**WESTERN PHILIPPINES UNIVERSITY**

# CITIZEN'S CHARTER HANDBOOK
2026 (2nd 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.

# List of Services

## A. WPU-MAIN CAMPUS

## C. WPU-Quezon Campus

## D. WPU-Rio Tuba Campus

## F. WPU-Culion Campus

# Office of the University Registrar

## External Services

# 1. Issuance of Transcript of Records

This service involves the preparation and issuance of the official academic record of a student or graduate. It covers initial issuance (for transferees or employment) and subsequent requests (2nd, 3rd, or further copies) for purposes such as Licensure Examinations (PRC), enrollment in other institutions, and general reference.

| 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)** | Registrar's Office |
| 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/ Email Confirmation | Registrar's Office |
| Valid ID | Client |
| Authorization Letter | Client (Representative) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| --- | --- | --- | --- | --- |
| 1. Access the Online Portal and fill out the electronic Request Form. | 1.1 Post instructional guides on the Official FB Page and bulletin boards outside the office. Advise/guide clients on using the portal. | None | 1 minute | Registrar Personnel |
| 2. Submit accomplished request form and upload digital copies of required documents. | 2.1 Receive the accomplished request and check the completeness/correctness of uploaded documents. | None | 1 minute | Registrar Personnel |
| | 2.2 Check records on file | None | 5 minutes | Registrar Personnel |
| | 2.3 Issue order of payment to the registered email address of the requesting client. | None | 2 minutes | Registrar Personnel |

| | | | | |
|---|---|---|---|---|
| 3. Pay to the Cash Office (or via Online Payment) | 3.1 Receive payment, issue Official Receipt (OR), and encode OR number into the portal. | 100/ page | 2 minutes | Cash Office personnel |
| 4. Upload the Official Receipt in the online portal link. | 4.1 Verify the uploaded OR in the portal masterlist.<br><br>4.2 Advise the client via email on the specific requirements for request TOR (Present Valid ID, Authorization Letter (for representative), and the required number of documentary stamps, mailing envelope) | | 1 minute<br><br><br><br><br><br>1 minute | |
| | 4.3 Issue a copy of the request and claim slip to the email address of the requester, indicating the specified date/time to claim the requested record/document. | | 1 minute | Registrar Personnel |
| | 4.4 Process the TOR | | 10 working days – for alumni (2$^{nd}$ issue – onwards)<br><br>10 working days – for non-graduating (1$^{st}$ issue) | Registrar Personnel Campus/University Registrar |
| 5. Claim requested document | 4.1 Release requested document. | None | 3 minutes | Registrar Personnel |
| 6. Accomplish Feedback form and place it in the drop box. | | None | 1 minute | |
| Total | | | 10 days & 18 mins. | |

## 2.   Re-issuance of Diploma

This process is for requesting a reconstructed copy of a diploma due to loss or damage. The diploma is an official document awarded by the university to students who have successfully completed a course of 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 the University President (thru the University Registrar) *(for reconstructed copy of Diploma)* | Client |
| Affidavit of Loss/Damage *(for reconstructed copy of Diploma)* | Notary Public |
| Order of Payment | Registrar's Office |
| Official Receipt | Cash Office/Online Payment (Link.BizPortal, GCash) |
| Documentary stamp | BIR |
| For Claims | |
| Claim slip/Email Confirmation | Registrar's Office |
| Valid ID | Client |
| Authorization Letter | Client (Representative) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Access the Online Portal and fill out the electronic Request Form. Submit the accomplished form and upload digital copies of required documents | 1.1   Post instructional guides on the Official FB Page and bulletin boards outside the office. Advise/guide clients on using the portal. | None | 1 minute | Registrar Personnel |
| | 1.2 Receive the accomplished request and check the completeness/ | | 1 minute | |
| | 1.3 correctness of uploaded documents. | | | |
| | 1.3 Check student records on file | | 5 minutes | |
| | 1.4 Issue order of payment to the registered email address of the requesting client. | | 1 minute | |

| 2. Submit the hard copy of the Letter of Request and supporting documents to the Records Office | | | | |
|---|---|---|---|---|
| 3. Submit the "RECEIVED" Letter of Request and supporting documents to the Registrar's Office. | 3.1 Receive the Hard copy of the Letter of Request together with the attached required documents. | None | 1 minute | Registrar Personnel |
| 4. Pay to the Cash Office (or via Online Payment) | 4.1 Receive payment, issue Official Receipt (OR), and encode OR number into the portal. | 100.00 | 2 minutes | Cash Office personnel |
| 5. Upload the Official Receipt in the online portal link. | 5.1 Verify the uploaded OR in the portal masterlist. | | | |
| | 5.2 Advise the client via email on the Additional requirements to bring when claiming (Present Valid ID, Authorization Letter for representative, and the required number of documentary stamps). 5.3 Issue a copy of the request and claim slip to the email address of the requester, indicating the specified date/time to claim the requested record/document. | None | 2 minutes 1 minute | Registrar Personnel |
| | 5.4 Process the Diploma | 100.00 | 15 working days | Campus/University Registrar |
| 5. Claim requested document | 5.1 Release requested document. 5.2 Ask for an | None | 3 minutes | Registrar Personnel |

| | authorization letter if the claimant is not the requesting party. | | | |
|---|---|---|---|---|
| 6. Accomplish Feedback form and place it in the drop box. | | None | 1 minute | |
| Total | | | 15 days & 18 mins. | |

## 3. Issuance of Certifications

This service covers the retrieval and acquisition of student academic records, including General Weighted Average (GWA), Grades, Enrollment, Earned Units, Medium of Instruction, Graduation status, PD 907, and CARMA.

| 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. Access Online Portal and fill out Request Form | 1.1 Post instructional guides on the Official FB Page and bulletin boards outside the office. Advise/guide clients on using the portal. | None | 1 minute | *Registrar Personnel* |
| 2. Submit accomplished request form and upload digital copies of required documents. | 2.1 Receive the accomplished request and check the completeness/correctness of information | None | 1 minute | *Registrar Personnel* |
| | 2.2 Check records on file | None | 5 minutes | *Registrar Personnel* |
| | 2.3 3 Issue order of payment to the registered email address of the requesting client. | None | 1 minutes | *Registrar Personnel* |
| 3. Pay to the Cash Office (or via Online Payment) and | 3.1 Receive the Order of Payment and issue the Official Receipt, then | Php 25.00 | 2 minutes | *Cash Office Personnel* |

| | | | | |
|---|---|---|---|---|
| | ensure that the OR number is encoded into the portal for all online requests. | | | |
| 4. Upload the Official Receipt in the online portal link. | 4.1 Receive/Check the Official Receipt attached by the client in the link found in the masterlist of the online portal. 4.2 Advise the client via email on the Additional requirements to bring when claiming (Present Valid ID, Authorization Letter for representative, and the required number of documentary stamps). | | 2 minutes | |
| | 4.3 Issue a copy of the request and claim slip to the email address of the requester, indicating the specified date/time to claim the requested record/document. | | 2 minutes | *Registrar Personnel* |
| | 4.4 Process the Certifications | | 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. | | | |
| 6.Accomplish Feedback form and place it in the drop box. | | None | 1 minute | |
| Total | | | 2 days & 16 mins. | |

## 4. Issuance of Certificate of Transfer Credentials

This process covers the requesting and processing of transfer credentials for students or alumni intending to move to another educational institution.

| 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 Graduate** | |
| Valid ID | Client |
| Order of Payment | Registrar's Office |
| Official Receipt | Cash Office |
| Documentary stamp | BIR |
| Mailing Envelope (long) | Client |
| **For Non-Graduate** | |
| General Clearance (Students) | 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. Access Online Portal and fill out Request Form | 1.1 Post instructional guides on the Official FB Page and bulletin boards outside the office. Advise/guide clients on using the portal. | None | 1 minute | *Registrar Personnel* |
| 2. Submit accomplished request form and upload digital copies of required documents. | 2.1 Receive the accomplished request and check the completeness/ correctness of information | None | 1 minute | *Registrar Personnel* |
| | 2.2 Check records on file | None | 5 minutes | *Registrar Personnel* |
| | 2.3 Issue order of payment to the registered email address of the requesting client. | | | |
| 3.Pay to the Cash Office the required | 3.1 Receive the Order of Payment and issue the Official Receipt, | Php 50.00 | 2 minutes | *Cash Office Personnel* |

| | | | | |
|---|---|---|---|---|
| fees | then ensure that the OR number is encoded into the portal for all online requests. | | | |
| 4. Upload the Official Receipt in the online portal link. | 4.1 Receive/Check the Official Receipt attached by the client in the link found in the masterlist of the online portal. 4.2 Advise the client via email on the Additional requirements to bring when claiming (Present Valid ID, Authorization Letter for representative, and the required number of documentary stamps). 4.3 Issue a copy of the request and claim slip to the email address of the requester, indicating the specified date/time to claim the requested record/document. | | 2 minutes | |
| | 4.4 Process the Certificate of Transfe Credentials | None | 2 days | *Registrar Personnel* |
| 4. Claim requested document on the specified date/time | 5.1 Release requested document. 5.2 Ask for authorizatio letter if the claimant is not the requesting party. | None | 3 minutes | *Registrar Personnel* |
| 5. Accomplish Feedback form and place it in the drop box. | | None | 1 minute | |
| Total | | | **2 days and 15 minutes** | |

## 5. Issuance of Certificate of Authentication Verification (CAV)

This service certifies that documents issued by the University are authentic and originated from the Office of the Registrar. It is primarily used for employment, licensure examinations (PRC), and DFA authentication (Apostille) 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. Access Online Portal and fill out Request Form | 1.1 Post instructional guides on the Official FB Page and bulletin boards outside the office. Advise/guide clients on using the portal. | None | 1 minute | *Registrar Personnel* |
| 2. Submit accomplished request form | 2.1 Receive the accomplished request and check the completeness/ correctness of information | None | 1 minute | *Registrar Personnel* |
| | 2.2 Check client's records on file | None | 5 minutes | *Registrar Personnel* |
| | 2.3 Issue order of payment to the registered email address of the requesting client. | None | 2 minutes | *Registrar Personnel* |
| 3. Pay to the Cash Office (or via Online Payment) | 3.1 Receive payment, issue Official Receipt (OR), and encode OR number into the portal. | Php 25.00 | 2 minutes | *Cash Office personnel* |
| 4. Upload the Official Receipt in the online | 4.1 Verify the uploaded OR in the portal masterlist. | None | 1 minute | *Registrar Personnel* |

| | | | | |
|---|---|---|---|---|
| portal link. | | | | |
| 5. Submit Required Attachments (Original and Photocopy of documents). | 5.1 Receive and evaluate submitted hard copy attachments. | | 2 minutes | *Registrar Personnel* |
| | 5.2 Issue a Claim Slip to the registered email of the requester, indicating the specified date/time to claim. | None | 2 minutes | *Registrar Personnel* |
| | 5.3 Process the CAV | None | 2 working days | *Registrar Personnel* |
| 6. Claim requested document | 6.1   Release requested document. | None | 3 minutes | *Registrar Personnel* |
| | 6.2  Ask for authorization letter if the claimant is not the requesting party. | | | |
| 7. Accomplish Feedback  form and place it in the drop box. | | None | 1 minute | |
| Total | | | **2 days and 20 minutes** | |

## 6. Registration Procedure (Automated System for Freshmen & Transferees)

This service allows students to officially apply and enroll in their chosen academic program through the University's integrated system.

| Office: | Office of the University Registrar | |
|---|---|---|
| Classification: | Simple | |
| Type of Transaction: | Government to Citizen (G2C) | |
| Who may avail: | New Students (Freshmen, Transferees) | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Enlistment and Assessment Form | | College |
| Pre-Registration Form (for Manual Registration) | | College |
| Certificate of Registration (COR) | | Registrar's Office |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit Original Credentials (SF9, Good Moral, Birth Cert). | 1.1 Evaluate completeness and authenticity of submitted documents. 1.2 Approve student admission in AIMS. 1.3 Issue Admission Slip. | None | 5 minutes | *Admission Personnel* |
| 2. Present Admission Slip to the Enrolling Adviser | 2.1 Assign subjects to the enrollee in AIMS and click "Endorse." | None | 1 minute | *Registrar Personnel* |
| 3. Proceed to Payment (For Payee students only) | 3.1 Receive and process payment for matriculation. | None | 2 minutes | *Cash Office Personnel* |
| 4. Proceed to Registrar's Office (For Non-payee/ Qualified for Free Higher Education) | 4.1 Receive Admission Slip and Pre-registration form. 4.2 Validate registration in AIMS and tag under Free Education (if qualified). 4.3 Allow enrollment, provide the Official Student Number, and advise the student to open their student account in AIMS to view their Certificate of Enrollment (COR). | None | 3 minutes | *Registrar Personnel* |
| 5. Accomplish Feedback form and place it in the drop box. | | None | 1 minute | |
| Total | | | **12 minutes** | |

## 7. Registration Procedure (Manual)

This service allows students to officially apply and enroll in their chosen academic program through the University's integrated system.

| Office: | Office of the University Registrar |
|---|---|
| Classification: | Simple |
| Type of Transaction: | Government to Citizen (G2C) |
| Who may avail: | New Students (Freshmen, Transferees, Returnee) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Enlistment and Assessment Form | College |
| Pre-Registration Form (for Manual Registration) | College |
| Certificate of Registration (COR) | Registrar's Office |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Submit Original Credentials (SF9, Good Moral, Birth Cert). | 1.3 Evaluate completeness and authenticity of submitted documents.<br>1.2 Issue Admission Slip. | None | 5 minutes | *Admission Personnel* |
| 2. Present Admission Slip to the Enrolling Adviser | 2.1 Assign subjects to the enrollee | None | 3 minutes | *College Secretary* |
| 3. Submit Pre-Registration Form | 3.1 Verify correctness of entries in the registration form.<br>3.2 Advise the student to proceed to payment (if payee). | | | *Registrar Personnel* |
| 4. Proceed to Cash Office for Payment (For Payee students only) | 3.1 Receive and process payment for matriculation | None | 2 minutes | *Cash Office Personnel* |
| 5. Proceed to Registrar's Office (For Non-payee/Qualified for Free Higher Education) | 4.1 Validate registration and assign Student Number.<br>4.2 Issue Official Certificate of Registration (COR). | None | 3 minutes | *Registrar Personnel* |
| 6. Accomplish Feedback form and place it in the drop box. | | None | 1 minute | |
| Total | | | **14 minutes** | |

## 8. 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 | 1.1 Assist the students who intends to cross-register at WPU by coordinating with the College where the particular subject is offered. | None | 10 minutes | *Registrar Personnel* |
| | 1.2 Once approved issued Pre-Registration Form | | | |
| | 1.3 Receive the required requirements | | | |
| | 1.4 Advise the student to pay the assessed fees to the Cash Office | | | |
| 2. Pay to the Cash Office the required fees | 2.1 Receive Pre-Registration Form | Assessed fees tuition fee, miscellaneous and other fees | 5 minutes | *Registrar Personnel* |
| 3. Present the official receipt together with Pre-registration form | 3.1 Receive Official Receipt and Pre-registration form | None | 5 minutes | *Registrar Personnel* |
| | 3.2 Issue Certification of Registration (COR) to the student | | | *Registrar Personnel* |
| 4. Accomplish Feedback form and place it in the drop box. | | None | | |
| Total | | | **20 minutes** | |

## 9. Authentication

This service involves the official verification, certification, and release of academic records. To ensure the integrity of school credentials, all authenticated documents and certified true copies are strictly processed and released by the University Registrar's Office. This process confirms that the photocopied document is a faithful reproduction of the Original Record held in the University Archives. This service is available to all graduates, currently enrolled students, and former students (transferees).

| 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/ Requester's Email |
| Official Receipt | Cash Office/Online Payment (Link.BizPortal, GCash) |
| Documentary stamp | BIR |
| For Claims | |
| Claim slip/Email Confirmation | Registrar's Office/Requester's Personal Email |
| Valid ID | Client |
| Authorization Letter | Client (Representative) |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Access the Online Portal and fill out the electronic Request Form. | 1.1 Post instructional guides on the Official FB Page and bulletin board outside the office. Advise/guide clients on using the portal. | None | 1 minute | *Registrar Personnel* |
| 2. Submit accomplished request form and upload digital copies of required documents. | 2.1 Receive the accomplished request and check the completeness/ correctness of uploaded documents. | None | 1 minute | *Registrar Personnel* |
| | 2.2 Check student records on file | None | 2 minutes | *Registrar Personnel* |
| | 2.3 Issue order of payment to the registered email address of the requesting client. | None | 1 minute | *Registrar Personnel* |
| 3. Pay to the Cash Office (or via Online Payment) present/upload the Official Receipt in the online portal link. | 3.1 Receive the Order of Payment and issue the Official Receipt, then ensure that the OR number is encoded into the portal for all online requests. | Php 25.00 per set | 2 minutes | *Cash Offfice Personnel* |
| 4. Upload the | 4.1 Receive/Check the | Php 25.00 | 5 minutes | *Registrar* |

| | | | | |
|---|---|---|---|---|
| Official Receipt in the online portal link. | Official Receipt attached by the client in the link found in the masterlist of the online portal. 4.2 Advise the client via email on the specific requirements for Authentication (Present Valid ID, Authorization Letter (for representative), and the required number of documentary stamps) | | | *Personnel* |
| | 4.3 Issue a copy of the request and claim slip to the email address of the requester, indicating the specified date/time to claim the requested record/document. | | 2 minutes | *Registrar Personnel* |
| | 4.4 Process the Authentication | | 3 minute | *Registrar Personnel Campus/University Registrar* |
| 5. Print the Claim and Request Slip and present it to the Registrar along with the original and photocopy of documents to be authenticated and other requirements | 5.2 Release requested document upon presentation of the printed slip and submission of required stamps/envelope. | None | 3 minutes | *Registrar Personnel* |
| | 5.3 Ask for an authorization letter if the claimant is not the requesting party. | | | |
| 6. Accomplish Feedback form and place it in the drop box. | | None | 1 minute | |
| **Total** | | | **18 mins.** | |

# Registrar Office

## Internal Services

# 1. Issuance of Evaluation of Grades

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

| 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 |
|---|---|
| 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. Access Online Portal and fill out Request Form | 1.1 Post instructional guides on the Official FB Page and bulletin boards outside the office. Advise/guide clients on using the portal. | None | 1 minute | *Registrar Personnel* |
| 2. Submit accomplished request form | 2.1 Receive the accomplished request and check the completeness/correctness of information | None | 1 minute | *Registrar Personnel* |
| | 2.2 Check client's records on file | None | 5 minutes | *Registrar Personnel* |
| | 2.3 Issue order of payment to the registered email address of the requesting client. | None | 2 minutes | *Registrar Personnel* |
| 3. Pay to the Cash Office (or via Online Payment) | 3.1 Receive payment, issue Official Receipt (OR), and encode OR number into the portal. | Php 100.00 | 2 minutes | *Cash Office personnel* |
| 4. Upload the Official Receipt in the online portal link. | 4.1 Verify the uploaded OR in the portal masterlist. | None | 1 minute | *Registrar Personnel* |
| | 4.2 Issue a Claim Slip to the registered email of the requester, indicating the specified date/time to claim. | None | 2 minutes | *Registrar Personnel* |
| | 4.3 Process the Evaluation of Grades | None | 3 working days | *Registrar Personnel* |
| 5. Claim requested document | 5.1 Release requested document. | None | 3 minutes | *Registrar Personnel* |
| | 5.2 Ask for authorization letter if the claimant is not the requesting party. | | | |

| 6. Accomplish Feedback form and place it in the drop box. | | None | 1 minute | |
|---|---|---|---|---|
| Total | | | **3 days and 18 minutes** | |

## 2.    Issuance of Completion Form

This service allows Western Philippine University (WPU) students to be issued a Completion Form to rectify an "Incomplete" grade within the specified residency or prescription period.

| 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 |
|---|---|
| Order of Payment | Registrar's Office |
| Official Receipt | Cash Office |
| For Claims | |
| Valid ID | Client |
| Authorization Letter | Client |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Access Online Portal and fill out Request Form | 1.1 Post instructional guides on the Official FB Page and bulletin boards outside the office. Advise/guide clients on using the portal. 1.2 Check student records at AIMS | None | 1 minute | *Registrar Personnel* |
| | 1.3 Issue order of payment and advise the client to pay the required fees to the Cash Office | None | 2 minutes | *Registrar Personnel* |
| 2. Pay to the Cash Office (or via Online Payment) | 2.1 Receive payment, issue Official Receipt (OR), and encode OR number into the portal. | Php 25.00 | 2 minutes | *Cash Office personnel* |
| 3. Upload the Official Receipt in the online portal link. | 3.1 Verify the uploaded OR in the portal masterlist. | None | 5 minutes | *Registrar Personnel* |
| | 3.2 Issue Completion Form | | | |
| 4. Claim requested document | 4.1 Release requested document. | None | 3 minutes | *Registrar Personnel* |
| | 4.2 Ask for authorization letter if the claimant is not the requesting party. | | | |
| 5. Accomplish Feedback form and place it in the drop box. | | None | 1 minute | |
| Total | | | **14 minutes** | |

## 3. Issuance of Leave of Absence (LOA)

This process refers to the deferment of enrollment for at least 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: | WPU Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Order of Payment | Registrar's Office |
| Official Receipt | Cash Office |
| Accomplished form | Registrar's 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 the Logsheet & submit letter of intent, noted by college dean | 1.1 Issue application form for LOA upon receipt letter of intent | None | 3 minutes | *Registrar Personnel* |
| | 1.2 Advise the student to follow the instruction written in the form | | | |
| | 1.3 Issue order of payment and advise the client to pay the required fees to the Cash Office | | | |
| 2. Pay to the Cash Office the required fees | 2.1 Receive order of payment and issue Official Receipt | Php 25.00 | 5 minutes | *Cash Office Personnel* |
| 3. Submit to the Registrar personnel together with the required documents /records | 3.1 Receive the approved application for LOA & official receipt with required attachments | None | 3 minutes | *Registrar Personnel* |
| | 3.2 Records and file the approved application | | | |
| 4. Accomplish Feedback form and place it in the drop box. | | None | 1 minute | |
| Total | | | **12 minutes** | |

## 4. Issuance of Adding, Changing, Dropping Form

This service allows students to rectify conflicting class schedules, add subjects if underloaded, and drop subjects if overloaded.

| 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 |
|---|---|
| Student ID | Client |
| Order of Payment | Registrar's Office |
| Official Receipt | Cash Office |
| Accomplished form | Registrar's 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 the Logsheet | 1.1 Advise the client to to fill-out the needed information in the logsheet | None | 3 minutes | *Registrar Personnel* |
| | 1.2 Release the Adding/Changing/ Dropping form | | | |
| 2. Submit to the Registrar personnel together with the required documents /records | 2.1 Receive accomplished form with required attachment | None | 3 minutes | *Registrar Personnel* |
| | 2.2 Issue order of payment and advise the client to pay the required fees to the Cash Office *(for dropping of subjects)* | | | |
| 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 | *Cash Office Personnel* |
| 4. Present the official receipt to Registrar Personnel | 4.1 Encode the changes in the system (AIM) | None | 5 minutes | *Registrar Personnel* |
| | 4.2 Issue the updated Certificate of Registration (COR) | | | |
| 5. Accomplish Feedback form and place it in the drop box. | | None | 1 minute | |
| Total | | | **17 minutes** | |

## 5.    Issuance of Shifting Program

This service allows students to apply for a change of academic program or for the purpose of continuing a program within the university.

| 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 |
|---|---|
| • Student ID | Client |
| • Accomplished form | Registrar's Office |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Fill-out the Logsheet | 1.1 Advise the client to fill-out the needed information in the logsheet<br>1.2 Release Shifting Form<br>1.3 Advise the student to see the college guidance counsellor and seek approval of the concerned deans. | None | 3 minutes | *Registrar Personnel* |
| 2. Submit to the Registrar personnel together with the required documents/ records | 2.1 Receive the accomplished shifting form<br><br>2.2 Stamp "Received" and return one copy to the student for submission to the college secretary upon enlistment to the new program | None | 3 minutes | *Registrar Personnel* |
| 3. Accomplish Feedback form and place it in the drop box. | | None | 1 minute | |
| Total | | | **7 minutes** | |

## 6. Registration Procedure (Automated System for Returning and Old students)

This service allows students to officially apply and enroll in their chosen academic program through the University's integrated system.

