faculty and staff are required to determine physical deficiencies and communicable diseases possessed by them for proper referral and management.

Office:	Health Services Office	
Classification:	Simple	
Type of Transaction:	G2G- Government to Government	
Who may avail:	WPU Faculty and Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Pre-Employment		
Laboratory Request Slip		WPU Infirmary
Order of Payment		WPU Infirmary
One (1) 2x2 ID Picture		Photo Studio
One (1) Ordinary Folder (Long) with case/cover		University Store
One (1) fastener		University Store
Official Receipt		Cashier's Office
Original copy of laboratory test results of: <ul style="list-style-type: none"> - Routine urinalysis - Complete Blood Count (CBC) - Blood chemistry (FBS, Total Cholesterol, Blood Uric Acid, Serum Creatinine) - Chest X-ray (Posterior-Anterior view) - Drug test (DOH-accredited laboratory/agency) - Neurological-psychiatric examination (<i>For newly hired promoted and reclassified employee</i>) - Psychological Test (<i>For newly hired, promoted and reclassified employee</i>) 		Hospital/clinic with laboratory facilities
B. Part Time Faculty		
Medical Certificate issued from any government Physician.		Government Physician
Annual Physical Examination (APE) of permanent employees and for scholarship grants.		
Laboratory request slip		WPU Infirmary
Order of Payment (Only for scholarship, promoted and reclassified employees only)		WPU Infirmary



Below 40 years old:- Routine urinalysis Complete blood count (CBC) Chest X-ray (PA view) 40 years old and above: Routine urinalysis Complete blood count (CBC) Chest X-ray (PA view) Blood chemistry (FBS, Total Cholesterol Blood Uric Acid, Serum Creatinine		Hospital/clinic with laboratory facilities		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the client log sheet and present any proof of securing medical certificate.	1. Issue order of payment. (for pre-employment, scholarship, promoted and reclassified employees only) 1.1. Issue requirement checklist, and laboratory request slip	None	3 minutes	<i>Administrative Aide Dental Aide</i>
2. Pays medical certification fee at Cashier's Office	2. Receives payment and issue Official Receipt	PHP 50.00	5 minutes	<i>Cash Office Frontline Staff</i>
3. Submits official receipt and laboratory result to the University Infirmary.	3. Receives official receipt and laboratory result. 3.1. Retrieves Employee Health Record. 3.2. Fill out needed forms to undergo physical assessment,	None	10 minutes	<i>University Nurse Nursing Attendant</i>



4. Proceed to OPD area.	4. Conduct medical/physical examination.	None	10 minutes	<i>University Physician</i>
5. Claims medical certificate.	5. Release of medical certificate 5.1. Provide client satisfaction and feedback form.	None	3 minutes	<i>Campus Nurse</i>
	TOTAL:	PHP 50.00	33 minutes	



Student Welfare and Services Office

External Services



1. Counseling Services

The Guidance and Counseling Office provides individual and group counseling sessions to support students in handling personal, academic, and social concerns. Students can freely express their thoughts, emotions, and challenges in a safe and confidential environment. Counseling services are accessible through walk-in sessions, scheduled appointments, referrals from faculty or peers, and mandatory exit interviews for those leaving or transferring from the university. Guidance counselors help students develop coping strategies, improve decision-making skills, and enhance overall well-being. Follow-up sessions may be scheduled for students requiring continuous support and intervention.

Office:	SWSO			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Students (needing academic, personal, social, or career counseling)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			n/a	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Guidance Office (walk-in) or respond to a call slip (called-up).	1. Welcomes the client and provides necessary forms.	None	5-10 minutes	<i>Guidance staff</i>
2. Fill out the counseling form.	2. Reviews and collects forms.	None	5 minutes	<i>Guidance counselor</i>
3. Undergo individual/group counseling.	3. Conducts the session.	None	30-60 minutes	<i>Guidance counselor</i>
4. Sign the log sheet.	4. Ensures log sheet completion	None	5 minutes	<i>Guidance staff</i>
5. Follow-up if necessary.	5. Schedules follow-up sessions if needed.	None	5-10 minutes	<i>Guidance counselor</i>
6. Present University Clearance (Exit Interview).	6. Verifies clearance.	None	10 minutes	<i>Guidance counselor</i>
7. Complete Exit Interview Form.	7. Conducts interview and signs clearance.	None	15 minutes	<i>Guidance counselor</i>
	TOTAL:	None	1 hour, 50 minutes to 3 days	



2. E-Portfolio Registration

The E-Portfolio Registration is an essential requirement for students to document their academic achievements, extracurricular activities, skills, and professional experiences. This digital portfolio serves as a valuable tool for career preparation, internship applications, scholarship qualifications, and employment opportunities. Regularly updating the E-Portfolio ensures students have an organized and professional record of their accomplishments, making them more competitive in the job market.

Office:	SWSO			
Classification:	Technical			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Students (Student Aide and Graduating Students)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) 2x2 ID picture (blue background, nameplate, formal attire with a collar)			SWSO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire if the E-Portfolio online registration online is available.	1. Respond to queries.	None	2 minutes	SWSO staff
2. If available, visit https://career.wpu.wpu.edu.ph/	2. Verify the link if it is correct.	None	3 minutes	SWSO staff
3. Use your student ID number to register and create a unique password.	3. Assist the client in registration.	None	5 minutes	SWSO staff
4. After you register log-in with your student ID number and password.	4. Help the client to log in.	None	3 minutes	SWSO staff
5. Create your resume name.	5. Assist in creating the resume of the client.	None	2 minutes	SWSO staff
6. Proceed to fill-out your personal information.	6. Check and verify the information of the client,	None	10 minutes	SWSO staff
7. Open and download the .pdf of your resume and attach your 2x2 ID picture.	7. Reminds students to keep their data up to date.	None	2 minutes	SWSO staff
	TOTAL:	None	27 minutes	



3. Individual Inventory Service

The Individual Inventory Service is designed to collect, organize, and maintain students' academic, personal, and psychological profiles to assist in guidance and intervention planning. This record serves as a comprehensive reference for counselors in providing personalized advice, tracking student progress, and identifying areas for support. All freshmen, transferees, and returning students are required to accomplish the Individual Inventory Folder, which contains background information, career aspirations, academic performance, and psychological test results. The data is kept confidential and securely stored in the Guidance and Counseling Office. This service plays a vital role in enhancing student welfare, monitoring personal growth, and ensuring targeted assistance for those in need.

Office:	SWSO			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	All freshmen, transferees, and returnees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Individual Inventory Folder.			Guidance Office	
Sign-in on the log sheet after submission.			Guidance Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Individual Inventory Folder (for freshmen, returnees, and transferees).	1. Provides and explains the folder.	None	10-15 minutes	<i>Office Staff</i>
2. Submit the completed folder to the Guidance Office.	2. Verifies submission.	None	5 minutes	<i>Campus Guidance Counselor/Practitioner</i>
3. Sign the log sheet	3. Logs the submission and ensures record-keeping.	None	5 minutes	<i>Office Staff</i>
	TOTAL:	None	25 minutes	



4. Request For Student Assistant (SA)

The Student Assistant (SA) Program is a university initiative that provides financial aid and work experience to students through part-time employment in various university offices. This program helps students develop time management, administrative, and interpersonal skills while assisting faculty and staff. The program fosters a strong work ethic, professional growth, and a sense of responsibility among students.

Office:	SWSO			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Students applying as a Student Assistant Offices requesting SA services			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved request letter for Student Assistant (SA).				
Checklist of requirements for SA applicants.				
Referral letter (if applicable).				
Request for Emergency Student Labor form.				
Employment Sheet.				
Medical Certificate (issued by the university physician, stating fitness to work).				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the University President (Project In-Charge).	1. Receives and processes request letter.	None	1-2 days	<i>Office staff</i>
2. Provide a copy of the approved request letter to the Administrative Aide.	2. Logs request details.	None	10 minutes	<i>Office staff</i>
3. Fill out the log sheet (Applicant).	3. Verifies applicant details.	None	5 minutes	<i>Office staff</i>
4. Secure checklist of requirements.	4. Provides checklist and explains required documents.	None	5 minutes	<i>Office staff</i>
5. Submit required documents.	5. Screens applications and forwards to the OSWS Director.	None	1-2 days	<i>Office staff</i>
6. Wait for screening and selection results.	6. Verifies applicant qualifications.	None	3-5 days	<i>Director, SWSO</i>
7. If selected, comply with hiring procedures.	7. Certifies fund availability; Records Office	None	2-3 days	<i>Budget Officer, Records Staff</i>



	secures final approval.			
	TOTAL:	None	10 days, 40 minutes	

5. Conduct and Administration of Other Tests

The Testing Section administers IQ tests, career assessments, and other psychological evaluations to help students gain insight into their cognitive abilities, career interests, and mental well-being. These assessments play a crucial role in academic placement, career decision-making, and personal development. The results are used by guidance counselors, educators, and university personnel to provide appropriate interventions and recommendations. Testing schedules are regularly announced, and students are encouraged to participate to better understand their strengths, weaknesses, and potential career paths.

Office:	SWSO			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Students (seeking psychological or career-related assessments)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			n/a	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check test announcements.	1. Post test schedules on bulletin boards and online.	None	10 minutes	<i>Office staff</i>
2. Enter data in the attendance sheet.	2. Collects examinee data.	None	5 minutes	<i>Office staff</i>
3. Submit required documents.	3. Verifies documents.	None	10 minutes	<i>Office staff</i>
4. Listen to test orientation.	4. Conducts orientation on test mechanics.	None	20 minutes	<i>Psychometrician</i>
5. Take the test.	5. Administers and supervises the test.	None	1-2 hours (depends on test type)	<i>Psychometrician</i>



6. Wait for the release of results.	6. Evaluates answer sheets and prepares results.	None	1-3 days	<i>Psychometrician</i>
7. Present evaluation form to the counselor.	7. Provides guidance and documentation.	None	15 minutes	<i>Guidance counselor</i>
8. Sign the Release of Information Form	8. Ensures completion of release forms.	None	5 minutes	<i>Office staff</i>
	TOTAL:	None	4 days, 2 hours, 55 minutes	



Institutional Student Programs and Services Office

External Services



1. Availment of WPU –Funded Scholarship

Western Philippines University (WPU) is committed to providing accessible and transparent scholarship services, ensuring that deserving students receive financial assistance through a streamlined and efficient application process.

Office:	SAS - Institutional Student Programs and Services			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Qualified students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Checklist are listed under each scholarship	SAS- Scholarship Section			
Accomplished application form	SAS- Scholarship Section			
Certification of Grades (for old students)/Photocopy of SF 9 Progress Report Card (for freshies applicants)	Registrar / Senior High School Attended			
Certificate of Good Moral Character	VPSAS Secretary			
Certificate of Registration	Registrar			
Certification from the Teacher In-charge / Principal that he / she graduated on top of the class. (for freshies applicants)	Teacher In-Charge/Principal of Senior High School Attended			
Proof of Position as Barangay Official	Issuing Authority			
Barangay Clearance	Barangay Captain			
Letter of application for scholarship	From the applicant itself			
Certification of tribal affiliation	Tribal Chieftain or Authorized Person			
Original Birth Certificate/ Authenticated Birth Certificate issued by the Philippine Statistics Authority	PSA			
Medical certificate issued and signed by the University Physician	WPU Health Services			
Certification of passing the try-outs, signed by the members of screening committee	Sports Screening Committee			
Parent Consent	Parent of the applicant			
Endorsement Certificate	Scholarship endorsing authority			
Certification that the parent is a WPU employee	WPU HR office			
Certification on the length of service rendered by the employee	WPU HR office			
Position order	ROTC Commanding Officer			
Result of qualifying exam	Testing Services			
PWD ID Card / Certification of Disability	DSWD			
Solo Parent ID	DSWD			
Certification that the applicant is a dependent of Military Personnel from DND who die or become incapacitated in line with duty	Military Head			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Secure application form and list of documentary requirements for the scholarship/ financial assistance being applied for;</p>	<p>1. Release application form, checklist of requirements and instruct the applicant to submit the necessary documents.</p> <p>Incomplete requirements will not be accepted.</p>	<p>None</p> <p>25.00 for COG 50.00 for Medical Certificate</p> <p>(Applicable only for scholarships requiring these documents)</p>	<p>5 minutes</p>	<p>Scholarship Personnel</p>
<p>2. Submit the documentary requirements submitted.</p>	<p>2. Receive the documentary requirements presented</p>	<p>None</p>	<p>5 mins</p>	<p>Scholarship Personnel</p>
	<p>2.1. Evaluate the documentary requirements vis-a-vis qualifications and retention scholarship policies of the university.</p>	<p>None</p>	<p>10 minutes per grantee/scholar</p>	<p>Scholarship Committee</p>
	<p>2.2. Prepare the qualified list of scholars for endorsement of the Chair of the Scholarship Committee to the University President for</p>	<p>None</p>	<p>2 days</p>	<p>Scholarship Personnel</p>



	approval			
	<p>2.3. Once approved:</p> <ol style="list-style-type: none"> 1. inform the Accounting Office by providing a copy of the approved list of scholars for reference, records, and billing purposes (whichever is necessary). 2. inform the qualified scholars by posting the approved list of scholars at the OSAS Bulletin Board 3. send a copy to the External Campuses 	None	2 days	Scholarship Personnel
	2.4. File the approved list.	None	1 day	<i>Scholarship Personnel</i>
	2.5. Provide the Client Satisfaction Feedback Form	None	5 minutes	<i>Scholarship Personnel</i>
3. Complete the Client Satisfaction Feedback Form and drop it off at the designated place				
	TOTAL:	PHP 75.00	5 days, 25 minutes	



2. Availment of Externally–Funded Scholarship/Financial Assistance Programs

The University facilitates the seamless application and processing of externally-funded scholarships, ensuring that deserving students receive the financial support they need to pursue their education.

Office:	SAS - Institutional Student Programs and Services			
Classification:	Government to Client (G2C)			
Type of Transaction:	Simple			
Who may avail:	Qualified Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		SAS- Scholarship Section		
Accomplished Notice of Award		Concerned Agency/ SAS- Scholarship Section		
Certificate of Registration (COR)		Registrar		
Certificate of Grades (COG)		Registrar		
Photocopy of School Form 9 (SF9)/Progress Report Card (High School/G-12 Card)		Senior High School Attended/Registrar		
Certificate of Good Moral Character		VPSAS Secretary		
Certificate of Indigency		Barangay Captain		
Certificate of Enrolment/Registrar's Certification		Registrar		
Letter of Intent		SAS- Scholarship Section		
Notice of Award		Concerned Agency		
Notice of Admission		Prof Regulation Commission		
Billing Details		SAS- Scholarship Section		
Billing Statement		SAS- Scholarship Section		
Official Receipts for Board Exams		Review Center, PRC		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Inform the concerned grantee/scholar through: posting/FB Messenger/Personal Message. Encourage him/her to submit the required documentary requirements for their grant.	PHP25.00 for COG	4 hrs	Scholarship Personnel
1. Student grantee/scholar is asked to submit documentary requirements for the scholarship qualified for	1. Validate the documentary requirements submitted by the applicant/grantee. a. If complete and correct, compile the documents for submission to concerned agency. b. If incomplete and	None	5 minute per grantee/scholar	Scholarship Personnel



	incorrect, inform the grantee.			
2. Complete the Client Satisfaction Feedback Form and drop it off at the designated place.	2. Provide the Client Satisfaction Feedback Form	None	5 minutes	<i>Scholarship Personnel</i>
	2.1. Prepare the final list/masterlist of grantees/scholars	None	8 hrs	<i>Scholarship Personnel</i>
	2.2. Prepare Billing Details, Billing Statement and Certificate of Enrolment/Registrar's Certification for signature of the authorized personnel (Accountant and Registrar and the Head of Agency)	None	24 hrs	<i>Scholarship Personnel</i>
	2.3. Submit the documents in hard/electronic copy or as advised by the agency concerned.	None	1 hr	<i>Scholarship Personnel</i>
	TOTAL:	PHP 25.00	1 day, 13 hours and 10 minutes	



Head/proceed to the assigned room.	4.1. Guide to the assigned room. Briefly discuss the dormitory rules and regulations.	None	30 minutes	<i>Houseparent Dormitory Staff</i>
5. Complete the Client Satisfaction Feedback Form and drop it off at the designated place.	5. Provide the Client Satisfaction Feedback Form	None	5 minutes	<i>Houseparent Dormitory Staff</i>
	TOTAL:	PHP 1,366.00	1 hour, 35 minutes	



Holistic Development Programs Office

External Services



1. Borrowing of Sports Equipment Procedure

This procedure is used to establish a standard and systematic process for borrowing Sports Equipment.

Office:	Holistic Development Programs Office			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Students/Coaches/Trainers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Conduct of University Olympics			HDPO Office	
Equipment Request Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the HDPO Office and ask for the ERF	1. Inform the client to log in to the visitors log sheet and issue the Equipment Request Form to be filled out.	None	30 minutes	HDPO Office Staff
2. Give his/her ID to the HDPO Office Staff.	2. Get the ID of the client before releasing the equipment/materials and ask the client to log out before exiting the office.	None	5 minutes	HDPO Office Staff
3. Return the sports equipment.	3. Receive and check the physical condition of returned equipment/materials for damages or incomplete equipment.	None	5 minutes	HDPO Office Staff
	3.1 Write the date and time the materials were returned in the log sheet.	None	5 minutes	HDPO Office Staff
	3.2. If equipment is nearly overdue			
	3.2.1. Monitor Log sheet for recall and nearly overdue	None	5 minutes	HDPO Office Staff



	equipment and immediately inform the client			
	3.2.2. Send notice to the clients through SMS or E-mail if they are not physically present in the university	None	10 minutes	<i>HDPO Office Staff</i>
	3.3. Replacement for damaged/lost sports equipment			
	3.3.1. Determine the actual cost of the damaged/lost sports equipment	None	3 hours	<i>HDPO Office Staff</i>
	3.3.2. Discuss with the client that replacement materials shall be the same sports equipment	None	30 minutes	<i>HDPO Office Staff</i>
	3.3.3. Evaluate the replacement equipment and accept it	None	5 minutes	<i>HDPO Office Staff</i>
	3.3.4. Issue a certification indicating that the damaged/lost equipment has already been replaced by the client and Supply Office signed by the HDPO Director and file the certification.	None	5 minutes	<i>HDPO Office Staff</i>
	3.4. Release the ID when the sports equipment/materials are returned and let the client log out in the log sheet before exiting the office.	None	5 minutes	<i>HDPO Office Staff</i>
	TOTAL:	None	4 hours and 45 minutes	



2. Incentives for Gold Medalists in the Regional/National Culture and the Arts Competition

This procedure is used to establish a standard and systematic process of giving incentives to the members of the performing arts groups of WPU.

Office:	Holistic Development Programs Office			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Incentives for Gold Medalists				
List/Proof of membership of the student/s who won the Gold Medal in the Regional/National competition.			Trainer/Adviser	
Payroll			HDPO Office Staff	
Certificates			Trainer/Adviser	
Documentation			Trainer/Adviser	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit the list and other attachment needed as proof that the member of the performing arts group won the Gold Medal in the Regional/National competition to the HDPO Office Staff.	1. Receive the files.	None	5 minutes	HDPO Office Staff
	1.1. Prepare and submit documents such as payroll and other attachments needed to the respective offices.	None	5 days	<i>HDPO Office Staff</i>
	1.2. Follow up the papers	None	5 days	<i>HDPO Office Staff</i>
	1.3. Receive the incentives.	None	1 day	<i>HDPO Director</i>
2. The performing arts group shall go to the HDPO Office	2. Give the incentives.	None	1 hour	<i>HDPO Director</i>
	TOTAL:	None	11 days 1 hour and 5 minutes	



3. Recruitment and Training of Performers

This procedure was used to establish a systematic process in recruiting members of performing arts groups of WPU.

Office:	Holistic Development Programs Office			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Recruitment of Members				
Membership Application Form			Trainer/Adviser	
Photocopy of the Certificate of Registration (COR) for the current semester			Client	
2x2 colored ID picture with white background and complete nametag			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Monitor the announcement of recruitment through WPU FB Page and college bulletin Board	1. Announcements of recruitment are posted through WPU FB Page and College Bulletins.	None	5 minutes	<i>Trainer/Adviser</i>
2. Inform the trainer/Adviser at HDPO that they are interested	2. Give out the Membership Application Form and instruct interested students to secure, accomplish, and submit the requirements to HDPO.	None	5 minutes	<i>Trainer/Adviser</i>
3. Pass the requirements to the Trainer/Adviser	3. Receive and log the requirements and tell the student to wait for the schedule to be posted by the HDPO through college's bulletin board	None	5 minutes	<i>Trainer/Adviser</i>
4. Wait for the schedule of auditions	4. Prepare for the audition	None	30 minutes	<i>Trainer/Adviser with HDPO Office Staff</i>



	4.1. Identify and coordinate with the members of Evaluation Committee	None	30 minutes	<i>HDPO Office Staff</i>
	4.2. Prepare any resources needed for the conduct of the audition	None	30 minutes	<i>HDPO Office Staff</i>
5. Attend the Audition	5. Conduct the Audition	None	1 day	<i>Trainer/Adviser HDPO Office Staff</i>
	5.1. Evaluate the performance of applicants during the audition	None	1 day	<i>Evaluation Committee</i>
6. Wait for the results	6. Inform the applicants of the result of the audition through HDPO.	None	30 minutes	<i>Trainer/Adviser</i>
	6.1. Submit the list of new members and the membership application records to the Director of HDPO/Campus HDPO Coordinator for information and Filing	None	5 minutes	<i>Trainer/Adviser</i>
7. Wait for the schedule and venue of rehearsal	7. Arrange the schedule and venue of rehearsal in coordination with the Director/Coordinator and notify the performers.	None	2 days	<i>Trainer/Adviser</i>
	7.1. Prepare resources needed during rehearsal	None	30 minutes	<i>Trainer/Adviser</i>
8. Attend training/rehearsal	8. Secure the attendance of members before the rehearsal using the log sheet.	None	5 minutes	<i>Trainer/Adviser</i>
	8.1. Prepare/Train the members in performing arts.	None		<i>Trainer/Adviser</i>



	8.2. Instruct members to check out in the log sheet before leaving the rehearsal venue.	None	5 minutes	<i>Trainer/Adviser</i>
	TOTAL:	None	4 days and 3 hours	

3. Request of Performance by other Offices/Agencies

This procedure is used to establish a standard and systematic process of granting request for performance of performing art groups of the WPU.

Office:	Holistic Development Programs Office			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Other Offices/Agencies/Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request of performances by other offices/agencies				
3 Performance Request Form			HDPO Office Staff	
Performance Attendance Form			HDPO Office Staff	
Performance Evaluation Form			HDPO Office Staff	
Log sheet			HDPO Office Staff	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the HDPO Office	1. Give the Performance Request Form that the client will fill out 2.1 (If client is from outside WPU, cover letter addressed to the University President thru the Director/Coordinator shall be included in the Performance Request Form.	None	5 minutes	<i>HDPO Office Staff</i>



<p>2. Submit the accomplished Form to HDPO before requested date of performance.</p>	<p>2. Receive and Log the PRF</p>	<p>None</p>	<p>2 minutes</p>	<p><i>HDPO Office Staff</i></p>
<p>3. Wait for the follow-up.</p>	<p>3. The Performance Request will be evaluated.</p> <p>3.1. If request is denied, notify the client of denial, clearly stating the reason/s for denial</p> <p>3.2. If request is approved, notify the client and prepare for the performance</p> <p>3.3. Inform the Trainer/Adviser about the performance request granted</p> <p>3.4. Coordinate with the client any concerns about the performance as needed</p> <p>3.5. For off-campus performances, secure necessary approvals</p> <p>3.6. As needed, request for excused absences for the performers addressed to the President</p> <p>3.7. Train/oversee training of performers for the performance</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>2 days</p> <p>5 minutes</p> <p>30 minutes</p> <p>3 hours/day</p>	<p><i>HDPO Director/Coordinator</i></p> <p><i>HDPO Director/Coordinator</i></p> <p><i>HDPO Director/Coordinator</i></p> <p><i>Trainer/Adviser</i></p>



	3.8. Accompany the performers during the performance and monitor their attendance using the Performance Attendance Form			
4. Evaluate the service provided by the office using the Performance Evaluation Form.	4. Consolidate the evaluation form and use the result for necessary improvements.	None	15 minutes	HDPO Office Staff
	TOTAL:	None	2 days, 1 hour, 57 minutes	

4. Conduct of University Olympics

This procedure is used to establish a standard and systematic process for the conduct of University Olympics

Office:	Holistic Development Programs Office			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	College Sports Coordinator/Coach/Tournament Manager			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Conduct of University Olympics				
Medical Certificate of Students			Coaches	
Program of Activities of the Olympics			HDPO Director	
Compiled Result of the competitions			HDPO Office Staff	
Result Game Form			HDPO Office Staff	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the HDPO Office for meeting.	1. Convene the College Sports Coordinator to plan and finalize the events for the University Olympics	None	30 minutes	HDPO Director



	1.1. Prepare and submit the budget proposal for the Olympics for the Approval of the University President	None	3 days	<i>HDPO Director</i>
	1.2. Coordinate with the concerned offices for the logistical support for the Olympics	None	5 days	<i>HDPO Director</i>
	1.3. Invite the external referees/umpires for the event	None	2 days	<i>HDPO Director</i>
	1.4. Prepare the finalized program of activities for dissemination to the colleges and other concerned offices.	None	2 days	<i>HDPO Director</i>
	1.5. Conduct orientation among the coaches on the policies and guidelines for the event.	None	3 hours	<i>Tournament Manager</i>
	1.6. Keep track of the updates of the results of competitions and the schedule of games and dissemination to coaches and players.	None	2 hours	<i>College Sports Coordinator</i>
	1.7. Directly supervise the practice and games of the players and attend to the needs of the players during the competitions. In cases of emergency, bring the player to the medical team booth/clinic for medical intervention and advice.	None	5 hours	<i>Coach</i>
	1.8. Keep a record of all the results of the competition for future reference.	None	1 hour	<i>HDPO Director</i>
	TOTAL:	None	12 days 11 hours and 30 minutes	



Admission Services Office

External Services



1. Admission Services

The admission services will serve the students/applicants a systematic procedure for university admission and validate all the requirements Of applicants to ensure that they are eligible to enroll in college.

Office:	ADMISSION			
Classification:	Highly Technical			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Applicants/Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill out the Google Form	Admission Office			
Send Scanned Admission Requirements via Gmail	Client			
Printed Admission Test Schedule	Admission Office			
Claim stub	Admission Office			
Photocopied valid ID of examinee	Client			
Authorization letter from the examinee	Client			
Photocopied valid ID of representative claimant	Client			
2x2 ID picture	Client			
Re-Issuance Form	Admission Office			
Form 138 /Form 9	Client			
Certificate of Good Moral Character	Client			
Authenticated NSO or PSA	Client			
ID Picture (one (1) pc. 2X2 with blue background and nameplate)	Client			
Admission Test Result	Admission Office			
Medical Exam Result	Client			
Drug Test Result	Client released from an accredited drug testing centers			
Transcript of Records (TOR)	Client			
Certificate of Transfer of Credentials/Honorable Dismissal	Client			
DFA and Bureau of Immigration requirement	Client			
CHED Requirements for Foreign Students	Client			
Referral Form	Admission			
Admission Slip	Admission			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online application	1. Evaluate the applicant's personal data and admission requirements thru GMAIL	None	5 minutes	<i>Admission personnel</i>
2. Wait the Admission test schedule	2. Accept the application upon confirmation from the applicant and	None	5 minutes	<i>Admission personnel</i>



	schedule of admission test.			
3. Print out admission test schedule	3. Accept printed admission test schedule of examinee and printed admission examination profile	None	3 minutes	<i>Admission personnel</i>
4. Fill out the admission test log sheet	4. Instruct the examinee to enter his/her data on the admission test log sheet	None	3 minutes	<i>Admission personnel</i>
5. Take the Admission Test	5. Administer admission test	None	1 hour	<i>Admission personnel</i>
6. Present admission stub	6. Release Admission test Result	None	5 minutes	<i>Admission personnel</i>
7. Fill out the Request Form Re-Issuance	7. Release another copy in case of loss	None	3 minutes	<i>Admission personnel</i>
8. Submit admission requirements	8. Instruct the applicants to submit original copy of requirements personally	None	5 minutes	<i>Admission personnel</i>
9. Wait for the acceptance from the system	9. Accept the application of the applicants to the system	None	3 minutes	<i>Admission personnel</i>
10. Proceed to the Guidance councilor	10. If the drug test result of the applicant is positive, refer to the guidance counselor for the proper intervention.	None	3 minutes	<i>Admission personnel</i>
11. Proceed to the college secretary	11. Released admission slip	None	3 minutes	<i>Admission personnel</i>
	TOTAL:	None	1 hour, 38 minutes	



Student Development and Services Office

External Services



1. Signing of Semestral Clearance

A semestral clearance is a certificate giving permission to disengage a student from an institution for a specific semester.

Office:	STUDENT DEVELOPMENT SERVICES OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Semestral Clearance			Respective Colleges	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Client's/Visitors Log Sheet		None	2 minutes	-
2. Present duly accomplished Semestral Clearance Form	2. Receives semestral clearance form 2.1 Reviews completeness of data 2.2 Conducts short interview 2.3 Recommends to the SDS Director for his/her signature	None	2 minutes	<i>SDS Office Staff</i>
3. Seek for the SDS Director's signature	3. Conducts short interview 3.1 Signs the clearance	None	1 minute	<i>SDS Director</i>
4. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	2 minutes	-
	TOTAL:	None	7 minutes	



2. Accreditation/Re-Accreditation of Student Organizations

Recognizing the need of students to organize themselves into groups, society, guild in pursuit of similar interests, advocacy, build relations, foster shared interest, and many more. Accreditation/Re-accreditation of student organizations is conducted in the **first semester** of the school year.

These services aim to provide procedures for the accreditation/recognition of new student organizations and renewal of accreditation/recognition of old student organizations.

Office:	Student Development Services Office
Classification:	Highly Technical
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Students who may want to form into a group, society, guild to promote advocacy and the like
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accreditation of a New Student Organization	N/A
Letter of Request for Accreditation (3 copies)	Applying Organization
Application for Recognition Form (3 copies, please follow format in the form)	SDSO, Applying organization
Nomination and Acceptance of Adviser/Co-Adviser (3 copies, please follow format in the form)	SDSO, Applying organization
Personal Data Sheet [Adviser/s and Student Leader/s] (1 original copy, please follow format in the form)	SDSO, Applying organization
List of Officers (1 original copy, please follow format in the form)	SDSO, Applying organization
Roll of Members (1 original copy, please follow format in the form)	SDSO, Applying organization
Plan of Activities (1 original copy, please follow format in the form)	SDSO, Applying organization
Constitution and By-Laws	Applying organization
Photocopy of valid School ID (Adviser/s and Officers) with signature specimen/ Certificate of Registration (COR)	Applying organization
Re-Accreditation of Old Student Organization	
Letter of Request for Accreditation (3 copies)	Applying Organization
Application for Recognition Form (3 copies, please follow format in the form)	SDSO, Applying organization
Nomination and Acceptance of Adviser/Co-Adviser (3 copies, please follow format in the form)	SDSO, Applying organization
Personal Data Sheet [Adviser/s and Student Leader/s] (1 original copy, please follow format in the form)	SDSO, Applying organization
List of Officers (1 original copy, please follow format in the form)	SDSO, Applying organization
Roll of Members (1 original copy, please follow format in the form)	SDSO, Applying organization



Plan of Activities (1 original copy, please follow format in the form)	SDSO, Applying organization			
Constitution and By-Laws	Applying organization			
Photocopy of valid School ID (Adviser/s and Officers) with signature specimen/ Certificate of Registration (COR)	Applying organization			
Accomplishment Report - Second Semester of previous school year (1 copy, please follow format in the form)	SDSO, Applying organization			
Financial Report - Second Semester of previous school year (1 copy, please follow format in the form)	SDSO, Applying organization			
Passbook (in the name of the organization) - all funds must be deposited in the depository bank chosen by the organization				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Monitor the start or schedule of accreditation/ re-accreditation	1. Post schedule of accreditation/re-accreditation of student organizations	None	30 minutes	SDSO Staff Applying organization
2. Fill out Client's/Visitors Log sheet	2. Request the client to fill out the logsheet	None	2 minutes	Applying organization
3. Inquire requirements for accreditation/ re-accreditation	3. Release copy of list of requirements for accreditation 3.1 Conduct interview	None	5 minutes	SDSO Staff, Applying organization
4. Submit/upload the application and other supporting documents for accreditation/re-accreditation to the SDS Office	4. Accept and check completeness/correctness of submitted/uploaded application and supporting documents	None	3 days	SDSO Staff, Applying organization
	4.1 Return submitted/uploaded documents for revision if needed	None	1 day	SDS Office Staff, Applying organization
5. Comply with document deficiencies		None	3 days (minor revision)	SDS Office Staff, Applying organization



			7 days (major revision)	
6. Resubmit/re-upload the application and other supporting documents for accreditation/ re-accreditation to the SDS Office	6. Verify document compliance	None	1 day	<i>SDS Office Staff, Applying organization</i>
7. Seek approval of application	7. Prepare Certificate of Accreditation 7.1 Endorses to SDS Director for approval of the application for accreditation/ re-accreditation 7.2 Endorses to VP-SAS for approval of the application for accreditation/ re-accreditation 7.3 Endorses to the University President for approval of application for accreditation/ Re-accreditation	None	30 min	<i>SDS Office Staff, Applying organization</i>
8. Follow-up result of application	8. Inform whether the application was approve/ disapprove 8.1 Return approved application and supporting documents for binding	None	1 day	<i>SDSO Staff</i>



9. Submit softbound accreditation documents	9. Receive and compile submitted softbound accreditation documents	None	3 days	SDSO Staff Applying organization
10. Receive Certificate of Accreditation	10. Release Certification of Accreditation to concerned student organizations	None	30 minutes	SDSO Staff Applying organization
11. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	2 minutes	
	TOTAL:	None	14-20 days, 1 hour & 39 minutes	

3. Conduct of In-Campus Activities

Student organizations are empowered. They are given the freedom to conduct any legal activity that would capacitate and equip them with 21st century skills. The student activities would also enhance their university-life experience.

This service provides assistant to students to conduct in-campus activities.

Office:	Student Development Services Office			
Classification:	Simple			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request			Applying Organization	
Activity Proposal/Plan			Applying Organization	
Budget plan if it entails expenses			Applying Organization	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Client's/ Visitors log sheet	1.1 Request the client to fill out the logsheet.	None	2 minutes	
2. Submit letter of request and supporting documents	2. Check and verify submitted documents	None	30 minutes	SDSO Staff Applying organization



addressed to the University President	2.1 Return submitted documents if revision is needed	None	5 minutes	SDSO Staff Applying organization
3. Comply with document deficiencies		None	1-2 days	SDSO Staff Applying organization
4. Re-submit letter of request and supporting documents	4. Check and verify submitted documents	None	30 minutes	SDSO Staff Applying organization
5. Forward the verified documents for recommendation and approval of SDS Director and VP-SAS	5. Prepare Certificate of Accreditation	None	30 minutes	SDSO Staff
	5.1 Review, approve and endorse the activity for approval	None	1 - 2 days	SDSO Staff SDS Director VP-SAS
6. Submit documents to the Office of University President	6. Approve/deny the request	None	10 days	SDSO Staff University President
7. Accomplish the Client Feedback Form and place it in the drop box thereafter.		None	2 minutes	
	TOTAL:	None	12-14 days, 1 hour & 39 minutes	



4. Conduct of Local Off-Campus Activities

Off-campus activities are integral part of the academic life of the student. Participation to curricular and non-curricular off-campus activities are permitted provided approval and proper documentation is secured by the student/group/class.

This service provides assistance to students to conduct student local off-campus activities.

Office:	Student Development Services Office
Classification:	Highly Technical
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Students who may want to form into a group, society, guild to promote advocacy and the like
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Curricular Activities	N/A
Request letter addressed to the President (3 copies)	Applying organization
Course Syllabus (1 copy)	Faculty-In-Charge
Notarized Certificate of Compliance (3 copies, please follow format in the form)	Applying organization
CHED checklist of requirements	
Itinerary of Travel (Destination)	Applying group/student/class
Picture of Student Handbook or Manual	Applying group/student/class
Notarized parent's consent and waiver (please follow format in the form)	Parents/Guardian/Students
Medical Clearance of the Students	University Health Officer
Personnel-In-Charge (picture of Office Order)	Faculty-In-Charge
Picture of first aid kit	University Infirmary
Breakdown of Fees/Funds	Faculty-In-Charge
Insurance (list of insured students and proof of insurance provision)	Student Supreme Council
Mobility - updated documents (registration, insurance, driver's license, roadworthiness, etc)	University Motorpool/Third Party of Subcontracting/Travel and Tour Operator
LGUs/NGOs (approved letter sent to LGUs)	LGUs/NGOs
Consultation with students and parents (minutes of the meeting, attendance sheet, announcements, pictures)	Faculty-In-Charge
Learning Journal	Faculty-In-Charge
Emergency Preparedness Plan	University Safety Officer
Non Curricular Activities	
Request letter addressed to the President (3 copies)	



Notarized Certificate of Compliance (3 copies, please follow format in the form)	Applying organization
CHED checklist of requirements	
Itinerary of Travel (Destination)	Applying group/student/class
Picture of Student Handbook or Manual	Applying group/student/class
Notarized parent's consent and waiver (please follow format in the form)	Parents/Guardian/Students
Medical Clearance of the Students	University Health Officer
Personnel-In-Charge (picture of Office Order)	Faculty-In-Charge
Picture of first aid kit	University Infirmary
Breakdown of Fees/Funds	Faculty-In-Charge
Insurance (list of insured students and proof of insurance provision)	Student Supreme Council
Mobility - updated documents (registration, insurance, driver's license, roadworthiness, etc)	University Motorpool/Third Party of Subcontracting/Travel and Tour Operator
LGUs/NGOs (approved letter sent to LGUs)	LGUs/NGOs
Consultation with students and parents (minutes of the meeting, attendance sheet, announcements, pictures)	Faculty-In-Charge
Learning Journal	Faculty-In-Charge
Emergency Preparedness Plan	University Safety Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Client's/ Visitors log sheet	1. Fill out the client's logsheet.	None	2 minutes	
2. Submit letter of request and supporting documents addressed to the University President	2. Check and verify submitted documents	None	30 minutes	SDSO Staff Applying organization
	2.1 Return submitted documents if revision is needed	None	5 minutes	SDSO Staff Applying organization
3. Comply with document deficiencies		None	1-2 days	SDSO Staff Applying organization
4. Re-submit letter of request and supporting documents	4. Check and verify submitted documents	None	30 minutes	SDSO Staff Applying organization
5. Forward the verified documents for recommendation and approval of SDS Director and VP-SAS	5. Prepare Certificate of Accreditation	None	30 minutes	SDSO Staff
	5.1 Review, approve	None	1 - 2 days	SDSO Staff



	and endorse the activity for approval			<i>SDS Director VP-SAS</i>
6. Submit documents to the Office of University President	6. Approve/deny the request	None	1-10 days	<i>SDSO Staff University President</i>
7. Submit documents to the Office of University President	7. Approve/deny the request	None	1-10 days	<i>SDSO Staff University President</i>
8. Scan and submit all document to SDSO	8. Receive and compile the hardcopy and scanned documents 8.1 Send /upload scanned copy of documents to CHED	None	15 days	<i>SDSO Staff SAS/SDSO Staff</i>
9. Accomplish the Client Feedback Form and place it in the drop box thereafter.	9. Assist the client	None	2 minutes	
	TOTAL:	None	17-27 days, 2 hours & 9 minutes	



5. Management of Student Cases

This service aims to provide procedures for the filing of complaints and investigation of cases filed.

Office:	STUDENT DEVELOPMENT SERVICES OFFICE			
Classification:	Complex			
Type of Transaction:	Government to Client (G2C)			
Who may avail:	Bonafide students of the University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Complaint			Concerned complainant	
Affidavit of witnesses			Concerned complainant	
Other documentary evidences			Concerned complainant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of complaint addressed to the VP-SAS	1. Receive and review the document	None	1 day	VP-SAS
2. Attend hearings of the case, if the complaint is meritorious	2. Conduct preliminary inquiry	None		SDS Director Security Officer
	2.1. Conduct investigation	None		VP-SAS, SDS Director, Admin Staff (Legal Officer), Security, SSC President
	2.2. Submit recommendation to the Academic Council through the President, if there is a <i>prima facie</i> case formal investigation will be made	None		Academic Council
	2.3. Review the findings and recommendation by the Investigating Committee	None		Academic Council



Accounting Office

External Services



1. Verification of Student's Account/Balance/Loan

This procedure aims to check the subsidiary ledger of the student to assess for any outstanding obligation to the University.

Office:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Parents, Scholarship Grantor/s			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration (COR) or			Registrar's Office	
Identification (ID) Card of the student			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter; present the student's COR or ID card. Note: Representative must present his/her own ID card	1. Check the student's account in the system	None	5 minutes	<i>Accounting Personnel Accountant</i>
2. Claim billing slip	2. Issue a billing slip to the student for any balances	None	1 minute	<i>Accounting Personnel Accountant</i>
	TOTAL:	None	6 minutes	



2. Signing of Clearance

This procedure intends to facilitate the signing of student's clearance for midterm and/or final examination purposes.

Office:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration (COR) or		Registrar's Office		
Identification (ID) Card of the student		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance at the receiving counter and COR or ID card Note: Representative must present his/her own ID card	1. Check the student's account in the system 1.1 *If with an outstanding balance, issue a Billing slip to the student for any balances; 1.2 If without balances, sign the student's clearance	None	4 minutes	<i>Accounting Personnel Accountant</i>
2. Claim signed clearance	2. Release the signed clearance	None	1 minute	<i>Accounting Personnel Accountant</i>
	TOTAL:	None	5 minutes	



3. Issuance of Student's Statement of Account

This procedure aims to facilitate the issuance of student's statement of account.

Office:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration (COR) or		Registrar's Office		
Identification (ID) Card of the student		Client		
Official Receipt		Cash Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the COR or ID. Note: Representative must present his/her own ID card	1. Request for the student to sign the log book 1.1. Issue An order of payment to the student for the certification fee	None	2 minutes	<i>Accounting Personnel Accountant</i>
2. Present the Official Receipt	2. Verify the student's account in the system; prepare the Statement of Account and forward it to the accountant for signature	PHP 25.00	5 minutes	<i>Accounting Personnel Accountant</i>
3. Claim the student's statement of account	3. Release the student's statement of account	None	1 minute	<i>Accounting Personnel Accountant</i>
	TOTAL:	PHP 25.00	8 minutes	



Accounting Office

Internal Services



1. Preparation of Payroll for Employees

This aims to establish a standard and systematic policies and procedures in preparation of voucher/payroll for employees' benefits and remittances.

Office:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Contract of Service/Job Order Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For payroll/Voucher Preparation				
DTR			Client	
Contract			Client	
Accomplishment Report			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit supporting documents to the receiving staff of Accounting Office	1. Receiving personnel shall initially check the completeness of SDs from concerned offices and the required signatures therein using the appropriate checklist	None	5 minutes	<i>Accounting Staff</i>
	1.1 If complete, receive and forward to processing staff;			
	1.2 If incomplete, attach action slip and return to client			
	1.3 Prepare the Payroll/ BURs	None	25 minutes	



	TOTAL:	None	30 minutes	
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2. Preparation of Voucher for Employees' Benefits and Remittances

This aims to establish a standard and systematic policies and procedures in preparation of voucher/payroll for employees' benefits and remittances.

Office:	Accounting Office			
Classification:	simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Contract of Service/Job Order Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
DV			Accounting Processing Staff	
List of Deductions			Accounting Posting Staff	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit supporting documents to the receiving staff of Accounting Office	1. Receiving personnel shall initially check the completeness of SDs from Processing staff and the required signatures therein using the appropriate checklist 1.1 If complete, receive and forward to processing staff;	None	5 minutes	<i>Accounting Staff</i>
	1.2 If incomplete, attach action slip and return to Processing staff 1.3 Prepare the Disbursement Voucher for Remittances	None	15 minutes	<i>Accounting Staff</i>
	TOTAL:	None	20 minutes	



3. Issuance of Certification

This aims to establish a standard and systematic policies and procedures in issuance of certification requested from the Accounting Office.

Office:		Accounting Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		WPU Employees / BAC / Procurement Office		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request	1. Receive request letter for certification and forward to preparer;	None	5 minutes	<i>Accounting Staff</i>
	1.1 Prepare the requested document and forward to Accountant for review and signature;		15 minutes	<i>Accounting Staff</i>
	1.2 Accountant reviews and signed the document if found in order		5 minutes	<i>Accountant</i>
1. Receive the certification	2. Release the certification	None	5 minutes	<i>Accounting Staff</i>
TOTAL:		None	30 minutes	



Cash Office

External Services



1. Collection of Fees

This aims to establish a systematic procedure in collecting payments from clients (students).

Office:	Cash Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration/ID			Client	
Order of payment			Registrar, Accounting, HRMO, Records IGP, BELS/ASHS	
Payment			Cash Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present COR/ID and order of payment	1. Validate COR/ID, order of payments, delivery receipts and encode payment	(Please refer to schedule of fees)	5 minutes	AO V/ Cashier III, AO III/ Cashier II, Aasst. II, AAide I
2. Claim official receipt	2. Issue official receipt	None	3 minutes	
	TOTAL:	(Please refer to schedule of fees)	8 minutes	



Schedule of Fees

FEES Description	Amount (PhP)	Frequency per Semester per Year	Board Resolution Number and Date Approved
Tuition Fee (Undergraduate)	200.00/unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007 & Res. No. 343, s. 2011 dated March 4, 20211
Tuition Fee (MS)	400.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Tuition Fee (PhD)	600.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Miscellaneous Fees:			
Laboratory Fee (Undergraduate)	250.00/ unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Laboratory Fee (MS)	300.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Laboratory Fee (PhD)	500.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Computer Fee	150.00	per Semester	Res. No. 25-a, s. 1995 dated March 16, 1995
Registration Fee	100.00	per Semester	Res. No. 298, s. 2010 dated June 4, 2010
Evaluation fee	100.00	as requested	Res. No. 298, s. 2010 dated June 4, 2010
Late Registration	100.00	as requested	Res. No. 298, s. 2010 dated June 4, 2010
Medical/Physical examination fee	50.00	per Semester	Res. No. 167, s. 2007 dated December 17, 2007
Library Fee	100.00	per Semester	Res. No. 56, s. 2005 dated April 1, 2005
Athletic Fee (freshmen only)	100.00	per Semester	Res. No. 56, s. 2005 dated April 1, 2005
Cultural fee	50.00	per Semester	Res. No. 234, s. 2009 dated March



			20, 2009
SCUAA fee	300.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Security fee	100.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Garbage fee (184)	50.00	per Semester	Res. No. 298, s.2010 dated June 4, 2010
Guidance fee (184)	100.00	per Semester	Res. No. 154, s. 2014
OTHER FEES:			
Internet Connection fee	300.00	per Semester	Res. No. 147, s. 2002 dated September 4, 2002
Internet Connection fee	150.00	for Summer Term	Res. No. 147, s. 2002 dated September 4, 2002
Student Teaching fee	800.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Development fee	800	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Testing fee	300.00	Once for new	Res. No. 298, s.2010 dated June 4, 2010
Student Handbook fee	100.00	Once for new	Res. No. 298, s.2010 dated June 4, 2010
Student ID Card (for old and new students)	120.00	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Placement fee	150.00	Once for incoming freshmen	None
Transcript of Records	100.00/page	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Diploma Fee	100.00	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Honorable Dismissal	50.00	as requested	None
Leave of Absence (LOA)	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Special Permit	25.00	as requested	None



Dropping/Changing of subjects	50.00	as requested	None
Certification/Authentication/Verification fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Psychological Test Fee (BS Criminology students only)	300.00 / student		Res. No. 56, s. 2005 dated April 1, 2005
Completion fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Authentic Fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Trust (184)			
Deposit fee	50.00	once for new	None
NSTP (CWTS/LLS/ROTC)	300.00	2 Semester only	None
School Organ fee	100.00	Per Semester	Res. No. 312, s. 2010 dated October 12, 2010
OJT-Local	1,000.00	as requested	Res. No. 35 s. 2013
OJT-National	1,500.00	as requested	Res. No. 35 s. 2013
OJT-International	\$ 100.00	as requested	Res. No. 35 s. 2013

Certified True and Correct:


 RALPH E. PALAO
 Board Secretary



2. Disbursement Through Check

This is to establish a standard and systematic disbursement procedure for payment through checks.

Office:	Cash Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration/ID			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID, Special Power of Attorney (SPA) & valid ID of representative	1. Validate COR/ID 1.1 Verify the name of the claimant to the payroll/voucher	None	3 minutes	<i>Cash Personnel</i>
2. Sign Payroll/ voucher	2. Check the payroll/voucher if properly signed in 2 copies with date; and photocopy the ID of representative	None	3 minutes	<i>Cash Personnel</i>
3. Receive Check	3. Disburse check to claimant	None	2 minutes	
	TOTAL:	None	8 minutes	



3. Disbursement through Cash

This is to establish a standard and systematic disbursement procedure for payment through cash.

Office:	Cash Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration			Registrar	
Valid ID			Client	
Special Power of Attorney (for representative)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID, Special Power of Attorney (SPA) & valid ID of representative	1. Validate COR/ID	None	3 minutes	<i>Cash Office Personnel</i>
	1.1 Verify the name of the claimant to the payroll/voucher		3 minutes	
2. Sign Payroll/voucher	2. Check the payroll/voucher if properly signed in 2 copies with date, and photocopy the ID of representative	None	3 minutes	<i>Cash Office Personnel</i>
3. Receive Cash	3. Disburse cash to the claimant	None	1 minute	
	TOTAL:	None	10 minutes	



Cash Office

Internal Services



1. Collection of Fees

This aims to establish a systematic procedure in collecting payments from WPU employees.

Office:	Cash Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	WPU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID			Client	
Order of payment			HR/Records/IGP/BAC/WPU Infirmary/ Security Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID, order of payments, delivery receipts	1. Validate ID, order of payments, delivery receipts and encodes payment	(Please refer to schedule of fees)	3 minutes	<i>Cash Office Frontline Staff</i>
2. Claim official receipt	2. Issue official receipt	None	1 minute	<i>Cash Office Frontline Staff</i>
	TOTAL:	(Please refer to schedule of fees)	4 minutes	



Schedule of Fees

FEES Description	Amount (Php)	Frequency per Semester per Year	Board Resolution Number and Date Approved
Tuition Fee (Undergraduate)	200.00/unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007 & Res. No. 343, s. 2011 dated March 4, 20211
Tuition Fee (MS)	400.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Tuition Fee (PhD)	600.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Miscellaneous Fees:			
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Laboratory Fee (PhD)	500.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Computer Fee	150.00	per Semester	Res. No. 25-a, s. 1995 dated March 16, 1995
Registration Fee	100.00	per Semester	Res. No. 298, s. 2010 dated June 4, 2010
Evaluation fee	100.00	as requested	Res. No. 298, s. 2010 dated June 4, 2010
Late Registration	100.00	as requested	Res. No. 298, s. 2010 dated June 4, 2010
Medical/Physical examination fee	50.00	per Semester	Res. No. 167, s. 2007 dated December 17, 2007
Library Fee	100.00	per Semester	Res. No. 56, s. 2005 dated April 1, 2005
Athletic Fee (freshmen only)	100.00	per Semester	Res. No. 56, s. 2005 dated April 1, 2005
Cultural fee	50.00	per Semester	Res. No. 234, s.



			2009 dated March 20, 2009
SCUAA fee	300.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Security fee	100.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Garbage fee (184)	50.00	per Semester	Res. No. 298, s.2010 dated June 4, 2010
Guidance fee (184)	100.00	per Semester	Res. No. 154, s. 2014
OTHER FEES:			
Internet Connection fee	300.00	per Semester	Res. No. 147, s. 2002 dated September 4, 2002
Internet Connection fee	150.00	for Summer Term	Res. No. 147, s. 2002 dated September 4, 2002
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Development fee	800	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Testing fee	300.00	Once for new	Res. No. 298, s.2010 dated June 4, 2010
Student Handbook fee	100.00	Once for new	Res. No. 298, s.2010 dated June 4, 2010
Student ID Card (for old and new students)	120.00	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Placement fee	150.00	Once for incoming freshmen	None
Transcript of Records	100.00/page	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Diploma Fee	100.00	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Honorable Dismissal	50.00	as requested	None
Leave of Absence (LOA)	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007



Special Permit	25.00	as requested	None
Dropping/Changing of subjects	50.00	as requested	None
Certification/Authentication/Verification fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Psychological Test Fee (BS Criminology students only)	300.00 / student		Res. No. 56, s. 2005 dated April 1, 2005
Completion fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Authentic Fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Trust (184)			
Deposit fee	50.00	once for new	None
NSTP (CWTS/LLS/ROTC)	300.00	2 Semester only	None
School Organ fee	100.00	Per Semester	Res. No. 312, s. 2010 dated October 12, 2010
OJT-Local	1,000.00	as requested	Res. No. 35 s. 2013
OJT-National	1,500.00	as requested	Res. No. 35 s. 2013
OJT-International	\$ 100.00	as requested	Res. No. 35 s. 2013

Certified True and Correct:

RALPH E. PALAO
Board Secretary



2. Disbursement Through Check

This is to establish a standard and systematic disbursement procedure for payment through checks.

Office:	Cash Office Main			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	WPU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid Identification Card			Government Office/Client	
Special Power of Attorney for Representative			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID, Special Power of Attorney (SPA) & valid ID of representative	1. Validate COR/ID	None	3 minutes	<i>Cash Personnel</i>
	1.1 Verify the name of the claimant to the payroll/voucher		3 minutes	
2. Sign Payroll/voucher	2. Check the payroll/voucher if properly signed in 2 copies with date; and photocopy the ID of representative	None	3 minutes	<i>Cash Personnel</i>
3. Receive Check	3. Disburse check to claimant	None	1 minute	<i>Cash Personnel</i>
	TOTAL:	None	10 minutes	



College of Fisheries and Natural Sciences

External Services



1. Release/Issuance of Student's Department Clearance

This procedure aims to ensure that students have settled their obligations before enrollment, graduation, or transfer.

Office:	CFiNS Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CFiNS Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration (COR) or			Registrar's Office	
Identification (ID) Card of the student			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach and present COR/ID card to the CFiNS Personnel	1. Check the student's ID card/ number/COR and enter in the department clearance form	None	2 minutes	<i>CFiNS Personnel</i>
2. Receive the clearance and write in a log book	2. Issue/ release the clearance form to the student	None	1 minute	<i>CFiNS Personnel</i>
	TOTAL:	None	3 minutes	



2. Application for Graduation

This procedure intends to ensure that students have complied with or submitted the requirements for graduation.

Office:	CFiNS Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CFiNS Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Graduation Form (3 original copies)		Registrar's Office		
Tree Planting Form (3 original copies)		OSAS Office/ CFiNS Office		
Birth Certificate (authenticated by PSA/NSO)		Client		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled out application form for graduation, tree planting form and copy of birth certificate	1. Check the submitted requirements and endorse to the Registrar's Office.	None	5 minutes	<i>CFiNS Personnel</i>
2. Wait for the registrar's feedback, verification, and confirmation.	2. Notify and advise the student about the status of their academic records.	None	15 minutes	<i>CFiNS Personnel</i>
3. Receive the student's copy of the application for graduation	3. Release the student's copy of the application for graduation	None	3 minutes	<i>CFiNS Personnel</i>
TOTAL:		None	23 minutes	



3. Administration of Entrance Exam for Graduate Program

This procedure intends to ensure that admitted students are capable of handling the rigors of graduate study.

Office:	CFiNS Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Applicant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transcript of Records		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about exam and present TOR to CFiNS personnel	1. Check applicant's TOR	None	5 minutes	<i>CFiNS Personnel</i>
2. If qualified, the student will be allowed to take the entrance exam	2. Administer entrance examination	None	1 hour	<i>CFiNS Personnel</i>
3. Receive the result of the entrance exam.	1. Release the results of the examination *If the student passed, the application for admission will be released along with the requirements.	None	1 day	<i>CFiNS Personnel</i>
4. Comply all the requirements needed for requirements needed for enrollment	4. Check the requirements for enrollment	None	15 minutes	<i>CFiNS Personnel</i>



	TOTAL:	None	1 day, 1 hour and 18 minutes	
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4. Administration of qualifying exam for CFiNS Undergraduate Program

This procedure intends to ensure that students have the foundation and knowledge for their chosen program.