| Office: | Office of the University Registrar |
|---|---|
| Classification: | Simple |
| Type of Transaction: | Government to Citizen (G2C) |
| Who may avail: | New Students (Freshmen, Transferees, Returnee) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Enlistment and Assessment Form | College |
| Pre-Registration Form | College |
| Certificate of Registration (COR) | Registrar's Office |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Log in to AIMS Account | 1.1 Enable student enlistment in the system. | None | 2 minutes | College Secretary |
| 2. Enlist Subjects for Enrollment then submit | 2.1 Review and validate enlisted subjects. 2.2 Endorse Pre-Registration in the AIMS portal. | None | 2 minutes | College Secretary |
| 3. Monitor Enrollment Status via AIMS | 3.1 Monitor endorsed students and tag for UniFAST (if qualified for Free Higher Education). 3.2 Advise Payee students to settle fees at the Cash Office. | None | 1 minute | Registrar Personnel |
| 4. Proceed to Cash Office for payment (For Payee students only) | 4.1 Receive and process payment for matriculation. | None | 2 minutes | Cash Office Personnel |
| 5. Open Student Portal (AIMS) to view Certificate of Registration (COR) | 5.1 Allow student enrollment for the Certificate of Registration (COR) | None | 3 minutes | Registrar Personnel |
| 6. Accomplish Feedback form and place it in the drop box. | | None | 1 minute | |
| Total | | | 11 minutes | |

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

This service allows WPU students to enroll in specific subjects at another institution of learning with official permission from the University.

| 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 |
|---|---|
| Student ID | Client |
| Letter of Intent | Client |
| Certificate of Enrollment (COR) | Registrar's Office |
| Evaluation of Grades for Outbound | Client |
| Accomplished Cross-Registration Form | Client |

| 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 | 2.1 Receive letter of intent of the concerned student noted by the college dean | None | 3 minutes | *Registrar Personnel* |
| | 2.2 Verify if the student is currently enrolled | | | |
| | 2.3 Issue the Request for Cross-Registration form | | | |
| 3. Submit the approved/accomplished form | 3.1 Issue Cross-Registration Permit to the student addressed to the registrar of the school where the student will cross-register | None | 2 minutes | *Registrar Personnel* |
| | 3.2 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 | | 1 minute | *Registrar Personnel* |
| Total | | | **6 minutes** | |

## 8. 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 | 1.1 Release the request for Rectification of Grade to the concerned faculty | None | 2 minutes | *Registrar Personnel* |
| | 1.2 Advised the concerned faculty to accomplish the form and other attachments | | | |
| 2. Submit to the registrar the accomplished form with attachments | 2.1 Receive the approved request for rectification of Grade and endorse a copy to the System Administrator/Campus Registrar for encoding of rectified grade. | None | 5 minutes | *Registrar Personnel* |
| | 2.2 Record and file the approved request | None | 3 minutes | *Registrar Personnel* |
| Total | | | **10 minutes** | |

## 9. 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 | *None* |
| 2. Print and submit two copies of Report of Grades in legal size bond paper to the Campus Registrar | 2.1 Stamp "RECEIVED" indicating the date and time of submission<br>2.2 Return one copy to the faculty member | None | 3 minutes | *Registrar Personnel Campus/University Registrar* |
| 3. Accomplish Feedback form and place it in the drop box. | None | None | None | *None* |
| Total | | | **3 minutes** | |

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## 10. 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 | 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 | 1.2 Check if the Report of Grades conform to the prescribed format | None | None | *Registrar Personnel Campus Registrar* |
| | 2.2 Stamp "RECEIVED" indicating the date and time of submission | None | 3 minutes | *Registrar Personnel Campus Registrar* |
| | 2.3 Return one copy to the faculty member | None | None | *Registrar Personnel Campus Registrar* |
| | 2.4 Keep a scanned copy of the Report of Grades and save the e-copy of the Report of Grades | None | None | *Registrar Personnel Campus Registrar* |
| 2. Accomplish Feedback form and place it in the drop box. | None | None | None | |
| Total | | | **2 minutes** | |

## 11. Application for Graduation

All students must submit an application for graduation to initiate the final review of their academic records and confirm their eligibility for a degree.

| 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 Logsheet | 1.1 Release Application form for Graduation | None | 2 minutes | Registrar Personnel |
| 2. Submit to the Registrar personnel together with the required documents /records | 2.1 Receive the accomplished request and check the completeness/correctness of information<br><br>2.2 Return two (2) copies & instruct the student to submit one (1) copy to the college secretary of his/her respective college | None | 3 minutes | Registrar Personnel |
| 3. Accomplish Feedback form and place it in the drop box. | | None | 1 minute | Registrar Personnel |
| Total | | | **6 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 | 1.1 Guide the client to its concerned office | None | 2 minutes | *SAS Office Staff* |
| 2. Answer the query at the concerned section/person | 2.1 Guide the client to the office/section concerns where the services will be rendered<br>2.2 If the concern is admission services direct the client to the admission Section<br>2.3 If the concern is Guidance and Counseling Services direct the students to Guidance and Counseling Section.<br>2.4 If the concern is Testing, Career and Job Placement Services direct the client to the Testing,<br>2.5 Career and Job Placement Section. | None | 30 minutes | *VPSAS, SAS Directors/Perso nnel* |

| | | 2.6 If the concern is Student Organization and Activities Services direct the students to the SOA Section<br>2.7 If the concern is Scholarship Services direct the client to the Scholarship Section<br>If for other services direct the students to concern OSAS personnel. | | | |
| --- | --- | --- | --- | --- | --- |
| 3. Fill-out the Client log sheet and drop the Client Satisfaction and Feedback Form (CSFF) at the designated drop box | 3.1. 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 | 1.1 Ask the Client about the inquiry. 1.2 Provide the Checklist of Requirements | None | 5 minutes | *SAS Office Staff* |
| 2. Pay to the Cash Office the required fees | 2. 1 Receive Official Receipt | PHP25.00 (Receipt of payment) | 10 minutes | Cashiers Office |
| 3. Comply the requirements for Certification of Good Moral/Scholarship Certification | 3.1 Receive accomplished documents | None | 2 minutes | *SAS Office Staff* |

| | | | | |
|---|---|---|---|---|
| | 3.2 Validates the accuracy based on the student's record | None | | *VPSAS, SAS Directors/ Personnel* |
| | 3.3 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 | 3 Days | *SAS Office Staff* |
| 4. Claim requested document on the specified date/time | 4. 1 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 | 5.1 Advise the requisitioner to check the spelling of his/her name | None | 3 minutes | *SAS Office Staff* |
| | 5.2 Attach the one (1) documentary stamps to the certificate | None | 1 minute | *SAS Office Staff* |
| 6. Received the certification | 6.1 Release the Certification of Good Moral Character/Scholarship Certification | None | 3 minutes | *SAS Office Staff* |
| 7. Fill-out the log sheet | 7.1 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). | 1.1 Welcomes the client and provides necessary forms. | None | 5-10 minutes | *Guidance staff* |
| 2. Fill out the counseling form. | 2.1 Reviews and collects forms. | None | 5 minutes | *Guidance counselor* |
| 3. Undergo individual/group counseling. | 3.1 Conducts the session. | None | 30-60 minutes | *Guidance counselor* |
| 4. Sign the log sheet. | 4.1 Ensures log sheet completion | None | 5 minutes | *Guidance staff* |
| 5. Follow-up if necessary. | 5.1 Schedules follow-up sessions if needed. | None | 5-10 minutes | *Guidance counselor* |
| 6. Present University Clearance (Exit Interview). | 6.1 Verifies clearance. | None | 10 minutes | *Guidance counselor* |
| 7. Complete Exit Interview Form. | 7.1 Conducts interview and signs clearance. | None | 15 minutes | *Guidance counselor* |
| | 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. | 1.1  Respond to queries. | None | 2 minutes | SWSO staff |
| 2. If available, visit https://career.wpu.wp u.edu.ph/ | 2.1  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. | 3.1  Assist the client in registration. | None | 5 minutes | SWSO staff |
| 4.After you register log- in with your student ID number and password. | 4.1  Help the client to log in. | None | 3 minutes | SWSO staff |
| 5. Create   your   resume name. | 5.1  Assist in creating the resume of the client. | None | 2 minutes | SWSO staff |
| 6.  Proceed to fill-out your personal information. | 6.1  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. | 7.1  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). | 1.1 Provides and explains the folder. | None | 10-15 minutes | *Office Staff* |
| 2. Submit the completed folder to the Guidance Office. | 2.1 Verifies submission. | None | 5 minutes | *Campus Guidance Counselor/ Practitioner* |
| 3. Sign the log sheet | 3.1 Logs the submission and ensures record-keeping. | None | 5 minutes | *Office Staff* |
| | **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). | 1.1 Receives and processes request letter. | None | 1-2 days | *Office staff* |
| 2. Provide a copy of the approved request letter to the Admin Aide. | 2.1 Logs request details. | None | 10 minutes | *Office staff* |
| 3. Fill out the log sheet (Applicant). | 3.1 Verifies applicant details. | None | 5 minutes | *Office staff* |
| 4. Secure checklist of requirements. | 4.1 Provides checklist and explains required documents. | None | 5 minutes | *Office staff* |
| 5. Submit required documents. | 5.1 Screens applications and forwards to the OSWS Director. | No ne | 1-2 days | *Office staff* |
| 6. Wait for screening and selection results. | 6.1 Verifies applicant qualifications. | No ne | 3-5 days | *Director, SWSO* |
| 7. If selected, comply with hiring procedures. | 7.1 Certifies fund availability; Records Office secures final approval. | No ne | 2-3 days | *Budget Officer, Records Staff* |

| | TOTAL: | None | 10 days, 40 mins | |
|---|---|---|---|---|

## 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 | *Office staff* |
| 2. Enter data in the attendance sheet. | 2. Collects examinee data. | None | 5 minutes | *Office staff* |
| 3. Submit required documents. | 3. Verifies documents. | None | 10 minutes | *Office staff* |

| | | | | |
|---|---|---|---|---|
| 4. Listen to test orientation. | 4. Conducts orientation on test mechanics. | None | 20 minutes | *Psychometrician* |
| 5. Take the test. | 5. Administers and supervises the test. | None | 1-2 hours (depends on test type) | *Psychometrician* |
| 6. Wait for the release of results. | 6. Evaluates answer sheets and prepares results. | None | 1-3 days | *Psychometrician* |
| 7. Present evaluation form to the counselor. | 7. Provides guidance and documentation. | None | 15 minutes | *Guidance counselor* |
| 8. Sign the Release of Information Form | 8. Ensures completion of release forms. | None | 5 minutes | *Office staff* |
| | **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 |
|---|---|---|---|---|

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

| | | | | |
|---|---|---|---|---|
| | approval | | | |
| | 2.3. Once approved:<br><br>1. inform the Accounting Office by providing a copy of the approved list of scholars for reference,records, and billing purposes (whichever is necessary).<br>2. inform the qualified scholars by posting the approved list of scholars at the OSAS Bulletin Board<br>3. send a copy to the External Campuses | None | 2 days | Scholarship Personnel |
| | 2.4.File the approved list. | None | 1 day | *Scholarship Personnel* |
| | 2.5. Provide the Client Satisfaction Feedback Form | None | 5 minutes | *Scholarship Personnel* |
| 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 | *Scholarship Personnel* |
| | 2.1. Prepare the final list/masterlist of grantees/scholars | None | 8 hrs | *Scholarship Personnel* |
| | 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 | *Scholarship Personnel* |
| | 2.3. Submit the documents in hard/electronic copy or as advised by the agency concerned. | None | 1 hr | *Scholarship Personnel* |
| | **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 | *Houseparent Dormitory Staff* |
| 2. If space is available, fill out the Dormitory Residence Application Form | 2. Verify and validate the completed form | None | 30 minutes | *Houseparent Dormitory Staff* |
| 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 | *Houseparent Dormitory Staff*   *Cash Office Personnel* |
| 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 | *Houseparent Dormitory Staff* |

| Head/proceed to the assigned room. | 4.1. Guide to the assigned room. Briefly discuss the dormitory rules and regulations. | None | 30 minutes | *Houseparent Dormitory Staff* |
|---|---|---|---|---|
| 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 | *Houseparent Dormitory Staff* |
| | **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 | *HDPO Office Staff* |
| | 3.3. Replacement for damaged/lost sports equipment | | | |
| | 3.3.1. Determine the actual cost of the damaged/lost sports equipment | None | 3 hours | *HDPO Office Staff* |
| | 3.3.2. Discuss with the client that replacement materials shall be the same sports equipment | None | 30 minutes | *HDPO Office Staff* |
| | 3.3.3. Evaluate the replacement equipment and accept it | None | 5 minutes | *HDPO Office Staff* |
| | 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 Directo and file the certification. | None | 5 minutes | *HDPO Office Staff* |
| | 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 | *HDPO Office Staff* |
| | **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 | *HDPO Office Staff* |
| | 1.2. Follow up the papers | None | 5 days | *HDPO Office Staff* |
| | 1.3. Receive the incentives. | None | 1 day | *HDPO Director* |
| 2. The performing arts group shall go to the HDPO Office | 2. Give the incentives. | None | 1 hour | *HDPO Director* |
| | 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 | *Trainer/Adviser* |
| 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 | *Trainer/Adviser* |
| 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 | *Trainer/Adviser* |
| 4. Wait for the schedule of auditions | 4. Prepare for the audition | None | 30 minutes | *Trainer/Adviser with HDPO Office Staff* |

| | | | | |
|---|---|---|---|---|
| | 4.1. Identify and coordinate with the members of Evaluation Committee | None | 30 minutes | *HDPO Office Staff* |
| | 4.2. Prepare any resources needed for the conduct of the audition | None | 30 minutes | *HDPO Office Staff* |
| 5. Attend the Audition | 5. Conduct the Audition | None | 1 day | *Trainer/Adviser HDPO Office Staff* |
| | 5.1. Evaluate the performance of applicants during the audition | None | 1 day | *Evaluation Committee* |
| 6. Wait for the results | 6. Inform the applicants of the result of the audition through HDPO. | None | 30 minutes | *Trainer/Adviser* |
| | 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 | *Trainer/Adviser* |
| 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 | *Trainer/Adviser* |
| | 7.1. Prepare resources needed during rehearsal | None | 30 minutes | *Trainer/Adviser* |
| 8. Attend training/rehearsal | 8. Secure the attendance of members before the rehearsal using the log sheet. | None | 5 minutes | *Trainer/Adviser* |
| | 8.1. Prepare/Train the members in performing arts. | None | | *Trainer/Adviser* |

| | 8.2. Instruct members to check out in the log sheet before leaving the rehearsal venue. | None | 5 minutes | *Trainer/Adviser* |
|---|---|---|---|---|
| | **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 | *HDPO Office Staff* |

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

| | 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 | PROCESS ING TIME | PERSON RESPONSIBL E |
|---|---|---|---|---|
| 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 |

| | | | None | 3 days | *HDPO Director* |
|---|---|---|---|---|---|
| | 1.1. Prepare and submit the budget proposal for the Olympics for the Approval of the University President | | None | 3 days | *HDPO Director* |
| | 1.2. Coordinate with the concerned offices for the logistical support for the Olympics | | None | 5 days | *HDPO Director* |
| | 1.3. Invite the external referees/umpires for the event | | None | 2 days | *HDPO Director* |
| | 1.4. Prepare the finalized program of activities for dissemination to the colleges and other concerned offices. | | None | 2 days | *HDPO Director* |
| | 1.5. Conduct orientation among the coaches on the policies and guidelines for the event. | | None | 3 hours | *Tournament Manager* |
| | 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 | *College Sports Coordinator* |
| | 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 | *Coach* |
| | 1.8. Keep a record of all the results of the competition for future reference. | | None | 1 hour | *HDPO Director* |
| | | **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 0f applicants to ensure that they are eligible to enroll in college.

| Office: | Admission Office |
| --- | --- |
| Classification: | Highly Technical |
| Type of Transaction: | G2C |
| Who may avail: | Students |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| --- | --- |
| 1. Applicant's Examination Profile<br>2. Admission Test Schedule<br>3. Form 9/138, ALS Card, ALS Certificate or TOR (Original Copy)<br>4. Transfer Credentials/honorable dismissal (Transferee, Original copy)<br>5. Good Moral Character (Original Copy)<br>6. Admission Test Result (Original Copy)<br>7. Drug Test Result (Original Copy)<br>8. Valid Identification Card<br>9. 2x2 ID picture, blue background with name tag | Admission office |
| 10. 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 following required Admission scanned documents (Form 9/138, ALS Card, ALS Certificate, TOR, Transfer Credential/ Honorable dismissal, good moral and PSA Birth Certificate) via Gmail | 1.1 Check and evaluate the applicant's personal profile | None | 10 minutes | Admission personnel |
| 2. Proceed to the Admission Office and present the printed | 2.1 Check examination profile of the applicants | None | 10 minutes | Admission personnel |

| | | | | |
|---|---|---|---|---|
| examination profile and admission test schedule along with the other required documents for admission exam (Note: lifting of Admission exam will be based on IATF Advisory) | | | | |
| 3. Take the Admission test | 3.1 Administer the admission test | None | 1 hour | Admission personnel |
| 4. Claim Get admission test result, submit the original admission credentials/requirements (Form 9/138, ALS Card, ALS Certificate, TOR, Transfer Credential/Honorable dismissal, good moral, PSA Birth Certificate, Medical certificate and Drug Test Result) and claim Admission slip for pre-registration | 4.1 Release the admission test result and admission slip | None | 10 minutes | Admission personnel |
| | **TOTAL:** | None | 1 hour, 30 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<br>2.1 Reviews completeness of data<br>2.2 Conducts short interview<br>2.3 Recommends to the SDS Director for his/her signature | None | 2 minutes | *SDS Office Staff* |
| 3. Seek for the SDS Director's signature | 3. Conducts short interview<br>3.1 Signs the clearance | None | 1 minute | *SDS Director* |
| 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<br><br>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 | 4. Accept and check completeness/correctness of submitted/ uploaded application and supporting documents | None | 3 days | *SDSO Staff, Applying organization* |

| Office | | 87 | | |
|---|---|---|---|---|
| | 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 | *SDS Office Staff, Applying organization* |
| 7. Seek approval of application | 7. Prepare Certificate of Accreditation<br><br>7.1 Endorses to SDS Director for approval of the application for accreditation/ re-accreditation<br><br>7.2 Endorses to VP-SAS for approval of the application for accreditation/ re-accreditation<br><br>7.3 Endorses to the University President for approval of application for accreditation/ Re-accreditation | None | 30 min | *SDS Office Staff, Applying organization* |
| 8. Follow-up result of application | 8. Inform whether the application was approve/ disapprove<br><br>8.1 Return approved application and supporting documents for binding | None | 1 day | *SDSO Staff* |

| | | | | | |
|---|---|---|---|---|---|
| 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* |

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|---|---|---|---|---|
| | and endorse the activity for approval | | | *SDS Director VP-SAS* |
| 6. Submit documents to the Office of University President | 6. Approve/deny the request | None | 1-10 days | *SDSO Staff University President* |
| 7. Submit documents to the Office of University President | 7. Approve/deny the request | None | 1-10 days | *SDSO Staff University President* |
| 8. Scan and submit all document to SDSO | 8. Receive and compile the hardcopy and scanned documents<br>8.1 Send /upload scanned copy of documents to CHED | None | 15 days | *SDSO Staff*<br><br><br><br><br>*SAS/SDSO Staff* |
| 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 *prima facie* 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 | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Complied the budget requirements for claiming the incentives | 1. Perused all submitted articles<br><br>a. Evaluate all published articles/photos/drawings/cartoons/videos using the enrolled form for claiming incentives<br><br>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<br><br>c. Payroll preparation | None | 2 days | *Board of Editors, Advisers*<br><br><br><br><br><br><br><br><br><br><br><br><br><br><br><br><br><br><br><br><br><br><br>*Managing Editor, Editor-In-Chief, Office Staff* |

| | d. Review the prepared payroll before submission to the accounting office | | | *Financial/technical adviser* |
|---|---|---|---|---|
| 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 | *Collegian adviser, staff* |
| 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 | |

| | | | | |
|---|---|---|---|---|
| | accessed through an online document or at the offices of the campus publications | | | |
| | 2.1. Administer the qualifying examination | None | 2 minutes | *Collegian adviser, staff* |
| 3. Wait for the result of the examination and interview schedule for passers of the qualifying exam | 3. Release the result of the written examination<br><br>3.1. Schedule the interview of passer | None | 2 minutes | *Collegian adviser, staff* |
| 4. View the list of passers | 4. Post the final list of passers at the Official FB page of WPU Collegian | None | 2 minutes | *Collegian adviser, staff* |
| 5. Attend the trainings/Webinars | 5. Requires the qualified contributors and applicants to attend the series of online trainings/webinars | None | 8 hours | *Collegian adviser* |
| | **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. | 1. Record the transactions in the library system | None | 1 minute | Circulation In- Charge |
| 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 | |
| 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 | Circulation In- Charge<br><br>Periodical and Special Collection In-Charge |
| 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 | |
| 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<br>2. Official Receipt | | | Client<br>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 | Cashier's personnel |
| 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). | 1. Collect the filled-out slip together with valid ID card | None | 1 minute | Circulation In- Charge<br><br>Periodical and Special Collection In-Charge |
| 4. After use, surrender the borrowed material and claim the deposited valid ID card | 1. Receive and check the borrowed material and release the valid ID Card. | None | 2 minutes | |
| **TOTAL:** | | None | 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<br>2. Valid school I.D Card | | | Library<br> 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. | 1. Receive and check out the book at the client's Library Account. | None | 2 minutes | Circulation In-Charge |
| | 2. Instruct the client to fill out the Book Card. | | | |
| 3. Sign the loaning receipt. | 1. Release the borrowed book. | None | 1 minute | |
| | 2. File the Book Card | None | | |
| 4. Return the borrowed book on the due date indicated in the loaning receipt. *Note: Overdue material is charged 10 pesos/ day.* | 1. Check and receive the borrowed book. | None | 2 minutes | |
| | 2. Clear out the client's borrowing record. | | | |
| | 3. Issue an order of payment for overdue material. | | | |
| **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<br>2. Valid school I.D Card | | | Library<br>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 Slip (HomeRS) and Book Card. | None | 1 minute | Circulation In-Charge |
| 3. Fill out two (2) HomeRS and one the Book Card. | 1. Check the filled-out form, then release the book together with one filled-out HomeRS. | None | 2 minutes | |
| | 2. File the Book Card and the filled-out HomeRS | None | | |
| 4. Return the borrowed book on the due date indicated in the Home-reading Slip. *Note: Overdue material is charged 10 pesos/ day.* | 1. Check and receive the borrowed book. | None | 2 minutes | |
| | 2. Clear out the client's borrowing record. | | | |
| | 3. Issue an order of payment for overdue material. | | | |
| **TOTAL:** | | None | 8 minutes | |

| | 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. | None | 1 minute | IMC In-charge |
| | 2. Approve the request. | None | 1 minute | |
| | 3. Released multimedia materials or equipment. | None | | |
| 2. Return the borrowed multimedia materials or equipment. | 1. Check the condition of the borrowed materials or equipment 2. Record the transactions. | None | 2 minutes | |
| **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 | Circulation In-Charge |
| 2. Sign the loaning receipt. | 1. Release the renewed book. | None | 1 minute | |
| | 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<br>2. Valid school I.D Card | | | Library<br>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 | Circulation In-Charge |
| | 2. Indicate the new due date in the HomeRS. | None | 1 minute | |
| | 3. 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 |
| Who may avail: | Enrolled students of the university |

| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
|---|---|---|---|---|
| 1. Library Account/ Library System Account<br>2. Valid school I.D Card | | | Library<br>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. | None | 2 minutes | Circulation In-Charge |
| | 2. If no discrepancy is found, proceed to the renewal of the book. | | | |
| | 3. Send the loaning receipt via email or Facebook messenger to the client. | | | |
| **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 | IMC In-Charge |
| | 2. Approve the request. | | | |
| | 3. 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 | |
| | 1. Check the requested facilities and equipment after use. | None | 1 minute | |
| | **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 | IMC In-Charge |
| | 2. Approve the request. | | | |
| | 3. 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 in the assigned room. | None | None | 2 minutes | |
| | 1. Check the requested room after use, then release the ID card of the client. | None | | |
| **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 | IMC In-Charge |
| | 2. Approve the request. | | | |
| | 3. Provide the link to the client's preferred social media account or other online platform. | None | 1 minute | |
| | 4. Assist the requester during the start of the activity and afterward transfer the hosting to the Client. | | 1 minute | |
| **TOTAL:** | | None | 4 minutes | |

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## 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. Collect the ID Card and provide a computer number to the client | None | 1 minute | E-Services In-Charge |
| 2. After use, return the computer number to the E-Library Counter. | 1. Release the client's identification card. | None | 1 minute | |
| **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. Answer queries, provide the needed information of the client | None | 10 minutes during office hour | Circulation In-charge |
| 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 | Reference/Circulation In-charge |
| 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** | **CESSING TIME** | **PERSON RESPONSIBLE** | |
| 1. Ask for access to the Library's Online Databases. | 1. Provide access to the client | None | 2 minutes | E-Services In-charge | |
| **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 | Reference/ Circulation In-Charge |
| | 2. Send and provide the information/ materials requested via the preferred format and social media of the client | None | 1 minute | |
| | 3. Upon release, log the transaction in the Document Delivery Release Log Sheet. | | 1 minute | |
| 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 | Circulation In- Charge |
| 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 | |
| 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 | Circulation In-Charge<br><br>Periodical and Special Collection In-Charge |
| 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 | |
| **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<br>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. | 1. Receive and check out the book at the client's Library Account.<br>2. Instruct the client to fill out the Book Card. | None | 2 minutes | Circulation In-Charge |
| 3. Sign the loaning receipt. | 1. Release the borrowed book. | None | 1 minute | |
| | 2. File the Book Card | None | | |
| 4. Return the borrowed book on the due date indicated in the loaning receipt.<br>*Note: Overdue material is charged 20 pesos/ day.* | 1. Check and receive the borrowed book.<br>2. Clear out the client's borrowing record.<br>3. Issue an order of payment for overdue material. | None | 2 minutes | |
| **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 | | | |
| Who may avail: | Employees of the university | | | |
| Type of Transaction: | G2G | | | |
| 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 |
| 3. 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. | None | 2 minutes | |
| | 2. 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. *Note: Overdue material is charged 20 pesos/ day.* | Check and receive borrowed book. | None | 2 minutes | |
| | 3. Clear out the client's borrowing record. | | | |
| | 4. Issue order of payment for overdue material. | | | |
| 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 | IMC In-charge |
| | 2. Approve the request. | None | 1 minute | |
| | 3. 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 | |
| | 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<br>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 | Circulation In-Charge |
| 2. Sign the loaning receipt. | 1. Release the renewed book. | None | 1 minute | |
| | **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<br>2. Valid school I.D Card | | | Library IGP Office | |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIB LE** |
| 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 | Circulation In- Charge |
| | 2.Indicate the date of the new due date in the HomeRS. | None | 1 minute | |
| | 3.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<br>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. | None | 2 minutes | Circulation In-Charge |
| | If no discrepancy is found, proceed to the renewal of the book. | None | | |
| | 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 |
| 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 outthe Instructional Media Center Request form | 1. Check the availability of the requested use date of the IMC. | None | 2 minutes | IMC In-Charge |
| | 2. Approve the request. | | | |
| | 3. 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 | |
| | 1. Check the requested facilities and equipment after use. | None | 1 minute | |
| 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 RESPONSIBL E |
| 1. Fill out the Discussion Room Request Form | 1. Check the availability of the Discussion Room. | None | 2 minutes | IMC In-Charge |
| | 2.Approve the request. | | | |
| | 3.Collect the client's ID card and assist the client to the assigned room. | None | | |
| 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. 2. Approve the request. | None | 2 minutes | IMC In-Charge |
| | 3. Provide the link to the client's preferred social media account or other online platform. | None | 1 minute | |
| | 4. Assist the requester during the start of the activity and afterward transfer the hosting to the client | None | 1 minute | |
| | TOTAL: | None | 2 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. Fill out the Library Class Research Request Form. | 1. Check the availability of the requested date of use of the library facility. <br><br> 2. Approve the request. | None | 3 minutes | Circulation In-Charge |
| | 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 | Circulation In-charge |
| | TOTAL: | None | 6 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 | E- Services In- charge |
| | 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. Askaccess to the library Online Databases. | 1. Provide access to the client | None | 2 minutes | E- Services In- charge |
| | 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 | Circulation In- Charge |
| | 2. Send and provide the information/ materials requested via the preferred format and social media of the client | None | 1 minute | |
| | 3. Upon release log the transaction in the Document Delivery Release Log Sheet. | | 1 minute | |
| | **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 | Circulation In- Charge |
| | 2. Ensure that the requested material meet the criteria based on the Acquisition and Selection Policy. | None | 1 minute | |
| | 3. Endorse the request if the criteria are met to the University Librarian for approval. If not, inform the requester. | None | 1  minute | |
| | 4.Include the request in the Purchase Request for acquisition. | None | 1 minute | |
| | **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<br><br>1.1.Provide the check list of requirements needed for the issuance of medical certificate. | None | 3 minutes | *Nursing Attendant*<br><br><br>*Administrative Aide/Ambulance Driver/Dental Aide* |
| 2. Pays medical certification fee at Cashier's Office | 2. Receives payment and issue Official Receipt | PHP50.00 | 5 minutes | *Cashier's Office* |
| 3. Returns the receipt to University Infirmary | 3. Evaluate the accomplished Student Health Record (SHR) | None | 3 minutes | *Administrative Aide* |
| 4. Proceed to OPD area. | 4. Conduct initial assessment and physical examination of client. | None | 10 minutes | *Nurse Attendant University Nurse University Physician* |
| 5. Claims medical certification. | 1. Release of medical certificate.<br><br>5.1 Provide client satisfaction and feedback form. | None | 3 minutes | *Nurse Attendant Campus Nurse* |
| | **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<br>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).<br><br>1.1 Issue consultation Form<br><br>1.2 Assess the client's vital signs and medical history | None | 5 minutes | *Nursing Attendant* |
| 2. Proceed to consultation room. | 2. Undergo medical/dental consultation and treatment. | None | 10 minutes | *University Physician/ University Dentist* |
| 3. Proceed to Nurse Station. | 3. Carry out doctor's order. | None | 5 minutes | *Campus Nurse/ Nursing Attendant* |
| | **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<br>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:<br>- All clients must observe proper personal hygiene.<br>- All male students should be in prescribed haircut.<br>- Earrings are not allowed for male clients.<br>- Colored nail polish is not allowed. Nails must be trimmed short.<br>- 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.<br><br>1.1 Issue requirement checklist, and laboratory request slip | None | 3 minutes | *Ambulance Driver/Dental Aide*<br><br>*Administrative Aide* |
| 2. Pays Medical Certification fee at Cashier's Office | 2. Receives payment and issue Official Receipt. | Student/ employee PHP50.00<br><br>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.<br><br>3.1 Retrieve Student Health Record (SHR)<br><br>3.2 Fill out Annual Physical Examination (APE) form<br><br>3.3 Undergo initial physical assessment | None | 6 minutes | *University Nurse Campus Nurse*<br><br>*Nursing attendant* |
| 4. Proceed to University Physician. | 4. Conduct medical examination. | None | 10 minutes | *University Physician* |
| 5. Claim medical certificate. | 5. Release of medical certificate<br><br>5.1. Provides client satisfaction and feedback form | None | 3 minutes | *Nursing Attendant* |
| | **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:<br>  - Routine urinalysis<br>  - Complete Blood Count (CBC)<br>  - Blood chemistry (FBS, Total Cholesterol, Blood Uric Acid, Serum Creatinine<br>  - Chest X-ray (Posterior-Anterior view)<br>  - Drug test (DOH-accredited laboratory/agency)<br>  - Neurological-psychiatric examination (*For newly hired promoted and reclassified employee*)<br>  - Psychological Test (*For newly hired, promoted and reclassified employee*) | Hospital/clinic with laboratory facilities |
| **B. Part Time Faculty**<br>Medical Certificate issued from any government Physician. | Government Physician |
| **Annual Physical Examination (APE) of permanent employees and for scholarship grants.**<br>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 | AGENGY 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) <br><br> 1.1. Issue requirement checklist, and laboratory request slip | None | 3 minutes | *Administrative Aide Dental Aide* |
| 2. Pays medical certification fee at Cashier's Office | 2. Receives payment and issue Official Receipt | PHP 50.00 | 5 minutes | Cash Office *Frontline Staff* |
| 3. Submits official receipt and laboratory result to the University Infirmary. | 3. Receives official receipt and laboratory result. <br><br> 3.1. Retrieves Employee Health Record. <br><br> 3.2. Fill out needed forms to undergo physical assessment, | None | 10 minutes | *University Nurse* <br><br> *Nursing Attendant* |

| | | | | | |
|---|---|---|---|---|---|
| 4. Proceed to OPD area. | 4. Conduct medical/physical examination. | None | 10 minutes | *University Physician* |
| 5. Claims medical certificate. | 5. Release of medical certificate<br><br>5.1. Provide client satisfaction and feedback form. | None | 3 minutes | *Campus Nurse* |
| | **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 | *Student Aide ICT Office Staff* |
| | 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<br>Computer Lab Log Sheet | | SAS Office<br>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 | *ICT Office Staff Student Aide* |
| | 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 | *ICT Office Staff Student Aide* |
| | 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 | *Student Aide ICT Office Staff* |
| | 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 | |

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

## 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 | FEES 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 | *ICT Office Staff* | |
| | 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<br><br>1.1 Provide services based on the request indicated in the form and contact client upon completing the request | None<br><br><br>None | 1 minutes<br><br><br>Hardware and OS Repair: 3 days<br><br>OS and Software Installation: 1 hour and 30 minutes.<br><br>Data Backup: 3 hours<br><br>Troubleshooting: 1 hour | *ICT Office Staff* |
| 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 | *ICT Office Staff* |
| | **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 | *ICT Office Staff* |
| 2. Request for Zoom Meeting based on the preferred time and date | 2. Schedule a meeting | None | 5 minutes | *ICT Office Staff* |
| 3. Fill out the Client Satisfaction Feedback Form | 3. Issue the Client Satisfaction Feedback Form | None | 1 minute | *ICT Office Staff* |
| | **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/Passwor d Reset Form and submit to ICTO personnel along with ID | 1. Request Employee ID and validate filled-out form | None | 1 minute | *ICT Office Staff* |
| | 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 |
| Who may avail: | Students, Parents, Scholarship Grantor/s |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
|---|---|---|---|
| 1. Certificate of Registration (COR) or | | 1. Registrar's Office | |
| 2. Identification (ID) Card of the student | | 2. 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.<br><br>Note: Representative must present his/her own ID card | .1 Check the student's account in the system | None | 25 minutes | • Accounting Personnel<br>• University Accountant / Officer-in-Charge |
| 2. Claim billing slip/order of payment | 2.1 Issue a billing slip to the student for any balances | None | 5 minutes | • Accounting Personnel<br>• University Accountant / Officer-in-Charge |
| | TOTAL: | None | 30 minutes | |

## 2. Signing of Clearance

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

| Office: | Accounting |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C |
| Who may avail: | Students, Parents, Authorized Representative |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Certificate of Registration (COR) or | 1. Registrar's Office |
| 2. Identification (ID) Card of the student | 2. 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<br><br>Note: Representative must present his/her own ID card | 1.1 Check the student's account in the system<br><br>1.1 If with an outstanding balance, issue a Billing slip to the student for any balances;<br><br>1.2 If without balances, sign the student's clearance | None | 15 minutes | • Accounting Personnel<br>• University Accountant / Officer-in-Charge |
| 2. Claim signed clearance | 2.1 Release the signed clearance | None | 5 minutes | • Accounting Personnel |
| | TOTAL: | None | 20 minutes | |

### 3. Issuance of Student's Statement of Account

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

| Office: | Accounting | | | |
|---|---|---|---|---|
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C | | | |
| **Who may avail:** | Students, Parents | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| 1. Certificate of Registration (COR) or | | 1. Registrar's Office | | |
| 2. Identification (ID) Card of the student | | 2. Client | | |
| 3. Official Receipt | | 3. Cash Office | | |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the student COR or ID.<br><br>Note: Representative must present his/her own ID card | 1.1 Request for the student to sign the log book<br><br>1.2 Issue an Order of Payment to the student for the Certification fee | None | 5 minutes | • Accounting Personnel |
| 2. Present the Official Receipt | 2.1 Verify the student's account in the system; prepare the Statement of Account and forward to the University Accountant / Officer-in-Charge for signature | Php25.oo | 10 minutes | • Accounting Personnel<br>• University Accountant / Officer-in-Charge |
| 3. Claim the student's statement of account | 3.1 Release the student's statement of account | None | 5 minutes | • Accounting Personnel |

| | TOTAL: | Php25.oo | 20 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 <br><br> 1.1 If complete, receive and forward to processing staff; <br><br> 1.2 If incomplete, attach action slip and return to client | None | 5 minutes | *Accounting Staff* |
| | 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<br><br>1.1 If complete, receive and forward to processing staff;<br><br>1.2 If incomplete, attach action slip and return to Processing staff | None | 5 minutes | *Accounting Staff* |
| | 1.3 Prepare the Disbursement Voucher for Remittances | None | 15 minutes | *Accounting Staff* |
| | **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 | *Accounting Staff* |
| | 1.1 Prepare the requested document and forward to Accountant for review and signature; | | 15 minutes | *Accounting Staff* |
| | 1.2 Accountant reviews and signed the document if found in order | | 5 minutes | *Accountant* |
| 1. Receive the certification | 2. Release the certification | None | 5 minutes | *Accounting Staff* |
| | **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 | *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 | None | 1 day | *Budget Personnel In- charge* |

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| | | | | |
|---|---|---|---|---|
| | number and date. Obligate amount for the purpose indicated, posts ORS/BURS in the system of Registry of Allotment and Obligation | | | |
| | 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 | *Budget Officer or Authorized Represen tative* |
| | 1.4. File an office copy of ORS/BURS and other supporting documents | None | 2 minutes | *Budget Personnel* |
| | 1.5. Forward the documents to the Accounting Division | None | 3 minutes | *Budget Personnel* |
| | **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 validates, evaluates, processes and approves 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<br>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)/<br>a. Budget Utilization Request and Status (BURS) | Client |
| Approved Contracts & Purchase Requests<br>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<br>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 n the Registry of Allotment | None | 1 day | Budget Personnel In-charge |
| | 1.3. Review, Evaluate and Certify availability of allotment, update/app roved on the system and sign Box B of the ORS/BURS | None | 10 minutes | *Budget Officer or Authorized Representative* |
| | 1.4. File an office copy of ORS/ BURS and other supporting documents | None | 2 minutes | *Budget Personnel* |
| | 1.5. Forward the documents to the Accounting Division | None | 3 minutes | *Budget Personnel* |
| | **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 and Maintenance of Equipment, and Repair, Maintenance & Improvement of Infrastructure Projects**

*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 | *Budget Personnel* |
| | 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 | *Budget Personnel* |
| | 1.2. Review Purchase Request if it is in | None | 1 day | *Budget Personnel In-charge* |

| | | | | |
|---|---|---|---|---|
| | line with Approved APP and then records on the monitoring in Registry of Allotment, and then countersigns the request | None | 10 minutes | *Budget Officer or Authorized Representative* |
| | 1.3. Review, Evaluate and Certify availability of allotment and sign on Purchase Request | | | |
| | 1.4. File an office copy of Purchase Request and other supporting documents | None | 2 minutes | *Budget Personnel* |
| | 1.5. Forward the documents to the Records Office for Approval of the President: | | | |
| | **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 validates, evaluates, processes and approves 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 | *Budget Personnel* |
| | 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 | *Budget Personnel* |

| | | | | |
|---|---|---|---|---|
| | 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 | *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 | *Budget Officer or Authorized Representative* |
| | 1.4. File an office copy of ORS/BURS and other supporting documents | None | 2 minutes | *Budget Personnel* |
| | 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<br>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 Flee (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<br>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<br><br>1.1 Verify the name of the claimant to the payroll/voucher | None | 3 minutes | *Cash Personnel* |
| 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 | *Cash Personnel* |
| 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<br><br>1.1 Verify the name of the claimant to the payroll/voucher | None | 3 minutes<br><br>3 minutes | *Cash Office Personnel* |
| 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 | *Cash Office Personnel* |
| 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 | *Cash Office Frontline Staff* |
| 2. Claim official receipt | 2. Issue official receipt | None | 1 minute | *Cash Office Frontline Staff* |
| | **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 Flee (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 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<br><br>1.1      Verify the name of the claimant to the payroll/voucher | None | 3 minutes<br><br><br>3 minutes | *Cash Personnel* |
| 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 | *Cash Personnel* |
| 3.  Receive Check | 3. Disburse check to claimant | None | 1 minute | *Cash Personnel* |
| | **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 | *BAC Secretariat* |
| 2. Submit a copy of the Official Receipt and submit the bidding documents | 2. Receive Bidding Documents | None | 2 minutes | *BAC Secretariat* |
| 3. Attend the Opening of Bids | 3. Inform the bidder of the time and venue of the Opening of Bids | None | 2 minutes | *BAC Secretariat* |
| | **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** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit the accomplished PPMP | 1. Check the submitted PPMP<br><br>1.1 If incomplete return to the end user.<br><br>1.2 If complete received document | None | 8 minutes | *Procurement Staff* |
| 2. Claim receiving copy of the PPMP | 2. Provide a receiving copy of the PPMP. | None | 2 minutes | *Procurement Staff* |
| | **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 | | | |
| Who may avail: | Various Stakeholders | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | |
| 3. Gate Pass Stub | | | 3. Cash Office | |
| 4. Barangay Certification ( For Large Animal) | | | 4. Client | |
| 5. PMO/ GSO Certification ( For Contractors use, Faculty and Staff | | | 5. PMO/ GSO | |
| 6. List of Supplies and Materials ( Faculty & Staff) | | | 6. Client | |
| 7. Official Receipts & D.R. for Request for University Facilities, Purchase of Agricultural Products and Livestock Animals ( In-case of Personal - Certification from OBA) | | | 7. OBA/ Cash Office | |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the Gate Pass Stub including other attachments. | 1.1 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 | 2.1 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: | G2C |
| Who may avail: | WPU Faculty & Staff |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 3. Duly Approved Vehicle Trip Ticket | Requisitioner |
| 3. 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 | 1.1 Receive the duly approve Vehicle Trip Ticket and RIS | None | 4 minutes | SPMO Personnel Supply Officer |
| 2. Receive the duly signed FOWS | 2.1 Release the duly signed FOWS | None | 1 minute | SPMO Personnel |
| **TOTAL:** | | None | 5 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 | *IGP-Auxiliary Office Personnel* |
| 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 | *IGP-Auxiliary Office Personnel* |
| 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<br><br>Gate pass fee: PhP | 20 minutes | *Cashier's Office Personnel; Supply & Property Management Office Personnel; IGP-Auxiliary Office Personnel* |

| | | 5.00 | | |
|---|---|---|---|---|
| 4. Receive the purchased products | 4. Release the Products/stock/ commodity | None | 5 minutes | *IGP-Auxiliary Office Personnel* |
| 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 | *Security Management Office* |
| | **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 (*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 | 1. Acceptance of approved request | None | 1 hour | *IGP-Auxiliary Office Personnel* |
| 2. Fill-out Registration Form | 2. Check/ receive the form<br><br>2.1 Issue Order of Payment and advise client to pay to the Cashier | None | 3 minutes | *IGP-Auxiliary Office Personnel; IGP-Auxiliary Office-Personnel* |
| 3. Pay at the Cash Office | 3. Issue Receipt | Please refer to the schedule of fees below | 3 minutes | *Cash Office Frontline Staff* |

| 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 | *IGP-Auxiliary Office Personnel* |
| 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 | *IGP-Auxiliary Office Personnel* |
| 3. Pay to the Cashier's Office including the gate pass fee | 3. Issue Official Receipt | Please refer to the schedule of fees below<br><br>Gate pass fee: PhP 5.00 | 20 minutes | *Cash Office* |

| | | | | |
|---|---|---|---|---|
| 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<br><br>5.1 File the photocopy of O.R. | None | 5 minute | |
| 6. Receive the purchased products | 6. Release the Products | None | 5 minutes | *IGP-Auxiliary Office Personnel* |
| 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 | *Security Management Office* |
| | **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 |
|---|---|
| *Palay-labas thresher* (unhusked rice) | Prevailing market price, ex. 15.00-18.00/kg |

| | |
|---|---|
| *Palay*-ready for milling (unhusked rice) | Prevailing market price, ex. 20.00-23.00/kg |
| Dehusked Rice (*bigas*) | Prevailing market price, ex. 47.00-57.00/kg |
| Rice bran (*darak*) | Prevailing market price, ex. 12.00-15.00/kg |
| Copra (resikada) | 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 | *IGP-Auxiliary Office Personnel* |
| 2. Seek approval to rent | 2. Verify the availability of the requested facility. | None | 5 minutes | *IGP-Auxiliary Office Personnel; General Services Office Personnel; Extension Office Personnel* |
| 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 facilties | Please refer to the schedule of fees below | 20 minutes | *IGP-Auxiliary Office Personnel; General Services Office Personnel; Extension Office Personnel; Cashier's Office Personnel* |

| 4. Submit photocopy of O.R to the IGP Office | 4. Verify the Official Receipt submitted;<br><br>4.1 File the photocopy of O.R. | None | 5 minutes | *IGP-Auxiliary Office Personnel* |
|---|---|---|---|---|
| 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 | *Cashier's Office Personnel; Supply & Property Management Office Personnel; IGP-Auxiliary Office Personnel; Security Management Officer Personnel* |
| | **TOTAL:** | | 37 minutes | |

**PRICE LIST/ SCHEDULE OF FEES**
(*Prices are subject to change based on prevailing rates*)

**GYMNASIUM**

| | Outsider | Other Recognized Organization |
|---|---|---|
| **Day Time** | | |
| | 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 (*especially for University related activities that are for free accommodations*) | 1. Acceptance of approved request | None | 1 hour | *IGP-Auxiliary Office Personnel* |
| 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 | *IGP-Auxiliary Office Personnel; Cashier's Office Personnel* |

| 3. Fill-out the Guest Record Book | 3. Record the occupant(s) for monitoring purposes | Please refer to the schedul e 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 | *Office staff* |
| 2. Receive the approved documents. | 2. Release the documents. | None | 2 minutes | *Office staff* |
| | **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) | *RO Frontline Staff/Records Officer* |
| 2. Receive the documents | 2. Release the documents | None | 5 minutes | *RO Frontline Staff* |
| | **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 | *Records Office staff* |
| 2. Receive the certified true copy documents | 2. Release the documents. | None | 2 minutes | *Records Office staff* |
| | **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 | *Office staff* |
| 2. Receive the approved documents. | 2. Release the documents. | None | 2 minutes | *Office staff* |
| | **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) | *Office staff* |
| 2. Receive the documents | 2. Release the documents | None | 5 minutes | *RO Frontline Staff* |
| | **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<br>Photocopy of documents | | | Client<br>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 | *Records Office staff* | |
| 2. Receive the certified true copy documents | 2. Release the documents. | None | 2 minutes | *Records Office staff* | |
| | **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 | *HRMDO Frontline Staff* |
| 2. Submit the official receipt to the HRMDO (original copy or scanned copy) | 2. Receive the OR<br><br>2.1 Print the document<br><br>2.2 Forward the document to HRMRDO for signing<br><br>2.3 Signing of requested document | None | 5 -16 minutes | *HRMDO Frontline Staff*<br><br>*HRMDO Frontline Staff*<br><br>*HRMDO Frontline Staff*<br><br>*HRMDO* |
| 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 | |

# 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<br><br>2.1 Print the document<br><br>2.2 Forward the document to HRMRDO for signing<br><br>2.3 Signing of requested document | None | 5 -16 minutes | *HRMDO Frontline Staff*<br><br>*HRMDO Frontline Staff*<br><br>*HRMDO Frontline Staff*<br><br>*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 Form No. 6 Revised 2020* (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) | Employe |
| 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 |
| --- | --- | --- | --- | --- |