Office:		CFiNS Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Applicant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Admission Exam Result		OSAS Office		
Form 138 with GWA of 83% up		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the result of the university admission examination	1. Check and verify the admission examination result, copy of form 138 to confirm the general average (at least 83%)	None	5 minutes	<i>CFiNS Personnel</i>
2. Enlist the name and information (contact number)	2. Notify and advise the student for the date of qualifying exam	None	3 minute	<i>CFiNS Personnel</i>
3. Take the qualifying examination	3. Check the examination	None	4 hours	<i>CFiNS Personnel</i>
4. Receive for the result of qualifying examination	4. Release the result of examination	None	5 minutes	<i>CFiNS Personnel</i>
	TOTAL:	None	4 hours and 13 minutes	



College of Criminal Justice Education

External Services



1. Issuance of College Good Moral Certification

This procedure aims to facilitate the issuance of Good Moral Certification to graduates to assess outstanding records to the college.

Office:	CCJE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduates			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
University Good Moral Certification			SAS office	
ID Card (for representative)			Client's representative	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present good moral certification to the college admin aide. Note: Representative must present his/her own ID card	1. Check the university's good moral certification being presented. 1.1. Prepare the college good moral certification	None	5 minutes	<i>College Admin Aide and Dean</i>
2. Claim good moral certification	2. Release the signed college good moral certification	None	1 minute	<i>College Admin Aide</i>
	TOTAL:	None	6 minutes	



2. Enlistment (Loading of Student Course Load for Enrollment)

This procedure intends to facilitate the student's enrollment.

Office:	CCJE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance		CCJE Office		
SSC Fee		SSC Office		
College Org. Fee		CCJESO Office		
Evaluation/Prospectus		CCJE Office		
Grades from AIMS		Registrar Office		
OLSAT Result		CCJE Office		
Admission Slip		SAS		
Inventory Form		SAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to the assigned evaluator for evaluation of grades and loading of student course load.	1. Check the student's clearance, CCJESO and SSC Fee (1 st year to 4 th year) <ul style="list-style-type: none"> • For 1st year check: <ul style="list-style-type: none"> ○ Admission Slip ○ Inventory Form ○ Blank Prospectus ○ OLSAT result. • For 2nd yr to 4th yr evaluate student's 	None	5 minutes	<i>CCJE Faculty evaluator assigned</i>



	Grades following the retention policy and load student course load.			
2. Proceed to the college secretary for Pre-Registration Form Note: Representative must present his/her own ID card with	2. Input student course load and print student pre-registration form	None	5 minutes	<i>CCJE College secretary</i>
3. Claim pre-registration form	3. Release the pre- registration form	None	1 minute	<i>CCJE College secretary</i>
	TOTAL:	None	9 minutes	



College of Education

External Services



1. Issuance of Curriculum Prospectus

This procedure aims for a smooth release of the curriculum prospectus.

Office:	College of Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration (COR) or			Registrar's Office	
Identification (ID) Card of the student			Records Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and accomplish requisition slip	1. Issue requisition slip	None	1 minute	<i>College Staff/ Admin Aide</i>
2. Submit accomplished requisition slip	2. Receive the accomplished requisition slip form.	None	1 minute	<i>College Staff/ Admin Aide</i>
	2.1 Print the requested curriculum prospectus		5 minutes	<i>College Staff/ Admin Aide</i>
	2.2 Sign the curriculum prospectus		2 minutes	<i>Dean of the College or Designated officer in charge</i>
3. Claim curriculum prospectus	3. Issue the curriculum prospectus	None	1 minute	<i>College Staff/ Admin Aide</i>



4. Affix signature in the logbook	4. Assist the student to sign in the logbook as proof of release	None	2 minutes	<i>College Staff/ Admin Aide</i>
	TOTAL:	None	12 minutes	



2. Evaluation of Entrance Credentials

This procedure intends to facilitate the completeness of credentials needed during admission.

Office:		College of Education		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Slip		College of Education		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request a copy of the college admission slip.	1. Issue college admission slip.	None	1 minute	<i>College Secretary</i>
2. Submit the accomplished admission slip.	2. Receive and check the requirements stipulated in the admission slip. If the requirements are complete:	None	2 minutes	<i>College Secretary</i>
	2.1 Sign the admission slip and advise the student to proceed to the Program Chairperson for course advising.		1 minute	
	TOTAL:	None	4 minutes	



3. Course Advising

This procedure intends to facilitate smooth course advising.

Office:		College of Education		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Slip		College of Education		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished and signed admission slip.	1. Receive the admission slip.	None	1 minute	<i>Program Chairperson</i>
	1.1 Check and evaluate student's record.		3 minutes	
	1.2 Advise the student to proceed to the College Assessor or College Secretary for course assessment.		1 minute	
	TOTAL:	None	5 minutes	



4. Course Assessing

This procedure intends to facilitate a smooth course assessing.

Office:	College of Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Slip		College of Education		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished and signed admission slip.	1. Receive the admission slip.	None	1 minute	<i>Designated College Assessor or College Secretary</i>
	1.1 Encode course and update student data.		3 minutes	
	1.2 Assess to determine the total enrollment fee of the student.		2 minutes	
	1.3 Print pre-registration form.		1 minute	
2. Claim pre-registration form.	2. Issue the printed pre-registration form.	None	1 minute	<i>Designated College Assessor or College Secretary</i>
	2.1 Advise the student to proceed to the University Registrar's Office for printing and issuance of a Certificate of		1 minute	



	Registration (COR).			
	TOTAL:	None	9 minutes	



College of Arts and Sciences

External Services



1. Issuance of Certificate of 1,000 Case Hours Compliance

This procedure aims to assist prospective takers of the Social Work Licensure Examinations (SWLE), provide the Certificate of 1,000 Case hours for their application, and assess their readiness to take the SWLE.

Office:	College of Arts and Sciences- Department of Social Work			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	WPU Graduates of the BS in Social Work Program			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Transcript of Records or Diploma			Registrar's Office	
Passing Score to Assessment Test			Social Work Department	
Any valid Identification (ID) Card			Concerned Govt. Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire directly at the social work department and register/log in the designated log sheet;	1. Entertain the client and provide the log sheet	None	5 minutes	<i>Social Work Dept. Chair or designated faculty</i>
2. Present the Transcript of Records or Diploma and valid ID to the receiving officer/faculty;	2. Verify graduation of the alumni	None	5 minutes	<i>Social Work Dept. Chair or designated faculty College Secretary</i>
3. Take the assessment test	3. Provide the assessment test questionnaire and answer sheet	None	5 hours	<i>Social Work Dept. Chair or designated faculty</i>
4. Wait for the result	4. Check and provide the scoresheet	None	20 minutes	<i>Social Work Dept Chair or designated faculty</i>



5. Counselling for those who failed the exam	5. Present the exam result to the client and	None	10 minutes	<i>Social Work Department Chair or designated social work faculty</i>
6. Get 3 copies and fill up Certificate of 1,000 Case hours	6. Provide blank copies of the certificate	None	10 minutes	<i>Social Work Department Chair or designated social work faculty</i>
7. Claim the Certificate of 1,000 Case hours	7. Sign and release Certificate of 1,000 Case hours and provide photocopy of PRC License (RSW)	None	5 minutes	<i>Social Work Department Chair or designated social work faculty</i>
	TOTAL:	None	5 hours and 55 minutes	



2. Signing of Semestral Clearance for BSSW Students (Registration)

This procedure intends to facilitate the signing of student's clearance for the registration (pre-registration and enrollment purposes).

Office:		College of Arts and Sciences		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance		Office of the Student Organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present clearance at the designated desk of STUDENT ORGANIZATION, pay dues, and/or comply with other accountabilities (if any)	1. Receive payment/fees and sign the clearance 1.1 Issue receipt	c/o Student Organization	10 minutes	<i>Student Organization Treasurer, Governor, and adviser</i>
2. Comply with accountabilities (if any) and get clearance signed by the Social Work Department Chair and Research Instructor (for incoming 4 th year	2. Check any accountability of the student at the department's level and require compliance.	None	10 minutes	<i>Social Work Department Chair/Program Coordinator Research Instructor (for 4th year students)</i>
3. Comply with accountabilities in the level of the college (if any) and get clearance signed by the College Secretary.	3. Check any accountability of the student at the College level and require compliance.	None	5 minutes	<i>College Secretary</i>



4. Submit clearance to the admin staff for signing of the Dean.	4. Receive the clearance, check, and facilitate signing at the Dean's level 4.1 Sign the clearance	None	10 minutes	<i>College staff</i> <i>College Dean</i>
5. Claim signed clearance	5. Release the signed clearance	None	1 minute	<i>College staff</i>
TOTAL:		None	36 minutes	



3. BSSW Program Admission (Screening and Interview)

This procedure intends to facilitate the selection of qualifiers from the applicants applying for admission to the Bachelor of Science in Social Work Program

Office:	College of Arts and Sciences			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 138 or its equivalent (for high school graduates), Certificate of Completion or its equivalent (for Alternative Learning System Completers), Evaluation of Grades for shifter, and Transcript of Records (TOR) for and transferees.		Former school of the applicant.		
Admission Test Result		WPU Admission Office		
Identification (ID) Card		Former school of the applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the schedule of screening and interview posted via WPU Facebook, Social Work Department and appearance during screening	1. Acquire list of applicants from the Admission Office and prepare schedule of screening and interview for the applicants	None	5 minutes	<i>Social Work Department Chair or designation faculty</i>
2. Inquire directly at the social work department and register/log in the designated log sheet;	2. Entertain the client and provide the log sheet	None	5 minutes	<i>Social Work Department Chair or designated faculty/ College Secretary</i>
3. Present the requirements to the receiving officer	3. Screen the applicant's documents	None	5 minutes	<i>Social Work Department Chair or designated faculty/ College Secretary</i>
4. Take College Admission	4. Provide the answer sheet,	None	30 minutes	<i>Social Work Department Chair or</i>



Examination (qualifying exam)	questionnaire, and instruction to the applicants			<i>designated faculty</i>
5. Undergo interview	5. Interview the applicant	None	30 minutes	<i>Designated Faculty Interviewer/Enrollment Adviser</i>
6. Wait for the notification via email, text, and/or posting of the result via the Department's Facebook Page	6. Collate the interview score and check the admission test answers of the applicant 6.1 Notify the applicant whether they passed the College Admission via email, text, and/or posting of the result via the Department's Facebook Page	None	3-10 days	<i>Social Work Department Chairperson or designated faculty</i>
	TOTAL:	None	4-10 days & 15 min	



College of Public Administration and Management

External Services



1. Administration of Qualifying Exam for MPA

This procedure aims to test the incoming students' knowledge and ability to proceed with graduate studies.

Office:	College of Public Administration and Management			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	College graduates			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt (Admission Exam)			Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the official receipt for admission exam fee.	1. Check the official receipt and administer the admission exam	None	2 hours	<i>Program chair</i>
2. Receive the admission exam result	2. Release the admission exam result	None	1 minute	<i>Program Chair</i>
	TOTAL:	None	2 hours & 2 minutes	



2. Signing of Semestral Clearance for CPAM students

This procedure intends to facilitate the signing of student's semestral clearance.

Office:		College of Public Administration and Management		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		College Secretary		
Receipt of paid fines		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance to the college staff.	1. Check if clearance was countersigned by the SSC representative and forward it to the college signatories.	None	2 minutes	<i>College staff</i>
2. Claim signed clearance	2. Release the signed clearance	None	2 minutes	<i>College staff</i>
TOTAL:		None	4 minutes	



3. Pre-registration of CPAM Students

This procedure intends to facilitate the assignment of subjects to students who wish to enroll in the college.

Office:	College of Public Administration and Management			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Copy of duly signed Clearance Form			Accounting Office	
Evaluation of Grades			Registrar's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the duly signed lower part of the clearance form.	1. Check the clearance if signed by all signatories.	None	1 minute	<i>Program enrollment adviser</i>
2. Submit the evaluation of grades.	2. Copy the grades from the evaluation sheet to the students' prospectus in the college.	None	5 minutes	<i>Program enrollment adviser</i>
3. Receive the preregistration form	3. Give the appropriate subjects to be taken by the student and print the pre-registration form	None	10 minutes	<i>Program enrollment adviser</i>
TOTAL:		None	16 minutes	



Office of Campus Administrator

External Services



1. Issuance of Certification, Authentication and Evaluation of Grades

This aims to establish a standard and systematic procedure for requesting/ releasing student records/documents.

Office:	Registrar's Office -Quezon Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Certification request				
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Documentary Stamp			BIR	
For Evaluation of Grades request				
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Original copy and photocopy of documents for Authentication			Personal	
For claims				
Claim slip			Registrar's Office	
Valid ID			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request & claim slip and submit to the Registrar personnel together with the required documents / records	1. Receive accomplished request & claim slip; check entries on request, and check the completeness of required documents/records 1.1 Record the transaction in the logbook	None	5 minutes	<i>Registrar Personnel</i>
2. Get an order of payment, and pay to the Cash Office	2. Issue order of payment and advise the client to pay to the Cash Office	Refer to Schedule of Fees	2 minutes	<i>Registrar Personnel</i>



3. Present the OR and get the Claim slip	3. Check the OR and issue the claim slip 3.1. Prepare the evaluation of grade or 3.2. certifications	None	5 minutes 5 days 3 days	<i>Registrar Personnel</i>
4. Receive the requested document	4. Release the requested documents	None	2 minutes	<i>Registrar Personnel</i>
	TOTAL:	Refer to Schedule of Fees	3-5 days & 10 min	

Schedule of Fees

Evaluation of Grades	100.00
Certifications	25.00

Total Processing time

5 days and 10 minutes
3 days and 10 minutes



2. Issuance of Forms (Completion Form, Shifting Form Adding/ Changing / Dropping Form)

This procedure covers the issuance of forms which applies to all undergraduate and graduates students.

Office:	Registrar's Office -Quezon Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment (Completion Form)			Registrar's Office	
Official Receipt (Completion Form)			Cash Office	
Student ID			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the the receiving counter/Fill-out the log-sheet	1.Check records on file	None	2 minutes	<i>Registrar Personnel</i>
2. Get order of payment and pay to the Cash Office. (For forms that require payment)	2. Issue order of payment if the requested form requires payment (completion Form)	PHP 25.00	1 minute	<i>Registrar Personnel</i>
3. Present Official Receipt & and claim the requested form	3. Release the requested form 3.1. Record the transaction in the logbook of released documents/ records.	None	3 minutes	<i>Registrar Personnel</i>
	TOTAL:	PHP 25.00	6 minutes	



3. Adding/Changing/Dropping Subjects and Shifting Course/Program

This aims to establish a standard and systematic procedure for adding, changing or dropping of subject(s).

Office:	Registrar's Office -Quezon Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Student ID			Client	
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Certificate of Registration (COR)			Client	
Accomplished Form			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter/Fill-out the log sheet	None	None	2 minutes	<i>Registrar Personnel</i>
2. Present the accomplished form, get order of payment and pay to the Cash Office (for dropping)	2. Issue order of payment	None	2 minutes	<i>Registrar Personnel</i>
3. Pay to the Cash Office	3. Issue OR	P50.00/ subject	4 minutes	<i>Cash Office Staff</i>
4. Submit the accomplished form with attached required document	4. Receive the accomplished form, input the changes in the student record, record, and file to the student's folder	None	2 minutes	<i>Registrar Personnel</i>



<p>4a. Claim updated COR (for Adding/ Changing/ Dropping subjects)</p> <p>4b. For shifting course/program claim the shifting form and present it to the College Secretary for pre-registration to the new program</p>	<p>4.1. Issue updated COR/return 1 copy of the shifting form</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Registrar Personnel</i></p>
	<p>TOTAL:</p>	<p>PHP 50.00/ subject</p>	<p>12 minutes</p>	



4. Issuance of Certificate of Registration (COR) for Manual Registration

The enrollment process is managed by different offices such as the admission office, respective colleges, cashier and registrar's office. Enrollment Process starts at the admission office for screening of application for admission and screening of admission credentials, Pre- registration in respective colleges and ends at issuance of Certificate of Registration (COR) at the Registrar's Office.

Office:	Registrar's Office -Quezon Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission slip issued by the admission office after screening and validation of admission credentials (For Freshmen & Transferees)		Admission Office		
College Pre-registration/Enlistment and Assessment		Respective College		
SSC Receipt of Payment		Student Supreme Council Office		
Validated Student ID (Old students)		IGP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present admission slip, SSC receipt of payment & validated Student ID	1. Check the requirements 1.1. Check the correctness of entries in the Pre-registration form 1.2. Validate Pre-registration and assign student number for new enrollees. 1.3. Check if the student is qualified to Free Higher Education 1.4. Print two copies of Certificate of Enrollment (COR)	None	9 minutes	<i>Registrar Personnel</i>



2. Claim COR	2. Instruct the student to sign 1 copy of COR (For registrar's copy) 2.1 Release 1 copy for student copy	None	1 minute	<i>Registrar Personnel</i>
	TOTAL:	None	10 minutes	



5. Issuance of Certification (Certificate of Good Moral Character, Scholarship Certificate, and other certification)

These certificates are issued to students needing these documents. These certificates affirm the factual data as indicated.

Office:	SAS Office Quezon Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Graduates			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Good Moral Character				
Order of Payment (1 original)			Frontline (SAS Staff)	
Proof of No obligation from the university				
Certificate of Registration (COR) for ongoing students (1 photocopy)			Registrar	
Transcript of Records (TOR) for graduate (1 photocopy)			Registrar	
General Clearance for former students (1 original/photocopy)			Registrar	
Documentary Stamp (1 piece - purple, 2 pieces - brown)			Client	
Representative Authorization letter Valid ID (Government Issued Identification Card) Student ID			Client	
Receipt of Payment			Cashier	
Certificate of Scholarship				
Receipt of Payment			Cashier	
Documentary Stamp			Client	
Student ID (presently enrolled)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Client log sheet	1. Issues Order of Payment and provide the list of requirements needed for the issuance of certification	None	2 minutes	SAS Office Staff



2. Payment at the Cashier's Office	2. Receive Payment and Issue Official Receipt	PHP 25.00	5 minutes	Cashier's Office
3. Return the receipt to OSAS	3. Receives requirements and Official Receipt	None	5 minutes	SAS Office Staff
4. Waiting for the validation of certification	4. Validates the accuracy based on the student's record	None	3 Days	Campus SAS Coordinator
	4.1. Prepares Certification		15 minutes	SAS Office Staff
	4.2. Signs Certificate		15 minutes	Campus SAS Coordinator
5. Claim Certification	5. Issue certification	None	5 minutes	SAS Office Staff
	TOTAL:	PHP 25.00	3 days & 47 minutes	



6. Availment of Counseling (Walk-in, Referred, Called-up, Follow-up and Exit Interview)

The guidance office recognizes the needs of the students by giving valuable assistance thus it provides counseling. Counseling services are available to help the students. The client/student may come anytime of the day during office hours. Guidance counselors may help assist students process their problems, listen to their concerns, and make referrals when necessary.

Office:	Student Welfare and Services (SWSO) Quezon Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Graduates			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. May come anytime of the day during office hours	1. Provide intake interview	None	15 minutes	<i>Campus Guidance personnel</i>
2. Counseling Process	2. Provide counseling procedure	None	2 hours	<i>Guidance Counselor</i>
3. Fills out the log sheet at the Guidance Office	3. Provide Log Sheet Form	None	3 minutes	<i>Campus Guidance personnel</i>
4. Fills out feedback form and drop in the drop box.	4. Provide Feedback Form	None	3 minutes	<i>Campus Guidance personnel</i>
	TOTAL:	None	2 hours & 26 minutes	



7. Attendance to Clients' Concerns

The Office of Student Affairs and Services navigating these departments effectively often involves understanding their structure, procedures and the best ways to make inquiries, it also provides clarity on office transactions and inquiries within SAS.

Office:		SAS Office Quezon Campus		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students and Graduates		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the log sheet at the Information Window	1. Ask the Client about the inquiry	None	2 minutes	<i>SAS Office Staff</i>
2. Proceeds to section/ person concerned	2. Answer the query at the concerned section/person	None	30 minutes	<i>SAS Personnel</i>
3. Goes back to Information Window	3. Issues Feedback Form instructs to drop in the drop box	None	2 minutes	<i>SAS Office Staff</i>
TOTAL:		None	34 minutes	



8. Admission Services

The admission services will serve the students/applicants a systematic procedure for university admission and validate all the requirements of applicants to ensure that they are eligible to enroll in college.

Office:	Admission Office Quezon Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicant's Examination Profile (Original Copy)		Admission Office		
Admission Test Schedule (Original Copy)		Admission Office		
Form 9/138, ALS Card, ALS Certificate or TOR (Original Copy)		Client		
Transfer Credentials/Honorable dismissal (Transferee, Original copy)		Client		
Certificate of Good Moral Character (Original Copy)		Client		
Admission Test Result (Original Copy)		Admission Office		
Drug Test Result (Original Copy)		Admission Office		
Valid Identification Card		Client		
2x2 ID picture, blue background with name tag		Client		
Medical Certificate (Original Copy)		Infirmary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit https://aims.wpu.edu.ph/wpu/applicants/ , register online and send the scanned admission requirements via Gmail	1. Check and evaluate the applicant's personal profile	None	10 minutes	<i>Admission Personnel</i>



2. Proceed to the Admission Office and Present the printed examination profile and admission test schedule along with other required documents for admission exam	2. Check examination profile of the applicants	None	10 minutes	<i>Admission Personnel</i>
3. Take the Admission test	3. Administer the admission test	None	1 hour	<i>Admission Personnel</i>
4. Claim Get admission test result, submit the original admission credentials/requirements and claim Admission slip for pre-registration	4. Release the admission test result and admission slip	None	10 minutes	<i>Admission Personnel</i>
	TOTAL:	None	1 hour & 30 minutes	



9. Collection of Fees

This aims to establish a systematic procedure in collecting payments from clients (students).

Office:	Office of the Campus Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration/ID			Client	
Order of payment			OCA	
Payment			Collecting Officer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present COR/ ID and order of payments	1. Validate COR/ID, order of payments, delivery receipts and encode payment	(Please refer to the schedule of fees below)	5 minutes	Collecting Officer Admin. Aide I
2. Claim official receipt	2. Issue official receipt	None	3 minutes	Collecting Officer Admin. Aide I
	TOTAL:	(Please refer to the schedule of fees below)	8 minutes	

Schedule of Fees

FEES Description	Amount (PhP)	Frequency per Semester per Year	Board Resolution Number and Date Approved
Tuition Fee (Undergraduate)	200.00/unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007 & Res. No. 343, s. 2011 dated March 4, 20211
Tuition Fee (MS)	400.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Tuition Fee (PhD)	600.00 / unit	per Semester	Res. No. 04, s. 2007



			dated February 26, 2007
Miscellaneous Fees:			
Laboratory Fee (Undergraduate)	250.00/ unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Laboratory Fee (MS)	300.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Laboratory Fee (PhD)	500.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Computer Fee	150.00	per Semester	Res. No. 25-a, s. 1995 dated March 16, 1995
Registration Fee	100.00	per Semester	Res. No. 298, s. 2010 dated June 4, 2010
Evaluation fee	100.00	as requested	Res. No. 298, s. 2010 dated June 4, 2010
Late Registration	100.00	as requested	Res. No. 298, s. 2010 dated June 4, 2010
Medical/Physical examination fee	50.00	per Semester	Res. No. 167, s. 2007 dated December 17, 2007
Library Fee	100.00	per Semester	Res. No. 56, s. 2005 dated April 1, 2005
Athletic Fee (freshmen only)	100.00	per Semester	Res. No. 56, s. 2005 dated April 1, 2005
Cultural fee	50.00	per Semester	Res. No. 234, s. 2009 dated March 20, 2009
SCUAA fee	300.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Security fee	100.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Garbage fee (184)	50.00	per Semester	Res. No. 298, s.2010 dated June 4, 2010
Guidance fee (184)	100.00	per Semester	Res. No. 154, s. 2014
OTHER FEES:			
Internet Connection fee	300.00	per Semester	Res. No. 147, s. 2002 dated September 4, 2002
Internet Connection fee	150.00	for Summer Term	Res. No. 147, s. 2002 dated September 4, 2002
Student Teaching fee	800.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Development fee	800	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Testing fee	300.00	Once for new	Res. No. 298, s.2010 dated June 4, 2010
Student Handbook fee	100.00	Once for new	Res. No. 298, s.2010 dated June 4, 2010
Student ID Card (for old and new students)	120.00	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Placement fee	150.00	Once for	None



		incoming freshmen	
Transcript of Records	100.00/page	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Diploma Fee	100.00	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Honorable Dismissal	50.00	as requested	None
Leave of Absence (LOA)	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Special Permit	25.00	as requested	None
Dropping/Changing of subjects	50.00	as requested	None
Certification/Authentication/Verification fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Psychological Test Fee (BS Criminology students only)	300.00 / student		Res. No. 56, s. 2005 dated April 1, 2005
Completion fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Authentic Fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Trust (184)			
Deposit fee	50.00	once for new	None
NSTP (CWTS/LLS/ROTC)	300.00	2 Semester only	None
School Organ fee	100.00	Per Semester	Res. No. 312, s. 2010 dated October 12, 2010
OJT-Local	1,000.00	as requested	Res. No. 35 s. 2013
OJT-National	1,500.00	as requested	Res. No. 35 s. 2013
OJT-International	\$ 100.00	as requested	Res. No. 35 s. 2013

Certified True and Correct:

RALPH E. PALAO
Board Secretary



10. Verification of Student's Account/Balance/Loan

This procedure aims to check the subsidiary ledger of the student to assess for any outstanding obligation to the University.

Office:	Office of the Campus Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration (COR) or			Registrar's Office	
Identification (ID) Card of the student			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter; present the student's COR or ID card. Note: Representative must present his/her own ID card	1. Check the student's account in the system	None	5 minutes	<i>Accounting Personnel Accountant</i>
2. Claim billing slip/order of payment	1. Issue a billing slip to the student for any balances	None	1 minute	<i>Accounting Personnel Accountant</i>
	TOTAL:	None	6 minutes	



11. Signing of Clearance

This procedure intends to facilitate the signing of student's clearance for midterm and/or final examination purposes.

Office:	Office of the Campus Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration (COR) or Student ID		Registrar's Office OSAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance at the receiving counter and COR or ID card Note: Representative must present his/her own ID card	Check the student's account in the system *If with an outstanding balance, issue a Billing slip to the student for any balances; *If without balances, sign the student's clearance	None	4 minutes	<i>Accounting Staff</i>
2. Claim signed clearance	Release the signed clearance	None	1 minute	<i>Accounting Staff</i>
TOTAL		None	5 minutes	



12. Issuance of Student's Statement of Account

This procedure aims to facilitate the issuance of student's statement of account.

Office:	Quezon Campus			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration (COR) or Identification (ID) Card of the student			Registrar's Office	
Official Receipt			IGP Office	
Official Receipt			Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Official Receipt and student COR or ID. Note: Representative must present his/her own ID card	1. Verify the student's account in the system; 1.1 prepare the Statement of Account 1.2 Sign the Statement of Account	PHP 25.00	9 minutes	<i>Accounting Staff</i> <i>Accounting Staff</i> <i>Accountant or representative</i>
2. Claim the student's statement of account	2. Release the student's statement of account	None	1 minute	<i>Accounting Staff</i>
TOTAL		PHP 25.00	10 minutes	



13. Pre- Enrollment Medical and Dental Examination

Freshmen and transferees are required to submit themselves for medical and dental examination prior to enrollment. This aims to discover the signs of illness and physical defects in order to correct them; check on the health habits of students; and prevent the progress of those which cannot be corrected.

Office:	Quezon Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Freshmen Students and Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Health Record		Campus Infirmary		
1 piece ordinary folder with plastic cover (long)		Campus Canteen		
1 piece fastener		Campus Canteen		
1 piece 2x2 ID picture (to be pasted on the Student Health Record)		Photo Studio		
Official Receipt for Php50.00 Medical Certification Fee		Accounting Office		
Medical Certificate / clearance for enrollees with pre-existing medical conditions		Attending physician		
Barangay, Police and Judge Clearance (for enrollees with tattoo)		Respective Barangays, Municipal Police Station, Municipal Trial Court		
Reminders: <ul style="list-style-type: none"> • All clients must observe proper personal hygiene. • All male students should be in prescribed haircut. • Earrings are not allowed for male clients. • Colored nail polish is not allowed. Nails must be trimmed short. • No fancy hair color. 		Personal responsibility		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the client log sheet.	1. Issues Order of payment	None	1 minute	<i>Nursing Aide</i>



	1.1. Provides the checklist of requirements needed for the issuance of medical certificate.	None	2 minutes	<i>Nursing Aide</i>
2. Pays Medical Certification fee and submits the official receipt to the campus clinic.	2. Receives Official Receipt and evaluates the accomplished Student Health Record (SHR)	PHP 50.00	6 minutes	<i>Nursing Aide</i>
	2.1. Conducts initial assessment and taking of vital signs, vision testing and BMI determination	None	5 minutes	<i>Nursing Aide</i>
3. Claims medical certificate	3. Release of medical certificate.	None	3 minutes	<i>Nursing Aide</i>
	TOTAL:	PHP 50.00	17 minutes	



14. Consultation of Minor Illness

The Campus Clinic offers consultation of minor illnesses like ordinary headache, fever and others. It also provides basic first aid to minor injuries like dressing of wounds and insect bites. Referral to University Physician is done on daily basis.