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

# 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 | *HRMDO Frontline Staff* |
| | 1.1 Prepare minutes, resolutions, and notice and submit them to the President for action. | None | 4 hours | *HRMD Officer* |
| 2. Receive notice. | 2. Release notice of approval/ disapproval, and prepare the contract for the approved request. | None | 1 hour | *HRMDO Frontline Staff/ HRMD Officer* |
| | **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 | EES 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 | *HRMDO Frontline Staff* |
| | 1.1. Compute and process the VSC/COC for approval to the president. | None | 10 minutes | *HRMD Officer* |

| | | None | 3 minutes | *HRMD Officer* |
|---|---|---|---|---|
| | 1.2. Post the approved VSC/COC earned in the leave card. | | | |
| | **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 |
| *In case of death* | 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)<br>**4.** Designation of Next-of-kin<br>**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 | *HRMDO Frontline Staff* |
| 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 | *HRMDO Frontline Staff/ HRMD Officer* |
| 3. Receive last salary and terminal leave benefits loaded to their ATM | 3. Disburse the terminal leave benefits | None | 30 minutes | *Cash Office Staff* |
| | **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 | *HRMDO Frontline Staff/ HRMD Officer* |
| 2. Receive the last salary loaded to their ATM Card. | 2. Disburse the terminal leave benefits | None | 30 minutes | *Cash Office Staff* |
| | **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 | *HRMD Officer* |
| | **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 | *HRMDO Frontline Staff* |
| | 1.1 Assess the documents submitted based on the qualification standards. | None | 10 minutes | *HRMDO Frontline Staff* |
| | 1.2 Schedule HRMPSB meeting. | None | 30 minutes | *HRMD Officer* |
| | 1.3. Prepare Competency assessment results for posting and for action of the president. | None | 1 day | *HRDMO Staff/ HRMD Officer* |
| 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 | *HRDMO Staff/ HRMD Officer* |
| | **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.<br><br>1.1. Prepare payroll for payment of PVP days. | None | 1 minute<br><br><br><br><br><br>1 day | *HRDMO Staff/ HRMD Officer*<br><br><br><br><br><br>*HRDMO Staff* |
| 2. Receive PVP payment | 2. Disburse the terminal leave benefits | None | 30 minutes | *Cash Office Staff* |
| | 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.<br><br>1.1 Forward the common complaint to the concerned office and the grievous complaint to the University president for appropriate action. | None<br><br><br><br><br>None | 5 minutes<br><br><br><br><br>1 hour | *HRMD Officer*<br><br><br><br><br>*HRMD Officer* |
| 2. Receive the feedback of his/her complaint. | 2. Prepare feedback and furnish the complainant. | None | 10 minutes | *HRMD Officer* |
| | **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.<br><br>1.1 Check the filled-out application form and attached documents.<br>1.2 Issue an Order of Payment | None | 2 minutes | *SES- Personnel* |

| | | | | |
|---|---|---|---|---|
| | to the applicant for payment of the Cash Office | | | |
| 2. Pay at the Cash Office | 2. Issue an Official Receipt | P20.00 | 4 minutes | *Cash Office* |
| 3. Submit OR to GSO | 3. Check OR and record the number | None | 2 minutes | *GSO Staff* |
| 4. Receive gate pass sticker | 4. Issue vehicle gate pass sticker | None | 2 minutes | *SES- Personnel* |
| | **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<br><br>1.1 Issue Order of payment | None<br><br><br><br><br>None | 4 minutes | *GSO Secretary/Frontline Staff* |
| 2. Pay at the Cash Office | 2. Issue OR<br><br>2.1 Print Gate Pass<br><br>2.2 Sign Gate Pass | P5.00<br><br>None<br><br><br>None | 4 minutes<br><br>3 minutes<br><br><br>3 minutes | *Cash Office*<br><br>*GSO Frontline Staff*<br><br>*Secretary/GSO Director* |
| 3. Receive Gate Pass | 3. Issue gate pass. | None | 1 minute | *Secretary of the Office (Engineering Aide)* |
| | 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.<br><br>1.1 Check the availability of the Vehicle requested<br><br>1.2 Approved the support requested<br><br>1.3 Dispatch the vehicle requested | None | 1 hour | *Motorpool In-Charge* |
| 2. Obtain the support needed | 2. Provide the support requested | None | Depends on the nature of request (30 min to 1 day) | *Assigned Driver/Personnel* |
| | **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 | *Motorpool -In charge* |
| 2.Sign the Vehicle Trip Ticket under the Requisition er Name. | 2. Print and sign the Vehicle Trip Ticket as proof of authorization for the use of Vehicle. | None | 5 minutes | *Motorpool -In charge* |
| 3. Claim the Vehicle Trip Ticket from GSO | 3. Release the signed Vehicle Trip Ticket & instruct for next step of Approval. | None | 5 minutes | *Motorpool -In charge* |
| .4.Submit Trip Ticket to Records Office | **4.** Receive and record the trip ticket submitted<br>4.1 Forward the trip to Office of the President for approval | None<br><br>None | 5 minutes<br><br>10 minutes | *Records Office Frontline Staff*<br><br>*Messenger* |

| | | | | |
|---|---|---|---|---|
| | 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. <br><br> 1.1 Check the availability of the Vehicle requested <br><br> 1.2 Approved the support requested <br><br> 1.3 Dispatch the vehicle requested | None | 1 hour | *Motorpool In-Charge* |
| 2. Obtain the support needed | 2. Provide the support requested | None | Depends on the nature of request (30 min to 1 day) | *Assigned Driver/Personnel* |
| | **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 | *IPO Director* | |
| 2. Receive comments/assistance on the drafted IP | 2. Provide necessary assistance in drafting specifications | None | 2 hours | *IPO Staff* | |
| | **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 | *IPO Director/IPO Staff* | |
| 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 | *IPO staff* | |
| | **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 | *IPO Frontline Staff* | |
| | 1.1 Evaluate the nature of training/seminars | None | | *IPO Director* | |
| | 1.2 Approval of the request | None | | *IPO Director* | |
| 2. Receive approval/ endorsement from the IPO Director | 2. Issue approval/endorsement to client | None | 30 minutes | *IPO Frontline Staff* | |
| | **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 | *College Admin Aide and Dean* |
| 2. Claim good moral certification | 2. Release the signed college good moral certification | None | 1 minute | *College Admin Aide* |
| | **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 (1st year to 4th year)<br>• For 1st year check:<br>  ○ Admission Slip<br>  ○ Inventory Form<br>  ○ Blank Prospectus<br>  ○ OLSAT result.<br><br>• For 2nd yr to 4th yr evaluate student's | None | 5 minutes | *CCJE Faculty evaluator assigned* |

| | 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 | *CCJE College secretary* |
| 3. Claim pre-registration form | 3. Release the pre- registration form | None | 1 minute | *CCJE College secretary* |
| | **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 | *College Staff/ Admin Aide* |
| 2. Submit accomplished requisition slip | 2. Receive the accomplished requisition slip form.<br><br>2.1 Print the requested curriculum prospectus<br><br>2.2 Sign the curriculum prospectus | None | 1 minute<br><br><br><br>5 minutes<br><br><br><br>2 minutes | *College Staff/ Admin Aide*<br><br><br><br>*College Staff/ Admin Aide*<br><br><br><br>*Dean of the College or Designated officer in charge* |
| 3. Claim curriculum prospectus | 3. Issue the curriculum prospectus | None | 1 minute | *College Staff/ Admin Aide* |

| 4. Affix signature in the logbook | 4. Assist the student to sign in the logbook as proof of release | None | 2 minutes | *College Staff/ Admin Aide* |
|---|---|---|---|---|
| | **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 | *College Secretary* |
| 2. Submit the accomplished admission slip. | **2.** Receive and check the requirements stipulated in the admission slip.<br><br>If the requirements are complete:<br><br>2.1 Sign the admission slip and advise the student to proceed to the Program Chairperson for course advising. | None | 2 minutes<br><br><br><br><br><br>1 minute | *College Secretary* |
| | **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.<br><br>1.1 Check and evaluate student's record.<br><br>1.2 Advise the student to proceed to the College Assessor or College Secretary for course assessment. | None | 1 minute<br><br><br>3 minutes<br><br><br><br>1 minute | *Program Chairperson* |
| | **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.<br><br>1.1 Encode course and update student data.<br><br>1.2 Assess to determine the total enrollment fee of the student.<br><br>1.3 Print pre-registration form. | None | 1 minute<br><br><br>3 minutes<br><br><br><br>2 minutes<br><br><br><br>1 minute | *Designated College Assessor or College Secretary* |
| 2. Claim pre-registration form. | 2. Issue the printed pre-registration form.<br><br>2.1 Advise the student to proceed to the University Registrar's Office for printing and issuance of a Certificate of | None | 1 minute<br><br><br><br>1 minute | *Designated College Assessor or College Secretary* |

| | 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 | *Social Work Dept. Chair or designated faculty* |
| 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 | *Social Work Dept. Chair or designated faculty College Secretary* |
| 3. Take the assessment test | 3. Provide the assessment test questionnaire and answer sheet | None | 5 hours | *Social Work Dept. Chair or designated faculty* |
| 4. Wait for the result | 4. Check and provide the scoresheet | None | 20 minutes | *Social Work Dept Chair or designated faculty* |

| | | | | |
|---|---|---|---|---|
| 5. Counselling for those who failed the exam | 5. Present the exam result to the client and | None | 10 minutes | *Social Work Department Chair or designated social work faculty* |
| 6. Get 3 copies and fill up Certificate of 1,000 Case hours | 6. Provide blank copies of the certificate | None | 10 minutes | *Social Work Department Chair or designated social work faculty* |
| 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 | *Social Work Department Chair or designated social work faculty* |
| | **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 <br><br> 1.1 Issue receipt | c/o Student Organi-zation | 10 minutes | *Student Organization Treasurer, Governor, and adviser* |
| 2. Comply with accountabilities (if any) and get clearance signed by the Social Work Department Chair and Research Instructor (for incoming 4th year | 2. Check any accountability of the student at the department's level and require compliance. | None | 10 minutes | *Social Work Department Chair/Program Coordinator* <br><br> *Research Instructor (for 4th year students)* |
| 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 | *College Secretary* |

| | | | | |
|---|---|---|---|---|
| 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<br>4.1 Sign the clearance | None | 10 minutes | *College staff*<br><br><br><br><br>*College Dean* |
| 5. Claim signed clearance | 5. Release the signed clearance | None | 1 minute | *College staff* |
| | **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 | *Social Work Department Chair or designation faculty* |
| 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 | *Social Work Department Chair or designated faculty/ College Secretary* |
| 3. Present the requirements to the receiving officer | 3. Screen the applicant's documents | None | 5 minutes | *Social Work Department Chair or designated faculty/ College Secretary* |
| 4. Take College Admission | 4. Provide the answer sheet, | None | 30 minutes | *Social Work Department Chair or* |

| Examination (qualifying exam) | questionnaire, and instruction to the applicants | | | *designated faculty* |
|---|---|---|---|---|
| 5. Undergo interview | 5. Interview the applicant | None | 30 minutes | *Designated Faculty Interviewer/Enroll ment Adviser* |
| 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<br><br>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 | *Social Work Department Chairperson or designated faculty* |
| | **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 | *Program chair* |
| 2. Receive the admission exam result | 2. Release the admission exam result | None | 1 minute | *Program Chair* |
| | **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 | *College staff* |
| 2. Claim signed clearance | 2. Release the signed clearance | None | 2 minutes | *College staff* |
| | **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 | *Program enrollment adviser* |
| 2. Submit the evaluation of grades. | 2. Copy the grades from the evaluation sheet to the students' prospectus in the college. | None | 5 minutes | *Program enrollment adviser* |
| 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 | *Program enrollment adviser* |
| | **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: | Office of the Dean (CET) | | | |
|---|---|---|---|---|
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Students | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | |
| Identification (ID) Card of the student | | | Office of the Student Affairs and Services | |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 3. Register at the receiving counter; present the student's ID card. | 1.1 Check the student's Identification | None | 1 minute | CET Frontline Staff |
| 4. Claim forms | 2.1 Issue a form to the student /parents | None | 1 minute | CET Frontline Staff |
| | | **TOTAL:** | 2 minutes | |

## 2. Signing of Semestral Clearance

This procedure intends to facilitate the signing of student's clearance for First semester, Second Semester and/or Mid-Year Term purposes.

| Office: | Office of the Dean (CET) | | | |
|---|---|---|---|---|
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| 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 | 1.1 Check the semestral clearance signed by the SSC, University/Campus Library, and SAS.<br><br>1.2 Present settled slip issued by the CETSO and Department Organization<br><br>1.3 Forward the semestral clearance to the Dean for signature | None<br><br><br><br><br><br><br>None | 1 minute<br><br><br><br><br><br><br>2 minutes | CET Frontline Staff<br><br><br><br><br><br><br><br>CET Frontline Staff |
| 2. Claim the signed clearance | 2.1 Release the signed semestral clearance to the student | None | 2 minutes | CET Frontline Staff |
| | **TOTAL:** | None | 5 minutes | |

## 3. 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 (CET) | | | |
|---|---|---|---|---|
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Students | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| University Clearance | | Office of the Registrar | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit accomplished University Clearance secured from the Registrar's Office | 1.1 Check the University clearance.<br><br>1.2 Present accomplished semestral clearance<br><br>1.3 Check if the students has accomplished their Thesis and paid the necessary fees for their manuscript and complied all the academic requirements.<br><br>1.4 Forward the University clearance to the Dean for signature | None | 10 minutes | CET Frontline Staff |
| 2. Claim the signed clearance | 2.1 Release the signed clearance to the student | None | 2 minutes | CET Frontline Staff |
| | TOTAL: | None | 12 minutes | |

## 4. 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/University.

| Office: | Office of the Dean (CET) | | | |
|---|---|---|---|---|
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C | | | |
| **Who may avail:** | Students | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Shifting Form | | Office of the Registrar | | |
| Evaluation of Grades | | CET/Previous College | | |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit accomplished shifting form to the Frontline Staff | 1.1 Check the Shifting form if all the necessary information is filled out, attach a copy of evaluation of grades and accomplished semestral clearance.<br><br>1.2 Forward the shifting form to the Dean for signature | None | 3 minutes | CET Frontline Staff |
| 2. Claim the signed shifting form | 2.1 Release the signed shifting form | None | 2 minutes | CET Frontline Staff |
| | **TOTAL:** | None | 5 minutes | |

## 5. Signing of Thesis Forms

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

| Office: | Office of the Dean (CET) | | | |
|---|---|---|---|---|
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C | | | |
| **Who may avail:** | Students | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| Thesis forms | | CET Office | | |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit accomplished thesis forms to the Frontline Staff | 1.1 Check the thesis forms if is duly signed by the respective signatories. <br><br> 1.2 Forward the accomplished thesis form to the Dean for signature | None | 3 days | CET Frontline Staff |
| 2. Register at the releasing counter and claim the signed thesis forms | 2.1 Release the signed and approved form | None | 2 minutes | CET Frontline Staff |
| | **TOTAL:** | None | 3 days & 2 minutes | |

## 6. Issuance of Endorsement and Certification

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

| Office: | Office of the Dean (CET) | | | |
|---|---|---|---|---|
| **Classification:** | Simple | | | |
| **Type of Transaction:** | G2C | | | |
| **Who may avail:** | Students | | | |
| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
| School ID/ Certificate of Registration | | Student Affairs and Services/ Registrar's Office | | |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present the School ID to the Frontliner Staff | 1.1 Check the student's identification and assess the necessary endorsement and/or certification needs by the students. | None | 4 hours | CET Frontline Staff |
| 2. Register at the releasing the endorsement and/ or certification | 2.1 Release the signed endorsement or certification | None | 2 minutes | CET Frontline Staff |
| | **TOTAL:** | None | 4 hours & 2 minutes | |

## 7. Request of Information (Walk-In and Online)

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

| Office: | Office of the Dean (CET) | | | |
|---|---|---|---|---|
| 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 Hardcopy 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 College of Engineering and Technology or via email at cet@wpu.edu.ph | 1.1 Receive the request from client, check its completeness and log. If entries are incomplete notify the client. | None | 5 minutes | CET Frontline Staff |
| | 1.2 Forward the request to the Dean. 1.3 Evaluate the request, approve or disapprove, and provide instructions. | None | 10 minutes | |
| | 1.4 Prepare the requested data or information. For requests which are not available, notify the client | None | 5 days | |
| 2. Claim/Receive the requested date or information | 2.1 Forward requested data or information to the client | None | 2 minutes | CET Frontline Staff |
| | TOTAL: | None | 5 days & 17 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 | *Dean's Clerk* |
| | 1.1. Forward the semestral clearance to the Dean for signature | None | 1 minute | *Dean's Clerk* |
| 2. Claim the signed clearance | 2. Release the signed semestral clearance to the student, | None | 5 minutes | *Dean's Clerk* |
| | 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.<br><br>1.1. Check if the students has accomplished their Narrative and Thesis and Paid the payment for their manuscript<br><br>1.2 Forward the Clearance to the Dean for signature | None | 10 minutes | *Dean's Clerk* |
| 2. Claim the signed clearance | 2. Release the signed semestral clearance to the student | None | 3 minutes | *Dean's Clerk* |
| | **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 | *Dean's Clerk* |
| 2. Claimsigned shifting form | 2. Release the signed shifting form | None | 2 minutes | *Dean's Clerk* |
| | **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 2nd 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 | *OUP Frontline Staff* |
| | 1.1 Forward the request to the Executive Assistant | None | 10 Minutes | *OUP Frontline Staff* |
| | 1.2 Evaluate the request, approve or disapprove, and provide instructions | None | 1 Day | *Executive Asst.* |
| | 1.3 Prepare the requested data or information. For requests | None | 4 Days | *OUP Staff* |

| | 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 | *OUP Staff* |
| | **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 2nd Floor, Admin, Building, WPU Main Campus or via email at wpu.boardsec @g mail.com | 1.1 Receive the request from client, check its completen ess and log. If entries are incomplete notify the client. | None | 15 minutes | *OBS Frontline Staff* |
| | 1.2 Forward the request to the Board Secretary | None | 10 Minutes | *OBS Frontline Staff* |
| | 1.3 Evaluate the request, approve or disapprove , and provide instruction s | None | 1 Day | *Board Secretary* |

| | 1.4 Prepare the requested data or information. For requests which are not available, notify the client | None | 4 Days | *OBS Staff* |
|---|---|---|---|---|
| 2. Claim/Receive the requested data or information | 2. Forward requested data or information to the client | None | 1 Hours | *OBS Staff* |
| | **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 For (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 2nd 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 | Administrative Aide |
| | 1.2 Forward the request to the Planning Director | None | 30 Minutes | Administrative Aide |
| | 1.3 Evaluate the request, approve or disapprove, and provide instructions | None | 1 Day | Planning Officer II/Planning Officer I/Head, Infrastructure Planning & Design |
| | 1.4 Prepare the requested data or information. For requests which are not available, notify the client | None | 5 Days | Planning Officer II/Planning Officer I/Head, Infrastructure Planning & Design |
| 2. Receive the requested data or information | 2.1 Forward requested data or informatio to the client | None | 2 Hours | Administrative Aide/Planning Officer 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 2nd 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 | *IO Frontline Staff* |
| | 1.2 Forward the request to the Information Officer | None | 30 Minutes | *IO Frontline Staff* |
| | 1.3 Evaluate the request, approve or disapprove , and | None | 1 Day | *Information Officer* |

| | provide instructions | | | |
|---|---|---|---|---|
| | 1.4 Prepare the requested data or information. For requests which are not available, notify the client | *None* | *5 Days* | *IO Staff* |
| '2. Claim/Receive the requested data or information | 2. Forward requested data or information to the client | *None* | *2 Hours* | *IO Staff* |
| | **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 2nd 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 | *Administrative Aide* |
| | 1.2 Forward the request to the Internationalization and External Affairs (IEA) Director | None | 30 Minutes | *Administrative Aide* |
| | 1.3 Evaluate the request, approve or disapprove, and provide instructions | None | 1 Day | *Internationalization and External Affairs (IEA) Director* |

| | 1.4 Prepare the requested data or information.<br><br>For requests which are not available, notify the client | None | 5 Days | *Administrative Aide/Internationalization and External Affairs (IEA) Director* |
|---|---|---|---|---|
| 2. Receive the requested data or information | 2. Forward requested data or information to the client | None | 2 Hours | *Administrative Aide/Internationalization and External Affairs (IEA) Director* |
| | **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<br><br>1.1 Schedules meeting with lawyer | None | 1 day | *ULO Frontline Staff* |
| 2. Coordinates with handling lawyer for further clarifications | 2. Reviews/recommends facts and studies applicable law/policy<br><br>2.1 Draft opinion memo<br><br>2.2 Review/Approve and sign memorandum | None | 15 days<br><br><br><br><br><br>3 days | *WPU Lawyers*<br><br><br><br><br><br>*Legal Office Director* |
| 3. Receives the opinion memorandum | 3. Releases memorandum | None | 1 day | *ULO Frontline Staff* |
| | **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 | *Extension Staff* |
| 2. Submit Proposal | 2. Initial Evaluation of submitted documents | None | 5mins/paper submitted | *Receiving/releasing staff* |
| | 2.1 Consolidation of submitted proposals | None | 2 days | *Extension Staff* |
| | 2.2 Evaluation | None | 1 month | *Technical working group members* |
| 3. Meet with the TWG | 3. Discuss the results of evaluation | None | 1 day | *TWG & Proponent* |
| 4. Submit revised proposal | 4. Receive and endorse revise proposals to TWG chair | None | 1 day | *Extension Staff* |
| | 4.1. Check if proposals were revised as suggested by TWG | None | 3 days | *TWG chair* |
| | 4.2 Endorse proposals to the RD Director | None | 5 mins | *TWG Chair* |

| | 4.3 Endorse proposal for approval of the RDE Council (present at the RDE council) | None | 15 mins | *Extension Director* |
|---|---|---|---|---|
| | 4.4 Dissemination of Notice of Approval | None | 1 day | *Extension Director & Staff* |
| | **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 | *Extension receiving and releasing staff* |
| | 1.1 Verify/evaluate submitted documents | None | 1 day | *MEO* |
| | 1.2 Review and Endorse Request to VP for RDE for approval | None | 2hrs | *Extension Director* |
| | 1.2 Review and sign request | None | 2hrs | *VP RDE* |
| | 1.4 Release processed Request | None | 5mins | *VP RDE receiving and releasing staff* |
| | 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 *(IOT, BUR, DV etc.) 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 | *Extension receiving and releasing staff MEO* |
| | 1.1 Record and write fund source of disbursement | None | 4 mins | |
| | 1.2 Forward disbursement documents to VP RIDE for signature | None | 5mins | *Extension receiving and releasing staff* |
| | 1.3 Receive Disbursement documents | None | 3mins | *VP RDE receiving/releasing staff* |
| | 1.4 Sign BUR, DV | None | 2hrs | *VP RDE* |
| | 1.5 Release signed disbursement documents to the concerned office | None | 5mins | *VP RDE receiving and releasing staff* |
| | **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 | *Extension receiving and releasing staff* |
| | 1.1 Check if information requested is available at the office | None | 3 mins | *MEO* |
| | 1.2 Approves request | None | 5mins | *Extension Directors* |
| | 1.3 Prepare requested documents | None | 10 days | *Extension staff* |
| | 1.4 Release processed request and requested data, if approved | None | 2mins | *Extension Staff* |
| | **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** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Register at the Barrowers logbook | 1. Check the logbook (*if fully accomplished the required information*) | None | 2 mins | *Extension receiving and releasing staff* |
| | 1.1 Approve and Release services requested | None | 2min-1 hr (depending on the assistance requested) | *Extension Staff* |
| | **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 | *RD receiving and releasing staff/Administrative Aide* |
| | 1.1. Evaluate submitted proposals | None | 1 week | *Technical working Group Members* |
| 2. Revise Proposal as suggested by the TWG | 2. Endorse TWG approved proposal | None | 2hrs | *Chair-Technical Working Group* |
| | 2.1. Present and Endorse proposal to RDE Council | None | 10mins | *Research Director* |
| 3. Implement study/project | 3. Issue Notice to Proceed | None | 1 day | *Research Director* |
| | 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 *with attached;* | | 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 (*if not for paper presentation /research trainings*) | | 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 | *RD receiving and releasing staff* |
| | 1.1. Verify/e valuate submitted documents | None | 1 day | *RD Monitoring and Evaluation officer* |
| | 1.2. Review and Endorse Request to VP for RDE for approval | None | 2hrs | *Research Director* |
| | 1.3. Review and sign request | None | 2hrs | *VP RIDE* |

| | 1.4. Release processed request<br><br>*Note: Copy of processed request will be forwarded to RD office and requesting party* | 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 *(IOT, BUR, DV etc.)* 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 | *RD receiving and releasing staff* |
| | 1.1. Record and write fund source of disbursement | None | 3 mins | *RD Monitoring and Evaluation officer* |
| | 1.2 Forward disbursement documents to VP RDE for signature | None | 5mins | *RD receiving and releasing staff/Administrative Aide* |
| | 1.3 Receive Disbursement documents | None | 3mins | *VP RDE receiving and releasing staff/Administrative Aide* |
| | 1.4 Sign disbursement documents | None | 2hrs | *VP RIDE* |
| | 1.5. Release signed disbursement documents to concerned office | None | 5mins | *VP RDE receiving and releasing staff/Administrative Aide* |
| | **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 *with attached;* | 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 | *RD receiving and releasing staff* |
| | 1.1. Verify/evaluate submitted documents | None | 1 day | *RD Monitoring and Evaluation officer* |
| | 1.2. Prepare disbursement documents (Incentives payroll/DV, BUR) | None | 5mins | *RD Monitoring and Evaluation officer* |
| | 1.3. Forward disbursement documents to VP RDE for signature | None | 5mins | *RD receiving and releasing staff/Administrative Aide* |
| | 1.4. Sign disbursement documents | None | 1 hr | *Vice President for RDE* |
| | 1.5. Release signed disbursement documents to concerned office | None | 5 mins | *VP RDE receiving and releasing staff/Administrative Aide* |
| | **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 | *RD receiving and releasing staff/Administrative Aide* |
| | 1.1. Check if information requested is available at the office | None | 3 mins | *RD Monitoring and Evaluation officer* |
| | 1.2. Approves request | None | 5mins | *RD receiving and releasing staff/Administrative Aide* |
| | 1.3. Prepare requested documents | None | 1-10 days depending on the data requested | *VP RIDE receiving and releasing staff/Administrative Aide* |
| | 1.4. Release processed request and requested data, if approved | None | 2mins | *VP RIDE receiving and releasing staff/Administrative Aide* |
| | **TOTAL:** | None | 1 – 10 days & 13 minutes | |

# WPU-PUERTO PRINCESA CAMPUS

# Office of the Campus Administrator

## 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<br>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<br>1.1 Print the Certificate of Appearance<br>1.2 Sign the Certificate of Appearance | None | 13 minutes | OCD Frontline Staff |
| 2. Claim signed Certificate of Appearance. | 2. Record and release the signed Certificate of Appearance. | None | 2 minute | OCD Frontline Staff |
| | 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<br><br>1.1 Issue Request for Use of Facilities Form<br><br>1.2 Inform the requisitioner to pay the rent | None | 5 minutes | *OCD Frontline Staff* |
| 2. Submit accompli shed 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 | *Cash Office staff* |
| 4. Submit OR | 4. Approve the request form | None | 6 minutes | *Campus Administrator* |
| 5. Claim the approved request for facilities form | 5. Release the approve request form | None | 5 minutes | *OCD Frontline Staff* |
| | **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.<br><br>1.1 Check the filled-out application form and attached documents.<br>1.2 Issue an Order of Payment to the applicant for payment of the Cash | None | 2 minutes | *OCD Frontline Staff* |

| | Office | | | |
|---|---|---|---|---|
| 2. Pay at the Cash Office | 2. Issue an Official Receipt | PHP 20.00 | 4 minutes | *Cash Office* |
| 3. Submit OR to GSO | 3. Check OR and record the number | None | 2 minutes | *OCD Frontline Staff* |
| 4. Receive gate pass sticker | 4. Issue vehicle gate pass sticker | None | 2 minutes | *OCD Frontline Staff* |
| | 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<br><br>1.1 Issue Order of payment | None<br><br><br><br><br>None | 4 minutes | *OCD Frontline Staff* |
| 2. Pay at the Cash Office | 2. Issue OR | P5.00 | 4 minutes | *Cash Office* |
| | 2.1 Print Gate Pass | None | 3 minutes | *OCD Frontline Staff* |
| | 2.2 Sign Gate Pass | None | 3 minutes | *OCD Frontline Staff* |
| 3. Receive Gate Pass | 3. Issue gate pass. | None | 1 minute | *OCD Frontline Staff* |
| | **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** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Submit accompli shed request form | 1. Receive the accomplished form | None | 1 hour | *OCD Frontline Staff* |
| | | | | *OCD Frontline Staff* |
| | 1.1 Check availability of facility requested | None | | *OCD Frontline Staff* |
| | 1.2 Record the requested schedule | None | | *Campus Director* |
| | 1.3 Approve the request form | None | | |
| 2. Claim the approved request for facilities form | 2. Release the approve request form | None | | *OCD Frontline Staff* |
| | **TOTAL:** | None | 1 hour | |

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# 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 | *Campus Library In-Charge/Library Staff* |
| 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 | *Campus Library In-Charge/Library Staff* |
| 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 | *Campus Library In-Charge/Library Staff* |
| | 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<br>Official Receipt | | | Client<br>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 | *Cashier's personnel* |
| 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 | *Circulation In- Charge*<br><br>*Periodical and Special Collection In-Charge* |
| 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 | *Circulation In- Charge*<br><br>*Periodical and Special Collection In-Charge* |
| | **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<br>2. Valid school I.D Card | | | Library<br>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<br><br>2.1. Instruct the client to fill out the Book Card | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| 3. Sign the loaning receipt. | 3. Release the borrowed book<br><br>3.1. File the Book Card | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| 4. Return the borrowed book on the due date indicated in the loaning receipt. *Note: Overdue material is charged 10 pesos/ day.* | 4. Check and receive the borrowed book<br><br>4.1. Clear out the client's borrowing record<br><br>4.2. Issue an order of payment for overdue material | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| 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<br><br>3.1. File the Book Card and the filled-out HomeRS | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| 4. Return the borrowed book on the due date indicated in the Home-reading Slip.<br><br>Note: Overdue material is charged 10 pesos/ day. | 4. Check and receive the borrowed book<br><br>4.1. Clear out the client's borrowing record | None | 2 minutes | *Campus Library In-Charge/Library Staff* |

| | 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 | 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<br><br>1.1 Approve the request<br><br>1.2 Released multimedia materials or equipment | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| 2. Return the borrowed multimedia materials or equipment. | 2. Check the condition of the borrowed materials or equipment<br><br>2.1 Record the transactions | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| 2. Sign the loaning receipt. | 2. Release the renewed book. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | 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<br>Valid school I.D Card | | | Library<br>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<br><br>1.1. If no discrepancy is found, proceed to the renewal of the book<br><br>1.2. Send the loaning receipt via email or Facebook messenger to the client | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| | **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 | *IMC In-Charge* |
| | 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 | *IMC In-Charge* |
| | **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<br><br>1.1. Approve the request<br><br>1.2. Collect the client's ID card and assist the client to the assigned room | None | 2 minutes<br><br><br><br><br><br>1 minute | *IMC In-Charge* |
| 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 | *IMC In-Charge* |
| | **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<br><br>1.1. Approve the request | None | 2 minutes | *IMC In-Charge* |
| | 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 | *Campus Library In-Charge/Library Staff* |
| 2.After use, return the computer number to the E-Library Counter. | 2. Release the client's identification card. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | 1.1 Send and provide the information/ materials requested via the preferred format and social media of the client. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | 1.2 Upon release, log the transaction in the Document Delivery Release Log Sheet. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| 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 | *Campus Library In-Charge/Library Staff* |
| | 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 | *Campus Library In-Charge/Library Staff* |
| 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 | *Campus Library In-Charge/Library Staff* |
| | **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.<br><br>2.1 Instruct the client to fill out the Book Card. | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| 3. Sign the loaning receipt. | 3. Release the borrowed book.<br><br>3.1 File the Book Card | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| 4. Return the borrowed book on the due date indicated in the loaning receipt. *Note: Overdue material is charged 20 pesos/ day.* | 4. Check and receive the borrowed book.<br><br>4.1 Clear out the client's borrowing record.<br><br>4.2 Issue an order of payment for overdue material. | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| | **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<br>Valid school I.D Card | Library<br>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 | *Campus Library In-Charge/Library Staff* |
| 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.<br><br>3.1 File the Book Card and the filled-out HomeRS. | None<br><br><br><br><br>None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| 4. Return the borrowed book on the due date indicated in the Home-reading Form. *Note:* Overdue material is charged 20 pesos/ day. | 4. Check and receive the borrowed book.<br>4.1 Clear out the client's borrowing record.<br>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 | *Campus Library In-Charge/Library Staff* |
| | 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 | *Campus Library In-Charge/Library Staff* |
| | **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 | 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 | *Campus Library In-Charge/Library Staff* |
| 2. Sign the loaning receipt. | 2. Release the renewed book. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | **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 | 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 | *Campus Library In-Charge/Library Staff* |
| | 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 | *Campus Library In-Charge/Library Staff* |
| | 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 | *IMC In-Charge* |
| | 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 | *IMC In-Charge* |
| | 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 | *IMC In-Charge* |
| | 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 | *IMC In-Charge* |
| | 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 | *IMC In-Charge* |
| | 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 | *Campus Library In-Charge/Library Staff* |
| 2. After use, return the computer number at the E-Library Counter. | 1. Release the client's identification card. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | 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.<br>1.1 Approve the request. | None | 3 minutes | *Circulation In-Charge* |
| | 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 | *Campus Library In-Charge/Library Staff* |
| | 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 | *Campus Library In-Charge/Library Staff* |
| | 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 | *Campus Library In-Charge/Library Staff* |
| | 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 | *Campus Library In-Charge/Library Staff* |
| | 1.1 Send and provide the information/ materials requested via the preferred format and social media of the client. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | 1.2 Upon release log the transaction in the Document Delivery Release Log Sheet. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | 1.1 Ensure that the requested material meet the criteria based on the Acquisition and Selection Policy. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | 1.2 Endorse the request if the criteria are met to the University Librarian for approval. If not, inform the requester. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | 1.3 Include the request in the Purchase Request for acquisition. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | 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 – Puerto Princesa City 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 form | Campus Canteen |
| 1 piece ordinary folder with plastic cover (long) | School Supply Store |
| 1 piece fastener | School Supply Store |
| 1 piece 2x2 ID picture (to be pasted on the Student Health Record) | Photo Studio |
| Official Receipt for Php50.00 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:<br>• All clients must observe proper personal hygiene.<br>• All male students should be in prescribed haircut.<br>• Earrings are not allowed for male clients.<br>• Colored nail polish is not allowed. Nails must be trimmed short.<br>• No fancy hair color. | Personal responsibility |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Fills out the client log sheet. | 1.1 Issues Order of payment<br><br>1.2 Provides the check list of requirements needed for the issuance of medical certificate. | None | 3 minutes | Nursing Attendant |

| | | | | |
|---|---|---|---|---|
| 2. Pays medical certification fee at Cashier's Office | 2.1 Receives payment and issue Official Receipt | Php 50.00 | 3 minutes | Cashier's Office |
| 3. Returns the receipt to Campus Infirmary | 3.1 Evaluates the accomplished Student Health Record (SHR) | None | 3 minutes | Administrative Aide I |
| | 3.2 Conducts initial assessment and physical examination of client which includes taking of vital signs, vision testing and BMI determination. | None | 5 minutes | Nursing Attendant Administrative Aide I Campus Nurse |
| 4. Claims medical certificate | 4.1 Release of medical certificate.<br><br>4.2 Provides client satisfaction and feedback form. | None | 3 minutes | Campus Nurse |
| 5. Fills out the client satisfaction and feedback form | 5.1 Gets the accomplished client satisfaction and feedback form. | None | 3 minutes | Administrative Aide I |
| **TOTAL:** | | Php 50.00 | 27 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 - Puerto Princesa City Campus | | | |
|---|---|---|---|---|
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizens G2G- Government to Government | | | |
| Who may avail: | Students and employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Consultation form | | Campus Infirmary | | |
| Student Health Record (SHR) | | Campus Infirmary | | |
| Laboratory request slip | | Campus Infirmary | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCES SING TIME | PERSON RESPONSIBLE |
| 1. Fills out the client log sheet. | 1.1 Retrieves the Student Health Record (SHR). 1.2 Issues consultation form. 1.3 Assess the client's vital signs and medical history. | None | 5 minutes | Nursing Attendant |
| 2. Proceed to consultation area | 2.1 Undergo medical/dental consultation and treatment 2.2 Referal to University Physician and Dentist (phone call and online consultation) 2.3 Carry out doctor's order. | None | 15 minutes | Campus Nurse University Physician University Dentist Campus Nurse |
| 3. Fills out the client satisfaction and feedback form | 3.1 Gets the accomplished client satisfaction and feedback form. | None | 3 minutes | Nursing Attendant |
| TOTAL: | | NONE | 23 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- Puerto Princesa City Campus |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C- Government to Citizens<br>G2G- Government to Government |
| Who may avail: | Students, Employees and Private individuals |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| **A. For Sports and Cultural Activities**<br>• Annual Physical Examination (APE) form<br>• Student Health Record (SHR) | Campus Infirmary |
| **B. For On the Job Training** (internship, practice teaching, field instruction, practicum, field work, community immersion and the like) **scholarship grants,**<br>• Official Receipt for medical certification fee.<br>• Laboratory request slip<br>• Laboratory Result | Cashier's Office<br>Campus Infirmary<br>Hospital/Clinic with laboratory facility |
| **C. For pregnant Woman**.<br>• Medical clearance (from her attending physician) stating that she is fit to continue her studies.<br><br>• Notarized parental consent (if single and below 25 years old) or a notarized consent from spouse (if married and above 25 years old) | Attending Physician (Obstetrician)<br>Notary Public |
| Reminders:<br>• All clients must observe proper personal hygiene.<br>• All male students should be in prescribed haircut.<br>• Earrings are not allowed for male clients.<br>• Colored nail polish is not allowed. Nails must be trimmed short.<br>• All female students must bring pregnancy test kit with disposable cup for collection of urine sample | Personal responsibility |

| 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. | 1.1 Issues order of payment. 2 Issues requirement checklist, and laboratory request slip. | None | 3 minutes | Administrative Aide |
|---|---|---|---|---|
| 2. Pays Medical Certification fee at Cashier's Office | 2.1 Receives payment and issue Official Receipt. | 50.00 | 5 minutes | Cashier's Office |
| 3. Submits the official receipt and laboratory result to Campus Clinic. | 3.1 Receives official receipt and laboratory result. 3.2 Retrieve Student Health Record (SHR) 3.3 Fills out Annual Physical Examination (APE) form. 3.4 Undergo initial physical assessment. | None | 5 minutes | Nursing Attendant<br><br><br><br><br><br><br>Campus Nurse |
| 4. Proceed to University Physician during scheduled visit | 4.1 Conducts medical examination. | None | 10 minutes | University Physician |
| 5. Claim medical certificate. | 5.1 Release of medical certificate. 5.2 Provides client satisfaction and feedback form. | None | 3 minutes | Nursing Attendant |
| 6. Fill out the client satisfaction and feedback form | 6.1 Gets the accomplished client satisfaction and feedback form. | None | 3 minutes | Administrative Aide |
| **TOTAL:** | | 50.00 | 29 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 - Puerto Princesa City Campus |
| --- | --- |
| 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**<br>• Laboratory Request Slip | Campus Infirmary |
| • Order of Payment | Campus Infirmary |
| • One (1) 2x2 ID Picture | Photo Studio |
| • One (1) Ordinary Folder (Long) with case/cover | School supply store |
| • One (1) fastener | School supply store |
| • Official Receipt for Php50.00 Medical Certification Fee | Cashier's Office |
| Original copy of laboratory test results of:<br>- Routine urinalysis<br>- Complete blood count (CBC)<br>- Blood chemistry (FBS, Total Cholesterol, Blood Uric Acid, Serum Creatinine<br>- Chest X-ray (Posterior-Anterior view)<br>- Drug test (DOH-accredited laboratory/agency)<br>- Neurological-psychiatric examination (*For newly hired promoted and reclassified employee*)<br>- Psychological Test (*For newly hired, promoted and reclassified employee*) | Hospital/clinic with laboratory facilities |
| **B. Part Time Faculty**<br>• Medical Certificate issued from any government Physician. | Government Physician |
| **B. Annual Physical Examination (APE) of permanent employees and for scholarship grants.**<br>• Laboratory request slip | Campus Infirmary |
| • Order of Payment (Only for scholarship, promoted and reclassified employees only) | Campus Infirmary |

| | | | | | |
|---|---|---|---|---|---|
| • Below 40 years old:- <br> - Routine urinalysis <br> - Complete blood count (CBC) <br> - Chest X-ray (PA view) <br> • 40 years old and above: <br> - Routine urinalysis <br> - Complete blood count (CBC) <br> - Chest X-ray (PA view) <br> - Blood chemistry (FBS, Total Cholesterol <br> - 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. | 1.1 Issue order of payment. (*for pre-employment, scholarship, promoted and reclassified employees only*) <br><br> 1.2 Issue requirement checklist, and laboratory request slip. | None | 3 minutes | Administrative Aide |
| **2.** Pays medical certification fee at Cashier's Office | 2.1 Receives payment and issue Official Receipt | Php 50.00 | 5 minutes | Cashier's Office |
| **3.** Submits official receipt and laboratory result. | 3.1 Receives Official receipt and laboratory result. <br><br> 3.2 Retrieves Employee Health Record. | None | 10 minutes | Nursing Attendant |
| **4.** Fill out needed forms. | 4.1 Undergo initial physical assessment. | | | Campus Nurse |
| **5.** Proceed to University Physician (by | 5.1 Conducts medical/physical examination. | None | 10 minutes | University Physician |

| | | | | |
|---|---|---|---|---|
| schedule of visit) | | | | |
| **6.** Claims medical certificate and | 6.1 Release of medical certificate.<br><br>6.2 provide client satisfaction and feedback form. | None | 3 minutes | Campus Nurse |
| 7. Fills out the client satisfaction and feedback form | 7.1 Gets the accomplished client satisfaction and feedback form. | None | 3 minutes | Administrative Aide |
| **TOTAL:** | | Php50.00 | 34 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 | *Guidance staff* |
| 2. Fill out the counseling form. | 2. Reviews and collects forms. | None | 5 minutes | *Guidance counselor* |
| 3. Undergo individual/group counseling. | 3. Conducts the session. | None | 30-60 minutes | *Guidance counselor* |
| 4. Sign the log sheet. | 4. Ensures log sheet completion | None | 5 minutes | *Guidance staff* |
| 5. Follow-up if necessary. | 5. Schedules follow-up sessions if needed. | None | 5-10 minutes | *Guidance counselor* |
| 6. Present University Clearance (Exit Interview). | 6. Verifies clearance. | None | 10 minutes | *Guidance counselor* |
| 7. Complete Exit Interview Form. | 7. Conducts interview and signs clearance. | None | 15 minutes | *Guidance counselor* |
| | 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 htpps://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 | *Office Staff* |
| 2. Submit the completed folder to the Guidance Office. | 2. Verifies submission. | None | 5 minutes | *Campus Guidance Counselor/Practitioner* |
| 3. Sign the log sheet | 3. Logs the submission and ensures record-keeping. | None | 5 minutes | *Office Staff* |
| | 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 | *Office staff* |
| 2. Provide a copy of the approved request letter to the Administrative Aide. | 2. Logs request details. | None | 10 minutes | *Office staff* |
| 3. Fill out the log sheet (Applicant). | 3. Verifies applicant details. | None | 5 minutes | *Office staff* |
| 4. Secure checklist of requirements. | 4. Provides checklist and explains required documents. | None | 5 minutes | *Office staff* |
| 5. Submit required documents. | 5. Screens applications and forwards to the OSWS Director. | None | 1-2 days | *Office staff* |
| 6. Wait for screening and selection results. | 6. Verifies applicant qualifications. | None | 3-5 days | *Director, SWSO* |
| 7. If selected, comply with hiring procedures. | 7. Certifies fund availability; Records Office | None | 2-3 days | *Budget Officer, Records Staff* |

| | 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 | *Office staff* |
| 2. Enter data in the attendance sheet. | 2. Collects examinee data. | None | 5 minutes | *Office staff* |
| 3. Submit required documents. | 3. Verifies documents. | None | 10 minutes | *Office staff* |
| 4. Listen to test orientation. | 4. Conducts orientation on test mechanics. | None | 20 minutes | *Psychometrician* |
| 5. Take the test. | 5. Administers and supervises the test. | None | 1-2 hours (depends on test type) | *Psychometrician* |

| | | | | |
|---|---|---|---|---|
| 6. Wait for the release of results. | 6. Evaluates answer sheets and prepares results. | None | 1-3 days | *Psychometrician* |
| 7. Present evaluation form to the counselor. | 7. Provides guidance and documentation. | None | 15 minutes | *Guidance counselor* |
| 8. Sign the Release of Information Form | 8. Ensures completion of release forms. | None | 5 minutes | *Office staff* |
| | **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 |
|---|---|---|---|---|

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

| | | | | |
|---|---|---|---|---|
| | approval | | | |
| | 2.3. Once approved:<br>1. inform the Accounting Office by providing a copy of the approved list of scholars for reference,records, and billing purposes (whichever is necessary).<br>2. inform the qualified scholars by posting the approved list of scholars at the OSAS Bulletin Board<br>3. send a copy to the External Campuses | None | 2 days | Scholarship Personnel |
| | 2.4.File the approved list. | None | 1 day | *Scholarship Personnel* |
| | 2.5.    Provide the Client Satisfaction Feedback Form | None | 5 minutes | *Scholarship Personnel* |
| 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 | *Scholarship Personnel* |
| | 2.1. Prepare the final list/masterlist of grantees/scholars | None | 8 hrs | *Scholarship Personnel* |
| | 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 | *Scholarship Personnel* |
| | 2.3. Submit the documents in hard/electronic copy or as advised by the agency concerned. | None | 1 hr | *Scholarship Personnel* |
| | **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 | *Houseparent Dormitory Staff* |
| 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 | *Houseparent Dormitory Staff* |
| | **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 | *HDPO Office Staff* |
| | 3.3. Replacement for damaged/lost sports equipment | | | |
| | 3.3.1. Determine the actual cost of the damaged/lost sports equipment | None | 3 hours | *HDPO Office Staff* |
| | 3.3.2. Discuss with the client that replacement materials shall be the same sports equipment | None | 30 minutes | *HDPO Office Staff* |
| | 3.3.3. Evaluate the replacement equipment and accept it | None | 5 minutes | *HDPO Office Staff* |
| | 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 Directo and file the certification. | None | 5 minutes | *HDPO Office Staff* |
| | 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 | *HDPO Office Staff* |
| | **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 | *HDPO Office Staff* |
| | 1.2. Follow up the papers | None | 5 days | *HDPO Office Staff* |
| | 1.3. Receive the incentives. | None | 1 day | *HDPO Director* |
| 2. The performing arts group shall go to the HDPO Office | 2. Give the incentives. | None | 1 hour | *HDPO Director* |
| | **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 | *Trainer/Adviser* |
| 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 | *Trainer/Adviser* |
| 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 | *Trainer/Adviser* |
| 4. Wait for the schedule of auditions | 4. Prepare for the audition | None | 30 minutes | *Trainer/Adviser with HDPO Office Staff* |

| | 4.1. Identify and coordinate with the members of Evaluation Committee | None | 30 minutes | *HDPO Office Staff* |
|---|---|---|---|---|
| | 4.2. Prepare any resources needed for the conduct of the audition | None | 30 minutes | *HDPO Office Staff* |
| 5. Attend the Audition | 5. Conduct the Audition | None | 1 day | *Trainer/Adviser HDPO Office Staff* |
| | 5.1. Evaluate the performance of applicants during the audition | None | 1 day | *Evaluation Committee* |
| 6. Wait for the results | 6. Inform the applicants of the result of the audition through HDPO. | None | 30 minutes | *Trainer/Adviser* |
| | 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 | *Trainer/Adviser* |
| 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 | *Trainer/Adviser* |
| | 7.1. Prepare resources needed during rehearsal | None | 30 minutes | *Trainer/Adviser* |
| 8. Attend training/rehearsal | 8. Secure the attendance of members before the rehearsal using the log sheet. | None | 5 minutes | *Trainer/Adviser* |
| | 8.1. Prepare/Train the members in performing arts. | None | | *Trainer/Adviser* |

| | 8.2. Instruct members to check out in the log sheet before leaving the rehearsal venue. | None | 5 minutes | *Trainer/Adviser* |
|---|---|---|---|---|
| | **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<br>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 | *HDPO Office Staff* |