Office:	Quezon Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Freshmen Students and Transferees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Consultation form			Campus Infirmary	
Laboratory request slip			Campus Infirmary	
Laboratory result			Hospital/Clinic with laboratory facility	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the triage area and fill out consultation form.	1. Receives filled up consultation form and assess the client's vital signs and medical history.	None	10 minutes	<i>Nursing Aide</i>
	1.1 Interview the client for the history of present illness.	None	5 minutes	<i>Nursing Aide</i>
	1.2 Referral to University Physician (phone call and online consultation)	None	5 minutes	<i>Nursing Aide</i>
	1.3 University Physician conducts evaluation	None	10 minutes	<i>University Physician</i>
2. Carry out Doctor's order	2. Provide medicine if available or issue prescription	None	5 minutes	
	TOTAL:	None	35 minutes	



15. Medical Examination for The On-the-Job Training (OJT) Students

All participants of in-campus and off-campus curricular and non-curricular activities as per order of the Department of Education (DepEd) and Commission on Higher Education (CHED) are required to undergo medical examination. This includes on the job training like internship, practice teaching, field instruction, practicum, field work, community immersion and the like.

Office:	Quezon Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Freshmen Students and Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt for medical certification fee.		Accounting Office		
Student Health Record		Campus Infirmary		
Laboratory request slip		Campus Infirmary		
Laboratory result		Hospital/Clinic with laboratory facility		
Reminders: <ul style="list-style-type: none"> - All clients must observe proper personal hygiene. - All male students should be in prescribed haircut. - Earrings are not allowed for male clients. - Colored nail polish is not allowed. Nails must be trimmed short. - All female students must bring pregnancy test kit with disposable cup for collection of urine sample. 		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the client log sheet and present the request or any proof of securing medical certificate.	1. Issue order of payment.	None	1 minute	<i>Nursing Aide</i>



2. Pays Medical Certification fee and submits the official receipt to the campus clinic.	2. Receives official receipt and issues requirement checklist, and laboratory request slip.	PHP 50.00	3 minutes	<i>Nursing Aide</i>
3. Submit laboratory results to the Campus Clinic.	3. Receive laboratory results and retrieve Student Health Record (SHR)	None	3 minutes	<i>Nursing Aide</i>
4. Fill out the Annual Physical Examination (APE) form.	4. Undergo an initial physical assessment and taking of vital signs.	None	3 minutes	<i>Nursing Aide</i>
5. Proceed to the University Physician during a scheduled visit.	5. Conducts medical examination.	None	10 minutes	<i>University Physician</i>
6. Claim medical certificate.	6. Release medical certificate.	None	3 minutes	<i>Nursing Aide</i>
TOTAL		PHP 50.00	23 minutes	



Library

External Services



1. Inside Reading Use of Library Resources (Automated)

This service allows the client to borrow library resources for inside use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID.			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources through the Online Public Access Catalog (OPAC)	None	None	2 minutes	None
2. Log in to the Attendance System of the section.	None	None	1 minute	None
3. Present the material to be used at the counter and deposit the school ID card.	3. Record the transactions in the library system	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. After use, surrender the borrowed material and claim the deposited school ID card	4. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	
TOTAL:		None	6 minutes	



2. Inside Reading Use of Library Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable or materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID.			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources in the book stack	None	None	3 minutes	None
2. Upon the use of the material, fill out the Inside Reading Slip (InsideRS)	2. Collect the filled-out slip together with the school/ ID card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. After use, surrender the borrowed material and claim the deposited school ID card	3. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	6 minutes	



3. Inside Reading Use of Library Resources (Outside Researcher)

Allows the outside researchers to borrow learning resources. All materials are for inside reading use only.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Outside researcher			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID. Card Official Receipt			Client Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay a research fee	1. Release order of payment and instruct the outside researcher to pay in the Cashier Office	PHP 50.00	1 minute	<i>Cashier's personnel</i>
2. Search library learning resources through the Online Public Access Catalog (OPAC)/Bookstack	None	None	3 minutes	None
3. Upon the use of the material, fill out the Inside Reading Slip (InsideRS).	3. Collect the filled-out slip together with valid ID card	None	1 minute	<i>Circulation In- Charge</i> <i>Periodical and Special Collection In-Charge</i>
4. After use, surrender the borrowed material and claim the deposited valid ID card	4. Receive and check the borrowed material and release the valid ID Card.	None	2 minutes	<i>Circulation In- Charge</i> <i>Periodical and Special Collection In-Charge</i>
	TOTAL:	PHP 50.00	7 minutes	



4. Home-reading Use of Learning Resources (Automated)

Allows the client to borrow learning resources for overnight use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Library Account/ Library System Account 2. Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the OPAC/book stack	None	None	2 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Receive and check out the book at the client's Library Account 2.1. Instruct the client to fill out the Book Card	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
3. Sign the loaning receipt.	3. Release the borrowed book 3.1. File the Book Card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the loaning receipt. <i>Note: Overdue material is charged 10 pesos/ day.</i>	4. Check and receive the borrowed book 4.1. Clear out the client's borrowing record 4.2. Issue an order of payment for overdue material	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	7 minutes	



5. Home-reading Use of Learning Resources (Manual)

This service allows the client to borrow library resources manually for home reading use. This process only applies when the system is unavailable and materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account			Library IGP Office	
Valid school I.D Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the book stack	None	None	3 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Issue and instruct the client to fill out two (2) Home-reading Slip (HomeRS) and Book Card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. Fill out two (2) HomeRS and one the Book Card.	3. Check the filled-out form, then release the book together with one filled-out HomeRS 3.1. File the Book Card and the filled-out HomeRS	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the Home-reading Slip. Note: Overdue material is charged 10 pesos/ day.	4. Check and receive the borrowed book 4.1. Clear out the client's borrowing record	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>



	4.2. Issue an order of payment for overdue material			
	TOTAL:	None	8 minutes	

6. Use of Multimedia Materials and Equipment

Allows the clients to utilize the multimedia and equipment.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school I.D Card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out two (2) Library Equipment and Multimedia Materials Request Form	1. Check the availability of the requested materials and equipment 1.1 Approve the request 1.2 Released multimedia materials or equipment	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. Return the borrowed multimedia materials or equipment.	2. Check the condition of the borrowed materials or equipment 2.1 Record the transactions	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	4 minutes	



7. Automated Renewal of Library Learning Resources (Face to Face Transaction)

Allows the client to renew the learning resources in person through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school I.D Card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal.	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. Sign the loaning receipt.	2. Release the renewed book.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	2 minutes	



8. Manual Renewal of Library Learning Resources (Face to Face Transaction)

This service allows the client to manually renew library resources in person. This process only applies when the system is unavailable.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal and the filled-out Home-reading Slip (HomeRS).	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1. Indicate the new due date in the HomeRS	None	1 minute	
	1.2. Release the renewed book and the filled-out HomeRS	None		
TOTAL:		None	3 minutes	



9. Online Renewal of Library Learning Resources

Allows the client to borrow the learning resources online.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Library Renewal form or send a message on our official Facebook page.	1. Check the filled-out renewal form 1.1. If no discrepancy is found, proceed to the renewal of the book 1.2. Send the loaning receipt via email or Facebook messenger to the client	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	Total:	None	2 minutes	



10. Use of E-Library Services

Allows students to use library computers for their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the E-Library Log sheet.	1. Collect the ID Card and provide a computer number to the client	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. After use, return the computer number to the E-Library Counter.	2. Release the client's identification card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



11. Library Reference Services (Library Online and Phone Reference Assistance)

Allows the clients to raise questions about their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries through its Official Facebook Page, Online Forms, and Phone numbers.	1. Answer queries, provide the needed information of the client	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	10 minutes	

12. Library Reference Services (Library Reference Assistance, Face-to-face Transaction)

Allows the clients to raise simple or complex questions for their research and information needs through face-to-face transactions.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask queries to the reference librarian/reference staff	1. Answer queries and/or direct clients to the OPAC for their information Search	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



13. Library Reference Services (Online Databases)

This service provides clients access to the library's online databases.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for access to the Library's Online Databases.	1. Provide access to the client	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	2 minutes	



14. Library Reference Services (Document Delivery Services)

Allows clients to obtain online learning resources remotely.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Document Delivery Service Form	1. Check and retrieve the information /materials requested by the client.	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Send and provide the information/ materials requested via the preferred format and social media of the client.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Upon release, log the transaction in the Document Delivery Release Log Sheet.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	12 minutes	



Library

Internal Services



1. Inside Reading Use of Library Resources (Automated)

This service allows the client to borrow library resources for inside use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID.			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources through the Online Public Access Catalog (OPAC)	None	None	2 minutes	None
2. Log in to the Attendance System of the section.	None	None	1 minute	None
3. Present the material to be used at the counter and deposit the school ID card.	3. Record the transactions in the library system	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. After use, surrender the borrowed material and claim the deposited school ID card	4. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	6 minutes	



2. Inside Reading Use of Library Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable or materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employee ID.			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources in the book stack	None	None	3 minutes	None
2. Upon the use of the material, fill out the Inside Reading Slip (InsideRS).	2. Collect the filled-out slip together with the school/ID card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. After use, surrender the borrowed material and claim the deposited school ID card	3. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	6 minutes	



3. Home-reading Use of Learning Resources (Automated)

Allows the client to borrow learning resources for overnight use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the OPAC/book stack	None	None	2 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Receive and check out the book at the client's Library Account. 2.1 Instruct the client to fill out the Book Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
3. Sign the loaning receipt.	3. Release the borrowed book. 3.1 File the Book Card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the loaning receipt. <i>Note: Overdue material is charged 20 pesos/ day.</i>	4. Check and receive the borrowed book. 4.1 Clear out the client's borrowing record. 4.2 Issue an order of payment for overdue material.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	7 minutes	



4. Home-reading Use of Learning Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable and materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the book stack	None	None	3 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Issue and instruct the client to fill out two (2) Home-Reading Slips (HomeRS) and the Book Card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. Fill out two (2) Home-reading Slips and the Book Card.	3. Check the filled-out slip, then release the book together with one filled-out HomeRS. 3.1 File the Book Card and the filled-out HomeRS.	None None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the Home-reading Form. <i>Note:</i> Overdue material is charged 20 pesos/ day.	4. Check and receive the borrowed book. 4.1 Clear out the client's borrowing record. 4.2 Issue order of payment for overdue material.	None	2 minutes	
TOTAL:		None	8 minutes	



5. Use of Multimedia Materials and Equipment

Allows the clients to utilize the multimedia and equipment.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employee ID			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out two (2) Library Equipment and Multimedia Materials Request Form	1. Check the availability of the requested materials and equipment.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Approve the request.	None	1 minute	
	1.2 Released the multimedia materials or equipment.	None		
2. Return the borrowed multimedia materials or equipment.	2. Check the condition of the borrowed materials or equipment	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	4 minutes	



6. Automated Renewal of Library Learning Resources (Face to Face Transaction)

Allows the client to renew the learning resources in person through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employee ID			OSAS	
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal.	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. Sign the loaning receipt.	2. Release the renewed book.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



7. Manual Renewal of Library Learning Resources (Face to Face Transaction)

Allows the client to borrow the learning resources in person. This transaction is only applicable when the system is unavailable.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Employee ID			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal and the filled-out Home-reading Slip (HomeR).	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Indicate the date of the new due date in the HomeRS.	None	1 minute	
	1.2 Release the renewed book and the filled-out HomeRS.	None		
	TOTAL:	None	3 minutes	



8. Online Renewal of Library Learning Resources

Allows the client to borrow the learning resources online.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Employee ID			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Library Renewal form or send a message on our official Facebook page.	1. Check the filled-out renewal form.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1. If no discrepancy is found, proceed to the renewal of the book.	None		
	1.2. Send the loaning receipt via email or Facebook messenger of the client.	None		
	TOTAL:	None	2 minutes	



9. Use of E-Library Services

Allows clients to use library computers for their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employee ID			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the E-Library Log sheet.	1. Collect ID Card and provide a computer number to the client	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. After use, return the computer number at the E-Library Counter.	1. Release the client's identification card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



10. Use of Library Facilities (Class Research)

Allows the faculty to use the library for their class research.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fillout the Library Class Research Request Form.	1. Check the availability of the requested date of use of the library facility. 1.1 Approve the request.	None	3 minutes	<i>Circulation In-Charge</i>
TOTAL:		None	3 minutes	

11. Library Reference Services (Library Online and Phone Reference Assistance)

Allows the clients to raise questions about their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries through its Official Facebook Page, Online Forms, and Phone numbers.	1. Answer queries, provide the needed information of the client	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	10 minutes	



12. Library Reference Services (Library Reference Assistance, Face-to-face Transactions)

Allows the clients to raise simple or complex questions for their research and information needs through face to face transaction.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask queries to the reference librarian/ reference staff	1. Answer queries and/or direct clients to the OPAC for their information search	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	

13. Library Reference Services (Online Databases)

This service provides clients access to the library's online databases.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. As access to the library Online Databases.	1. Provide access to the client	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



14. Library Reference Services (Document Delivery Services)

Allows clients to obtain learning resources remotely.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Document Delivery Service Form	1. Check and retrieve the information/ materials requested by the client.	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Send and provide the information/ materials requested via the preferred format and social media of the client.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Upon release log the transaction in the Document Delivery Release Log Sheet.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:			12 minutes	



15. Request for Library Learning Resources

Allows the clients to request their needed library materials through acquisition.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Library Requisition Form noted by their immediate supervisor.	1. Check the filled-out form.	None	5 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Ensure that the requested material meet the criteria based on the Acquisition and Selection Policy.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Endorse the request if the criteria are met to the University Librarian for approval. If not, inform the requester.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.3 Include the request in the Purchase Request for acquisition.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	8 minutes	



Office of Campus Administrator

External Services



1. Issuance of Certification, Authentication and Evaluation of Grades

This aims to establish a standard and systematic procedure for requesting/ releasing student records/documents.

Office:	Registrar's Office -Rio Tuba Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Certification request				
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Documentary Stamp			BIR	
For Evaluation of Grades request				
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Original copy and photocopy of documents for Authentication			Personal	
For claims				
Claim slip			Registrar's Office	
Valid ID			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request & claim slip and submit to the Registrar personnel together with the required documents / records	1. Receive accomplished request & claim slip; check entries on request, and check the completeness of required documents/records 1.1 Record the transaction in the logbook	None	5 minutes	<i>Registrar Personnel</i>
2. Get an order of payment, and pay to the Cash Office	2. Issue order of payment and advise the client to pay to the Cash Office	Refer to Schedule of Fees	2 minutes	<i>Registrar Personnel</i>



3. Present the OR and get the Claim slip	3. Check the OR and issue the claim slip 3.1. Prepare the evaluation of grade or 3.2. certifications	None	5 minutes 5 days 3 days	<i>Registrar Personnel</i>
4. Receive the requested document	4. Release the requested documents	None	2 minutes	<i>Registrar Personnel</i>
	TOTAL:	Refer to Schedule of Fees	3-5 days & 10 min	

Schedule of Fees

Evaluation of Grades	100.00
Certifications	25.00

Total Processing time

5 days and 10 minutes
3 days and 10 minutes



2. Issuance of Forms (Completion Form, Shifting Form Adding/ Changing / Dropping Form)

This procedure covers the issuance of forms which applies to all undergraduate and graduates students.

Office:	Registrar's Office -Rio Tuba Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment (Completion Form)			Registrar's Office	
Official Receipt (Completion Form)			Cash Office	
Student ID			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the the receiving counter/Fill-out the log-sheet	1.Check records on file	None	2 minutes	<i>Registrar Personnel</i>
2. Get order of payment and pay to the Cash Office. (For forms that require payment)	2. Issue order of payment if the requested form requires payment (completion Form)	PHP 25.00	1 minute	<i>Registrar Personnel</i>
3. Present Official Receipt & and claim the requested form	3. Release the requested form 3.1. Record the transaction in the logbook of released documents/ records.	None	3 minutes	<i>Registrar Personnel</i>
	TOTAL:	PHP 25.00	6 minutes	



3. Adding/Changing/Dropping Subjects and Shifting Course/Program

This aims to establish a standard and systematic procedure for adding, changing or dropping of subject(s).

Office:	Registrar's Office -Rio Tuba Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Student ID			Client	
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Certificate of Registration (COR)			Client	
Accomplished Form			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter/Fill-out the log sheet	None	None	2 minutes	<i>Registrar Personnel</i>
2. Present the accomplished form, get order of payment and pay to the Cash Office (for dropping)	2. Issue order of payment	None	2 minutes	<i>Registrar Personnel</i>
3. Pay to the Cash Office	3. Issue OR	P50.00/ subject	4 minutes	<i>Cash Office Staff</i>
4. Submit the accomplished form with attached required document	4. Receive the accomplished form, input the changes in the student record, record, and file to the student's folder	None	2 minutes	<i>Registrar Personnel</i>



<p>4a. Claim updated COR (for Adding/ Changing/ Dropping subjects)</p> <p>4b. For shifting course/program claim the shifting form and present it to the College Secretary for pre-registration to the new program</p>	<p>4.1. Issue updated COR/return 1 copy of the shifting form</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Registrar Personnel</i></p>
	<p>TOTAL:</p>	<p>PHP 50.00/ subject</p>	<p>12 minutes</p>	



4. Issuance of Certificate of Registration (COR) for Manual Registration

The enrollment process is managed by different offices such as the admission office, respective colleges, cashier and registrar's office. Enrollment Process starts at the admission office for screening of application for admission and screening of admission credentials, Pre- registration in respective colleges and ends at issuance of Certificate of Registration (COR) at the Registrar's Office.

Office:	Registrar's Office -Rio Tuba Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission slip issued by the admission office after screening and validation of admission credentials (For Freshmen & Transferees)		Admission Office		
College Pre-registration/Enlistment and Assessment		Respective College		
SSC Receipt of Payment		Student Supreme Council Office		
Validated Student ID (Old students)		IGP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present admission slip, SSC receipt of payment & validated Student ID	1. Check the requirements 1.1. Check the correctness of entries in the Pre-registration form 1.2. Validate Pre-registration and assign student number for new enrollees. 1.3. Check if the student is qualified to Free Higher Education 1.4. Print two copies of Certificate of Enrollment (COR)	None	9 minutes	<i>Registrar Personnel</i>



2. Claim COR	2. Instruct the student to sign 1 copy of COR (For registrar's copy) 2.1 Release 1 copy for student copy	None	1 minute	<i>Registrar Personnel</i>
	TOTAL:	None	10 minutes	



5. Issuance of Certification (Certificate of Good Moral Character, Scholarship Certificate, and other certification)

These certificates are issued to students needing these documents. These certificates affirm the factual data as indicated.

Office:	SAS Office -Rio Tuba Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Graduates			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Good Moral Character				
Order of Payment (1 original)			Frontline (SAS Staff)	
Proof of No obligation from the university				
Certificate of Registration (COR) for ongoing students (1 photocopy)			Registrar	
Transcript of Records (TOR) for graduate (1 photocopy)			Registrar	
General Clearance for former students (1 original/photocopy)			Registrar	
Documentary Stamp (1 piece - purple, 2 pieces - brown)			Client	
Representative Authorization letter Valid ID (Government Issued Identification Card) Student ID			Client	
Receipt of Payment			Cashier	
Certificate of Scholarship				
Receipt of Payment			Cashier	
Documentary Stamp			Client	
Student ID (presently enrolled)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Client log sheet	1. Issues Order of Payment and provide the list of requirements needed for the issuance of certification	None	2 minutes	SAS Office Staff



2. Payment at the Cashier's Office	2. Receive Payment and Issue Official Receipt	PHP 25.00	5 minutes	Cashier's Office
3. Return the receipt to OSAS	3. Receives requirements and Official Receipt	None	5 minutes	SAS Office Staff
4. Waiting for the validation of certification	4. Validates the accuracy based on the student's record	None	3 Days	Campus SAS Coordinator
	4.1. Prepares Certification		15 minutes	SAS Office Staff
	4.2. Signs Certificate		15 minutes	Campus SAS Coordinator
5. Claim Certification	5. Issue certification	None	5 minutes	SAS Office Staff
	TOTAL:	PHP 25.00	3 days & 47 minutes	



6. Availment of Counseling (Walk-in, Referred, Called-up, Follow-up and Exit Interview)

The guidance office recognizes the needs of the students by giving valuable assistance thus it provides counseling. Counseling services are available to help the students. The client/student may come anytime of the day during office hours. Guidance counselors may help assist students process their problems, listen to their concerns, and make referrals when necessary.

Office:	Student Welfare and Services (SWSO) -Rio Tuba Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Graduates			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. May come anytime of the day during office hours	1. Provide intake interview	None	15 minutes	<i>Campus Guidance personnel</i>
2. Counseling Process	2. Provide counseling procedure	None	2 hours	<i>Guidance Counselor</i>
3. Fills out the log sheet at the Guidance Office	3. Provide Log Sheet Form	None	3 minutes	<i>Campus Guidance personnel</i>
4. Fills out feedback form and drop in the drop box.	4. Provide Feedback Form	None	3 minutes	<i>Campus Guidance personnel</i>
	TOTAL:	None	2 hours & 26 minutes	



7. Attendance to Clients' Concerns

The Office of Student Affairs and Services navigating these departments effectively often involves understanding their structure, procedures and the best ways to make inquiries, it also provides clarity on office transactions and inquiries within SAS.

Office:		SAS Office -Rio Tuba Campus		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students and Graduates		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the log sheet at the Information Window	1. Ask the Client about the inquiry	None	2 minutes	<i>SAS Office Staff</i>
2. Proceeds to section/ person concerned	2. Answer the query at the concerned section/person	None	30 minutes	<i>SAS Personnel</i>
3. Goes back to Information Window	3. Issues Feedback Form instructs to drop in the drop box	None	2 minutes	<i>SAS Office Staff</i>
TOTAL:		None	34 minutes	



8. Admission Services

The admission services will serve the students/applicants a systematic procedure for university admission and validate all the requirements of applicants to ensure that they are eligible to enroll in college.

Office:	Admission Office -Rio Tuba Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicant's Examination Profile (Original Copy)		Admission Office		
Admission Test Schedule (Original Copy)		Admission Office		
Form 9/138, ALS Card, ALS Certificate or TOR (Original Copy)		Client		
Transfer Credentials/Honorable dismissal (Transferee, Original copy)		Client		
Certificate of Good Moral Character (Original Copy)		Client		
Admission Test Result (Original Copy)		Admission Office		
Drug Test Result (Original Copy)		Admission Office		
Valid Identification Card		Client		
2x2 ID picture, blue background with name tag		Client		
Medical Certificate (Original Copy)		Infirmary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit https://aims.wpu.edu.ph/wpu/applicants/ , register online and send the scanned admission requirements via Gmail	1. Check and evaluate the applicant's personal profile	None	10 minutes	<i>Admission Personnel</i>



2. Proceed to the Admission Office and Present the printed examination profile and admission test schedule along with other required documents for admission exam	2. Check examination profile of the applicants	None	10 minutes	<i>Admission Personnel</i>
3. Take the Admission test	3. Administer the admission test	None	1 hour	<i>Admission Personnel</i>
4. Claim Get admission test result, submit the original admission credentials/requirements and claim Admission slip for pre-registration	4. Release the admission test result and admission slip	None	10 minutes	<i>Admission Personnel</i>
	TOTAL:	None	1 hour & 30 minutes	



9. Collection of Fees

This aims to establish a systematic procedure in collecting payments from clients (students).

Office:	Office of the Campus Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration/ID			Client	
Order of payment			OCA	
Payment			Collecting Officer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present COR/ ID and order of payments	1. Validate COR/ID, order of payments, delivery receipts and encode payment	(Please refer to the schedule of fees below)	5 minutes	Collecting Officer Admin. Aide I
2. Claim official receipt	2. Issue official receipt	None	3 minutes	Collecting Officer Admin. Aide I
	TOTAL:	(Please refer to the schedule of fees below)	8 minutes	

Schedule of Fees

FEES Description	Amount (PhP)	Frequency per Semester per Year	Board Resolution Number and Date Approved
Tuition Fee (Undergraduate)	200.00/unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007 & Res. No. 343, s. 2011 dated March 4, 20211
Tuition Fee (MS)	400.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Tuition Fee (PhD)	600.00 / unit	per Semester	Res. No. 04, s. 2007



			dated February 26, 2007
Miscellaneous Fees:			
Laboratory Fee (Undergraduate)	250.00/ unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Laboratory Fee (MS)	300.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Laboratory Fee (PhD)	500.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Computer Fee	150.00	per Semester	Res. No. 25-a, s. 1995 dated March 16, 1995
Registration Fee	100.00	per Semester	Res. No. 298, s. 2010 dated June 4, 2010
Evaluation fee	100.00	as requested	Res. No. 298, s. 2010 dated June 4, 2010
Late Registration	100.00	as requested	Res. No. 298, s. 2010 dated June 4, 2010
Medical/Physical examination fee	50.00	per Semester	Res. No. 167, s. 2007 dated December 17, 2007
Library Fee	100.00	per Semester	Res. No. 56, s. 2005 dated April 1, 2005
Athletic Fee (freshmen only)	100.00	per Semester	Res. No. 56, s. 2005 dated April 1, 2005
Cultural fee	50.00	per Semester	Res. No. 234, s. 2009 dated March 20, 2009
SCUAA fee	300.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Security fee	100.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Garbage fee (184)	50.00	per Semester	Res. No. 298, s.2010 dated June 4, 2010
Guidance fee (184)	100.00	per Semester	Res. No. 154, s. 2014
OTHER FEES:			
Internet Connection fee	300.00	per Semester	Res. No. 147, s. 2002 dated September 4, 2002
Internet Connection fee	150.00	for Summer Term	Res. No. 147, s. 2002 dated September 4, 2002
Student Teaching fee	800.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Development fee	800	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Testing fee	300.00	Once for new	Res. No. 298, s.2010 dated June 4, 2010
Student Handbook fee	100.00	Once for new	Res. No. 298, s.2010 dated June 4, 2010
Student ID Card (for old and new students)	120.00	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Placement fee	150.00	Once for	None



		incoming freshmen	
Transcript of Records	100.00/page	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Diploma Fee	100.00	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Honorable Dismissal	50.00	as requested	None
Leave of Absence (LOA)	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Special Permit	25.00	as requested	None
Dropping/Changing of subjects	50.00	as requested	None
Certification/Authentication/Verification fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Psychological Test Fee (BS Criminology students only)	300.00 / student		Res. No. 56, s. 2005 dated April 1, 2005
Completion fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Authentic Fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Trust (184)			
Deposit fee	50.00	once for new	None
NSTP (CWTS/LLS/ROTC)	300.00	2 Semester only	None
School Organ fee	100.00	Per Semester	Res. No. 312, s. 2010 dated October 12, 2010
OJT-Local	1,000.00	as requested	Res. No. 35 s. 2013
OJT-National	1,500.00	as requested	Res. No. 35 s. 2013
OJT-International	\$ 100.00	as requested	Res. No. 35 s. 2013

Certified True and Correct:

RALPH E. PALAO
Board Secretary



10. Verification of Student's Account/Balance/Loan

This procedure aims to check the subsidiary ledger of the student to assess for any outstanding obligation to the University.

Office:	Office of the Campus Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration (COR) or			Registrar's Office	
Identification (ID) Card of the student			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter; present the student's COR or ID card. Note: Representative must present his/her own ID card	1. Check the student's account in the system	None	5 minutes	<i>Accounting Personnel Accountant</i>
2. Claim billing slip/order of payment	1. Issue a billing slip to the student for any balances	None	1 minute	<i>Accounting Personnel Accountant</i>
TOTAL:		None	6 minutes	



11. Signing of Clearance

This procedure intends to facilitate the signing of student's clearance for midterm and/or final examination purposes.

Office:	Office of the Campus Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration (COR) or Student ID		Registrar's Office OSAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance at the receiving counter and COR or ID card Note: Representative must present his/her own ID card	Check the student's account in the system *If with an outstanding balance, issue a Billing slip to the student for any balances; *If without balances, sign the student's clearance	None	4 minutes	<i>Accounting Staff</i>
2. Claim signed clearance	Release the signed clearance	None	1 minute	<i>Accounting Staff</i>
TOTAL		None	5 minutes	



12. Issuance of Student's Statement of Account

This procedure aims to facilitate the issuance of student's statement of account.