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

| | 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 | *HDPO Director* |
| | 1.2. Coordinate with the concerned offices for the logistical support for the Olympics | None | 5 days | *HDPO Director* |
| | 1.3. Invite the external referees/umpires for the event | None | 2 days | *HDPO Director* |
| | 1.4. Prepare the finalized program of activities for dissemination to the colleges and other concerned offices. | None | 2 days | *HDPO Director* |
| | 1.5. Conduct orientation among the coaches on the policies and guidelines for the event. | None | 3 hours | *Tournament Manager* |
| | 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 | *College Sports Coordinator* |
| | 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 | *Coach* |
| | 1.8. Keep a record of all the results of the competition for future reference. | None | 1 hour | *HDPO Director* |
| | **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 0f 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 | *Admission personnel* |
| 2. Wait the Admission test schedule | 2. Accept the application upon confirmation from the applicant and | None | 5 minutes | *Admission personnel* |

| | | | | |
|---|---|---|---|---|
| | 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 | *Admission personnel* |
| 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 | *Admission personnel* |
| 5. Take the Admission Test | 5. Administer admission test | None | 1 hour | *Admission personnel* |
| 6. Present admission stub | 6. Release Admission test Result | None | 5 minutes | *Admission personnel* |
| 7. Fill out the Request Form Re-Issuance | 7. Release another copy in case of loss | None | 3 minutes | *Admission personnel* |
| 8. Submit admission requirements | 8. Instruct the applicants to submit original copy of requirements personally | None | 5 minutes | *Admission personnel* |
| 9. Wait for the acceptance from the system | 9. Accept the application of the applicants to the system | None | 3 minutes | *Admission personnel* |
| 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 | *Admission personnel* |
| 11. Proceed to the college secretary | 11. Released admission slip | None | 3 minutes | *Admission personnel* |
| | **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<br>2.1 Reviews completeness of data<br>2.2 Conducts short interview<br>2.3 Recommends to the SDS Director for his/her signature | None | 2 minutes | *SDS Office Staff* |
| 3. Seek for the SDS Director's signature | 3. Conducts short interview<br>3.1 Signs the clearance | None | 1 minute | *SDS Director* |
| 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 |

| | 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<br><br>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 | *SDS Office Staff, Applying organization* |
| 7. Seek approval of application | 7. Prepare Certificate of Accreditation<br><br>7.1 Endorses to SDS Director for approval of the application for accreditation/ re-accreditation<br><br>7.2 Endorses to VP-SAS for approval of the application for accreditation/ re-accreditation<br><br>7.3 Endorses to the University President for approval of application for accreditation/ Re-accreditation | None | 30 min | *SDS Office Staff, Applying organization* |
| 8. Follow-up result of application | 8. Inform whether the application was approve/ disapprove<br><br>8.1 Return approved application and supporting documents for binding | None | 1 day | *SDSO Staff* |

| 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 | | | *SDS Director*<br>*VP-SAS* |
| 6. Submit documents to the Office of University President | 6. Approve/deny the request | None | 1-10 days | *SDSO Staff*<br>*University President* |
| 7. Submit documents to the Office of University President | 7. Approve/deny the request | None | 1-10 days | *SDSO Staff*<br>*University President* |
| 8. Scan and submit all document to SDSO | 8. Receive and compile the hardcopy and scanned documents<br>8.1 Send /upload scanned copy of documents to CHED | None | 15 days | *SDSO Staff*<br><br><br><br><br><br>*SAS/SDSO Staff* |
| 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 *prima facie* 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 | *Accounting Personnel Accountant* |
| 2. Claim billing slip | 2. Issue a billing slip to the student for any balances | None | 1 minute | *Accounting Personnel Accountant* |
| | **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<br><br>Note: Representative must present his/her own ID card | 1. Check the student's account in the system<br><br>1.1 *If with an outstanding balance, issue a Billing slip to the student for any balances;<br><br>1.2 If without balances, sign the student's clearance | None | 4 minutes | *Accounting Personnel Accountant* |
| 2. Claim signed clearance | 2. Release the signed clearance | None | 1 minute | *Accounting Personnel Accountant* |
| | **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.<br><br>Note: Representative must present his/her own ID card | 1. Request for the student to sign the log book<br><br>1.1. Issue An order of payment to the student for the certification fee | None | 2 minutes | *Accounting Personnel Accountant* |
| 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 | *Accounting Personnel Accountant* |
| 3. Claim the student's statement of account | 3 . Release the student's statement of account | None | 1 minute | *Accounting Personnel Accountant* |
| | **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<br><br>1.1 If complete, receive and forward to processing staff;<br><br>1.2 If incomplete, attach action slip and return to client | None | 5 minutes | *Accounting Staff* |
|  | 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<br>1.1 If complete, receive and forward to processing staff;<br><br>1.2 If incomplete, attach action slip and return to Processing staff | None | 5 minutes | *Accounting Staff* |
| | 1.3 Prepare the Disbursement Voucher for Remittances | None | 15 minutes | *Accounting Staff* |
| | **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 | *Accounting Staff* |
| | 1.1 Prepare the requested document and forward to Accountant for review and signature; | | 15 minutes | *Accounting Staff* |
| | 1.2 Accountant reviews and signed the document if found in order | | 5 minutes | *Accountant* |
| 1. Receive the certification | 2. Release the certification | None | 5 minutes | *Accounting Staff* |
| | **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<br>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 Flee (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<br>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<br><br>1.1 Verify the name of the claimant to the payroll/voucher | None | 3 minutes | *Cash Personnel* |
| 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 | *Cash Personnel* |
| 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<br><br>1.1 Verify the name of the claimant to the payroll/voucher | None | 3 minutes<br><br>3 minutes | *Cash Office Personnel* |
| 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 | *Cash Office Personnel* |
| 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 | *Cash Office Frontline Staff* |
| 2. Claim official receipt | 2. Issue official receipt | None | 1 minute | *Cash Office Frontline Staff* |
| | **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 Flee (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 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<br><br>1.1 Verify the name of the claimant to the payroll/voucher | None | 3 minutes<br><br><br>3 minutes | *Cash Personnel* |
| 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 | *Cash Personnel* |
| 3. Receive Check | 3. Disburse check to claimant | None | 1 minute | *Cash Personnel* |
| | **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 | *CFiNS Personnel* |
| 2. Receive the clearance and write in a log book | 2. Issue/ release the clearance form to the student | None | 1 minute | *CFiNS Personnel* |
| | **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 | FEES 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 | *CFiNS Personnel* |
| 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 | *CFiNS Personnel* |
| 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 | *CFiNS Personnel* |
| | **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 | *CFiNS Personnel* |
| 2. If qualified, the student will be allowed to take the entrance exam | 2. Administer entrance examination | None | 1 hour | *CFiNS Personnel* |
| 3. Receive the result of the entrance exam. | 1. Release the results of the examination <br><br> *If the student passed, the application for admission will be released along with the requirements. | None | 1 day | *CFiNS Personnel* |
| 4. Comply all the requirements needed for requirements needed for enrollment | 4. Check the requirements for enrollment | None | 15 minutes | *CFiNS Personnel* |

| | TOTAL: | None | 1 day, 1 hour and 18 minutes | |
|---|---|---|---|---|

## 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 | *CFiNS Personnel* |
| 2. Enlist the name and information (contact number) | 2. Notify and advise the student for the date of qualifying exam | None | 3 minute | *CFiNS Personnel* |
| 3. Take the qualifying examination | 3. Check the examination | None | 4 hours | *CFiNS Personnel* |
| 4. Receive for the result of qualifying examination | 4. Release the result of examination | None | 5 minutes | *CFiNS Personnel* |
| | 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.<br><br>Note: Representative must present his/her own ID card | 1. Check the university's good moral certification being presented.<br><br>1.1. Prepare the college good moral certification | None | 5 minutes | *College Admin Aide and Dean* |
| 2. Claim good moral certification | 2. Release the signed college good moral certification | None | 1 minute | *College Admin Aide* |
| | **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)<br>• For 1$^{st}$ year check:<br>  ○ Admission Slip<br>  ○ Inventory Form<br>  ○ Blank Prospectus<br>  ○ OLSAT result.<br><br>• For 2$^{nd}$ yr to 4$^{th}$ yr evaluate student's | None | 5 minutes | *CCJE Faculty evaluator assigned* |

| | Grades following the retention policy and load student course load. | | | |
|---|---|---|---|---|
| 2. Proceed to the college secretary for Pre-Registration Form<br><br>Note: Representative must present his/her own ID card with | 2. Input student course load and print student pre-registration form | None | 5 minutes | *CCJE College secretary* |
| 3. Claim pre-registration form | 3. Release the pre-registration form | None | 1 minute | *CCJE College secretary* |
| | **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 | *College Staff/ Admin Aide* |
| 2. Submit accomplished requisition slip | 2. Receive the accomplished requisition slip form.<br><br>2.1 Print the requested curriculum prospectus<br><br>2.2 Sign the curriculum prospectus | None | 1 minute<br><br><br><br>5 minutes<br><br><br><br>2 minutes | *College Staff/ Admin Aide*<br><br><br><br>*College Staff/ Admin Aide*<br><br><br><br>*Dean of the College or Designated officer in charge* |
| 3. Claim curriculum prospectus | 3. Issue the curriculum prospectus | None | 1 minute | *College Staff/ Admin Aide* |

| 4. Affix signature in the logbook | 4. Assist the student to sign in the logbook as proof of release | None | 2 minutes | *College Staff/ Admin Aide* |
|---|---|---|---|---|
| | **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 | *College Secretary* |
| 2. Submit the accomplished admission slip. | 2. Receive and check the requirements stipulated in the admission slip.<br><br>If the requirements are complete:<br><br>2.1 Sign the admission slip and advise the student to proceed to the Program Chairperson for course advising. | None | 2 minutes<br><br><br><br><br><br>1 minute | *College Secretary* |
| | 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.<br><br>1.1 Check and evaluate student's record.<br><br>1.2 Advise the student to proceed to the College Assessor or College Secretary for course assessment. | None | 1 minute<br><br><br>3 minutes<br><br><br><br>1 minute | *Program Chairperson* |
| | **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.<br><br>1.1 Encode course and update student data.<br><br>1.2 Assess to determine the total enrollment fee of the student.<br><br>1.3 Print pre-registration form. | None | 1 minute<br><br><br>3 minutes<br><br><br><br>2 minutes<br><br><br><br><br>1 minute | *Designated College Assessor or College Secretary* |
| 2. Claim pre-registration form. | 2. Issue the printed pre-registration form.<br><br>2.1 Advise the student to proceed to the University Registrar's Office for printing and issuance of a Certificate of | None | 1 minute<br><br><br><br>1 minute | *Designated College Assessor or College Secretary* |

| | 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 | *Social Work Dept. Chair or designated faculty* |
| 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 | *Social Work Dept. Chair or designated faculty College Secretary* |
| 3. Take the assessment test | 3. Provide the assessment test questionnaire and answer sheet | None | 5 hours | *Social Work Dept. Chair or designated faculty* |
| 4. Wait for the result | 4. Check and provide the scoresheet | None | 20 minutes | *Social Work Dept Chair or designated faculty* |

| | | | | |
|---|---|---|---|---|
| 5. Counselling for those who failed the exam | 5. Present the exam result to the client and | None | 10 minutes | *Social Work Department Chair or designated social work faculty* |
| 6. Get 3 copies and fill up Certificate of 1,000 Case hours | 6. Provide blank copies of the certificate | None | 10 minutes | *Social Work Department Chair or designated social work faculty* |
| 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 | *Social Work Department Chair or designated social work faculty* |
| | **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 Organi-zation | 10 minutes | *Student Organization Treasurer, Governor, and adviser* |
| 2. Comply with accountabilities (if any) and get clearance signed by the Social Work Department Chair and Research Instructor (for incoming 4th year | 2. Check any accountability of the student at the department's level and require compliance. | None | 10 minutes | *Social Work Department Chair/Program Coordinator*  *Research Instructor (for 4th year students)* |
| 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 | *College Secretary* |

| 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 | None | 10 minutes | *College staff* |
|---|---|---|---|---|
| | 4.1 Sign the clearance | | | *College Dean* |
| 5. Claim signed clearance | 5. Release the signed clearance | None | 1 minute | *College staff* |
| | **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 | *Social Work Department Chair or designation faculty* |
| 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 | *Social Work Department Chair or designated faculty/ College Secretary* |
| 3. Present the requirements to the receiving officer | 3. Screen the applicant's documents | None | 5 minutes | *Social Work Department Chair or designated faculty/ College Secretary* |
| 4. Take College Admission | 4. Provide the answer sheet, | None | 30 minutes | *Social Work Department Chair or* |

| | | | | |
|---|---|---|---|---|
| Examination (qualifying exam) | questionnaire, and instruction to the applicants | | | *designated faculty* |
| 5. Undergo interview | 5. Interview the applicant | None | 30 minutes | *Designated Faculty Interviewer/Enroll ment Adviser* |
| 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<br><br>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 | *Social Work Department Chairperson or designated faculty* |
| | **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 | *Program chair* |
| 2. Receive the admission exam result | 2. Release the admission exam result | None | 1 minute | *Program Chair* |
| | **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 | *College staff* |
| 2. Claim signed clearance | 2. Release the signed clearance | None | 2 minutes | *College staff* |
| | 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 | *Program enrollment adviser* |
| 2. Submit the evaluation of grades. | 2. Copy the grades from the evaluation sheet to the students' prospectus in the college. | None | 5 minutes | *Program enrollment adviser* |
| 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 | *Program enrollment adviser* |
| | **TOTAL:** | None | 16 minutes | |

# WPU-Quezon Campus

# 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<br><br>1.1 Record the transaction in the logbook | None | 5 minutes | *Registrar Personnel* |
| 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 | *Registrar Personnel* |

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| 3. Present the OR and get the Claim slip | 3. Check the OR and issue the claim slip<br>3.1. Prepare the evaluation of grade or<br>3.2. certifications | None | 5 minutes<br><br>5 days<br><br><br>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 -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** | **PROCESS ING TIME** | **PERSON RESPONSIBLE** |
| 1. Register at the the receiving counter/Fill-out the log-sheet | 1. Check records on file | None | 2 minutes | *Registrar Personnel* |
| 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 | *Registrar Personnel* |
| 3. Present Official Receipt & and claim the requested form | 3. Release the requested form<br><br>3.1. Record the transaction in the logbook of released documents/ records. | None | 3 minutes | *Registrar Personnel* |
| | **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 | *Registrar Personnel* |
| 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 | *Registrar Personnel* |
| 3. Pay to the Cash Office | 3. Issue OR | P50.00/ subject | 4 minutes | *Cash Office Staff* |
| 4. Submit the accomplished form with attached required document | 4. Receive the accomplished form, input the changes in the student record, ecord, and file to the student's folder | None | 2 minutes | *Registrar Personnel* |

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

## 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<br><br>1.1. Check the correctness of entries in the Pre-registration form<br><br>1.2. Validate Pre-registration and assign student number for new enrollees.<br><br>1.3. Check if the student is qualified to Free Higher Education<br><br>1.4. Print two copies of Certificate of Enrollment (COR) | None | 9 minutes | *Registrar Personnel* |

| 2. Claim COR | 2. Instruct the student to sign 1 copy of COR (For registrar's copy) | None | 1 minute | *Registrar Personnel* |
|---|---|---|---|---|
| | 2.1 Release 1 copy for student copy | | | |
| | **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<br>   Authorization letter<br>   Valid ID (Government Issued Identification Card)<br>   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 certificatio | 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 | *Campus Guidance personnel* |
| 2. Counseling Process | 2. Provide counseling procedure | None | 2 hours | *Guidance Counselor* |
| 3. Fills out the log sheet at the Guidance Office | 3. Provide Log Sheet Form | None | 3 minutes | *Campus Guidance personnel* |
| 4. Fills out feedback form and drop in the drop box. | 4. Provide Feedback Form | None | 3 minutes | *Campus Guidance personnel* |
| | 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 | *SAS Office Staff* |
| 2. Proceeds to section/ person concerned | 2. Answer the query at the concerned section/person | None | 30 minutes | *SAS Personnel* |
| 3. Goes back to Information Window | 3. Issues Feedback Form instructs to drop in the drop box | None | 2 minutes | *SAS Office Staff* |
| | 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 RESPONSIBL E |
| --- | --- | --- | --- | --- |
| 1. Visit https://aims. wpu.edu.ph/ wpu/applican ts/, register online and send the scanned admission requirements via Gmail | 1. Check and evaluate the applicant's personal profile | None | 10 minutes | *Admission Personnel* |

| | | | | |
|---|---|---|---|---|
| 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 | *Admission Personnel* |
| 3. Take the Admission test | 3. Administer the admission test | None | 1 hour | *Admission Personnel* |
| 4. Claim Get admission test result, submit the original admission credentials/re quirements and claim Admission slip for pre-registration | 4. Release the admission test result and admission slip | None | 10 minutes | *Admission Personnel* |
| | **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 |

| 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 Flee (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.<br>Note: Representative must present his/her own ID card | 1. Check the student's account in the system | None | 5 minutes | *Accounting Personnel Accountant* |
| 2. Claim billing slip/order of payment | 1. Issue a billing slip to the student for any balances | None | 1 minute | *Accounting Personnel Accountant* |
| | 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<br><br>Note: Representative must present his/her own ID card | Check the student's account in the system<br><br>*If with an outstanding balance, issue a Billing slip to the student for any balances;<br><br>*If without balances, sign the student's clearance | None | 4 minutes | *Accounting Staff* |
| 2. Claim signed clearance | Release the signed clearance | None | 1 minute | *Accounting Staff* |
| 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 | Registrar's Office |
| Identification (ID) Card of the student | 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.<br><br>Note: Representative must present his/her own ID card | 1. Verify the student's account in the system;<br>1.1 prepare the Statement of Account<br>1.2 Sign the Statement of Account | PHP 25.00 | 9 minutes | *Accounting Staff*<br><br>*Accounting Staff*<br><br>*Accountant or representative* |
| 2. Claim the student's statement of account | 2. Release the student's statement of account | None | 1 minute | *Accounting Staff* |
| 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: | Health Services 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:<br>• All clients must observe proper personal hygiene.<br>• All male students should be in prescribed haircut.<br>• Earrings are not allowed for male clients.<br>• Colored nail polish is not allowed. Nails must be trimmed short.<br>• No fancy hair color. | Personal responsibility |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| --- | --- | --- | --- | --- |
| 6. Fills out the client log sheet. | 1.1 Issues Order of payment<br>1.2 Provides the check list of requirements needed for the issuance of medical certificate. | None | 3 minutes | Nursing Aide |
| 7. Pays medical certification fee at Accounting Office | 2.1 Receives payment and issue Official Receipt | Php 50.00 | 3 minutes | Accounting Office |

| | | | | |
|---|---|---|---|---|
| 8. Returns the receipt to Campus Infirmary | 3.1 Evaluates the accomplished Student Health Record (SHR) 3.2 Conducts initial assessment and taking of vital signs, vision testing and BMI determination | None | 8 minutes | Nursing Aide |
| 9. Claims medical certificate | 4.1 Releases of medical certificate. 4.2 Provides client satisfaction and feedback form. | None | 3 minutes | Nursing Aide |
| 10. Fills out the client satisfaction and feedback form | 5.1 Gets the accomplished client satisfaction and feedback form. | None | 3 minutes | Nursing Aide |
| TOTAL: | | Php50.00 | 20 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: | Health Services Office- Quezon Campus | | | |
|---|---|---|---|---|
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizens<br>G2G- Government to Government | | | |
| Who may avail: | Students and employees | | | |
| 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 |
| 4. Register at the triage area and fill out consultation form. | 1.1 Receives filled up consultation form and assess the client's vital signs and medical history.<br><br>1.2 Interview the client for the history of present illness.<br><br>1.3 Referral to University Physician (phone call and online consultation)<br><br>1.4 Carry out Doctor's order | None | 20 minutes | Nursing Aide<br><br><br><br><br><br>University Physician |
| 5. Fill out the client satisfaction and feedback form | 2.1 Get the accomplished client satisfaction and feedback form. | None | 3 minutes | Nursing Aide |
| TOTAL: | | NONE | 23 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: | Health Services Office – Quezon Campus |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C- Government to Citizens<br>G2G- Government to Government |
| Who may avail: | Students, Employees and Private individuals |

| 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:<br>• All clients must observe proper personal hygiene.<br>• All male students should be in prescribed haircut.<br>• Earrings are not allowed for male clients.<br>• Colored nail polish is not allowed. Nails must be trimmed short.<br>• All female students must bring pregnancy test kit with disposable cup for collection of urine sample. | Personal responsibility |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 7. Fills out the client log sheet and present the request or any proof of securing medical certificate. | 1.1 Issue order of payment.<br>2 Issue requirement checklist, and laboratory request slip. | None | 3 minutes | Nursing Aide |
| 8. Pays Medical Certification fee at Accounting Office | 2.1 Receives payment and issue Official Receipt. | Php 50.00 | 5 minutes | Accounting Office |

| | | | | |
|---|---|---|---|---|
| 9. Submits the official receipt and laboratory result to Campus Clinic. | 3.1 Receives official receipt and laboratory result. 3.2 Retrieve Student Health Record (SHR) | None | 3 minutes | Nursing Aide |
| 10. Fills out Annual Physical Examination (APE) form. | 4.1 Undergo initial physical assessment and taking of vital signs. | None | 3 minutes | Nursing Aide |
| 11. Proceed to University Physician during scheduled visit. | 5.1 Conducts medical examination. | None | 10 minutes | University Physician |
| 12. Claim medical certificate. | 6.1 Release of medical certificate. 6.2 Provides client satisfaction and feedback form. | None | 3 minutes | Nursing Aide |
| 13. Fill out the client satisfaction and feedback form | 7.1 Get the accomplished client satisfaction and feedback form. | None | 3 minutes | Nursing Aide |
| **TOTAL:** | | Php 50.00 | 29 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 | | | |
| Who may avail: | Enrolled students of the university | | | |

| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
|---|---|---|---|---|
| Valid school I.D. | | | 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 book to be used at the counter and deposit school ID card. | 1. Record the transactions in the library system | None | 1 minute | Campus Library In-Charge/Library Staff |
| 4. After use, surrender the borrowed material and claim the deposited school I.D. card | 1. 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 I.D. | | | IGP Office | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Search library learning resources through 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/ I.D. card | None | 1 minute | Campus Library In-Charge/Library Staff |
| 3. After use, surrender the borrowed material and claim the deposited school I.D. card | 1. Receive and check the borrowed material and release the school/ID Card. | None | 2 minutes | |
| 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 I.D. Card<br>2. Official Receipt | | | Client<br>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 | Cashier's personnel |
| 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). | 1. Collect the filled-out slip together with valid I.D. card | None | 1 minute | Campus Library In-Charge/Library Staff |
| 4. After use, surrender the borrowed material and claim the deposited valid I.D. card | 1. Receive and check the borrowed material and release the valid ID Card. | None | 2 minutes | |
| Total | | None | 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. | 1. Receive and check out the book at the client's Library Account. | None | 2 minutes | Campus Library In-Charge/Library Staff |
| | 2. Instruct the client to fill out the Book Card. | | | |
| 3. Sign the loaning receipt. | 1. Release the borrowed book. | None | 1 minute | |
| | 2. File the Book Card | None | | |
| 4. Return the borrowed book on the due date indicated in the loaning receipt. *Note: Overdue material is charged 10 pesos/ day.* | 1. Check and receive the borrowed book. | None | 2 minutes | |
| | 2. Clear out the borrowing record of client. | | | |
| | 3. Issue an order of payment for overdue material. | | | |
| 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<br>2. Valid school I.D Card | | Library IGP Office | | |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 2. 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 Slip (HomeRS) and Book Card. | None | 1 minute | Campus Library In-Charge/Library Staff |
| 3. Fill out two (2) HomeRS and the Book Card. | 1. Check the filled-out form, then release the book together with one filled out HomeRS. | None | 2 minutes | |
| | 2. File the Book Card and the filled-out HomeRS | None | | |
| 4. Return the borrowed book on the due date indicated in the Home-reading Slip. *Note: Overdue material is charged 10 pesos/ day.* | 1. Check and receive the borrowed book. | None | 2 minutes | |
| | 2. Clear out the borrowing record of client. | | | |
| | 3. Issue 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. | None | 1 minute | Campus Library In-Charge/Library Staff |
| | 2. Approve the request. | None | 1 minute | |
| | 3. 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 | |
| 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 | Campus Library In-Charge/Library Staff |
| 2. Sign the loaning receipt. | 1. Release the renewed book. | None | 1 minute | |
| | 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<br>2. Valid school I.D Card | | | Library IGP Office | |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 3. 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 | Campus Library In-Charge/Library Staff |
| | 2. Indicate the date of the new due date in the HomeRS. | None | 1 minute | |
| | 3. 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 |
| 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. 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 | 2 minutes | Campus Library In-Charge/Library Staff |
| | 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 | | | |
| **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 ID Card and provide a computer number to the client | None | 1 minute | Campus Library In-Charge/Library Staff |
| 2. After use, return the computer number at the E-Library Counter. | 1. Release the identification card of the client. | None | 1 minute | |
| 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 | | | | |
| 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 | Campus Library In-Charge/Library Staff | |
| 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 | | | | |
| 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 | Campus Library In-Charge/Library Staff | |

| | | | | |
|---|---|---|---|---|
| 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 |
| Who may avail: | Enrolled students of the university |

| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
|---|---|---|---|---|
| None | | | | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Ask access to the library Online Databases. | 1. Provide access to the client | None | 2 minutes | Campus Library In-Charge/Library Staff |
| 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 | | | |
| 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 | Campus Library In-Charge/Library Staff |
| | 2. Send and provide the information/ materials requested via the preferred format and social media of the client | None | 1 minute | |
| | 3. Upon release log the transaction in the Document Delivery Release Log Sheet. | | 1 minute | |
| 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 I.D. | | | 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 book to be used at the counter and deposit school ID card. | 1. Record the transactions in the library system | None | 1 minute | Campus Library In-Charge/ Library Staff |
| 4. After use, surrender the borrowed material and claim the deposited school I.D. card | 1. Receive and check the borrowed material and release the school/ID Card. | None | 2 minutes | |
| | Total | None | 7 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 I.D. | | | IGP Office | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Search library learning resources through 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/ I.D. card | None | 1 minute | Campus Library In-Charge /Library Staff |
| 3. After use, surrender the borrowed material and claim the deposited school I.D. card | 1. Receive and check the borrowed material and release the school/ID Card. | None | 2 minutes | |
| | 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 | |
|---|---|---|---|---|
| 3. Library Account/ Library System Account<br>4. 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. | 1. Receive and check out the book at the client's Library Account.<br>2. Instruct the client to fill out the Book Card. | None | 2 minutes | Campus Library In-Charge/Library Staff |
| 3. Sign the loaning receipt. | 1. Release the borrowed book. | None | 1 minute | |
| | 2. File the Book Card | None | | |
| 4. Return the borrowed book on the due date indicated in the loaning receipt. *Note: Overdue material is charged 20 pesos/ day.* | 1. Check and receive the borrowed book.<br>2. Clear out the borrowing record of client.<br>3. Issue order of payment for overdue material. | None | 2 minutes | |
| | Total | None | 9    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 |
| Type of Transaction: | G2G |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Library Account/ Library System Account<br>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 Slip (HomeRS) and Book Card. | None | 1 minute | Campus Library In-Charge/Library Staff |
| 3. Fill out two (2) Home-reading Slip and Book Card. | 1. Check the filled-out slip, then release the book together with one filled out HomeRS. | None | 3 minutes | |
| | 2. 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. *Note: Overdue material is charged 20 pesos/ day.* | Check and receive borrowed book. | None | 3 minutes | |
| | 4. Clear out the borrowing record of client. | | | |
| | 5. Issue order of payment for overdue material. | | | |
| | Total | None | 10 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 | Campus Library In-Charge/Library Staff |
| | 2. Approve the uest. | None | 1 minute | |
| | 3. 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 | |
| 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<br>2. Valid school I.D Card | | Library IGP<br>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 | Campus Library In-Charge/Library Staff |
| 2. Sign the loaning receipt. | 1. Release the renewed book. | None | 1 minute | |
| Total | | None | 4 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 |
|---|---|
| 3. Library Account/ Library System Account<br>4. 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 | Campus Library In-Charge/Library Staff |
| | 2. Indicate the date of the new due date in the HomeRS. | None | 4 minute | |
| | 3. Release the renewed book and the filled-out HomeRS. | None | | |
| | Total | None | 5 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 | |
|---|---|---|---|---|
| 3. Library Account/ Library System Account<br>4. Valid school I.D Card | | | Library IGP<br>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. | None | 2 minutes | Campus Library In-Charge/Library Staff |
| | If no discrepancy is found, proceed to the renewal of the book. | None | | |
| | 2. Send the loaning receipt via email or Facebook messenger of the client. | None | | |
| | Total | None | 5    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 |
| 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 RESPONSIBL E** |
| 1. Log in to the E-Library Log sheet. | 1. Collect ID Card and provide a computer number to the client | None | 1 minute | Campus Library In-Charge/Library Staff |
| 2. After use, return the computer number at the E-Library Counter. | 2. Release the identification card of the client. | None | 1 minute | |
| | 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 | |
| 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 Class Research Request Form. | 1. Check the availability of the requested date of use of the library facility.<br><br>2. Approve the request. | None | 3 minutes | Campus Library In-Charge/Library Staff |
| | Total | None | 6 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 | |
| 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 | Campus Library In-Charge/Library Staff |
| | 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 | Campus Library In-Charge/Library Staff |
| | 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 |
| 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 access to the library Online Databases. | 1. Provide access to the client | None | 2 minutes | Campus Library In-Charge/Library Staff |
| | 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 | | | |
| 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 | Campus Library In-Charge/Library Staff |
| | 2. Send and provide the information/ materials requested via the preferred format and social media of the client | None | 1 minute | |
| | 3. Upon release log the transaction in the Document Delivery Release Log Sheet. | | 1 minute | |
| | 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 | Campus Library In-Charge/Library Staff |
| | 2. Ensure that the requested material meet the criteria based on the Acquisition and Selection Policy. | None | 1 minute | |
| | 3. Endorse the request if the criteria are met to the University Librarian for approval. If not, inform the requester. | None | 1    minute | |
| | 4.Include the request in the Purchase Request for acquisition. | None | 1 minute | |
| | Total | None | 8 minutes | |

# WPU-Rio Tuba Campus

# 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<br><br>1.1 Record the transaction in the logbook | None | 5 minutes | *Registrar Personnel* |
| 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 | *Registrar Personnel* |

| 3. Present the OR and get the Claim slip | 3. Check the OR and issue the claim slip<br>3.1. Prepare the evaluation of grade or<br>3.2. certifications | None | 5 minutes<br><br>5 days<br><br><br>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 -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 | *Registrar Personnel* |
| 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 | *Registrar Personnel* |
| 3. Present Official Receipt & and claim the requested form | 3. Release the requested form <br><br> 3.1. Record the transaction in the logbook of released documents/ records. | None | 3 minutes | *Registrar Personnel* |
| | **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 | *Registrar Personnel* |
| 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 | *Registrar Personnel* |
| 3. Pay to the Cash Office | 3. Issue OR | P50.00/ subject | 4 minutes | *Cash Office Staff* |
| 4. Submit the accomplished form with attached required document | 4. Receive the accomplished form, input the changes in the student record, ecord, and file to the student's folder | None | 2 minutes | *Registrar Personnel* |

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

## 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<br><br>1.1. Check the correctness of entries in the Pre-registration form<br><br>1.2. Validate Pre-registration and assign student number for new enrollees.<br><br>1.3. Check if the student is qualified to Free Higher Education<br><br>1.4. Print two copies of Certificate of Enrollment (COR) | None | 9 minutes | *Registrar Personnel* |

| 2. Claim COR | 2. Instruct the student to sign 1 copy of COR (For registrar's copy) | None | 1 minute | *Registrar Personnel* |
| | 2.1 Release 1 copy for student copy | | | |
| | **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<br>    Authorization letter<br>    Valid ID (Government Issued Identification Card)<br>    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 certificatio | 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 | *Campus Guidance personnel* |
| 2. Counseling Process | 2. Provide counseling procedure | None | 2 hours | *Guidance Counselor* |
| 3. Fills out the log sheet at the Guidance Office | 3. Provide Log Sheet Form | None | 3 minutes | *Campus Guidance personnel* |
| 4. Fills out feedback form and drop in the drop box. | 4. Provide Feedback Form | None | 3 minutes | *Campus Guidance personnel* |
| | **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 | *SAS Office Staff* |
| 2. Proceeds to section/ person concerned | 2. Answer the query at the concerned section/person | None | 30 minutes | *SAS Personnel* |
| 3. Goes back to Information Window | 3. Issues Feedback Form instructs to drop in the drop box | None | 2 minutes | *SAS Office Staff* |
| | 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 RESPONSIBL E |
| --- | --- | --- | --- | --- |
| 1. Visit https://aims. wpu.edu.ph/ wpu/applican ts/, register online and send the scanned admission requirements via Gmail | 1. Check and evaluate the applicant's personal profile | None | 10 minutes | *Admission Personnel* |

| | | | | |
|---|---|---|---|---|
| 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 | *Admission Personnel* |
| 3. Take the Admission test | 3. Administer the admission test | None | 1 hour | *Admission Personnel* |
| 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 | *Admission Personnel* |
| | **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 |

| | | | |
|---|---|---|---|
| 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 Flee (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 | *Accounting Personnel Accountant* |
| 2. Claim billing slip/order of payment | 1. Issue a billing slip to the student for any balances | None | 1 minute | *Accounting Personnel Accountant* |
| | 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<br><br>Note: Representative must present his/her own ID card | Check the student's account in the system<br><br>*If with an outstanding balance, issue a Billing slip to the student for any balances;<br><br>*If without balances, sign the student's clearance | None | 4 minutes | *Accounting Staff* |
| 2. Claim signed clearance | Release the signed clearance | None | 1 minute | *Accounting Staff* |
| 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 | | Registrar's Office | | |
| Identification (ID) Card of the student | | 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.<br><br>Note: Representative must present his/her own ID card | 1. Verify the student's account in the system;<br>1.1 prepare the Statement of Account<br>1.2 Sign the Statement of Account | PHP 25.00 | 9 minutes | *Accounting Staff*<br><br>*Accounting Staff*<br><br>*Accountant or representative* |
| 2. Claim the student's statement of account | 2. Release the student's statement of account | None | 1 minute | *Accounting Staff* |
| 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 | *Campus Library In-Charge/Library Staff* |
| 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 | *Campus Library In-Charge/Library Staff* |
| | **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<br>Official Receipt | Client<br>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 | *Cash Office personnel* |
| 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 | *Campus Library In-Charge/Library Staff* |
| 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 | *Campus Library In-Charge/Library Staff* |
| | 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<br>Valid school I.D Card | Library<br>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<br><br>2.1. Instruct the client to fill out the Book Card | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| 3. Sign the loaning receipt. | 3. Release the borrowed book<br><br>3.1. File the Book Card | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| 4. Return the borrowed book on the due date indicated in the loaning receipt. *Note: Overdue material is charged 10 pesos/ day.* | 4. Check and receive the borrowed book<br><br>4.1. Clear out the client's borrowing record<br><br>4.2. Issue an order of payment for overdue material | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| 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<br><br>3.1. File the Book Card and the filled-out HomeRS | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| 4. Return the borrowed book on the due date indicated in the Home-reading Slip.<br><br>Note: Overdue material is charged 10 pesos/ day. | 4. Check and receive the borrowed book<br><br>4.1. Clear out the client's borrowing record | None | 2 minutes | *Campus Library In-Charge/Library Staff* |

| | | | | |
|---|---|---|---|---|
| | 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 | *Campus Library In-Charge/Library Staff* |
| | 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 | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | **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 | | |
|---|---|---|---|---|
| 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 | *Campus Library In-Charge/Library Staff* |
| | 1.1 Send and provide the information/ materials requested via the preferred format and social media of the client. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | 1.2 Upon release, log the transaction in the Document Delivery Release Log Sheet. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| 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 | *Campus Library In-Charge/Library Staff* |
| | **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<br>Valid school I.D Card | | Library<br>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.<br><br>2.1 Instruct the client to fill out the Book Card. | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| 3. Sign the loaning receipt. | 3. Release the borrowed book.<br><br>3.1 File the Book Card | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| 4. Return the borrowed book on the due date indicated in the loaning receipt.<br>*Note: Overdue material is charged 20 pesos/ day.* | 4. Check and receive the borrowed book.<br><br>4.1 Clear out the client's borrowing record.<br><br>4.2 Issue an order of payment for overdue material. | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| | 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 | *Campus Library In-Charge/Library Staff* |
| 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.<br><br>3.1 File the Book Card and the filled-out HomeRS. | None<br><br><br><br><br>None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| 4. Return the borrowed book on the due date indicated in the Home-reading Form. *Note:* Overdue material is charged 20 pesos/ day. | 4. Check and receive the borrowed book.<br>4.1 Clear out the client's borrowing record.<br>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 | *Campus Library In-Charge/Library Staff* |
| | 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.<br>1.1 Approve the request. | None | 3 minutes | *Circulation In-Charge* | |
| | 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 | *Campus Library In-Charge/Library Staff* | |
| | 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 | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | 1.1 Send and provide the information/ materials requested via the preferred format and social media of the client. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | 1.2 Upon release log the transaction in the Document Delivery Release Log Sheet. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | 1.1 Ensure that the requested material meet the criteria based on the Acquisition and Selection Policy. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | 1.2 Endorse the request if the criteria are met to the University Librarian for approval. If not, inform the requester. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | 1.3 Include the request in the Purchase Request for acquisition. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | **TOTAL:** | None | 8 minutes | |

# WPU-El Nido Campus

# 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 – El Nido 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<br><br>1.1 Record the transaction in the logbook | None | 5 minutes | *Registrar Personnel* |
| 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 | *Registrar Personnel* |

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| | | | | |
|---|---|---|---|---|
| 3. Present the OR and get the Claim slip | 3. Check the OR and issue the claim slip<br>3.1. Prepare the evaluation of grade or<br>3.2. certifications | None | 5 minutes<br><br>5 days<br><br><br>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 - El Nido 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 | *Registrar Personnel* |
| 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 | *Registrar Personnel* |
| 3. Present Official Receipt & and claim the requested form | 3. Release the requested form<br><br>3.1. Record the transaction in the logbook of released documents/ records. | None | 3 minutes | *Registrar Personnel* |
| | **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 - El Nido 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 | *Registrar Personnel* |
| 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 | *Registrar Personnel* |
| 3. Pay to the Cash Office | 3. Issue OR | P50.00/ subject | 4 minutes | *Cash Office Staff* |
| 4. Submit the accomplished form with attached required document | 4. Receive the accomplished form, input the changes in the student record, ecord, and file to the student's folder | None | 2 minutes | *Registrar Personnel* |

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

## 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 - El Nido 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<br>1.1. Check the correctness of entries in the Pre-registration form<br><br>1.2. Validate Pre-registration and assign student number for new enrollees.<br><br>1.3. Check if the student is qualified to Free Higher Education<br>1.4. Print two copies of Certificate of Enrollment (COR) | None | 9 minutes | *Registrar Personnel* |

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| 2. Claim COR | 2. Instruct the student to sign 1 copy of COR (For registrar's copy) | None | 1 minute | *Registrar Personnel* |
|---|---|---|---|---|
| | 2.1 Release 1 copy for student copy | | | |
| | **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 - El Nido 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<br>      Authorization letter<br>      Valid ID (Government Issued Identification Card)<br>      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 certificatio | 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 | *Campus Guidance personnel* |
| 2. Counseling Process | 2. Provide counseling procedure | None | 2 hours | *Guidance Counselor* |
| 3. Fills out the log sheet at the Guidance Office | 3. Provide Log Sheet Form | None | 3 minutes | *Campus Guidance personnel* |
| 4. Fills out feedback form and drop in the drop box. | 4. Provide Feedback Form | None | 3 minutes | *Campus Guidance personnel* |
| | **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 | *SAS Office Staff* |
| 2. Proceeds to section/ person concerned | 2. Answer the query at the concerned section/person | None | 30 minutes | *SAS Personnel* |
| 3. Goes back to Information Window | 3. Issues Feedback Form instructs to drop in the drop box | None | 2 minutes | *SAS Office Staff* |
| | 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 RESPONSIBL E |
|---|---|---|---|---|
| 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 | *Admission Personnel* |

| 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 | *Admission Personnel* |
|---|---|---|---|---|
| 3. Take the Admission test | 3. Administer the admission test | None | 1 hour | *Admission Personnel* |
| 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 | *Admission Personnel* |
| | **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 Flee (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 | *Accounting Personnel Accountant* |
| 2. Claim billing slip/order of payment | 1. Issue a billing slip to the student for any balances | None | 1 minute | *Accounting Personnel Accountant* |
| | 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<br>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<br><br>Note: Representative must present his/her own ID card | Check the student's account in the system<br><br>*If with an outstanding balance, issue a Billing slip to the student for any balances;<br><br>*If without balances, sign the student's clearance | None | 4 minutes | *Accounting Staff* |
| 2. Claim signed clearance | Release the signed clearance | None | 1 minute | *Accounting Staff* |
| 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 | Registrar's Office |
| Identification (ID) Card of the student | 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.<br><br>Note: Representative must present his/her own ID card | 1. Verify the student's account in the system;<br>1.1 prepare the Statement of Account<br>1.2 Sign the Statement of Account | PHP 25.00 | 9 minutes | *Accounting Staff*<br><br>*Accounting Staff*<br><br>*Accountant or representative* |
| 2. Claim the student's statement of account | 2. Release the student's statement of account | None | 1 minute | *Accounting Staff* |
| 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 | *Campus Library In-Charge/Library Staff* |
| 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 | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| 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 | *Campus Library In-Charge/Library Staff* |
| | | 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<br>Official Receipt | Client<br>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 | *Cashier's personnel* |
| 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 | *Circulation In- Charge*<br><br>*Periodical and Special Collection In-Charge* |
| 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 | *Circulation In- Charge*<br><br>*Periodical and Special Collection In-Charge* |
| | **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<br>2. Valid school I.D Card | Library<br>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<br><br>2.1. Instruct the client to fill out the Book Card | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| 3. Sign the loaning receipt. | 3. Release the borrowed book<br><br>3.1. File the Book Card | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| 4. Return the borrowed book on the due date indicated in the loaning receipt. *Note: Overdue material is charged 10 pesos/ day.* | 4. Check and receive the borrowed book<br><br>4.1. Clear out the client's borrowing record<br><br>4.2. Issue an order of payment for overdue material | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| 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<br><br>3.1. File the Book Card and the filled-out HomeRS | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| 4. Return the borrowed book on the due date indicated in the Home-reading Slip.<br><br>Note: Overdue material is charged 10 pesos/ day. | 4. Check and receive the borrowed book<br><br>4.1. Clear out the client's borrowing record | None | 2 minutes | *Campus Library In-Charge/Library Staff* |

| | | | | |
|---|---|---|---|---|
| | 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 | *Campus Library In-Charge/Library Staff* |
| 2. Sign the loaning receipt. | 2. Release the renewed book. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | **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<br>Valid school I.D Card | Library<br>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 | *Campus Library In-Charge/Library Staff* |
| | 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<br><br>1.1. If no discrepancy is found, proceed to the renewal of the book<br><br>1.2. Send the loaning receipt via email or Facebook messenger to the client | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| 2. After use, return the computer number to the E-Library Counter. | 2. Release the client's identification card. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | 1.1 Send and provide the information/ materials requested via the preferred format and social media of the client. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | 1.2 Upon release, log the transaction in the Document Delivery Release Log Sheet. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| 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 | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| 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 | *Campus Library In-Charge/Library Staff* |
| | 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<br>Valid school I.D Card | | | Library<br>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.<br><br>2.1 Instruct the client to fill out the Book Card. | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| 3. Sign the loaning receipt. | 3. Release the borrowed book.<br><br>3.1 File the Book Card | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| 4. Return the borrowed book on the due date indicated in the loaning receipt. *Note: Overdue material is charged 20 pesos/ day.* | 4. Check and receive the borrowed book.<br><br>4.1 Clear out the client's borrowing record.<br><br>4.2 Issue an order of payment for overdue material. | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| | 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<br>Valid school I.D Card | | | Library<br>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 | *Campus Library In-Charge/Library Staff* |
| 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.<br><br>3.1 File the Book Card and the filled-out HomeRS. | None<br><br><br><br>None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| 4. Return the borrowed book on the due date indicated in the Home-reading Form. *Note:* Overdue material is charged 20 pesos/ day. | 4. Check and receive the borrowed book.<br>4.1 Clear out the client's borrowing record.<br>4.2 Issue order of payment for overdue material. | None | 2 minutes | |
| | **TOTAL:** | None | 8 minutes | |

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## 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<br>Valid school I.D Card | | Library<br>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 | *Campus Library In-Charge/Library Staff* |
| 2. Sign the loaning receipt. | 2. Release the renewed book. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | 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 | *Campus Library In-Charge/Library Staff* |
| | 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 | *Campus Library In-Charge/Library Staff* |
| | 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 | *Campus Library In-Charge/Library Staff* |
| 2. After use, return the computer number at the E-Library Counter. | 2. Release the client's identification card. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | 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.<br>1.1 Approve the request. | None | 3 minutes | *Circulation In-Charge* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | 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 | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | 1.1 Send and provide the information/ materials requested via the preferred format and social media of the client. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | 1.2 Upon release log the transaction in the Document Delivery Release Log Sheet. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | 1.1 Ensure that the requested material meet the criteria based on the Acquisition and Selection Policy. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | 1.2 Endorse the request if the criteria are met to the University Librarian for approval. If not, inform the requester. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | 1.3 Include the request in the Purchase Request for acquisition. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | **TOTAL:** | None | 8 minutes | |

# WPU-Taytay Campus

# 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<br><br>1.1 Record the transaction in the logbook | None | 5 minutes | *Registrar Personnel* |
| 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 | *Registrar Personnel* |

| 3. Present the OR and get the Claim slip | 3. Check the OR and issue the claim slip<br>3.1. Prepare the evaluation of grade or<br>3.2. certifications | None | 5 minutes<br><br>5 days<br><br><br>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 -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 | PROCESS ING TIME | PERSON RESPONSIBLE | |
| 1. Register at the the receiving counter/Fill-out the log-sheet | 1.Check records on file | None | 2 minutes | *Registrar Personnel* | |
| 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 | *Registrar Personnel* | |
| 3. Present Official Receipt & and claim the requested form | 3. Release the requested form<br><br>3.1. Record the transaction in the logbook of released documents/ records. | None | 3 minutes | *Registrar Personnel* | |
| | 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 | *Registrar Personnel* |
| 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 | *Registrar Personnel* |
| 3. Pay to the Cash Office | 3. Issue OR | P50.00/ subject | 4 minutes | *Cash Office Staff* |
| 4. Submit the accomplished form with attached required document | 4. Receive the accomplished form, input the changes in the student record, ecord, and file to the student's folder | None | 2 minutes | *Registrar Personnel* |

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

## 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<br><br>1.1.  Check the correctness of entries in the Pre-registration form<br><br>1.2. Validate Pre-registration and assign student number for new enrollees.<br><br>1.3. Check if the student is qualified to Free Higher Education<br><br>1.4. Print two copies of Certificate of Enrollment (COR) | None | 9 minutes | *Registrar Personnel* |

| 2. Claim COR | 2. Instruct the student to sign 1 copy of COR (For registrar's copy) | None | 1 minute | *Registrar Personnel* |
|---|---|---|---|---|
| | 2.1 Release 1 copy for student copy | | | |
| | **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<br>   Authorization letter<br>   Valid ID (Government Issued Identification Card)<br>   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 certificatio | 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 | *Campus Guidance personnel* |
| 2. Counseling Process | 2. Provide counseling procedure | None | 2 hours | *Guidance Counselor* |
| 3. Fills out the log sheet at the Guidance Office | 3. Provide Log Sheet Form | None | 3 minutes | *Campus Guidance personnel* |
| 4. Fills out feedback form and drop in the drop box. | 4. Provide Feedback Form | None | 3 minutes | *Campus Guidance personnel* |
| | **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 | *SAS Office Staff* |
| 2. Proceeds to section/ person concerned | 2. Answer the query at the concerned section/person | None | 30 minutes | *SAS Personnel* |
| 3. Goes back to Information Window | 3. Issues Feedback Form instructs to drop in the drop box | None | 2 minutes | *SAS Office Staff* |
| | 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 RESPONSIBL E |
|---|---|---|---|---|
| 1. Visit https://aims. wpu.edu.ph/ wpu/applican ts/, register online and send the scanned admission requirements via Gmail | 1. Check and evaluate the applicant's personal profile | None | 10 minutes | *Admission Personnel* |

| | | | | |
|---|---|---|---|---|
| 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 | *Admission Personnel* |
| 3. Take the Admission test | 3. Administer the admission test | None | 1 hour | *Admission Personnel* |
| 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 | *Admission Personnel* |
| | **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 |

| | | | |
|---|---|---|---|
| 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 Flee (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 | *Accounting Personnel Accountant* |
| 2. Claim billing slip/order of payment | 1. Issue a billing slip to the student for any balances | None | 1 minute | *Accounting Personnel Accountant* |
| | **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<br><br>Note: Representative must present his/her own ID card | Check the student's account in the system<br><br>*If with an outstanding balance, issue a Billing slip to the student for any balances;<br><br>*If without balances, sign the student's clearance | None | 4 minutes | *Accounting Staff* |
| 2. Claim signed clearance | Release the signed clearance | None | 1 minute | *Accounting Staff* |
| 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 | | Registrar's Office | | |
| Identification (ID) Card of the student | | 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.<br><br>Note: Representative must present his/her own ID card | 1. Verify the student's account in the system;<br>1.1 prepare the Statement of Account<br>1.2 Sign the Statement of Account | PHP 25.00 | 9 minutes | *Accounting Staff*<br><br>*Accounting Staff*<br><br>*Accountant or representative* |
| 2. Claim the student's statement of account | 2. Release the student's statement of account | None | 1 minute | *Accounting Staff* |
| 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 | *Campus Library In-Charge/Library Staff* |
| 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 | *Campus Library In-Charge/Library Staff* |
| | 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<br>Official Receipt | Client<br>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 | *Cash Office personnel* |
| 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 | *Campus Library In-Charge/Library Staff* |
| 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 | *Campus Library In-Charge/Library Staff* |
| | 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<br>Valid school I.D Card | | | Library<br>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<br><br>2.1. Instruct the client to fill out the Book Card | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| 3. Sign the loaning receipt. | 3. Release the borrowed book<br><br>3.1. File the Book Card | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| 4. Return the borrowed book on the due date indicated in the loaning receipt. *Note: Overdue material is charged 10 pesos/ day.* | 4. Check and receive the borrowed book<br><br>4.1. Clear out the client's borrowing record<br><br>4.2. Issue an order of payment for overdue material | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| 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<br><br>3.1. File the Book Card and the filled-out HomeRS | None | 2 minutes | *Campus Library In-Charge/Library Staff* |
| 4. Return the borrowed book on the due date indicated in the Home-reading Slip.<br><br>Note: Overdue material is charged 10 pesos/ day. | 4. Check and receive the borrowed book<br><br>4.1. Clear out the client's borrowing record | None | 2 minutes | *Campus Library In-Charge/Library Staff* |

| | 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 | *Campus Library In-Charge/Library Staff* |
| | 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 | *Campus Library In-Charge/Library Staff* |
| 2. After use, return the computer number to the E-Library Counter. | 2. Release the client's identification card. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | 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 | *Campus Library In-Charge/Library Staff* |
| | 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 | *Campus Library In-Charge/Library Staff* |
| | **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 | *Campus Library In-Charge/Library Staff* |
| | 1.1 Send and provide the information/ materials requested via the preferred format and social media of the client. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | 1.2 Upon release, log the transaction in the Document Delivery Release Log Sheet. | None | 1 minute | *Campus Library In-Charge/Library Staff* |
| | **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 |
| Who may avail: | Employees of the university |

| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
|---|---|---|---|---|
| Valid school I.D. | | | IGP Office | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Search library learning resources through 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/ I.D. card | None | 1 minute | Campus Library In-Charge/ Library Staff |
| 3. After use, surrender the borrowed material and claim the deposited school I.D. card | 1. Receive and check the borrowed material and release the school/ID Card. | None | 2 minutes | |
| | Total | None | 7 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 | | | |
| **Who may avail:** | Employees of the university | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | |
| 3. Library Account/ Library System Account<br>4. Valid school I.D Card | | | Library IGP<br>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. | 1. Receive and check out the book at the client's Library Account.<br>**2.** Instruct the client to fill out the Book Card. | None | 2 minutes | Campus Library In-Charge/ Library Staff |
| 3. Sign the loaning receipt. | 1. Release the borrowed book. | None | 2 minute | |
| | 5. File the Book Card | None | | |
| 4. Return the borrowed book on the due date indicated in the loaning receipt. *Note: Overdue material is charged 20 pesos/ day.* | 1. Check and receive the borrowed book.<br>4. Clear out the client's borrowing record.<br>5. Issue an order of payment for overdue material. | None | 2 minutes | |
| Total | | None | 8 minutes | |