Office:	Rio Tuba Campus			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration (COR) or Identification (ID) Card of the student			Registrar's Office	
Official Receipt			IGP Office	
Official Receipt			Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Official Receipt and student COR or ID. Note: Representative must present his/her own ID card	1. Verify the student's account in the system; 1.1 prepare the Statement of Account 1.2 Sign the Statement of Account	PHP 25.00	9 minutes	<i>Accounting Staff</i> <i>Accounting Staff</i> <i>Accountant or representative</i>
2. Claim the student's statement of account	2. Release the student's statement of account	None	1 minute	<i>Accounting Staff</i>
TOTAL		PHP 25.00	10 minutes	



Library

External Services



1. Inside Reading Use of Library Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable or materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID.			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources in the book stack	None	None	3 minutes	None
2. Upon the use of the material, fill out the Inside Reading Slip (InsideRS)	2. Collect the filled-out slip together with the school/ ID card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. After use, surrender the borrowed material and claim the deposited school ID card	3. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	6 minutes	



2. Inside Reading Use of Library Resources (Outside Researcher)

Allows the outside researchers to borrow learning resources. All materials are for inside reading use only.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Outside researcher			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID. Card Official Receipt			Client Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay a research fee	1. Release order of payment and instruct the outside researcher to pay in the Cashier Office	PHP 50.00	1 minute	<i>Cash Office personnel</i>
2. Search library learning resources through the Online Public Access Catalog (OPAC)/Bookstack	None	None	3 minutes	None
3. Upon the use of the material, fill out the Inside Reading Slip (InsideRS).	3. Collect the filled-out slip together with valid ID card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. After use, surrender the borrowed material and claim the deposited valid ID card	4. Receive and check the borrowed material and release the valid ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	PHP 50.00	7 minutes	



3. Home-reading Use of Learning Resources (Automated)

Allows the client to borrow learning resources for overnight use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the OPAC/book stack	None	None	2 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Receive and check out the book at the client's Library Account 2.1. Instruct the client to fill out the Book Card	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
3. Sign the loaning receipt.	3. Release the borrowed book 3.1. File the Book Card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the loaning receipt. <i>Note: Overdue material is charged 10 pesos/ day.</i>	4. Check and receive the borrowed book 4.1. Clear out the client's borrowing record 4.2. Issue an order of payment for overdue material	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	7 minutes	



4. Home-reading Use of Learning Resources (Manual)

This service allows the client to borrow library resources manually for home reading use. This process only applies when the system is unavailable and materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account			Library	
Valid school I.D Card			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the book stack	None	None	3 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Issue and instruct the client to fill out two (2) Home-reading Slip (HomeRS) and Book Card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. Fill out two (2) HomeRS and one the Book Card.	3. Check the filled-out form, then release the book together with one filled-out HomeRS 3.1. File the Book Card and the filled-out HomeRS	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the Home-reading Slip. Note: Overdue material is charged 10 pesos/ day.	4. Check and receive the borrowed book 4.1. Clear out the client's borrowing record	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>



	4.2. Issue an order of payment for overdue material			
	TOTAL:	None	8 minutes	

5. Manual Renewal of Library Learning Resources (Face to Face Transaction)

This service allows the client to manually renew library resources in person. This process only applies when the system is unavailable.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal and the filled-out Home-reading Slip (HomeRS).	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1. Indicate the new due date in the HomeRS	None	1 minute	
	1.2. Release the renewed book and the filled-out HomeRS	None		
	TOTAL:	None	3 minutes	



6. Library Reference Services (Library Online and Phone Reference Assistance)

Allows the clients to raise questions about their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries through its Official Facebook Page, Online Forms, and Phone numbers.	1. Answer queries, provide the needed information of the client	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	10 minutes	

7. Library Reference Services (Library Reference Assistance, Face-to-face Transaction)

Allows the clients to raise simple or complex questions for their research and information needs through face-to-face transactions.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask queries to the reference librarian/reference staff	1. Answer queries and/or direct clients to the OPAC for their information Search	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	2 minutes	



8. Library Reference Services (Online Databases)

This service provides clients access to the library's online databases.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for access to the Library's Online Databases.	1. Provide access to the client	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	2 minutes	



9. Library Reference Services (Document Delivery Services)

Allows clients to obtain online learning resources remotely.

Office:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Enrolled students of the university

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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None	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Document Delivery Service Form	1. Check and retrieve the information /materials requested by the client.	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Send and provide the information/ materials requested via the preferred format and social media of the client.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Upon release, log the transaction in the Document Delivery Release Log Sheet.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	12 minutes	



Library

Internal Services



1. Inside Reading Use of Library Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable or materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employee ID.			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources in the book stack	None	None	3 minutes	None
2. Upon the use of the material, fill out the Inside Reading Slip (InsideRS).	2. Collect the filled-out slip together with the school/ID card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. After use, surrender the borrowed material and claim the deposited school ID card	3. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	6 minutes	



2. Home-reading Use of Learning Resources (Automated)

Allows the client to borrow learning resources for overnight use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the OPAC/book stack	None	None	2 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Receive and check out the book at the client's Library Account. 2.1 Instruct the client to fill out the Book Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
3. Sign the loaning receipt.	3. Release the borrowed book. 3.1 File the Book Card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the loaning receipt. <i>Note: Overdue material is charged 20 pesos/ day.</i>	4. Check and receive the borrowed book. 4.1 Clear out the client's borrowing record. 4.2 Issue an order of payment for overdue material.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	7 minutes	



3. Home-reading Use of Learning Resources (Manual)

This service allows the client to borrow library resources manually for home reading use. This process only applies when the system is unavailable and materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the book stack	None	None	3 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Issue and instruct the client to fill out two (2) Home-Reading Slips (HomeRS) and the Book Card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. Fill out two (2) Home-reading Slips and the Book Card.	3. Check the filled-out slip, then release the book together with one filled-out HomeRS.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	3.1 File the Book Card and the filled-out HomeRS.	None		
4. Return the borrowed book on the due date indicated in the Home-reading Form. <i>Note:</i> Overdue material is charged 20 pesos/ day.	4. Check and receive the borrowed book. 4.1 Clear out the client's borrowing record. 4.2 Issue order of payment for overdue material.	None	2 minutes	
TOTAL:		None	8 minutes	



4. Manual Renewal of Library Learning Resources (Face to Face Transaction)

This service allows the client to manually renew library resources in person. This process only applies when the system is unavailable.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Employee ID			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal and the filled-out Home-reading Slip (HomeR).	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Indicate the date of the new due date in the HomeRS.	None	1 minute	
	1.2 Release the renewed book and the filled-out HomeRS.	None		
TOTAL:		None	3 minutes	



5. Use of Library Facilities (Class Research)

Allows the faculty to use the library for their class research.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fillout the Library Class Research Request Form.	1. Check the availability of the requested date of use of the library facility. 1.1 Approve the request.	None	3 minutes	<i>Circulation In-Charge</i>
	TOTAL:	None	3 minutes	

6. Library Reference Services (Library Online and Phone Reference Assistance)

Allows the clients to raise questions about their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries through its Official Facebook Page, Online Forms, and Phone numbers.	1. Answer queries, provide the needed information of the client	None	10 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	10 minutes	



7. Library Reference Services (Library Reference Assistance, Face-to-face Transactions)

Allows the clients to raise simple or complex questions for their research and information needs through face to face transaction.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask queries to the reference librarian/ reference staff	1. Answer queries and/or direct clients to the OPAC for their information search	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	

8. Library Reference Services (Online Databases)

This service provides clients access to the library's online databases.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. As access to the library Online Databases.	1. Provide access to the client	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



9. Library Reference Services (Document Delivery Services)

Allows clients to obtain learning resources remotely.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Document Delivery Service Form	1. Check and retrieve the information/ materials requested by the client.	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Send and provide the information/ materials requested via the preferred format and social media of the client.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Upon release log the transaction in the Document Delivery Release Log Sheet.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:			12 minutes	



10. Request for Library Learning Resources

Allows the clients to request their needed library materials through acquisition.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Library Requisition Form noted by their immediate supervisor.	1. Check the filled-out form.	None	5 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Ensure that the requested material meet the criteria based on the Acquisition and Selection Policy.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Endorse the request if the criteria are met to the University Librarian for approval. If not, inform the requester.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.3 Include the request in the Purchase Request for acquisition.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	8 minutes	



Office of Campus Administrator

External Services



1. Issuance of Certification, Authentication and Evaluation of Grades

This aims to establish a standard and systematic procedure for requesting/ releasing student records/documents.

Office:	Registrar's Office -Rio Tuba Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Certification request				
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Documentary Stamp			BIR	
For Evaluation of Grades request				
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Original copy and photocopy of documents for Authentication			Personal	
For claims				
Claim slip			Registrar's Office	
Valid ID			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request & claim slip and submit to the Registrar personnel together with the required documents / records	1. Receive accomplished request & claim slip; check entries on request, and check the completeness of required documents/records 1.1 Record the transaction in the logbook	None	5 minutes	<i>Registrar Personnel</i>
2. Get an order of payment, and pay to the Cash Office	2. Issue order of payment and advise the client to pay to the Cash Office	Refer to Schedule of Fees	2 minutes	<i>Registrar Personnel</i>



3. Present the OR and get the Claim slip	3. Check the OR and issue the claim slip 3.1. Prepare the evaluation of grade or 3.2. certifications	None	5 minutes 5 days 3 days	<i>Registrar Personnel</i>
4. Receive the requested document	4. Release the requested documents	None	2 minutes	<i>Registrar Personnel</i>
	TOTAL:	Refer to Schedule of Fees	3-5 days & 10 min	

Schedule of Fees

Evaluation of Grades	100.00
Certifications	25.00

Total Processing time

5 days and 10 minutes
3 days and 10 minutes



2. Issuance of Forms (Completion Form, Shifting Form Adding/ Changing / Dropping Form)

This procedure covers the issuance of forms which applies to all undergraduate and graduates students.

Office:	Registrar's Office -Rio Tuba Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment (Completion Form)			Registrar's Office	
Official Receipt (Completion Form)			Cash Office	
Student ID			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the the receiving counter/Fill-out the log-sheet	1.Check records on file	None	2 minutes	<i>Registrar Personnel</i>
2. Get order of payment and pay to the Cash Office. (For forms that require payment)	2. Issue order of payment if the requested form requires payment (completion Form)	PHP 25.00	1 minute	<i>Registrar Personnel</i>
3. Present Official Receipt & and claim the requested form	3. Release the requested form 3.1. Record the transaction in the logbook of released documents/ records.	None	3 minutes	<i>Registrar Personnel</i>
	TOTAL:	PHP 25.00	6 minutes	



3. Adding/Changing/Dropping Subjects and Shifting Course/Program

This aims to establish a standard and systematic procedure for adding, changing or dropping of subject(s).

Office:	Registrar's Office -Rio Tuba Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Student ID			Client	
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Certificate of Registration (COR)			Client	
Accomplished Form			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter/Fill-out the log sheet	None	None	2 minutes	<i>Registrar Personnel</i>
2. Present the accomplished form, get order of payment and pay to the Cash Office (for dropping)	2. Issue order of payment	None	2 minutes	<i>Registrar Personnel</i>
3. Pay to the Cash Office	3. Issue OR	P50.00/ subject	4 minutes	<i>Cash Office Staff</i>
4. Submit the accomplished form with attached required document	4. Receive the accomplished form, input the changes in the student record, record, and file to the student's folder	None	2 minutes	<i>Registrar Personnel</i>



<p>4a. Claim updated COR (for Adding/ Changing/ Dropping subjects)</p> <p>4b. For shifting course/program claim the shifting form and present it to the College Secretary for pre-registration to the new program</p>	<p>4.1. Issue updated COR/return 1 copy of the shifting form</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Registrar Personnel</i></p>
	<p>TOTAL:</p>	<p>PHP 50.00/ subject</p>	<p>12 minutes</p>	



4. Issuance of Certificate of Registration (COR) for Manual Registration

The enrollment process is managed by different offices such as the admission office, respective colleges, cashier and registrar's office. Enrollment Process starts at the admission office for screening of application for admission and screening of admission credentials, Pre- registration in respective colleges and ends at issuance of Certificate of Registration (COR) at the Registrar's Office.

Office:	Registrar's Office -Rio Tuba Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission slip issued by the admission office after screening and validation of admission credentials (For Freshmen & Transferees)		Admission Office		
College Pre-registration/Enlistment and Assessment		Respective College		
SSC Receipt of Payment		Student Supreme Council Office		
Validated Student ID (Old students)		IGP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present admission slip, SSC receipt of payment & validated Student ID	1. Check the requirements 1.1. Check the correctness of entries in the Pre-registration form 1.2. Validate Pre-registration and assign student number for new enrollees. 1.3. Check if the student is qualified to Free Higher Education 1.4. Print two copies of Certificate of Enrollment (COR)	None	9 minutes	<i>Registrar Personnel</i>



2. Claim COR	2. Instruct the student to sign 1 copy of COR (For registrar's copy) 2.1 Release 1 copy for student copy	None	1 minute	<i>Registrar Personnel</i>
	TOTAL:	None	10 minutes	



5. Issuance of Certification (Certificate of Good Moral Character, Scholarship Certificate, and other certification)

These certificates are issued to students needing these documents. These certificates affirm the factual data as indicated.

Office:	SAS Office -Rio Tuba Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Graduates			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Good Moral Character				
Order of Payment (1 original)			Frontline (SAS Staff)	
Proof of No obligation from the university				
Certificate of Registration (COR) for ongoing students (1 photocopy)			Registrar	
Transcript of Records (TOR) for graduate (1 photocopy)			Registrar	
General Clearance for former students (1 original/photocopy)			Registrar	
Documentary Stamp (1 piece - purple, 2 pieces - brown)			Client	
Representative Authorization letter Valid ID (Government Issued Identification Card) Student ID			Client	
Receipt of Payment			Cashier	
Certificate of Scholarship				
Receipt of Payment			Cashier	
Documentary Stamp			Client	
Student ID (presently enrolled)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Client log sheet	1. Issues Order of Payment and provide the list of requirements needed for the issuance of certification	None	2 minutes	SAS Office Staff



2. Payment at the Cashier's Office	2. Receive Payment and Issue Official Receipt	PHP 25.00	5 minutes	Cashier's Office
3. Return the receipt to OSAS	3. Receives requirements and Official Receipt	None	5 minutes	SAS Office Staff
4. Waiting for the validation of certification	4. Validates the accuracy based on the student's record	None	3 Days	Campus SAS Coordinator
	4.1. Prepares Certification		15 minutes	SAS Office Staff
	4.2. Signs Certificate		15 minutes	Campus SAS Coordinator
5. Claim Certification	5. Issue certification	None	5 minutes	SAS Office Staff
	TOTAL:	PHP 25.00	3 days & 47 minutes	



6. Availment of Counseling (Walk-in, Referred, Called-up, Follow-up and Exit Interview)

The guidance office recognizes the needs of the students by giving valuable assistance thus it provides counseling. Counseling services are available to help the students. The client/student may come anytime of the day during office hours. Guidance counselors may help assist students process their problems, listen to their concerns, and make referrals when necessary.

Office:	Student Welfare and Services (SWSO) -Rio Tuba Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Graduates			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. May come anytime of the day during office hours	1. Provide intake interview	None	15 minutes	<i>Campus Guidance personnel</i>
2. Counseling Process	2. Provide counseling procedure	None	2 hours	<i>Guidance Counselor</i>
3. Fills out the log sheet at the Guidance Office	3. Provide Log Sheet Form	None	3 minutes	<i>Campus Guidance personnel</i>
4. Fills out feedback form and drop in the drop box.	4. Provide Feedback Form	None	3 minutes	<i>Campus Guidance personnel</i>
	TOTAL:	None	2 hours & 26 minutes	



7. Attendance to Clients' Concerns

The Office of Student Affairs and Services navigating these departments effectively often involves understanding their structure, procedures and the best ways to make inquiries, it also provides clarity on office transactions and inquiries within SAS.

Office:		SAS Office -Rio Tuba Campus		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students and Graduates		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the log sheet at the Information Window	1. Ask the Client about the inquiry	None	2 minutes	<i>SAS Office Staff</i>
2. Proceeds to section/ person concerned	2. Answer the query at the concerned section/person	None	30 minutes	<i>SAS Personnel</i>
3. Goes back to Information Window	3. Issues Feedback Form instructs to drop in the drop box	None	2 minutes	<i>SAS Office Staff</i>
TOTAL:		None	34 minutes	



8. Admission Services

The admission services will serve the students/applicants a systematic procedure for university admission and validate all the requirements of applicants to ensure that they are eligible to enroll in college.

Office:	Admission Office -Rio Tuba Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicant's Examination Profile (Original Copy)		Admission Office		
Admission Test Schedule (Original Copy)		Admission Office		
Form 9/138, ALS Card, ALS Certificate or TOR (Original Copy)		Client		
Transfer Credentials/Honorable dismissal (Transferee, Original copy)		Client		
Certificate of Good Moral Character (Original Copy)		Client		
Admission Test Result (Original Copy)		Admission Office		
Drug Test Result (Original Copy)		Admission Office		
Valid Identification Card		Client		
2x2 ID picture, blue background with name tag		Client		
Medical Certificate (Original Copy)		Infirmary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit https://aims.wpu.edu.ph/wpu/applicants/ , register online and send the scanned admission requirements via Gmail	1. Check and evaluate the applicant's personal profile	None	10 minutes	<i>Admission Personnel</i>



2. Proceed to the Admission Office and Present the printed examination profile and admission test schedule along with other required documents for admission exam	2. Check examination profile of the applicants	None	10 minutes	<i>Admission Personnel</i>
3. Take the Admission test	3. Administer the admission test	None	1 hour	<i>Admission Personnel</i>
4. Claim Get admission test result, submit the original admission credentials/requirements and claim Admission slip for pre-registration	4. Release the admission test result and admission slip	None	10 minutes	<i>Admission Personnel</i>
	TOTAL:	None	1 hour & 30 minutes	



9. Collection of Fees

This aims to establish a systematic procedure in collecting payments from clients (students).

Office:	Office of the Campus Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration/ID			Client	
Order of payment			OCA	
Payment			Collecting Officer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present COR/ ID and order of payments	1. Validate COR/ID, order of payments, delivery receipts and encode payment	(Please refer to the schedule of fees below)	5 minutes	<i>Collecting Officer Admin. Aide I</i>
2. Claim official receipt	2. Issue official receipt	None	3 minutes	<i>Collecting Officer Admin. Aide I</i>
	TOTAL:	(Please refer to the schedule of fees below)	8 minutes	

Schedule of Fees

FEES Description	Amount (PhP)	Frequency per Semester per Year	Board Resolution Number and Date Approved
Tuition Fee (Undergraduate)	200.00/unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007 & Res. No. 343, s. 2011 dated March 4, 20211
Tuition Fee (MS)	400.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Tuition Fee (PhD)	600.00 / unit	per Semester	Res. No. 04, s. 2007

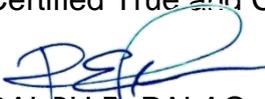


			dated February 26, 2007
Miscellaneous Fees:			
Laboratory Fee (Undergraduate)	250.00/ unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Laboratory Fee (MS)	300.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Laboratory Fee (PhD)	500.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Computer Fee	150.00	per Semester	Res. No. 25-a, s. 1995 dated March 16, 1995
Registration Fee	100.00	per Semester	Res. No. 298, s. 2010 dated June 4, 2010
Evaluation fee	100.00	as requested	Res. No. 298, s. 2010 dated June 4, 2010
Late Registration	100.00	as requested	Res. No. 298, s. 2010 dated June 4, 2010
Medical/Physical examination fee	50.00	per Semester	Res. No. 167, s. 2007 dated December 17, 2007
Library Fee	100.00	per Semester	Res. No. 56, s. 2005 dated April 1, 2005
Athletic Fee (freshmen only)	100.00	per Semester	Res. No. 56, s. 2005 dated April 1, 2005
Cultural fee	50.00	per Semester	Res. No. 234, s. 2009 dated March 20, 2009
SCUAA fee	300.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Security fee	100.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Garbage fee (184)	50.00	per Semester	Res. No. 298, s.2010 dated June 4, 2010
Guidance fee (184)	100.00	per Semester	Res. No. 154, s. 2014
OTHER FEES:			
Internet Connection fee	300.00	per Semester	Res. No. 147, s. 2002 dated September 4, 2002
Internet Connection fee	150.00	for Summer Term	Res. No. 147, s. 2002 dated September 4, 2002
Student Teaching fee	800.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Development fee	800	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Testing fee	300.00	Once for new	Res. No. 298, s.2010 dated June 4, 2010
Student Handbook fee	100.00	Once for new	Res. No. 298, s.2010 dated June 4, 2010
Student ID Card (for old and new students)	120.00	as requested	Res. No. 56, s. 2005 dated April 1, 2005



Placement fee	150.00	Once for incoming freshmen	None
Transcript of Records	100.00/page	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Diploma Fee	100.00	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Honorable Dismissal	50.00	as requested	None
Leave of Absence (LOA)	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Special Permit	25.00	as requested	None
Dropping/Changing of subjects	50.00	as requested	None
Certification/Authentication/Verification fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Psychological Test Fee (BS Criminology students only)	300.00 / student		Res. No. 56, s. 2005 dated April 1, 2005
Completion fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Authentic Fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Trust (184)			
Deposit fee	50.00	once for new	None
NSTP (CWTS/LLS/ROTC)	300.00	2 Semester only	None
School Organ fee	100.00	Per Semester	Res. No. 312, s. 2010 dated October 12, 2010
OJT-Local	1,000.00	as requested	Res. No. 35 s. 2013
OJT-National	1,500.00	as requested	Res. No. 35 s. 2013
OJT-International	\$ 100.00	as requested	Res. No. 35 s. 2013

Certified True and Correct:


 RALPH E. PALAO
 Board Secretary



10. Verification of Student's Account/Balance/Loan

This procedure aims to check the subsidiary ledger of the student to assess for any outstanding obligation to the University.

Office:	Office of the Campus Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration (COR) or			Registrar's Office	
Identification (ID) Card of the student			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter; present the student's COR or ID card. Note: Representative must present his/her own ID card	1. Check the student's account in the system	None	5 minutes	<i>Accounting Personnel Accountant</i>
2. Claim billing slip/order of payment	1. Issue a billing slip to the student for any balances	None	1 minute	<i>Accounting Personnel Accountant</i>
TOTAL:		None	6 minutes	



11. Signing of Clearance

This procedure intends to facilitate the signing of student's clearance for midterm and/or final examination purposes.

Office:	Office of the Campus Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration (COR) or Student ID		Registrar's Office OSAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance at the receiving counter and COR or ID card Note: Representative must present his/her own ID card	Check the student's account in the system *If with an outstanding balance, issue a Billing slip to the student for any balances; *If without balances, sign the student's clearance	None	4 minutes	<i>Accounting Staff</i>
2. Claim signed clearance	Release the signed clearance	None	1 minute	<i>Accounting Staff</i>
TOTAL		None	5 minutes	



12. Issuance of Student's Statement of Account

This procedure aims to facilitate the issuance of student's statement of account.

Office:	Rio Tuba Campus			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration (COR) or Identification (ID) Card of the student			Registrar's Office	
Official Receipt			IGP Office	
Official Receipt			Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Official Receipt and student COR or ID. Note: Representative must present his/her own ID card	1. Verify the student's account in the system; 1.1 prepare the Statement of Account 1.2 Sign the Statement of Account	PHP 25.00	9 minutes	<i>Accounting Staff</i> <i>Accounting Staff</i> <i>Accountant or representative</i>
2. Claim the student's statement of account	2. Release the student's statement of account	None	1 minute	<i>Accounting Staff</i>
TOTAL		PHP 25.00	10 minutes	



Library

External Services



1. Inside Reading Use of Library Resources (Automated)

This service allows the client to borrow library resources for inside use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID.			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources through the Online Public Access Catalog (OPAC)	None	None	2 minutes	None
2. Log in to the Attendance System of the section.	None	None	1 minute	None
3. Present the material to be used at the counter and deposit the school ID card.	3. Record the transactions in the library system	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. After use, surrender the borrowed material and claim the deposited school ID card	4. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	6 minutes	



2. Inside Reading Use of Library Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable or materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID.			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources in the book stack	None	None	3 minutes	None
2. Upon the use of the material, fill out the Inside Reading Slip (InsideRS)	2. Collect the filled-out slip together with the school/ ID card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. After use, surrender the borrowed material and claim the deposited school ID card	3. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	6 minutes	



3. Inside Reading Use of Library Resources (Outside Researcher)

Allows the outside researchers to borrow learning resources. All materials are for inside reading use only.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Outside researcher			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID. Card Official Receipt			Client Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay a research fee	1. Release order of payment and instruct the outside researcher to pay in the Cashier Office	PHP 50.00	1 minute	<i>Cashier's personnel</i>
2. Search library learning resources through the Online Public Access Catalog (OPAC)/Bookstack	None	None	3 minutes	None
3. Upon the use of the material, fill out the Inside Reading Slip (InsideRS).	3. Collect the filled-out slip together with valid ID card	None	1 minute	<i>Circulation In- Charge</i> <i>Periodical and Special Collection In-Charge</i>
4. After use, surrender the borrowed material and claim the deposited valid ID card	4. Receive and check the borrowed material and release the valid ID Card.	None	2 minutes	<i>Circulation In- Charge</i> <i>Periodical and Special Collection In-Charge</i>
	TOTAL:	PHP 50.00	7 minutes	



4. Home-reading Use of Learning Resources (Automated)

Allows the client to borrow learning resources for overnight use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Library Account/ Library System Account 2. Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the OPAC/book stack	None	None	2 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Receive and check out the book at the client's Library Account 2.1. Instruct the client to fill out the Book Card	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
3. Sign the loaning receipt.	3. Release the borrowed book 3.1. File the Book Card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the loaning receipt. <i>Note: Overdue material is charged 10 pesos/ day.</i>	4. Check and receive the borrowed book 4.1. Clear out the client's borrowing record 4.2. Issue an order of payment for overdue material	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	7 minutes	



5. Home-reading Use of Learning Resources (Manual)

This service allows the client to borrow library resources manually for home reading use. This process only applies when the system is unavailable and materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account			Library IGP Office	
Valid school I.D Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the book stack	None	None	3 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Issue and instruct the client to fill out two (2) Home-reading Slip (HomeRS) and Book Card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. Fill out two (2) HomeRS and one the Book Card.	3. Check the filled-out form, then release the book together with one filled-out HomeRS 3.1. File the Book Card and the filled-out HomeRS	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the Home-reading Slip. Note: Overdue material is charged 10 pesos/ day.	4. Check and receive the borrowed book 4.1. Clear out the client's borrowing record	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>



	4.2. Issue an order of payment for overdue material			
	TOTAL:	None	8 minutes	

6. Automated Renewal of Library Learning Resources (Face to Face Transaction)

Allows the client to renew the learning resources in person through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school I.D Card			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal.	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. Sign the loaning receipt.	2. Release the renewed book.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	2 minutes	



7. Manual Renewal of Library Learning Resources (Face to Face Transaction)

This service allows the client to manually renew library resources in person. This process only applies when the system is unavailable.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal and the filled-out Home-reading Slip (HomeRS).	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1. Indicate the new due date in the HomeRS	None	1 minute	
	1.2. Release the renewed book and the filled-out HomeRS	None	1 minute	
TOTAL:		None	4 minutes	



8. Online Renewal of Library Learning Resources

Allows the client to borrow the learning resources online.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Library Renewal form or send a message on our official Facebook page.	1. Check the filled-out renewal form 1.1. If no discrepancy is found, proceed to the renewal of the book 1.2. Send the loaning receipt via email or Facebook messenger to the client	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
Total:		None	2 minutes	



9. Use of E-Library Services

Allows students to use library computers for their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID card			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the E-Library Log sheet.	1. Collect the ID Card and provide a computer number to the client	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. After use, return the computer number to the E-Library Counter.	2. Release the client's identification card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	Total:	None	2 minutes	



10. Library Reference Services (Library Online and Phone Reference Assistance)

Allows the clients to raise questions about their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries through its Official Facebook Page, Online Forms, and Phone numbers.	1. Answer queries, provide the needed information of the client	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	10 minutes	

11. Library Reference Services (Library Reference Assistance, Face-to-face Transaction)

Allows the clients to raise simple or complex questions for their research and information needs through face-to-face transactions.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask queries to the reference librarian/reference staff	1. Answer queries and/or direct clients to the OPAC for their information Search	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	2 minutes	



12. Library Reference Services (Online Databases)

This service provides clients access to the library's online databases.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for access to the Library's Online Databases.	1. Provide access to the client	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	2 minutes	



13. Library Reference Services (Document Delivery Services)

Allows clients to obtain online learning resources remotely.

Office:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Enrolled students of the university

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Document Delivery Service Form	1. Check and retrieve the information /materials requested by the client.	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Send and provide the information/ materials requested via the preferred format and social media of the client.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Upon release, log the transaction in the Document Delivery Release Log Sheet.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	12 minutes	



Library

Internal Services



1. Inside Reading Use of Library Resources (Automated)

This service allows the client to borrow library resources for inside use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID.			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources through the Online Public Access Catalog (OPAC)	None	None	2 minutes	None
2. Log in to the Attendance System of the section.	None	None	1 minute	None
3. Present the material to be used at the counter and deposit the school ID card.	3. Record the transactions in the library system	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. After use, surrender the borrowed material and claim the deposited school ID card	4. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	6 minutes	



2. Inside Reading Use of Library Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable or materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employee ID.			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources in the book stack	None	None	3 minutes	None
2. Upon the use of the material, fill out the Inside Reading Slip (InsideRS).	2. Collect the filled-out slip together with the school/ID card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. After use, surrender the borrowed material and claim the deposited school ID card	3. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	6 minutes	



3. Home-reading Use of Learning Resources (Automated)

Allows the client to borrow learning resources for overnight use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the OPAC/book stack	None	None	2 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Receive and check out the book at the client's Library Account. 2.1 Instruct the client to fill out the Book Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
3. Sign the loaning receipt.	3. Release the borrowed book. 3.1 File the Book Card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the loaning receipt. <i>Note: Overdue material is charged 20 pesos/ day.</i>	4. Check and receive the borrowed book. 4.1 Clear out the client's borrowing record. 4.2 Issue an order of payment for overdue material.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	7 minutes	



4. Home-reading Use of Learning Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable and materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the book stack	None	None	3 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Issue and instruct the client to fill out two (2) Home-Reading Slips (HomeRS) and the Book Card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. Fill out two (2) Home-reading Slips and the Book Card.	3. Check the filled-out slip, then release the book together with one filled-out HomeRS. 3.1 File the Book Card and the filled-out HomeRS.	None None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the Home-reading Form. <i>Note:</i> Overdue material is charged 20 pesos/ day.	4. Check and receive the borrowed book. 4.1 Clear out the client's borrowing record. 4.2 Issue order of payment for overdue material.	None	2 minutes	
TOTAL:		None	8 minutes	



5. Automated Renewal of Library Learning Resources (Face to Face Transaction)

Allows the client to renew the learning resources in person through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal.	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. Sign the loaning receipt.	2. Release the renewed book.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



6. Manual Renewal of Library Learning Resources (Face to Face Transaction)

Allows the client to borrow the learning resources in person. This transaction is only applicable when the system is unavailable.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Employee ID			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal and the filled-out Home-reading Slip (HomeR).	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Indicate the date of the new due date in the HomeRS.	None	1 minute	
	1.2 Release the renewed book and the filled-out HomeRS.	None		
	TOTAL:	None	3 minutes	



7. Online Renewal of Library Learning Resources

Allows the client to borrow the learning resources online.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Library Renewal form or send a message on our official Facebook page.	1. Check the filled-out renewal form.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1. If no discrepancy is found, proceed to the renewal of the book.	None		
	1.2. Send the loaning receipt via email or Facebook messenger of the client.	None		
	TOTAL:	None	2 minutes	



8. Use of E-Library Services

Allows clients to use library computers for their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID card			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the E-Library Log sheet.	1. Collect ID Card and provide a computer number to the client	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. After use, return the computer number at the E-Library Counter.	2. Release the client's identification card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



9. Use of Library Facilities (Class Research)

Allows the faculty to use the library for their class research.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fillout the Library Class Research Request Form.	1. Check the availability of the requested date of use of the library facility. 1.1 Approve the request.	None	3 minutes	<i>Circulation In-Charge</i>
	TOTAL:	None	3 minutes	



10. Library Reference Services (Library Online and Phone Reference Assistance)

Allows the clients to raise questions about their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries through its Official Facebook Page, Online Forms, and Phone numbers.	1. Answer queries, provide the needed information of the client	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	10 minutes	



11. Library Reference Services (Library Reference Assistance, Face-to-face Transactions)

Allows the clients to raise simple or complex questions for their research and information needs through face to face transaction.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask queries to the reference librarian/ reference staff	1. Answer queries and/or direct clients to the OPAC for their information search	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	2 minutes	



12. Library Reference Services (Online Databases)

This service provides clients access to the library's online databases.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. As access to the library Online Databases.	1. Provide access to the client	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	2 minutes	



13. Library Reference Services (Document Delivery Services)

Allows clients to obtain learning resources remotely.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Document Delivery Service Form	1. Check and retrieve the information/ materials requested by the client.	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Send and provide the information/ materials requested via the preferred format and social media of the client.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Upon release log the transaction in the Document Delivery Release Log Sheet.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:			12 minutes	



14. Request for Library Learning Resources

Allows the clients to request their needed library materials through acquisition.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Library Requisition Form noted by their immediate supervisor.	1. Check the filled-out form.	None	5 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Ensure that the requested material meet the criteria based on the Acquisition and Selection Policy.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Endorse the request if the criteria are met to the University Librarian for approval. If not, inform the requester.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.3 Include the request in the Purchase Request for acquisition.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	8 minutes	



Office of Campus Administrator

External Services



1. Issuance of Certification, Authentication and Evaluation of Grades

This aims to establish a standard and systematic procedure for requesting/ releasing student records/documents.

Office:	Registrar's Office -Culion Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Certification request				
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Documentary Stamp			BIR	
For Evaluation of Grades request				
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Original copy and photocopy of documents for Authentication			Personal	
For claims				
Claim slip			Registrar's Office	
Valid ID			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request & claim slip and submit to the Registrar personnel together with the required documents / records	1. Receive accomplished request & claim slip; check entries on request, and check the completeness of required documents/records 1.1 Record the transaction in the logbook	None	5 minutes	<i>Registrar Personnel</i>
2. Get an order of payment, and pay to the Cash Office	2. Issue order of payment and advise the client to pay to the Cash Office	Refer to Schedule of Fees	2 minutes	<i>Registrar Personnel</i>



3. Present the OR and get the Claim slip	3. Check the OR and issue the claim slip 3.1. Prepare the evaluation of grade or 3.2. certifications	None	5 minutes 5 days 3 days	<i>Registrar Personnel</i>
4. Receive the requested document	4. Release the requested documents	None	2 minutes	<i>Registrar Personnel</i>
	TOTAL:	Refer to Schedule of Fees	3-5 days & 10 min	

Schedule of Fees

Evaluation of Grades	100.00
Certifications	25.00

Total Processing time

5 days and 10 minutes
3 days and 10 minutes



2. Issuance of Forms (Completion Form, Shifting Form Adding/ Changing / Dropping Form)

This procedure covers the issuance of forms which applies to all undergraduate and graduates students.

Office:	Registrar's Office -Culion Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment (Completion Form)			Registrar's Office	
Official Receipt (Completion Form)			Cash Office	
Student ID			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the the receiving counter/Fill-out the log-sheet	1.Check records on file	None	2 minutes	<i>Registrar Personnel</i>
2. Get order of payment and pay to the Cash Office. (For forms that require payment)	2. Issue order of payment if the requested form requires payment (completion Form)	PHP 25.00	1 minute	<i>Registrar Personnel</i>
3. Present Official Receipt & and claim the requested form	3. Release the requested form 3.1. Record the transaction in the logbook of released documents/ records.	None	3 minutes	<i>Registrar Personnel</i>
	TOTAL:	PHP 25.00	6 minutes	



3. Adding/Changing/Dropping Subjects and Shifting Course/Program

This aims to establish a standard and systematic procedure for adding, changing or dropping of subject(s).

Office:	Registrar's Office -Culion Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Student ID			Client	
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Certificate of Registration (COR)			Client	
Accomplished Form			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter/Fill-out the log sheet	None	None	2 minutes	<i>Registrar Personnel</i>
2. Present the accomplished form, get order of payment and pay to the Cash Office (for dropping)	2. Issue order of payment	None	2 minutes	<i>Registrar Personnel</i>
3. Pay to the Cash Office	3. Issue OR	P50.00/ subject	4 minutes	<i>Cash Office Staff</i>
4. Submit the accomplished form with attached required document	4. Receive the accomplished form, input the changes in the student record, record, and file to the student's folder	None	2 minutes	<i>Registrar Personnel</i>



<p>4a. Claim updated COR (for Adding/ Changing/ Dropping subjects)</p> <p>4b. For shifting course/program claim the shifting form and present it to the College Secretary for pre-registration to the new program</p>	<p>4.1. Issue updated COR/return 1 copy of the shifting form</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Registrar Personnel</i></p>
	<p>TOTAL:</p>	<p>PHP 50.00/ subject</p>	<p>12 minutes</p>	



4. Issuance of Certificate of Registration (COR) for Manual Registration

The enrollment process is managed by different offices such as the admission office, respective colleges, cashier and registrar's office. Enrollment Process starts at the admission office for screening of application for admission and screening of admission credentials, Pre- registration in respective colleges and ends at issuance of Certificate of Registration (COR) at the Registrar's Office.

Office:	Registrar's Office -Culion Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission slip issued by the admission office after screening and validation of admission credentials (For Freshmen & Transferees)		Admission Office		
College Pre-registration/Enlistment and Assessment		Respective College		
SSC Receipt of Payment		Student Supreme Council Office		
Validated Student ID (Old students)		IGP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present admission slip, SSC receipt of payment & validated Student ID	1. Check the requirements 1.1. Check the correctness of entries in the Pre-registration form 1.2. Validate Pre-registration and assign student number for new enrollees. 1.3. Check if the student is qualified to Free Higher Education 1.4. Print two copies of Certificate of Enrollment (COR)	None	9 minutes	<i>Registrar Personnel</i>



2. Claim COR	2. Instruct the student to sign 1 copy of COR (For registrar's copy) 2.1 Release 1 copy for student copy	None	1 minute	<i>Registrar Personnel</i>
	TOTAL:	None	10 minutes	



5. Issuance of Certification (Certificate of Good Moral Character, Scholarship Certificate, and other certification)

These certificates are issued to students needing these documents. These certificates affirm the factual data as indicated.

Office:	SAS Office -Culion Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Graduates			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Good Moral Character				
Order of Payment (1 original)			Frontline (SAS Staff)	
Proof of No obligation from the university				
Certificate of Registration (COR) for ongoing students (1 photocopy)			Registrar	
Transcript of Records (TOR) for graduate (1 photocopy)			Registrar	
General Clearance for former students (1 original/photocopy)			Registrar	
Documentary Stamp (1 piece - purple, 2 pieces - brown)			Client	
Representative Authorization letter Valid ID (Government Issued Identification Card) Student ID			Client	
Receipt of Payment			Cashier	
Certificate of Scholarship				
Receipt of Payment			Cashier	
Documentary Stamp			Client	
Student ID (presently enrolled)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Client log sheet	1. Issues Order of Payment and provide the list of requirements needed for the issuance of certification	None	2 minutes	SAS Office Staff



2. Payment at the Cashier's Office	2. Receive Payment and Issue Official Receipt	PHP 25.00	5 minutes	Cashier's Office
3. Return the receipt to OSAS	3. Receives requirements and Official Receipt	None	5 minutes	SAS Office Staff
4. Waiting for the validation of certification	4. Validates the accuracy based on the student's record	None	3 Days	Campus SAS Coordinator
	4.1. Prepares Certification		15 minutes	SAS Office Staff
	4.2. Signs Certificate		15 minutes	Campus SAS Coordinator
5. Claim Certification	5. Issue certification	None	5 minutes	SAS Office Staff
	TOTAL:	PHP 25.00	3 days & 47 minutes	



6. Availment of Counseling (Walk-in, Referred, Called-up, Follow-up and Exit Interview)

The guidance office recognizes the needs of the students by giving valuable assistance thus it provides counseling. Counseling services are available to help the students. The client/student may come anytime of the day during office hours. Guidance counselors may help assist students process their problems, listen to their concerns, and make referrals when necessary.

Office:	Student Welfare and Services (SWSO) -Culion Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Graduates			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. May come anytime of the day during office hours	1. Provide intake interview	None	15 minutes	<i>Campus Guidance personnel</i>
2. Counseling Process	2. Provide counseling procedure	None	2 hours	<i>Guidance Counselor</i>
3. Fills out the log sheet at the Guidance Office	3. Provide Log Sheet Form	None	3 minutes	<i>Campus Guidance personnel</i>
4. Fills out feedback form and drop in the drop box.	4. Provide Feedback Form	None	3 minutes	<i>Campus Guidance personnel</i>
	TOTAL:	None	2 hours & 26 minutes	



7. Attendance to Clients' Concerns

The Office of Student Affairs and Services navigating these departments effectively often involves understanding their structure, procedures and the best ways to make inquiries, it also provides clarity on office transactions and inquiries within SAS.

Office:		SAS Office -Culion Campus		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students and Graduates		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the log sheet at the Information Window	1. Ask the Client about the inquiry	None	2 minutes	<i>SAS Office Staff</i>
2. Proceeds to section/ person concerned	2. Answer the query at the concerned section/person	None	30 minutes	<i>SAS Personnel</i>
3. Goes back to Information Window	3. Issues Feedback Form instructs to drop in the drop box	None	2 minutes	<i>SAS Office Staff</i>
TOTAL:		None	34 minutes	



8. Admission Services

The admission services will serve the students/applicants a systematic procedure for university admission and validate all the requirements of applicants to ensure that they are eligible to enroll in college.

Office:	Admission Office -Culion Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicant's Examination Profile (Original Copy)		Admission Office		
Admission Test Schedule (Original Copy)		Admission Office		
Form 9/138, ALS Card, ALS Certificate or TOR (Original Copy)		Client		
Transfer Credentials/Honorable dismissal (Transferee, Original copy)		Client		
Certificate of Good Moral Character (Original Copy)		Client		
Admission Test Result (Original Copy)		Admission Office		
Drug Test Result (Original Copy)		Admission Office		
Valid Identification Card		Client		
2x2 ID picture, blue background with name tag		Client		
Medical Certificate (Original Copy)		Infirmary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit https://aims.wpu.edu.ph/wpu/applicants/ , register online and send the scanned admission requirements via Gmail	1. Check and evaluate the applicant's personal profile	None	10 minutes	<i>Admission Personnel</i>



2. Proceed to the Admission Office and Present the printed examination profile and admission test schedule along with other required documents for admission exam	2. Check examination profile of the applicants	None	10 minutes	<i>Admission Personnel</i>
3. Take the Admission test	3. Administer the admission test	None	1 hour	<i>Admission Personnel</i>
4. Claim Get admission test result, submit the original admission credentials/requirements and claim Admission slip for pre-registration	4. Release the admission test result and admission slip	None	10 minutes	<i>Admission Personnel</i>
	TOTAL:	None	1 hour & 30 minutes	



9. Collection of Fees

This aims to establish a systematic procedure in collecting payments from clients (students).

Office:	Office of the Campus Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration/ID			Client	
Order of payment			OCA	
Payment			Collecting Officer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present COR/ ID and order of payments	1. Validate COR/ID, order of payments, delivery receipts and encode payment	(Please refer to the schedule of fees below)	5 minutes	<i>Collecting Officer Admin. Aide I</i>
2. Claim official receipt	2. Issue official receipt	None	3 minutes	<i>Collecting Officer Admin. Aide I</i>
	TOTAL:	(Please refer to the schedule of fees below)	8 minutes	

Schedule of Fees

FEES Description	Amount (PhP)	Frequency per Semester per Year	Board Resolution Number and Date Approved
Tuition Fee (Undergraduate)	200.00/unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007 & Res. No. 343, s. 2011 dated March 4, 20211
Tuition Fee (MS)	400.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Tuition Fee (PhD)	600.00 / unit	per Semester	Res. No. 04, s. 2007

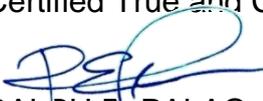


			dated February 26, 2007
Miscellaneous Fees:			
Laboratory Fee (Undergraduate)	250.00/ unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Laboratory Fee (MS)	300.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Laboratory Fee (PhD)	500.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Computer Fee	150.00	per Semester	Res. No. 25-a, s. 1995 dated March 16, 1995
Registration Fee	100.00	per Semester	Res. No. 298, s. 2010 dated June 4, 2010
Evaluation fee	100.00	as requested	Res. No. 298, s. 2010 dated June 4, 2010
Late Registration	100.00	as requested	Res. No. 298, s. 2010 dated June 4, 2010
Medical/Physical examination fee	50.00	per Semester	Res. No. 167, s. 2007 dated December 17, 2007
Library Fee	100.00	per Semester	Res. No. 56, s. 2005 dated April 1, 2005
Athletic Fee (freshmen only)	100.00	per Semester	Res. No. 56, s. 2005 dated April 1, 2005
Cultural fee	50.00	per Semester	Res. No. 234, s. 2009 dated March 20, 2009
SCUAA fee	300.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Security fee	100.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Garbage fee (184)	50.00	per Semester	Res. No. 298, s.2010 dated June 4, 2010
Guidance fee (184)	100.00	per Semester	Res. No. 154, s. 2014
OTHER FEES:			
Internet Connection fee	300.00	per Semester	Res. No. 147, s. 2002 dated September 4, 2002
Internet Connection fee	150.00	for Summer Term	Res. No. 147, s. 2002 dated September 4, 2002
Student Teaching fee	800.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Development fee	800	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Testing fee	300.00	Once for new	Res. No. 298, s.2010 dated June 4, 2010
Student Handbook fee	100.00	Once for new	Res. No. 298, s.2010 dated June 4, 2010
Student ID Card (for old and new students)	120.00	as requested	Res. No. 56, s. 2005 dated April 1, 2005



Placement fee	150.00	Once for incoming freshmen	None
Transcript of Records	100.00/page	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Diploma Fee	100.00	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Honorable Dismissal	50.00	as requested	None
Leave of Absence (LOA)	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Special Permit	25.00	as requested	None
Dropping/Changing of subjects	50.00	as requested	None
Certification/Authentication/Verification fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Psychological Test Fee (BS Criminology students only)	300.00 / student		Res. No. 56, s. 2005 dated April 1, 2005
Completion fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Authentic Fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Trust (184)			
Deposit fee	50.00	once for new	None
NSTP (CWTS/LLS/ROTC)	300.00	2 Semester only	None
School Organ fee	100.00	Per Semester	Res. No. 312, s. 2010 dated October 12, 2010
OJT-Local	1,000.00	as requested	Res. No. 35 s. 2013
OJT-National	1,500.00	as requested	Res. No. 35 s. 2013
OJT-International	\$ 100.00	as requested	Res. No. 35 s. 2013

Certified True and Correct:


 RALPH E. PALAO
 Board Secretary



10. Verification of Student's Account/Balance/Loan

This procedure aims to check the subsidiary ledger of the student to assess for any outstanding obligation to the University.

Office:	Office of the Campus Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration (COR) or			Registrar's Office	
Identification (ID) Card of the student			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter; present the student's COR or ID card. Note: Representative must present his/her own ID card	1. Check the student's account in the system	None	5 minutes	<i>Accounting Personnel Accountant</i>
2. Claim billing slip/order of payment	1. Issue a billing slip to the student for any balances	None	1 minute	<i>Accounting Personnel Accountant</i>
TOTAL:		None	6 minutes	



11. Signing of Clearance

This procedure intends to facilitate the signing of student's clearance for midterm and/or final examination purposes.

Office:	Office of the Campus Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration (COR) or Student ID		Registrar's Office OSAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance at the receiving counter and COR or ID card Note: Representative must present his/her own ID card	Check the student's account in the system *If with an outstanding balance, issue a Billing slip to the student for any balances; *If without balances, sign the student's clearance	None	4 minutes	<i>Accounting Staff</i>
2. Claim signed clearance	Release the signed clearance	None	1 minute	<i>Accounting Staff</i>
TOTAL		None	5 minutes	



12. Issuance of Student's Statement of Account

This procedure aims to facilitate the issuance of student's statement of account.

Office:	Culion Campus			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration (COR) or Identification (ID) Card of the student			Registrar's Office	
Official Receipt			IGP Office	
Official Receipt			Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Official Receipt and student COR or ID. Note: Representative must present his/her own ID card	1. Verify the student's account in the system; 1.1 prepare the Statement of Account 1.2 Sign the Statement of Account	PHP 25.00	9 minutes	<i>Accounting Staff</i> <i>Accounting Staff</i> <i>Accountant or representative</i>
2. Claim the student's statement of account	2. Release the student's statement of account	None	1 minute	<i>Accounting Staff</i>
TOTAL		PHP 25.00	10 minutes	



Library

External Services



1. Inside Reading Use of Library Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable or materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID.			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources in the book stack	None	None	3 minutes	None
2. Upon the use of the material, fill out the Inside Reading Slip (InsideRS)	2. Collect the filled-out slip together with the school/ ID card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. After use, surrender the borrowed material and claim the deposited school ID card	3. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	6 minutes	



2. Inside Reading Use of Library Resources (Outside Researcher)

Allows the outside researchers to borrow learning resources. All materials are for inside reading use only.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Outside researcher			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID. Card Official Receipt			Client Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay a research fee	1. Release order of payment and instruct the outside researcher to pay in the Cashier Office	PHP 50.00	1 minute	<i>Cash Office personnel</i>
2. Search library learning resources through the Online Public Access Catalog (OPAC)/Bookstack	None	None	3 minutes	None
3. Upon the use of the material, fill out the Inside Reading Slip (InsideRS).	3. Collect the filled-out slip together with valid ID card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. After use, surrender the borrowed material and claim the deposited valid ID card	4. Receive and check the borrowed material and release the valid ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	PHP 50.00	7 minutes	



3. Home-reading Use of Learning Resources (Automated)

Allows the client to borrow learning resources for overnight use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the OPAC/book stack	None	None	2 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Receive and check out the book at the client's Library Account 2.1. Instruct the client to fill out the Book Card	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
3. Sign the loaning receipt.	3. Release the borrowed book 3.1. File the Book Card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the loaning receipt. <i>Note: Overdue material is charged 10 pesos/ day.</i>	4. Check and receive the borrowed book 4.1. Clear out the client's borrowing record 4.2. Issue an order of payment for overdue material	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	7 minutes	



4. Home-reading Use of Learning Resources (Manual)

This service allows the client to borrow library resources manually for home reading use. This process only applies when the system is unavailable and materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account			Library	
Valid school I.D Card			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the book stack	None	None	3 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Issue and instruct the client to fill out two (2) Home-reading Slip (HomeRS) and Book Card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. Fill out two (2) HomeRS and one the Book Card.	3. Check the filled-out form, then release the book together with one filled-out HomeRS 3.1. File the Book Card and the filled-out HomeRS	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the Home-reading Slip. Note: Overdue material is charged 10 pesos/ day.	4. Check and receive the borrowed book 4.1. Clear out the client's borrowing record	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>



	4.2. Issue an order of payment for overdue material			
	TOTAL:	None	8 minutes	

5. Manual Renewal of Library Learning Resources (Face to Face Transaction)

This service allows the client to manually renew library resources in person. This process only applies when the system is unavailable.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal and the filled-out Home-reading Slip (HomeRS).	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1. Indicate the new due date in the HomeRS	None	1 minute	
	1.2. Release the renewed book and the filled-out HomeRS	None		
	TOTAL:	None	3 minutes	



6. Use of E-Library Services

Allows students to use library computers for their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the E-Library Log sheet.	1. Collect the ID Card and provide a computer number to the client	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. After use, return the computer number to the E-Library Counter.	2. Release the client's identification card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



7. Library Reference Services (Library Online and Phone Reference Assistance)

Allows the clients to raise questions about their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries through its Official Facebook Page, Online Forms, and Phone numbers.	1. Answer queries, provide the needed information of the client	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	10 minutes	

8. Library Reference Services (Library Reference Assistance, Face-to-face Transaction)

Allows the clients to raise simple or complex questions for their research and information needs through face-to-face transactions.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask queries to the reference librarian/reference staff	1. Answer queries and/or direct clients to the OPAC for their information Search	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	2 minutes	



9. Library Reference Services (Online Databases)

This service provides clients access to the library's online databases.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for access to the Library's Online Databases.	1. Provide access to the client	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	2 minutes	



10. Library Reference Services (Document Delivery Services)

Allows clients to obtain online learning resources remotely.

Office:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Enrolled students of the university

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Document Delivery Service Form	1. Check and retrieve the information /materials requested by the client.	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Send and provide the information/ materials requested via the preferred format and social media of the client.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Upon release, log the transaction in the Document Delivery Release Log Sheet.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	12 minutes	



Library

Internal Services



1. Inside Reading Use of Library Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable or materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employee ID.			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources in the book stack	None	None	3 minutes	None
2. Upon the use of the material, fill out the Inside Reading Slip (InsideRS).	2. Collect the filled-out slip together with the school/ID card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. After use, surrender the borrowed material and claim the deposited school ID card	3. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	6 minutes	



2. Home-reading Use of Learning Resources (Automated)

Allows the client to borrow learning resources for overnight use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the OPAC/book stack	None	None	2 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Receive and check out the book at the client's Library Account. 2.1 Instruct the client to fill out the Book Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
3. Sign the loaning receipt.	3. Release the borrowed book. 3.1 File the Book Card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the loaning receipt. <i>Note: Overdue material is charged 20 pesos/ day.</i>	4. Check and receive the borrowed book. 4.1 Clear out the client's borrowing record. 4.2 Issue an order of payment for overdue material.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	7 minutes	



3. Home-reading Use of Learning Resources (Manual)

This service allows the client to borrow library resources manually for home reading use. This process only applies when the system is unavailable and materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the book stack	None	None	3 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Issue and instruct the client to fill out two (2) Home-Reading Slips (HomeRS) and the Book Card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. Fill out two (2) Home-reading Slips and the Book Card.	3. Check the filled-out slip, then release the book together with one filled-out HomeRS. 3.1 File the Book Card and the filled-out HomeRS.	None None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the Home-reading Form. <i>Note:</i> Overdue material is charged 20 pesos/ day.	4. Check and receive the borrowed book. 4.1 Clear out the client's borrowing record. 4.2 Issue order of payment for overdue material.	None	2 minutes	
TOTAL:		None	8 minutes	



4. Manual Renewal of Library Learning Resources (Face to Face Transaction)

This service allows the client to manually renew library resources in person. This process only applies when the system is unavailable.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Employee ID			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal and the filled-out Home-reading Slip (HomeR).	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Indicate the date of the new due date in the HomeRS.	None	1 minute	
	1.2 Release the renewed book and the filled-out HomeRS.	None		
	TOTAL:	None	3 minutes	



5. Use of E-Library Services

Allows clients to use library computers for their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employee ID			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the E-Library Log sheet.	1. Collect ID Card and provide a computer number to the client	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. After use, return the computer number at the E-Library Counter.	1. Release the client's identification card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



6. Use of Library Facilities (Class Research)

Allows the faculty to use the library for their class research.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fillout the Library Class Research Request Form.	1. Check the availability of the requested date of use of the library facility. 1.1 Approve the request.	None	3 minutes	<i>Circulation In-Charge</i>
TOTAL:		None	3 minutes	

7. Library Reference Services (Library Online and Phone Reference Assistance)

Allows the clients to raise questions about their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries through its Official Facebook Page, Online Forms, and Phone numbers.	1. Answer queries, provide the needed information of the client	None	10 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	10 minutes	



8. Library Reference Services (Library Reference Assistance, Face-to-face Transactions)

Allows the clients to raise simple or complex questions for their research and information needs through face to face transaction.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask queries to the reference librarian/ reference staff	1. Answer queries and/or direct clients to the OPAC for their information search	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	

9. Library Reference Services (Online Databases)

This service provides clients access to the library's online databases.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. As access to the library Online Databases.	1. Provide access to the client	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



10. Library Reference Services (Document Delivery Services)

Allows clients to obtain learning resources remotely.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Document Delivery Service Form	1. Check and retrieve the information/ materials requested by the client.	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Send and provide the information/ materials requested via the preferred format and social media of the client.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Upon release log the transaction in the Document Delivery Release Log Sheet.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:			12 minutes	



11. Request for Library Learning Resources

Allows the clients to request their needed library materials through acquisition.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Library Requisition Form noted by their immediate supervisor.	1. Check the filled-out form.	None	5 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Ensure that the requested material meet the criteria based on the Acquisition and Selection Policy.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Endorse the request if the criteria are met to the University Librarian for approval. If not, inform the requester.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.3 Include the request in the Purchase Request for acquisition.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	8 minutes	



Office of Campus Administrator

External Services



1. Issuance of Certification, Authentication and Evaluation of Grades

This aims to establish a standard and systematic procedure for requesting/ releasing student records/documents.

Office:	Registrar's Office -Busuanga Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Certification request				
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Documentary Stamp			BIR	
For Evaluation of Grades request				
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Original copy and photocopy of documents for Authentication			Personal	
For claims				
Claim slip			Registrar's Office	
Valid ID			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request & claim slip and submit to the Registrar personnel together with the required documents / records	1. Receive accomplished request & claim slip; check entries on request, and check the completeness of required documents/records 1.1 Record the transaction in the logbook	None	5 minutes	<i>Registrar Personnel</i>
2. Get an order of payment, and pay to the Cash Office	2. Issue order of payment and advise the client to pay to the Cash Office	Refer to Schedule of Fees	2 minutes	<i>Registrar Personnel</i>



3. Present the OR and get the Claim slip	3. Check the OR and issue the claim slip 3.1. Prepare the evaluation of grade or 3.2. certifications	None	5 minutes 5 days 3 days	Registrar Personnel
4. Receive the requested document	4. Release the requested documents	None	2 minutes	Registrar Personnel
	TOTAL:	Refer to Schedule of Fees	3-5 days & 10 min	

Schedule of Fees

Evaluation of Grades	100.00
Certifications	25.00

Total Processing time

5 days and 10 minutes
3 days and 10 minutes



2. Issuance of Forms (Completion Form, Shifting Form Adding/ Changing / Dropping Form)

This procedure covers the issuance of forms which applies to all undergraduate and graduates students.

Office:	Registrar's Office -Busuanga Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment (Completion Form)			Registrar's Office	
Official Receipt (Completion Form)			Cash Office	
Student ID			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the the receiving counter/Fill-out the log-sheet	1.Check records on file	None	2 minutes	<i>Registrar Personnel</i>
2. Get order of payment and pay to the Cash Office. (For forms that require payment)	2. Issue order of payment if the requested form requires payment (completion Form)	PHP 25.00	1 minute	<i>Registrar Personnel</i>
3. Present Official Receipt & and claim the requested form	3. Release the requested form 3.1. Record the transaction in the logbook of released documents/ records.	None	3 minutes	<i>Registrar Personnel</i>
	TOTAL:	PHP 25.00	6 minutes	



3. Adding/Changing/Dropping Subjects and Shifting Course/Program

This aims to establish a standard and systematic procedure for adding, changing or dropping of subject(s).

Office:	Registrar's Office -Busuanga Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Student ID			Client	
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Certificate of Registration (COR)			Client	
Accomplished Form			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter/Fill-out the log sheet	None	None	2 minutes	<i>Registrar Personnel</i>
2. Present the accomplished form, get order of payment and pay to the Cash Office (for dropping)	2. Issue order of payment	None	2 minutes	<i>Registrar Personnel</i>
3. Pay to the Cash Office	3. Issue OR	P50.00/ subject	4 minutes	<i>Cash Office Staff</i>
4. Submit the accomplished form with attached required document	4. Receive the accomplished form, input the changes in the student record, record, and file to the student's folder	None	2 minutes	<i>Registrar Personnel</i>



<p>4a. Claim updated COR (for Adding/ Changing/ Dropping subjects)</p> <p>4b. For shifting course/program claim the shifting form and present it to the College Secretary for pre-registration to the new program</p>	<p>4.1. Issue updated COR/return 1 copy of the shifting form</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Registrar Personnel</i></p>
	<p>TOTAL:</p>	<p>PHP 50.00/ subject</p>	<p>12 minutes</p>	



4. Issuance of Certificate of Registration (COR) for Manual Registration

The enrollment process is managed by different offices such as the admission office, respective colleges, cashier and registrar's office. Enrollment Process starts at the admission office for screening of application for admission and screening of admission credentials, Pre- registration in respective colleges and ends at issuance of Certificate of Registration (COR) at the Registrar's Office.

Office:	Registrar's Office -Busuanga Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission slip issued by the admission office after screening and validation of admission credentials (For Freshmen & Transferees)		Admission Office		
College Pre-registration/Enlistment and Assessment		Respective College		
SSC Receipt of Payment		Student Supreme Council Office		
Validated Student ID (Old students)		IGP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present admission slip, SSC receipt of payment & validated Student ID	1. Check the requirements 1.1. Check the correctness of entries in the Pre-registration form 1.2. Validate Pre-registration and assign student number for new enrollees. 1.3. Check if the student is qualified to Free Higher Education 1.4. Print two copies of Certificate of Enrollment (COR)	None	9 minutes	<i>Registrar Personnel</i>



2. Claim COR	2. Instruct the student to sign 1 copy of COR (For registrar's copy) 2.1 Release 1 copy for student copy	None	1 minute	<i>Registrar Personnel</i>
	TOTAL:	None	10 minutes	



5. Issuance of Certification (Certificate of Good Moral Character, Scholarship Certificate, and other certification)

These certificates are issued to students needing these documents. These certificates affirm the factual data as indicated.

Office:	SAS Office -Busuanga Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Graduates			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Good Moral Character				
Order of Payment (1 original)			Frontline (SAS Staff)	
Proof of No obligation from the university				
Certificate of Registration (COR) for ongoing students (1 photocopy)			Registrar	
Transcript of Records (TOR) for graduate (1 photocopy)			Registrar	
General Clearance for former students (1 original/photocopy)			Registrar	
Documentary Stamp (1 piece - purple, 2 pieces - brown)			Client	
Representative Authorization letter Valid ID (Government Issued Identification Card) Student ID			Client	
Receipt of Payment			Cashier	
Certificate of Scholarship				
Receipt of Payment			Cashier	
Documentary Stamp			Client	
Student ID (presently enrolled)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Client log sheet	1. Issues Order of Payment and provide the list of requirements needed for the issuance of certification	None	2 minutes	SAS Office Staff



2. Payment at the Cashier's Office	2. Receive Payment and Issue Official Receipt	PHP 25.00	5 minutes	Cashier's Office
3. Return the receipt to OSAS	3. Receives requirements and Official Receipt	None	5 minutes	SAS Office Staff
4. Waiting for the validation of certification	4. Validates the accuracy based on the student's record	None	3 Days	Campus SAS Coordinator
	4.1. Prepares Certification		15 minutes	SAS Office Staff
	4.2. Signs Certificate		15 minutes	Campus SAS Coordinator
5. Claim Certification	5. Issue certification	None	5 minutes	SAS Office Staff
	TOTAL:	PHP 25.00	3 days & 47 minutes	



6. Availment of Counseling (Walk-in, Referred, Called-up, Follow-up and Exit Interview)

The guidance office recognizes the needs of the students by giving valuable assistance thus it provides counseling. Counseling services are available to help the students. The client/student may come anytime of the day during office hours. Guidance counselors may help assist students process their problems, listen to their concerns, and make referrals when necessary.

Office:	Student Welfare and Services (SWSO) -Busuanga Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Graduates			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. May come anytime of the day during office hours	1. Provide intake interview	None	15 minutes	<i>Campus Guidance personnel</i>
2. Counseling Process	2. Provide counseling procedure	None	2 hours	<i>Guidance Counselor</i>
3. Fills out the log sheet at the Guidance Office	3. Provide Log Sheet Form	None	3 minutes	<i>Campus Guidance personnel</i>
4. Fills out feedback form and drop in the drop box.	4. Provide Feedback Form	None	3 minutes	<i>Campus Guidance personnel</i>
	TOTAL:	None	2 hours & 26 minutes	



7. Attendance to Clients' Concerns

The Office of Student Affairs and Services navigating these departments effectively often involves understanding their structure, procedures and the best ways to make inquiries, it also provides clarity on office transactions and inquiries within SAS.

Office:		SAS Office -Busuanga Campus		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students and Graduates		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the log sheet at the Information Window	1. Ask the Client about the inquiry	None	2 minutes	<i>SAS Office Staff</i>
2. Proceeds to section/ person concerned	2. Answer the query at the concerned section/person	None	30 minutes	<i>SAS Personnel</i>
3. Goes back to Information Window	3. Issues Feedback Form instructs to drop in the drop box	None	2 minutes	<i>SAS Office Staff</i>
TOTAL:		None	34 minutes	



8. Admission Services

The admission services will serve the students/applicants a systematic procedure for university admission and validate all the requirements of applicants to ensure that they are eligible to enroll in college.

Office:	Admission Office -Busuanga Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicant's Examination Profile (Original Copy)		Admission Office		
Admission Test Schedule (Original Copy)		Admission Office		
Form 9/138, ALS Card, ALS Certificate or TOR (Original Copy)		Client		
Transfer Credentials/Honorable dismissal (Transferee, Original copy)		Client		
Certificate of Good Moral Character (Original Copy)		Client		
Admission Test Result (Original Copy)		Admission Office		
Drug Test Result (Original Copy)		Admission Office		
Valid Identification Card		Client		
2x2 ID picture, blue background with name tag		Client		
Medical Certificate (Original Copy)		Infirmary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit https://aims.wpu.edu.ph/wpu/applicants/ , register online and send the scanned admission requirements via Gmail	1. Check and evaluate the applicant's personal profile	None	10 minutes	<i>Admission Personnel</i>



2. Proceed to the Admission Office and Present the printed examination profile and admission test schedule along with other required documents for admission exam	2. Check examination profile of the applicants	None	10 minutes	<i>Admission Personnel</i>
3. Take the Admission test	3. Administer the admission test	None	1 hour	<i>Admission Personnel</i>
4. Claim Get admission test result, submit the original admission credentials/requirements and claim Admission slip for pre-registration	4. Release the admission test result and admission slip	None	10 minutes	<i>Admission Personnel</i>
	TOTAL:	None	1 hour & 30 minutes	



9. Collection of Fees

This aims to establish a systematic procedure in collecting payments from clients (students).

Office:	Office of the Campus Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration/ID			Client	
Order of payment			OCA	
Payment			Collecting Officer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present COR/ ID and order of payments	1. Validate COR/ID, order of payments, delivery receipts and encode payment	(Please refer to the schedule of fees below)	5 minutes	Collecting Officer Admin. Aide I
2. Claim official receipt	2. Issue official receipt	None	3 minutes	Collecting Officer Admin. Aide I
	TOTAL:	(Please refer to the schedule of fees below)	8 minutes	

Schedule of Fees

FEES Description	Amount (PhP)	Frequency per Semester per Year	Board Resolution Number and Date Approved
Tuition Fee (Undergraduate)	200.00/unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007 & Res. No. 343, s. 2011 dated March 4, 20211
Tuition Fee (MS)	400.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Tuition Fee (PhD)	600.00 / unit	per Semester	Res. No. 04, s. 2007

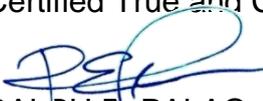


			dated February 26, 2007
Miscellaneous Fees:			
Laboratory Fee (Undergraduate)	250.00/ unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Laboratory Fee (MS)	300.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Laboratory Fee (PhD)	500.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Computer Fee	150.00	per Semester	Res. No. 25-a, s. 1995 dated March 16, 1995
Registration Fee	100.00	per Semester	Res. No. 298, s. 2010 dated June 4, 2010
Evaluation fee	100.00	as requested	Res. No. 298, s. 2010 dated June 4, 2010
Late Registration	100.00	as requested	Res. No. 298, s. 2010 dated June 4, 2010
Medical/Physical examination fee	50.00	per Semester	Res. No. 167, s. 2007 dated December 17, 2007
Library Fee	100.00	per Semester	Res. No. 56, s. 2005 dated April 1, 2005
Athletic Fee (freshmen only)	100.00	per Semester	Res. No. 56, s. 2005 dated April 1, 2005
Cultural fee	50.00	per Semester	Res. No. 234, s. 2009 dated March 20, 2009
SCUAA fee	300.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Security fee	100.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Garbage fee (184)	50.00	per Semester	Res. No. 298, s.2010 dated June 4, 2010
Guidance fee (184)	100.00	per Semester	Res. No. 154, s. 2014
OTHER FEES:			
Internet Connection fee	300.00	per Semester	Res. No. 147, s. 2002 dated September 4, 2002
Internet Connection fee	150.00	for Summer Term	Res. No. 147, s. 2002 dated September 4, 2002
Student Teaching fee	800.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Development fee	800	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Testing fee	300.00	Once for new	Res. No. 298, s.2010 dated June 4, 2010
Student Handbook fee	100.00	Once for new	Res. No. 298, s.2010 dated June 4, 2010
Student ID Card (for old and new students)	120.00	as requested	Res. No. 56, s. 2005 dated April 1, 2005



Placement fee	150.00	Once for incoming freshmen	None
Transcript of Records	100.00/page	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Diploma Fee	100.00	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Honorable Dismissal	50.00	as requested	None
Leave of Absence (LOA)	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Special Permit	25.00	as requested	None
Dropping/Changing of subjects	50.00	as requested	None
Certification/Authentication/Verification fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Psychological Test Fee (BS Criminology students only)	300.00 / student		Res. No. 56, s. 2005 dated April 1, 2005
Completion fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Authentic Fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Trust (184)			
Deposit fee	50.00	once for new	None
NSTP (CWTS/LLS/ROTC)	300.00	2 Semester only	None
School Organ fee	100.00	Per Semester	Res. No. 312, s. 2010 dated October 12, 2010
OJT-Local	1,000.00	as requested	Res. No. 35 s. 2013
OJT-National	1,500.00	as requested	Res. No. 35 s. 2013
OJT-International	\$ 100.00	as requested	Res. No. 35 s. 2013

Certified True and Correct:


 RALPH E. PALAO
 Board Secretary



10. Verification of Student's Account/Balance/Loan

This procedure aims to check the subsidiary ledger of the student to assess for any outstanding obligation to the University.

Office:	Office of the Campus Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration (COR) or			Registrar's Office	
Identification (ID) Card of the student			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter; present the student's COR or ID card. Note: Representative must present his/her own ID card	1. Check the student's account in the system	None	5 minutes	<i>Accounting Personnel Accountant</i>
2. Claim billing slip/order of payment	1. Issue a billing slip to the student for any balances	None	1 minute	<i>Accounting Personnel Accountant</i>
TOTAL:		None	6 minutes	



11. Signing of Clearance

This procedure intends to facilitate the signing of student's clearance for midterm and/or final examination purposes.

Office:	Office of the Campus Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration (COR) or Student ID		Registrar's Office OSAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance at the receiving counter and COR or ID card Note: Representative must present his/her own ID card	Check the student's account in the system *If with an outstanding balance, issue a Billing slip to the student for any balances; *If without balances, sign the student's clearance	None	4 minutes	<i>Accounting Staff</i>
2. Claim signed clearance	Release the signed clearance	None	1 minute	<i>Accounting Staff</i>
TOTAL		None	5 minutes	



12. Issuance of Student's Statement of Account

This procedure aims to facilitate the issuance of student's statement of account.

Office:	Busuanga Campus			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration (COR) or Identification (ID) Card of the student			Registrar's Office	
Official Receipt			IGP Office	
Official Receipt			Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Official Receipt and student COR or ID. Note: Representative must present his/her own ID card	1. Verify the student's account in the system; 1.1 prepare the Statement of Account 1.2 Sign the Statement of Account	PHP 25.00	9 minutes	<i>Accounting Staff</i> <i>Accounting Staff</i> <i>Accountant or representative</i>
2. Claim the student's statement of account	2. Release the student's statement of account	None	1 minute	<i>Accounting Staff</i>
TOTAL		PHP 25.00	10 minutes	



13. Pre- Enrollment Medical and Dental Examination

Freshmen and transferees are required to submit themselves for medical and dental examination prior to enrollment. This aims to discover the signs of illness and physical defects in order to correct them; check on the health habits of students; and prevent the progress of those which cannot be corrected.

Office:	Busuanga Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Freshmen Students and Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Health Record		Campus Infirmary		
1 piece ordinary folder with plastic cover (long)		Campus Canteen		
1 piece fastener		Campus Canteen		
1 piece 2x2 ID picture (to be pasted on the Student Health Record)		Photo Studio		
Official Receipt for Php50.00 Medical Certification Fee		Accounting Office		
Medical Certificate / clearance for enrollees with pre-existing medical conditions		Attending physician		
Barangay, Police and Judge Clearance (for enrollees with tattoo)		Respective Barangays, Municipal Police Station, Municipal Trial Court		
Reminders: <ul style="list-style-type: none"> • All clients must observe proper personal hygiene. • All male students should be in prescribed haircut. • Earrings are not allowed for male clients. • Colored nail polish is not allowed. Nails must be trimmed short. • No fancy hair color. 		Personal responsibility		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the client log sheet.	1. Issues Order of payment	None	1 minute	<i>Nursing Aide</i>



	1.1. Provides the checklist of requirements needed for the issuance of medical certificate.	None	2 minutes	<i>Nursing Aide</i>
2. Pays Medical Certification fee and submits the official receipt to the campus clinic.	2. Receives Official Receipt and evaluates the accomplished Student Health Record (SHR)	PHP 50.00	6 minutes	<i>Nursing Aide</i>
	2.1. Conducts initial assessment and taking of vital signs, vision testing and BMI determination	None	5 minutes	<i>Nursing Aide</i>
3. Claims medical certificate	3. Release of medical certificate.	None	3 minutes	<i>Nursing Aide</i>
	TOTAL:	PHP 50.00	17 minutes	



14. Consultation of Minor Illness

The Campus Clinic offers consultation of minor illnesses like ordinary headache, fever and others. It also provides basic first aid to minor injuries like dressing of wounds and insect bites. Referral to University Physician is done on daily basis.

Office:	Busuanga Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Freshmen Students and Transferees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Consultation form			Campus Infirmary	
Laboratory request slip			Campus Infirmary	
Laboratory result			Hospital/Clinic with laboratory facility	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the triage area and fill out consultation form.	1. Receives filled up consultation form and assess the client's vital signs and medical history.	None	10 minutes	<i>Nursing Aide</i>
	1.1 Interview the client for the history of present illness.	None	5 minutes	<i>Nursing Aide</i>
	1.2 Referral to University Physician (phone call and online consultation)	None	5 minutes	<i>Nursing Aide</i>
	1.3 University Physician conducts evaluation	None	10 minutes	<i>University Physician</i>
2. Carry out Doctor's order	2. Provide medicine if available or issue prescription	None	5 minutes	
	TOTAL:	None	35 minutes	



15. Medical Examination for The On-the-Job Training (OJT) Students

All participants of in-campus and off-campus curricular and non-curricular activities as per order of the Department of Education (DepEd) and Commission on Higher Education (CHED) are required to undergo medical examination. This includes on the job training like internship, practice teaching, field instruction, practicum, field work, community immersion and the like.

Office:	Busuanga Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Freshmen Students and Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt for medical certification fee.		Accounting Office		
Student Health Record		Campus Infirmary		
Laboratory request slip		Campus Infirmary		
Laboratory result		Hospital/Clinic with laboratory facility		
Reminders: <ul style="list-style-type: none"> - All clients must observe proper personal hygiene. - All male students should be in prescribed haircut. - Earrings are not allowed for male clients. - Colored nail polish is not allowed. Nails must be trimmed short. - All female students must bring pregnancy test kit with disposable cup for collection of urine sample. 		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the client log sheet and present the request or any proof of securing medical certificate.	1. Issue order of payment.	None	1 minute	<i>Nursing Aide</i>



2. Pays Medical Certification fee and submits the official receipt to the campus clinic.	2. Receives official receipt and issues requirement checklist, and laboratory request slip.	PHP 50.00	3 minutes	<i>Nursing Aide</i>
3. Submit laboratory results to the Campus Clinic.	3. Receive laboratory results and retrieve Student Health Record (SHR)	None	3 minutes	<i>Nursing Aide</i>
4. Fill out the Annual Physical Examination (APE) form.	4. Undergo an initial physical assessment and taking of vital signs.	None	3 minutes	<i>Nursing Aide</i>
5. Proceed to the University Physician during a scheduled visit.	5. Conducts medical examination.	None	10 minutes	<i>University Physician</i>
6. Claim medical certificate.	6. Release medical certificate.	None	3 minutes	<i>Nursing Aide</i>
TOTAL		PHP 50.00	23 minutes	



Library

External Services



1. Inside Reading Use of Library Resources (Automated)

This service allows the client to borrow library resources for inside use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID.			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources through the Online Public Access Catalog (OPAC)	None	None	2 minutes	None
2. Log in to the Attendance System of the section.	None	None	1 minute	None
3. Present the material to be used at the counter and deposit the school ID card.	3. Record the transactions in the library system	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. After use, surrender the borrowed material and claim the deposited school ID card	4. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	6 minutes	



2. Inside Reading Use of Library Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable or materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID.			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources in the book stack	None	None	3 minutes	None
2. Upon the use of the material, fill out the Inside Reading Slip (InsideRS)	2. Collect the filled-out slip together with the school/ ID card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. After use, surrender the borrowed material and claim the deposited school ID card	3. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	6 minutes	



3. Inside Reading Use of Library Resources (Outside Researcher)

Allows the outside researchers to borrow learning resources. All materials are for inside reading use only.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Outside researcher			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID. Card Official Receipt			Client Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay a research fee	1. Release order of payment and instruct the outside researcher to pay in the Cashier Office	PHP 50.00	1 minute	<i>Cashier's personnel</i>
2. Search library learning resources through the Online Public Access Catalog (OPAC)/Bookstack	None	None	3 minutes	None
3. Upon the use of the material, fill out the Inside Reading Slip (InsideRS).	3. Collect the filled-out slip together with valid ID card	None	1 minute	<i>Circulation In- Charge</i> <i>Periodical and Special Collection In-Charge</i>
4. After use, surrender the borrowed material and claim the deposited valid ID card	4. Receive and check the borrowed material and release the valid ID Card.	None	2 minutes	<i>Circulation In- Charge</i> <i>Periodical and Special Collection In-Charge</i>
	TOTAL:	PHP 50.00	7 minutes	



4. Home-reading Use of Learning Resources (Automated)

Allows the client to borrow learning resources for overnight use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Library Account/ Library System Account 2. Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the OPAC/book stack	None	None	2 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Receive and check out the book at the client's Library Account 2.1. Instruct the client to fill out the Book Card	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
3. Sign the loaning receipt.	3. Release the borrowed book 3.1. File the Book Card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the loaning receipt. <i>Note: Overdue material is charged 10 pesos/ day.</i>	4. Check and receive the borrowed book 4.1. Clear out the client's borrowing record 4.2. Issue an order of payment for overdue material	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	7 minutes	



5. Home-reading Use of Learning Resources (Manual)

This service allows the client to borrow library resources manually for home reading use. This process only applies when the system is unavailable and materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account			Library IGP Office	
Valid school I.D Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the book stack	None	None	3 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Issue and instruct the client to fill out two (2) Home-reading Slip (HomeRS) and Book Card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. Fill out two (2) HomeRS and one the Book Card.	3. Check the filled-out form, then release the book together with one filled-out HomeRS 3.1. File the Book Card and the filled-out HomeRS	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the Home-reading Slip. Note: Overdue material is charged 10 pesos/ day.	4. Check and receive the borrowed book 4.1. Clear out the client's borrowing record	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>



	4.2. Issue an order of payment for overdue material			
	TOTAL:	None	8 minutes	

6. Automated Renewal of Library Learning Resources (Face to Face Transaction)

Allows the client to renew the learning resources in person through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school I.D Card			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal.	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. Sign the loaning receipt.	2. Release the renewed book.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	2 minutes	



7. Manual Renewal of Library Learning Resources (Face to Face Transaction)

This service allows the client to manually renew library resources in person. This process only applies when the system is unavailable.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal and the filled-out Home-reading Slip (HomeRS).	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1. Indicate the new due date in the HomeRS	None	1 minute	
	1.2. Release the renewed book and the filled-out HomeRS	None	1 minute	
TOTAL:		None	4 minutes	



8. Online Renewal of Library Learning Resources

Allows the client to borrow the learning resources online.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Library Renewal form or send a message on our official Facebook page.	1. Check the filled-out renewal form 1.1. If no discrepancy is found, proceed to the renewal of the book 1.2. Send the loaning receipt via email or Facebook messenger to the client	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	Total:	None	2 minutes	



9. Use of E-Library Services

Allows students to use library computers for their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID card			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the E-Library Log sheet.	1. Collect the ID Card and provide a computer number to the client	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. After use, return the computer number to the E-Library Counter.	2. Release the client's identification card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	Total:	None	2 minutes	



10. Library Reference Services (Library Online and Phone Reference Assistance)

Allows the clients to raise questions about their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries through its Official Facebook Page, Online Forms, and Phone numbers.	1. Answer queries, provide the needed information of the client	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	10 minutes	

11. Library Reference Services (Library Reference Assistance, Face-to-face Transaction)

Allows the clients to raise simple or complex questions for their research and information needs through face-to-face transactions.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask queries to the reference librarian/reference staff	1. Answer queries and/or direct clients to the OPAC for their information Search	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	2 minutes	



12. Library Reference Services (Online Databases)

This service provides clients access to the library's online databases.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for access to the Library's Online Databases.	1. Provide access to the client	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	2 minutes	



13. Library Reference Services (Document Delivery Services)

Allows clients to obtain online learning resources remotely.

Office:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Enrolled students of the university

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Document Delivery Service Form	1. Check and retrieve the information /materials requested by the client.	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Send and provide the information/ materials requested via the preferred format and social media of the client.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Upon release, log the transaction in the Document Delivery Release Log Sheet.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	12 minutes	



Library

Internal Services



1. Inside Reading Use of Library Resources (Automated)

This service allows the client to borrow library resources for inside use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID.			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources through the Online Public Access Catalog (OPAC)	None	None	2 minutes	None
2. Log in to the Attendance System of the section.	None	None	1 minute	None
3. Present the material to be used at the counter and deposit the school ID card.	3. Record the transactions in the library system	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. After use, surrender the borrowed material and claim the deposited school ID card	4. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	6 minutes	



2. Inside Reading Use of Library Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable or materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employee ID.			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources in the book stack	None	None	3 minutes	None
2. Upon the use of the material, fill out the Inside Reading Slip (InsideRS).	2. Collect the filled-out slip together with the school/ID card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. After use, surrender the borrowed material and claim the deposited school ID card	3. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	6 minutes	



3. Home-reading Use of Learning Resources (Automated)

Allows the client to borrow learning resources for overnight use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the OPAC/book stack	None	None	2 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Receive and check out the book at the client's Library Account. 2.1 Instruct the client to fill out the Book Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
3. Sign the loaning receipt.	3. Release the borrowed book. 3.1 File the Book Card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the loaning receipt. <i>Note: Overdue material is charged 20 pesos/ day.</i>	4. Check and receive the borrowed book. 4.1 Clear out the client's borrowing record. 4.2 Issue an order of payment for overdue material.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	7 minutes	



4. Home-reading Use of Learning Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable and materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the book stack	None	None	3 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Issue and instruct the client to fill out two (2) Home-Reading Slips (HomeRS) and the Book Card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. Fill out two (2) Home-reading Slips and the Book Card.	3. Check the filled-out slip, then release the book together with one filled-out HomeRS. 3.1 File the Book Card and the filled-out HomeRS.	None None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the Home-reading Form. <i>Note:</i> Overdue material is charged 20 pesos/ day.	4. Check and receive the borrowed book. 4.1 Clear out the client's borrowing record. 4.2 Issue order of payment for overdue material.	None	2 minutes	
TOTAL:		None	8 minutes	



5. Automated Renewal of Library Learning Resources (Face to Face Transaction)

Allows the client to renew the learning resources in person through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal.	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. Sign the loaning receipt.	2. Release the renewed book.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



6. Manual Renewal of Library Learning Resources (Face to Face Transaction)

Allows the client to borrow the learning resources in person. This transaction is only applicable when the system is unavailable.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Employee ID			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal and the filled-out Home-reading Slip (HomeR).	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Indicate the date of the new due date in the HomeRS.	None	1 minute	
	1.2 Release the renewed book and the filled-out HomeRS.	None		
	TOTAL:	None	3 minutes	



7. Online Renewal of Library Learning Resources

Allows the client to borrow the learning resources online.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Online Library Renewal form or send a message on our official Facebook page.	1. Check the filled-out renewal form.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1. If no discrepancy is found, proceed to the renewal of the book.	None		
	1.2. Send the loaning receipt via email or Facebook messenger of the client.	None		
	TOTAL:	None	2 minutes	



8. Use of E-Library Services

Allows clients to use library computers for their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID card			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the E-Library Log sheet.	1. Collect ID Card and provide a computer number to the client	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. After use, return the computer number at the E-Library Counter.	2. Release the client's identification card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



9. Use of Library Facilities (Class Research)

Allows the faculty to use the library for their class research.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fillout the Library Class Research Request Form.	1. Check the availability of the requested date of use of the library facility. 1.1 Approve the request.	None	3 minutes	<i>Circulation In-Charge</i>
	TOTAL:	None	3 minutes	



10. Library Reference Services (Library Online and Phone Reference Assistance)

Allows the clients to raise questions about their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries through its Official Facebook Page, Online Forms, and Phone numbers.	1. Answer queries, provide the needed information of the client	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	10 minutes	



11. Library Reference Services (Library Reference Assistance, Face-to-face Transactions)

Allows the clients to raise simple or complex questions for their research and information needs through face to face transaction.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask queries to the reference librarian/ reference staff	1. Answer queries and/or direct clients to the OPAC for their information search	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	

12. Library Reference Services (Online Databases)

This service provides clients access to the library's online databases.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. As access to the library Online Databases.	1. Provide access to the client	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



13. Library Reference Services (Document Delivery Services)

Allows clients to obtain learning resources remotely.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Document Delivery Service Form	1. Check and retrieve the information/ materials requested by the client.	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Send and provide the information/ materials requested via the preferred format and social media of the client.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Upon release log the transaction in the Document Delivery Release Log Sheet.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:			12 minutes	



14. Request for Library Learning Resources

Allows the clients to request their needed library materials through acquisition.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Library Requisition Form noted by their immediate supervisor.	1. Check the filled-out form.	None	5 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Ensure that the requested material meet the criteria based on the Acquisition and Selection Policy.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Endorse the request if the criteria are met to the University Librarian for approval. If not, inform the requester.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.3 Include the request in the Purchase Request for acquisition.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	8 minutes	



Office of Campus Administrator

External Services



1. Issuance of Certification, Authentication and Evaluation of Grades

This aims to establish a standard and systematic procedure for requesting/ releasing student records/documents.

Office:	Registrar's Office -Culion Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Certification request				
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Documentary Stamp			BIR	
For Evaluation of Grades request				
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Original copy and photocopy of documents for Authentication			Personal	
For claims				
Claim slip			Registrar's Office	
Valid ID			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request & claim slip and submit to the Registrar personnel together with the required documents / records	1. Receive accomplished request & claim slip; check entries on request, and check the completeness of required documents/records 1.1 Record the transaction in the logbook	None	5 minutes	<i>Registrar Personnel</i>
2. Get an order of payment, and pay to the Cash Office	2. Issue order of payment and advise the client to pay to the Cash Office	Refer to Schedule of Fees	2 minutes	<i>Registrar Personnel</i>



3. Present the OR and get the Claim slip	3. Check the OR and issue the claim slip 3.1. Prepare the evaluation of grade or 3.2. certifications	None	5 minutes 5 days 3 days	<i>Registrar Personnel</i>
4. Receive the requested document	4. Release the requested documents	None	2 minutes	<i>Registrar Personnel</i>
	TOTAL:	Refer to Schedule of Fees	3-5 days & 10 min	

Schedule of Fees

Evaluation of Grades	100.00
Certifications	25.00

Total Processing time

5 days and 10 minutes
3 days and 10 minutes



2. Issuance of Forms (Completion Form, Shifting Form Adding/ Changing / Dropping Form)

This procedure covers the issuance of forms which applies to all undergraduate and graduates students.

Office:	Registrar's Office -Culion Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment (Completion Form)			Registrar's Office	
Official Receipt (Completion Form)			Cash Office	
Student ID			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the the receiving counter/Fill-out the log-sheet	1.Check records on file	None	2 minutes	<i>Registrar Personnel</i>
2. Get order of payment and pay to the Cash Office. (For forms that require payment)	2. Issue order of payment if the requested form requires payment (completion Form)	PHP 25.00	1 minute	<i>Registrar Personnel</i>
3. Present Official Receipt & and claim the requested form	3. Release the requested form 3.1. Record the transaction in the logbook of released documents/ records.	None	3 minutes	<i>Registrar Personnel</i>
	TOTAL:	PHP 25.00	6 minutes	



3. Adding/Changing/Dropping Subjects and Shifting Course/Program

This aims to establish a standard and systematic procedure for adding, changing or dropping of subject(s).

Office:	Registrar's Office -Culion Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Student ID			Client	
Order of Payment			Registrar's Office	
Official Receipt			Cash Office	
Certificate of Registration (COR)			Client	
Accomplished Form			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter/Fill-out the log sheet	None	None	2 minutes	<i>Registrar Personnel</i>
2. Present the accomplished form, get order of payment and pay to the Cash Office (for dropping)	2. Issue order of payment	None	2 minutes	<i>Registrar Personnel</i>
3. Pay to the Cash Office	3. Issue OR	P50.00/ subject	4 minutes	<i>Cash Office Staff</i>
4. Submit the accomplished form with attached required document	4. Receive the accomplished form, input the changes in the student record, record, and file to the student's folder	None	2 minutes	<i>Registrar Personnel</i>



<p>4a. Claim updated COR (for Adding/ Changing/ Dropping subjects)</p> <p>4b. For shifting course/program claim the shifting form and present it to the College Secretary for pre-registration to the new program</p>	<p>4.1. Issue updated COR/return 1 copy of the shifting form</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Registrar Personnel</i></p>
	<p>TOTAL:</p>	<p>PHP 50.00/ subject</p>	<p>12 minutes</p>	



4. Issuance of Certificate of Registration (COR) for Manual Registration

The enrollment process is managed by different offices such as the admission office, respective colleges, cashier and registrar's office. Enrollment Process starts at the admission office for screening of application for admission and screening of admission credentials, Pre- registration in respective colleges and ends at issuance of Certificate of Registration (COR) at the Registrar's Office.

Office:	Registrar's Office -Culion Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission slip issued by the admission office after screening and validation of admission credentials (For Freshmen & Transferees)		Admission Office		
College Pre-registration/Enlistment and Assessment		Respective College		
SSC Receipt of Payment		Student Supreme Council Office		
Validated Student ID (Old students)		IGP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present admission slip, SSC receipt of payment & validated Student ID	1. Check the requirements 1.1. Check the correctness of entries in the Pre-registration form 1.2. Validate Pre-registration and assign student number for new enrollees. 1.3. Check if the student is qualified to Free Higher Education 1.4. Print two copies of Certificate of Enrollment (COR)	None	9 minutes	<i>Registrar Personnel</i>



2. Claim COR	2. Instruct the student to sign 1 copy of COR (For registrar's copy) 2.1 Release 1 copy for student copy	None	1 minute	<i>Registrar Personnel</i>
	TOTAL:	None	10 minutes	



5. Issuance of Certification (Certificate of Good Moral Character, Scholarship Certificate, and other certification)

These certificates are issued to students needing these documents. These certificates affirm the factual data as indicated.

Office:	SAS Office -Culion Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Graduates			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Good Moral Character				
Order of Payment (1 original)			Frontline (SAS Staff)	
Proof of No obligation from the university				
Certificate of Registration (COR) for ongoing students (1 photocopy)			Registrar	
Transcript of Records (TOR) for graduate (1 photocopy)			Registrar	
General Clearance for former students (1 original/photocopy)			Registrar	
Documentary Stamp (1 piece - purple, 2 pieces - brown)			Client	
Representative Authorization letter Valid ID (Government Issued Identification Card) Student ID			Client	
Receipt of Payment			Cashier	
Certificate of Scholarship				
Receipt of Payment			Cashier	
Documentary Stamp			Client	
Student ID (presently enrolled)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Client log sheet	1. Issues Order of Payment and provide the list of requirements needed for the issuance of certification	None	2 minutes	SAS Office Staff



2. Payment at the Cashier's Office	2. Receive Payment and Issue Official Receipt	PHP 25.00	5 minutes	Cashier's Office
3. Return the receipt to OSAS	3. Receives requirements and Official Receipt	None	5 minutes	SAS Office Staff
4. Waiting for the validation of certification	4. Validates the accuracy based on the student's record	None	3 Days	Campus SAS Coordinator
	4.1. Prepares Certification		15 minutes	SAS Office Staff
	4.2. Signs Certificate		15 minutes	Campus SAS Coordinator
5. Claim Certification	5. Issue certification	None	5 minutes	SAS Office Staff
	TOTAL:	PHP 25.00	3 days & 47 minutes	



6. Availment of Counseling (Walk-in, Referred, Called-up, Follow-up and Exit Interview)

The guidance office recognizes the needs of the students by giving valuable assistance thus it provides counseling. Counseling services are available to help the students. The client/student may come anytime of the day during office hours. Guidance counselors may help assist students process their problems, listen to their concerns, and make referrals when necessary.

Office:	Student Welfare and Services (SWSO) -Culion Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Graduates			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. May come anytime of the day during office hours	1. Provide intake interview	None	15 minutes	<i>Campus Guidance personnel</i>
2. Counseling Process	2. Provide counseling procedure	None	2 hours	<i>Guidance Counselor</i>
3. Fills out the log sheet at the Guidance Office	3. Provide Log Sheet Form	None	3 minutes	<i>Campus Guidance personnel</i>
4. Fills out feedback form and drop in the drop box.	4. Provide Feedback Form	None	3 minutes	<i>Campus Guidance personnel</i>
	TOTAL:	None	2 hours & 26 minutes	



7. Attendance to Clients' Concerns

The Office of Student Affairs and Services navigating these departments effectively often involves understanding their structure, procedures and the best ways to make inquiries, it also provides clarity on office transactions and inquiries within SAS.

Office:		SAS Office -Culion Campus		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students and Graduates		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the log sheet at the Information Window	1. Ask the Client about the inquiry	None	2 minutes	<i>SAS Office Staff</i>
2. Proceeds to section/ person concerned	2. Answer the query at the concerned section/person	None	30 minutes	<i>SAS Personnel</i>
3. Goes back to Information Window	3. Issues Feedback Form instructs to drop in the drop box	None	2 minutes	<i>SAS Office Staff</i>
TOTAL:		None	34 minutes	



8. Admission Services

The admission services will serve the students/applicants a systematic procedure for university admission and validate all the requirements of applicants to ensure that they are eligible to enroll in college.

Office:	Admission Office -Culion Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicant's Examination Profile (Original Copy)		Admission Office		
Admission Test Schedule (Original Copy)		Admission Office		
Form 9/138, ALS Card, ALS Certificate or TOR (Original Copy)		Client		
Transfer Credentials/Honorable dismissal (Transferee, Original copy)		Client		
Certificate of Good Moral Character (Original Copy)		Client		
Admission Test Result (Original Copy)		Admission Office		
Drug Test Result (Original Copy)		Admission Office		
Valid Identification Card		Client		
2x2 ID picture, blue background with name tag		Client		
Medical Certificate (Original Copy)		Infirmary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit https://aims.wpu.edu.ph/wpu/applicants/ , register online and send the scanned admission requirements via Gmail	1. Check and evaluate the applicant's personal profile	None	10 minutes	<i>Admission Personnel</i>



2. Proceed to the Admission Office and Present the printed examination profile and admission test schedule along with other required documents for admission exam	2. Check examination profile of the applicants	None	10 minutes	<i>Admission Personnel</i>
3. Take the Admission test	3. Administer the admission test	None	1 hour	<i>Admission Personnel</i>
4. Claim Get admission test result, submit the original admission credentials/requirements and claim Admission slip for pre-registration	4. Release the admission test result and admission slip	None	10 minutes	<i>Admission Personnel</i>
	TOTAL:	None	1 hour & 30 minutes	



9. Collection of Fees

This aims to establish a systematic procedure in collecting payments from clients (students).

Office:	Office of the Campus Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration/ID			Client	
Order of payment			OCA	
Payment			Collecting Officer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present COR/ ID and order of payments	1. Validate COR/ID, order of payments, delivery receipts and encode payment	(Please refer to the schedule of fees below)	5 minutes	Collecting Officer Admin. Aide I
2. Claim official receipt	2. Issue official receipt	None	3 minutes	Collecting Officer Admin. Aide I
	TOTAL:	(Please refer to the schedule of fees below)	8 minutes	

Schedule of Fees

FEES Description	Amount (PhP)	Frequency per Semester per Year	Board Resolution Number and Date Approved
Tuition Fee (Undergraduate)	200.00/unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007 & Res. No. 343, s. 2011 dated March 4, 20211
Tuition Fee (MS)	400.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Tuition Fee (PhD)	600.00 / unit	per Semester	Res. No. 04, s. 2007

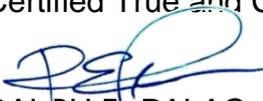


			dated February 26, 2007
Miscellaneous Fees:			
Laboratory Fee (Undergraduate)	250.00/ unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Laboratory Fee (MS)	300.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Laboratory Fee (PhD)	500.00 / unit	per Semester	Res. No. 04, s. 2007 dated February 26, 2007
Computer Fee	150.00	per Semester	Res. No. 25-a, s. 1995 dated March 16, 1995
Registration Fee	100.00	per Semester	Res. No. 298, s. 2010 dated June 4, 2010
Evaluation fee	100.00	as requested	Res. No. 298, s. 2010 dated June 4, 2010
Late Registration	100.00	as requested	Res. No. 298, s. 2010 dated June 4, 2010
Medical/Physical examination fee	50.00	per Semester	Res. No. 167, s. 2007 dated December 17, 2007
Library Fee	100.00	per Semester	Res. No. 56, s. 2005 dated April 1, 2005
Athletic Fee (freshmen only)	100.00	per Semester	Res. No. 56, s. 2005 dated April 1, 2005
Cultural fee	50.00	per Semester	Res. No. 234, s. 2009 dated March 20, 2009
SCUAA fee	300.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Security fee	100.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Garbage fee (184)	50.00	per Semester	Res. No. 298, s.2010 dated June 4, 2010
Guidance fee (184)	100.00	per Semester	Res. No. 154, s. 2014
OTHER FEES:			
Internet Connection fee	300.00	per Semester	Res. No. 147, s. 2002 dated September 4, 2002
Internet Connection fee	150.00	for Summer Term	Res. No. 147, s. 2002 dated September 4, 2002
Student Teaching fee	800.00	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Development fee	800	per Semester	Res. No. 422, s. 2012 dated February 29, 2012
Testing fee	300.00	Once for new	Res. No. 298, s.2010 dated June 4, 2010
Student Handbook fee	100.00	Once for new	Res. No. 298, s.2010 dated June 4, 2010
Student ID Card (for old and new students)	120.00	as requested	Res. No. 56, s. 2005 dated April 1, 2005



Placement fee	150.00	Once for incoming freshmen	None
Transcript of Records	100.00/page	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Diploma Fee	100.00	as requested	Res. No. 56, s. 2005 dated April 1, 2005
Honorable Dismissal	50.00	as requested	None
Leave of Absence (LOA)	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Special Permit	25.00	as requested	None
Dropping/Changing of subjects	50.00	as requested	None
Certification/Authentication/Verification fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Psychological Test Fee (BS Criminology students only)	300.00 / student		Res. No. 56, s. 2005 dated April 1, 2005
Completion fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Authentic Fee	25.00	as requested	Res. No. 129, s. 2007 dated January 5, 2007
Trust (184)			
Deposit fee	50.00	once for new	None
NSTP (CWTS/LLS/ROTC)	300.00	2 Semester only	None
School Organ fee	100.00	Per Semester	Res. No. 312, s. 2010 dated October 12, 2010
OJT-Local	1,000.00	as requested	Res. No. 35 s. 2013
OJT-National	1,500.00	as requested	Res. No. 35 s. 2013
OJT-International	\$ 100.00	as requested	Res. No. 35 s. 2013

Certified True and Correct:


 RALPH E. PALAO
 Board Secretary



10. Verification of Student's Account/Balance/Loan

This procedure aims to check the subsidiary ledger of the student to assess for any outstanding obligation to the University.

Office:	Office of the Campus Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration (COR) or			Registrar's Office	
Identification (ID) Card of the student			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter; present the student's COR or ID card. Note: Representative must present his/her own ID card	1. Check the student's account in the system	None	5 minutes	<i>Accounting Personnel Accountant</i>
2. Claim billing slip/order of payment	1. Issue a billing slip to the student for any balances	None	1 minute	<i>Accounting Personnel Accountant</i>
TOTAL:		None	6 minutes	



11. Signing of Clearance

This procedure intends to facilitate the signing of student's clearance for midterm and/or final examination purposes.

Office:	Office of the Campus Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration (COR) or Student ID		Registrar's Office OSAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance at the receiving counter and COR or ID card Note: Representative must present his/her own ID card	Check the student's account in the system *If with an outstanding balance, issue a Billing slip to the student for any balances; *If without balances, sign the student's clearance	None	4 minutes	<i>Accounting Staff</i>
2. Claim signed clearance	Release the signed clearance	None	1 minute	<i>Accounting Staff</i>
TOTAL		None	5 minutes	



12. Issuance of Student's Statement of Account

This procedure aims to facilitate the issuance of student's statement of account.

Office:	Culion Campus			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration (COR) or Identification (ID) Card of the student			Registrar's Office	
Official Receipt			IGP Office	
Official Receipt			Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Official Receipt and student COR or ID. Note: Representative must present his/her own ID card	1. Verify the student's account in the system; 1.1 prepare the Statement of Account 1.2 Sign the Statement of Account	PHP 25.00	9 minutes	<i>Accounting Staff</i> <i>Accounting Staff</i> <i>Accountant or representative</i>
2. Claim the student's statement of account	2. Release the student's statement of account	None	1 minute	<i>Accounting Staff</i>
TOTAL		PHP 25.00	10 minutes	



Library

External Services



1. Inside Reading Use of Library Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable or materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID.			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources in the book stack	None	None	3 minutes	None
2. Upon the use of the material, fill out the Inside Reading Slip (InsideRS)	2. Collect the filled-out slip together with the school/ ID card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. After use, surrender the borrowed material and claim the deposited school ID card	3. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	6 minutes	



2. Inside Reading Use of Library Resources (Outside Researcher)

Allows the outside researchers to borrow learning resources. All materials are for inside reading use only.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Outside researcher			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID. Card Official Receipt			Client Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay a research fee	1. Release order of payment and instruct the outside researcher to pay in the Cashier Office	PHP 50.00	1 minute	<i>Cash Office personnel</i>
2. Search library learning resources through the Online Public Access Catalog (OPAC)/Bookstack	None	None	3 minutes	None
3. Upon the use of the material, fill out the Inside Reading Slip (InsideRS).	3. Collect the filled-out slip together with valid ID card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. After use, surrender the borrowed material and claim the deposited valid ID card	4. Receive and check the borrowed material and release the valid ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	PHP 50.00	7 minutes	



3. Home-reading Use of Learning Resources (Automated)

Allows the client to borrow learning resources for overnight use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the OPAC/book stack	None	None	2 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Receive and check out the book at the client's Library Account 2.1. Instruct the client to fill out the Book Card	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
3. Sign the loaning receipt.	3. Release the borrowed book 3.1. File the Book Card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the loaning receipt. <i>Note: Overdue material is charged 10 pesos/ day.</i>	4. Check and receive the borrowed book 4.1. Clear out the client's borrowing record 4.2. Issue an order of payment for overdue material	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	7 minutes	



4. Home-reading Use of Learning Resources (Manual)

This service allows the client to borrow library resources manually for home reading use. This process only applies when the system is unavailable and materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account			Library	
Valid school I.D Card			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the book stack	None	None	3 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Issue and instruct the client to fill out two (2) Home-reading Slip (HomeRS) and Book Card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. Fill out two (2) HomeRS and one the Book Card.	3. Check the filled-out form, then release the book together with one filled-out HomeRS 3.1. File the Book Card and the filled-out HomeRS	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the Home-reading Slip. Note: Overdue material is charged 10 pesos/ day.	4. Check and receive the borrowed book 4.1. Clear out the client's borrowing record	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>



	4.2. Issue an order of payment for overdue material			
	TOTAL:	None	8 minutes	

5. Manual Renewal of Library Learning Resources (Face to Face Transaction)

This service allows the client to manually renew library resources in person. This process only applies when the system is unavailable.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal and the filled-out Home-reading Slip (HomeRS).	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1. Indicate the new due date in the HomeRS	None	1 minute	
	1.2. Release the renewed book and the filled-out HomeRS	None		
	TOTAL:	None	3 minutes	



6. Use of E-Library Services

Allows students to use library computers for their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid school ID card			IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the E-Library Log sheet.	1. Collect the ID Card and provide a computer number to the client	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. After use, return the computer number to the E-Library Counter.	2. Release the client's identification card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



7. Library Reference Services (Library Online and Phone Reference Assistance)

Allows the clients to raise questions about their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries through its Official Facebook Page, Online Forms, and Phone numbers.	1. Answer queries, provide the needed information of the client	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	10 minutes	

8. Library Reference Services (Library Reference Assistance, Face-to-face Transaction)

Allows the clients to raise simple or complex questions for their research and information needs through face-to-face transactions.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask queries to the reference librarian/reference staff	1. Answer queries and/or direct clients to the OPAC for their information Search	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



9. Library Reference Services (Online Databases)

This service provides clients access to the library's online databases.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for access to the Library's Online Databases.	1. Provide access to the client	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	2 minutes	



10. Library Reference Services (Document Delivery Services)

Allows clients to obtain online learning resources remotely.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Document Delivery Service Form	1. Check and retrieve the information /materials requested by the client.	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Send and provide the information/ materials requested via the preferred format and social media of the client.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Upon release, log the transaction in the Document Delivery Release Log Sheet.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	12 minutes	



Library

Internal Services



1. Inside Reading Use of Library Resources (Manual)

This service allows the client to borrow library resources manually for inside use. This process only applies when the system is unavailable or materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employee ID.			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources in the book stack	None	None	3 minutes	None
2. Upon the use of the material, fill out the Inside Reading Slip (InsideRS).	2. Collect the filled-out slip together with the school/ID card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. After use, surrender the borrowed material and claim the deposited school ID card	3. Receive and check the borrowed material and release the school/ID Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	6 minutes	



2. Home-reading Use of Learning Resources (Automated)

Allows the client to borrow learning resources for overnight use through automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the OPAC/book stack	None	None	2 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Receive and check out the book at the client's Library Account. 2.1 Instruct the client to fill out the Book Card.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
3. Sign the loaning receipt.	3. Release the borrowed book. 3.1 File the Book Card	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the loaning receipt. <i>Note: Overdue material is charged 20 pesos/ day.</i>	4. Check and receive the borrowed book. 4.1 Clear out the client's borrowing record. 4.2 Issue an order of payment for overdue material.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	7 minutes	



3. Home-reading Use of Learning Resources (Manual)

This service allows the client to borrow library resources manually for home reading use. This process only applies when the system is unavailable and materials are not yet part of the automation.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Valid school I.D Card			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the book needed through the book stack	None	None	3 minutes	None
2. Present the book to be borrowed at the Circulation Counter.	2. Issue and instruct the client to fill out two (2) Home-Reading Slips (HomeRS) and the Book Card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
3. Fill out two (2) Home-reading Slips and the Book Card.	3. Check the filled-out slip, then release the book together with one filled-out HomeRS. 3.1 File the Book Card and the filled-out HomeRS.	None None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
4. Return the borrowed book on the due date indicated in the Home-reading Form. <i>Note:</i> Overdue material is charged 20 pesos/ day.	4. Check and receive the borrowed book. 4.1 Clear out the client's borrowing record. 4.2 Issue order of payment for overdue material.	None	2 minutes	
TOTAL:		None	8 minutes	



4. Manual Renewal of Library Learning Resources (Face to Face Transaction)

This service allows the client to manually renew library resources in person. This process only applies when the system is unavailable.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Library Account/ Library System Account Employee ID			Library OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book for renewal and the filled-out Home-reading Slip (HomeR).	1. Check the material for renewal. If no discrepancy is found, proceed to the renewal of the book.	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Indicate the date of the new due date in the HomeRS.	None	1 minute	
	1.2 Release the renewed book and the filled-out HomeRS.	None		
	TOTAL:	None	3 minutes	



5. Use of E-Library Services

Allows clients to use library computers for their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employee ID			OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the E-Library Log sheet.	1. Collect ID Card and provide a computer number to the client	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
2. After use, return the computer number at the E-Library Counter.	1. Release the client's identification card.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



6. Use of Library Facilities (Class Research)

Allows the faculty to use the library for their class research.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fillout the Library Class Research Request Form.	1. Check the availability of the requested date of use of the library facility. 1.1 Approve the request.	None	3 minutes	<i>Circulation In-Charge</i>
	TOTAL:	None	3 minutes	

7. Library Reference Services (Library Online and Phone Reference Assistance)

Allows the clients to raise questions about their research and information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries through its Official Facebook Page, Online Forms, and Phone numbers.	1. Answer queries, provide the needed information of the client	None	10 minutes	<i>Campus Library In-Charge/Library Staff</i>
	TOTAL:	None	10 minutes	



8. Library Reference Services (Library Reference Assistance, Face-to-face Transactions)

Allows the clients to raise simple or complex questions for their research and information needs through face to face transaction.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask queries to the reference librarian/ reference staff	1. Answer queries and/or direct clients to the OPAC for their information search	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	

9. Library Reference Services (Online Databases)

This service provides clients access to the library's online databases.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. As access to the library Online Databases.	1. Provide access to the client	None	2 minutes	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	2 minutes	



10. Library Reference Services (Document Delivery Services)

Allows clients to obtain learning resources remotely.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Document Delivery Service Form	1. Check and retrieve the information/ materials requested by the client.	None	10 minutes during office hour	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Send and provide the information/ materials requested via the preferred format and social media of the client.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Upon release log the transaction in the Document Delivery Release Log Sheet.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:			12 minutes	



11. Request for Library Learning Resources

Allows the clients to request their needed library materials through acquisition.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Library Requisition Form noted by their immediate supervisor.	1. Check the filled-out form.	None	5 minutes	<i>Campus Library In-Charge/Library Staff</i>
	1.1 Ensure that the requested material meet the criteria based on the Acquisition and Selection Policy.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.2 Endorse the request if the criteria are met to the University Librarian for approval. If not, inform the requester.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
	1.3 Include the request in the Purchase Request for acquisition.	None	1 minute	<i>Campus Library In-Charge/Library Staff</i>
TOTAL:		None	8 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send the feedback	Fill out the Client's Satisfaction Measurement (CSM) Form and drop it at the designated Drop Box in the different offices of WPU.
How feedback is processed	HRMO personnel shall collect the CSM form for the previous month every 1 st week of succeeding month, consolidate the results and inform the Dean/Section Head of the concerned employee about the findings.
How to file a complaint	<p>Fill out the Client's Complaint Form and drop it at the designated drop box in the Public Assistance Complaint Desk (PACD). Complaints can also be filed through phone call or email addressed to the HRM Office. The complaint must contain the following information.</p> <ul style="list-style-type: none"> -name of person being complained of -date, Time, Place and Nature of Incident -proof of Evidence - name and contact no. of the Complainant
How complaints are processed	<p>The Head of the HRMO shall open the complaint drop box daily and evaluate the complaints according to their perceived severity.</p> <p>She shall forward the common complaints to the concerned office and the grievous complaints to the University President for appropriate action.</p> <p>The Head of the HRMO shall give the feedback to the client.</p>
Contact Information	www.wpu.edu.ph hrmo@wpu.edu.ph 0910 2884099
Anti-Red Tape Authority (ARTA)	info@arta.gov.ph / complaints@arta.gov.ph (02)84785091/(02) 84785093
Civil Service Commission Field Office Palawan	ro04.fopalawan@csc.gov.ph



LIST OF OFFICES

Office	Address	Contact Information
WPU-Main Campus, Aborlan, Palawan	San Juan, Aborlan, Palawan	pres.office@wpu.edu.ph 0919-3836791
WPU-Puerto Princesa City Campus	Sta. Monica, Puerto Princesa City	fidel.deleon@wpu.edu.ph 0999-9339384
WPU-Quezon Campus	Poblacio, Quezon, Palawan	jergen.labaria@wpu.edu.ph 09985404929
WPU-Rio Tuba Campus	Rio Tuba, Bataraza, Palawan	jinfavilabutu@gmail.com
WPU-Busuanga Campus	Quezon St., Busuanga, Palawan	wpubusuanga@gmail.com 0908-2124206
WPU-Culion Campus	Bgy. Baldat, Culion, Palawan	wpuculion@gmail.com 0927 432 6756
WPU-El Nido Campus	Villa Libertad, El Nido, Palawan	newstudent_elnido@wpu.edu.ph 0946-1712498
WPU-Taytay Extension	Canique, Taytay, Palawan	newstudentcanique@wpu.edu.ph 0994 5405760