## 3. 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.

| 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 | Campus Library In-Charge/ Library Staff |
| 3. 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. | None | 3 minutes | |
| | 2. 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. *Note: Overdue material is charged 20 pesos/ day.* | Check and receive borrowed book. | None | 2 minutes | |
| | 2. Clear out the client's borrowing record. | | | |
| | 3. Issue order of payment for overdue material. | | | |
| | Total | None | 6 minutes | |

## 4. Manual Renewal of Library Learning Resources (Face to Face)

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 | Campus Library In-Charge/Library Staff |
| | 2.Indicate the date of the new due date in the HomeRS. | None | 2 minutes | |
| | 3.Release the renewed book and the filled-out HomeRS. | None | | |
| | Total | None | 6 minutes | |

## 5. Use of Library Facility (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. Fill out the Library Class Research Request Form. | 1. Check the availability of the requested date of use of the library facility.<br><br>2. Approve the request. | None | 3 minutes | Campus Library In-Charge/Library Staff |
| | 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 |
| 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 | Campus Library In-Charge/ Library Staff |
| Total | | None | 10 minutes | |

## 7. Library Reference Services (Library Reference Assistance-Face to Face)

Allows the clients to ask simple or complex questions about their research and information needs in the library.

| 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 | Campus Library In-Charge/Library Staff |
| 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 |
| 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 access to the library Online Databases. | 1. Provide access to the client | None | 2 minutes | Campus Library In-Charge/Library Staff |
| Total | | None | 2 minutes | |

## 9. Library Reference Services (Document Delivery Services)

Allows clients to obtain learning resources through 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 | Campus Library In-Charge/Library Staff |
| | 2. Send and provide the information/ materials requested via the preferred format and social media of the client | None | 1 minute | |
| | 3. Upon release log the transaction in the Document Delivery Release Log Sheet. | | 1 minute | |
| | Total | | 11 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 | Campus Library In-Charge/Library Staff |
| | 2. Ensure that the requested material meet the criteria based on the Acquisition and Selection Policy. | None | 1 minute | |
| | 3. Endorse the request if the criteria are met to the University Librarian for approval. If not, inform the requester. | None | 1    minute | |
| | 4. Include the request in the Purchase Request for acquisition. | None | 1 minute | |
| | Total | None | 8  minutes | |

# WPU-Busuanga Campus

# 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<br><br>1.1 Record the transaction in the logbook | None | 5 minutes | *Registrar Personnel* |
| 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 | *Registrar Personnel* |

| | | | | |
|---|---|---|---|---|
| 3. Present the OR and get the Claim slip | 3. Check the OR and issue the claim slip<br>3.1. Prepare the evaluation of grade or<br>3.2. certifications | None | 5 minutes<br><br>5 days<br><br><br>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** | **PROCESS ING TIME** | **PERSON RESPONSIBLE** |
| 1. Register at the the receiving counter/Fill-out the log-sheet | 1. Check records on file | None | 2 minutes | *Registrar Personnel* |
| 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 | *Registrar Personnel* |
| 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 | *Registrar Personnel* |
| | **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 | *Registrar Personnel* |
| 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 | *Registrar Personnel* |
| 3. Pay to the Cash Office | 3. Issue OR | P50.00/ subject | 4 minutes | *Cash Office Staff* |
| 4. Submit the accomplished form with attached required document | 4. Receive the accomplished form, input the changes in the student record, ecord, and file to the student's folder | None | 2 minutes | *Registrar Personnel* |

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

## 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<br><br>1.1. Check the correctness of entries in the Pre-registration form<br><br>1.2. Validate Pre-registration and assign student number for new enrollees.<br><br>1.3. Check if the student is qualified to Free Higher Education<br><br>1.4. Print two copies of Certificate of Enrollment (COR) | None | 9 minutes | Registrar Personnel |

| | | | | |
|---|---|---|---|---|
| 2. Claim COR | 2. Instruct the student to sign 1 copy of COR (For registrar's copy)<br><br>2.1 Release 1 copy for student copy | None | 1 minute | *Registrar Personnel* |
| | **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<br>    Authorization letter<br>    Valid ID (Government Issued Identification Card)<br>    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 certificatio | 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 | *Campus Guidance personnel* |
| 2. Counseling Process | 2. Provide counseling procedure | None | 2 hours | *Guidance Counselor* |
| 3. Fills out the log sheet at the Guidance Office | 3. Provide Log Sheet Form | None | 3 minutes | *Campus Guidance personnel* |
| 4. Fills out feedback form and drop in the drop box. | 4. Provide Feedback Form | None | 3 minutes | *Campus Guidance personnel* |
| | **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 | *SAS Office Staff* |
| 2. Proceeds to section/ person concerned | 2. Answer the query at the concerned section/person | None | 30 minutes | *SAS Personnel* |
| 3. Goes back to Information Window | 3. Issues Feedback Form instructs to drop in the drop box | None | 2 minutes | *SAS Office Staff* |
| | 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 RESPONSIBL E |
|--------------|---------------|-----------------|-----------------|---------------------|
| 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 | *Admission Personnel* |

| 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 | *Admission Personnel* |
|---|---|---|---|---|
| 3. Take the Admission test | 3. Administer the admission test | None | 1 hour | *Admission Personnel* |
| 4. Claim Get admission test result, submit the original admission credentials/re quirements and claim Admission slip for pre-registration | 4. Release the admission test result and admission slip | None | 10 minutes | *Admission Personnel* |
| | **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 Flee (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.<br>Note: Representative must present his/her own ID card | 1.Check the student's account in the system | None | 5 minutes | *Accounting Personnel Accountant* |
| 2. Claim billing slip/order of payment | 1. Issue a billing slip to the student for any balances | None | 1 minute | *Accounting Personnel Accountant* |
| | **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<br><br>Note: Representative must present his/her own ID card | Check the student's account in the system<br><br>*If with an outstanding balance, issue a Billing slip to the student for any balances;<br><br>*If without balances, sign the student's clearance | None | 4 minutes | *Accounting Staff* |
| 2. Claim signed clearance | Release the signed clearance | None | 1 minute | *Accounting Staff* |
| 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 | | Registrar's Office | | |
| Identification (ID) Card of the student | | 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.<br><br>Note: Representative must present his/her own ID card | 1. Verify the student's account in the system;<br>1.1 prepare the Statement of Account<br>1.2 Sign the Statement of Account | PHP 25.00 | 9 minutes | *Accounting Staff*<br><br>*Accounting Staff*<br><br>*Accountant or representative* |
| 2. Claim the student's statement of account | 2. Release the student's statement of account | None | 1 minute | *Accounting Staff* |
| 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:<br>• All clients must observe proper personal hygiene.<br>• All male students should be in prescribed haircut.<br>• Earrings are not allowed for male clients.<br>• Colored nail polish is not allowed. Nails must be trimmed short.<br>• 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 | *Nursing Aide* |

| | 1.1. Provides the checklist of requirements needed for the issuance of medical certificate. | None | 2 minutes | *Nursing Aide* |
|---|---|---|---|---|
| 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 | *Nursing Aide* |
| | 2.1.Conducts initial assessment and taking of vital signs, vision testing and BMI determination | None | 5 minutes | *Nursing Aide* |
| 3. Claims medical certificate | 3 . Release of medical certificate. | None | 3 minutes | *Nursing Aide* |
| | **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 | *Nursing Aide* |
| | 1.1 Interview the client for the history of present illness. | None | 5 minutes | *Nursing Aide* |
| | 1.2 Referral to University Physician (phone call and online consultation) | None | 5 minutes | *Nursing Aide* |
| | 1.3 University Physician conducts evaluation | None | 10 minutes | *University Physician* |
| 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:<br>- All clients must observe proper personal hygiene.<br>- All male students should be in prescribed haircut.<br>- Earrings are not allowed for male clients.<br>- Colored nail polish is not allowed. Nails must be trimmed short.<br>- 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 | *Nursing Aide* |

| | | | | |
|---|---|---|---|---|
| 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 | *Nursing Aide* |
| 3. Submit laboratory results to the Campus Clinic. | 3. Receive laboratory results and retrieve Student Health Record (SHR) | None | 3 minutes | *Nursing Aide* |
| 4. Fill out the Annual Physical Examination (APE) form. | 4. Undergo an initial physical assessment and taking of vital signs. | None | 3 minutes | *Nursing Aide* |
| 5. Proceed to the University Physician during a scheduled visit. | 5. Conducts medical examination. | None | 10 minutes | *University Physician* |
| 6. Claim medical certificate. | 6. Release medical certificate. | None | 3 minutes | *Nursing Aide* |
| 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 | | | |
| Who may avail: | Enrolled students of the university | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Valid school I.D. | | | 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 book to be used at the counter and deposit your school ID card. | 1. Record the transactions in the library system | None | 1 minute | Campus Library In-Charge/Library Staff |
| 4. After use, surrender the borrowed material and claim the deposited school I.D. card | 1. 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 I.D. | | | IGP Office | | |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** | |
| 1. Search library learning resources through 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/ I.D. card | None | 1 minute | Campus Library In-Charge/Library Staff | |
| 3. After use, surrender the borrowed material and claim the deposited school I.D. card | 1. Receive and check the borrowed material and release the school/ID Card. | None | 2 minutes | | |
| 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 I.D. Card<br>2. Official Receipt | Client<br>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 | Cashier's personnel |
| 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). | 1. Collect the filled-out slip together with valid I.D. card | None | 1 minute | Campus Library In-Charge/Library Staff |
| 4. After use, surrender the borrowed material and claim the deposited valid I.D. card | 1. Receive and check the borrowed material and release the valid ID Card. | None | 2 minutes | |
| Total | | None | 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<br>2. Valid school I.D Card | | | Library<br> 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. | 1. Receive and check out the book at the client's Library Account. | None | 2 minutes | Campus Library In-Charge/Library Staff |
| | 2. Instruct the client to fill out the Book Card. | | | |
| 3. Sign the loaning receipt. | 1. Release the borrowed book. | None | 1 minute | |
| | 2. File the Book Card | None | | |
| 4. Return the borrowed book on the due date indicated in the loaning receipt. *Note: Overdue material is charged 10 pesos/ day.* | 1. Check and receive the borrowed book.<br>2. Clear out the borrowing record of client.<br>3. Issue an order of payment for overdue material. | None | 2 minutes | |
| 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. | 1. Issue and instruct the client to fill out two (2) Home- reading Slip (HomeRS) and Book Card. | None | 1 minute | Campus Library In-Charge/Library Staff |
| 3. Fill out two (2) HomeRS and Book Card. | 1. Check the filled-out form, then release the book together with one filled out HomeRS. | None | 2 minutes | |
| | 2. File the Book Card and the filled-out HomeRS | None | | |
| 4. Return the borrowed book on the due date indicated in the Home-reading Slip. *Note: Overdue material will be charged 10 pesos/ day.* | 1. Check and receive the borrowed book. | None | 2 minutes | |
| | 2. Clear out the borrowing record of client. | | | |
| | 3. Issue 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 | | | 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 | Campus Library In-Charge/Library Staff |
| 2. Sign the loaning receipt. | 1. Release the renewed book. | None | 1 minute | |
| | Total | None | **1** 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 | |
|---|---|---|---|---|
| 1. Library Account/ Library System Account<br>2. Valid school I.D Card | | | Library<br>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 | Campus Library In-Charge/Library Staff |
| | 2. Indicate the date of the new due date in the HomeRS. | None | 1 minute | |
| | 3. Release the renewed book and the filled-out HomeRS | None | | |
| Total | | None | 2 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 | |
|---|---|---|---|---|
| 1. Library Account/ Library System Account<br>2. Valid school I.D Card | | | Library<br>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.<br>2. If no discrepancy is found, proceed to the renewal of the book.<br>3. Send the loaning receipt via email or Facebook messenger of the client. | None | 2 minutes | Campus Library In-Charge/Library Staff |
| 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 | | | **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 | Campus Library In-Charge/Library Staff |
| 2. After use, return the computer number at the E-Library Counter. | 1. Release the identification card of the client. | None | 1 minute | |
| 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 |
| 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 | 2 minutes during office hour | Campus Library In-Charge/Library Staff |
| 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 |
| 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 | Campus Library In-Charge/Library Staff |
| | 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 | | | | |
| Who may avail: | Enrolled students of the university | | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | | |
| None | | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1. Ask access to the library Online Databases. | 1. Provide access to the client | None | 2 minutes | Campus Library In-Charge/Library Staff | |
| Total | | None | 2 minutes | | |

## 13.   Library Reference Services (Document Delivery Services)

Allows clients to obtain learning resources through 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 | Campus Library In-Charge/Library Staff |
| | 2. Send and provide the information/ materials requested via the preferred format and social media of the client | None | 1 minute | |
| | 3. Upon release log the transaction in the Document Delivery Release Log Sheet. | | 1 minute | |
| 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 I.D. | | | 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 book to be used at the counter and deposit your school ID card. | 1. Check-in the book in the library system (Destiny Library Manager) | None | 1 minute | Campus Library In-Charge/ Library Staff |
| 4. After use, surrender the borrowed material and claim the deposited school I.D. card | 1. 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: | G2G | | | |
| Who may avail: | Employees of the university | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Valid school I.D. | | | IGP Office | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Search library learning resources through 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/ I.D. card | None | 1 minute | Campus Library In-Charge/ Library Staff |
| 3. After use, surrender the borrowed material and claim the deposited school I.D. card | 1. Receive and check the borrowed material and release the school/ID Card. | None | 2 minutes | |
| | 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<br>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. | 1. Receive and check out the book at the client's Library Account.<br>2. Instruct the client to fill out the Book Card. | None | 2 minutes | Campus Library In-Charge/ Library Staff |
| 3. Sign the loaning receipt. | 1. Release the borrowed book. | None | 1 minute | |
| | 2. File the Book Card | None | | |
| 4. Return the borrowed book on the due date indicated in the loaning receipt. *Note: Overdue material is charged 20 pesos/ day.* | 1. Check and receive the borrowed book.<br>2. Clear out the borrowing record of client.<br>3. Issue order of payment for overdue material. | None | 2 minutes | |
| | 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 | | | |
| **Who may avail:** | Employees of the university | | | |
| **Type of Transaction:** | G2G | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | |
| 1. Library Account/ Library System Account<br>2. Valid school I.D Card | | | Library<br>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 Slip (HomeRS) and Book Card. | None | 1 minute | Campus Library In-Charge/Libr ary Staff |
| 3.  Fill out two (2) Home-reading Slip and Book Card. | 1. Check the filled-out slip, then release the book together with one filled out HomeRS. | None | 2 minutes | |
| | 2. 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. *Note: Overdue material is charged 20 pesos/ day.* | Check and receive borrowed book.<br>2. Clear out the borrowing record of client.<br><br>3. Issue order of payment for overdue material. | None | 2    minutes | |
| | Total | None | 8  minutes | |

## 5. Automated Renewal of Library Learning Resources (Face to Face)

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<br>2. Valid school I.D Card | | Library<br>IGP<br>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 | Campus Library In-Charge/Library Staff |
| 2. Sign the loaning receipt. | 1. Release the renewed book. | None | 1 minute | |
| Total | | None | 1 minutes | |

## 6. Manual Renewal of Library Learning Resources (Face to Face)

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<br>2. Valid school I.D Card | | | Library<br>IGP<br>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 | Campus Library In-Charge/ Library Staff |
| | 2.Indicate the date of the new due date in the HomeRS. | None | 1 minute | |
| | 3.Release the renewed book and the filled-out HomeRS. | None | | |
| | Total | None | 2 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 | |
|---|---|---|---|---|
| 1. Library Account/ Library System Account<br>2. Valid school I.D Card | | | Library<br>IGP<br>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. | None | 2 minutes | Campus Library In-Charge/Library Staff |
| | If no discrepancy is found, proceed to the renewal of the book. | None | | |
| | 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 | | | **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 | Campus Library In-Charge/Library Staff |
| 2. After use, return the computer number at the E-Library Counter. | 1. Release the identification card of the client. | None | 1 minute | |
| | Total | None | 2 minutes | |

## 9. Use of Library Facility (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. Fill out the Library Class Research Request Form. | 1. Check the availability of the requested date of use of the library facility. <br><br> 2. Approve the request. | None | 3 minutes | Campus Library In-Charge/Library Staff |
| | 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 |
| 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 | Campus Library In-Charge/Library Staff |
| | Total | None | 6 minutes | |

## 11. Library Reference Services (Library Reference Assistance-Face to Face)

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 | Campus Library In-Charge/Library Staff |
| | 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 |
| 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 access to the library Online Databases. | 1. Provide access to the client | None | 2 minutes | Campus Library In-Charge/Library Staff |
| | Total | None | 2 minutes | |

## 13. Library Reference Services (Document Delivery Services)

Allows clients to obtain learning resources through 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 | Campus Library In-Charge/Library Staff |
| | 2. Send and provide the information/ materials requested via the preferred format and social media of the client | None | 1 minute | |
| | 3. Upon release log the transaction in the Document Delivery Release Log Sheet. | | 1 minute | |
| 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 | Campus Library In-Charge/Library Staff |
| | 2. Ensure that the requested material meet the criteria based on the Acquisition and Selection Policy. | None | 1 minute | |
| | 3. Endorse the request if the criteria are met to the University Librarian for approval. If not, inform the requester. | None | 1 minute | |
| | 4. Include the request in the Purchase Request for acquisition. | None | 1 minute | |
| | Total | None | 8 minutes | |

# WPU-Culion Campus

# 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<br><br>1.1 Record the transaction in the logbook | None | 5 minutes | *Registrar Personnel* |
| 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 | *Registrar Personnel* |

| | | | | |
|---|---|---|---|---|
| 3. Present the OR and get the Claim slip | 3. Check the OR and issue the claim slip<br>3.1. Prepare the evaluation of grade or<br>3.2. certifications | None | 5 minutes<br><br>5 days<br><br><br>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 -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** | **PROCESS ING TIME** | **PERSON RESPONSIBLE** |
| 1. Register at the the receiving counter/Fill-out the log-sheet | 1. Check records on file | None | 2 minutes | *Registrar Personnel* |
| 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 | *Registrar Personnel* |
| 3. Present Official Receipt & and claim the requested form | 3. Release the requested form<br><br>3.1. Record the transaction in the logbook of released documents/ records. | None | 3 minutes | *Registrar Personnel* |
| | **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 | *Registrar Personnel* |
| 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 | *Registrar Personnel* |
| 3. Pay to the Cash Office | 3. Issue OR | P50.00/ subject | 4 minutes | *Cash Office Staff* |
| 4. Submit the accomplished form with attached required document | 4. Receive the accomplished form, input the changes in the student record, ecord, and file to the student's folder | None | 2 minutes | *Registrar Personnel* |

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

## 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<br><br>1.1. Check the correctness of entries in the Pre-registration form<br><br>1.2. Validate Pre-registration and assign student number for new enrollees.<br><br>1.3. Check if the student is qualified to Free Higher Education<br><br>1.4. Print two copies of Certificate of Enrollment (COR) | None | 9 minutes | *Registrar Personnel* |

| 2. Claim COR | 2. Instruct the student to sign 1 copy of COR (For registrar's copy)<br><br>2.1 Release 1 copy for student copy | None | 1 minute | *Registrar Personnel* |
|---|---|---|---|---|
| | **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<br>   Authorization letter<br>   Valid ID (Government Issued Identification Card)<br>   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 certificatio | 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 | *Campus Guidance personnel* |
| 2. Counseling Process | 2. Provide counseling procedure | None | 2 hours | *Guidance Counselor* |
| 3. Fills out the log sheet at the Guidance Office | 3. Provide Log Sheet Form | None | 3 minutes | *Campus Guidance personnel* |
| 4. Fills out feedback form and drop in the drop box. | 4. Provide Feedback Form | None | 3 minutes | *Campus Guidance personnel* |
| | **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 | *SAS Office Staff* |
| 2. Proceeds to section/ person concerned | 2. Answer the query at the concerned section/person | None | 30 minutes | *SAS Personnel* |
| 3. Goes back to Information Window | 3. Issues Feedback Form instructs to drop in the drop box | None | 2 minutes | *SAS Office Staff* |
| | 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 RESPONSIBL E |
|---|---|---|---|---|
| 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 | *Admission Personnel* |

| | | | | |
|---|---|---|---|---|
| 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 | *Admission Personnel* |
| 3. Take the Admission test | 3. Administer the admission test | None | 1 hour | *Admission Personnel* |
| 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 | *Admission Personnel* |
| | **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 Flee (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/Authentic ation/ 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 | *Accounting Personnel Accountant* |
| 2. Claim billing slip/order of payment | 1. Issue a billing slip to the student for any balances | None | 1 minute | *Accounting Personnel Accountant* |
| | 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<br>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<br><br>Note: Representative must present his/her own ID card | Check the student's account in the system<br><br>*If with an outstanding balance, issue a Billing slip to the student for any balances;<br><br>*If without balances, sign the student's clearance | None | 4 minutes | *Accounting Staff* |
| 2. Claim signed clearance | Release the signed clearance | None | 1 minute | *Accounting Staff* |
| 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 | | Registrar's Office | | |
| Identification (ID) Card of the student | | 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.<br><br>Note: Representative must present his/her own ID card | 1. Verify the student's account in the system;<br>1.1 prepare the Statement of Account<br>1.2 Sign the Statement of Account | PHP 25.00 | 9 minutes | *Accounting Staff*<br><br>*Accounting Staff*<br><br>*Accountant or representative* |
| 2. Claim the student's statement of account | 2. Release the student's statement of account | None | 1 minute | *Accounting Staff* |
| 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 | | | | |
| Who may avail: | Enrolled students of the university | | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | | |
| Valid school I.D. | | | IGP Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1. Search library learning resources through 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/ I.D. card | None | 1 minute | Campus Library In-Charge/Library Staff | |
| 3. After use, surrender the borrowed material and claim the deposited school I.D. card | 1. Receive and check the borrowed material and release the school/ID Card. | None | 2 minutes | | |
| Total | | None | 5 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 | | | |
| Who may avail: | Outside researcher | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Valid I.D. 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 | Cashier's personnel |
| 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). | 1. Collect the filled-out slip together with valid I.D. card | None | 1 minute | Campus Library In-Charge/Library Staff |
| 4. After use, surrender the borrowed material and claim the deposited valid I.D. card | 1. Receive and check the borrowed material and release the valid ID Card. | None | 2 minutes | |
| Total | | None | 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 | | |
| 1. Library Account/ Library System Account<br>2. Valid school I.D Card | | Library<br>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. | 1. Receive and check out the book at the client's Library Account. | None | 2 minutes | Campus Library In-Charge/Library Staff |
| | 2. Instruct the client to fill out the Book Card. | | | |
| 3. Sign the loaning receipt. | 1. Release the borrowed book. | None | 1 minute | |
| | 2. File the Book Card | None | | |
| 4. Return the borrowed book on the due date indicated in the loaning receipt. *Note: Overdue material is charged 10 pesos/ day.* | 1. Check and receive the borrowed book. | None | 2 minutes | |
| | 2. Clear out the client's borrowing record. | | | |
| | 3. Issue an order of payment for overdue material. | | | |
| 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 | | | |
| **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. | 1. Issue and instruct the client to fill out two (2) Home- reading Slip (HomeRS) and Book Card. | None | 1 minute | Campus Library In-Charge/Library Staff |
| 3. Fill out two (2) HomeRS and Book Card. | 1. Check the filled-out form, then release the book together with one filled out HomeRS. | None | 2 minutes | |
| | 2. File the Book Card and the filled-out HomeRS | None | | |
| 4. Return the borrowed book on the due date indicated in the Home-reading Slip. *Note: Overdue material is charged 10 pesos/ day.* | 1. Check and receive the borrowed book. | None | 2 minutes | |
| | 2. Clear out the borrowing record of client. | | | |
| | 3. Issue order of payment for overdue material. | | | |
| Total | | None | 8    minutes | |

## 5. **Manual Renewal of Library Learning Resources (Face to Face Transaction)**

Allows the client to borrow the learning resources twice in person. This transaction is only available 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 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 | Campus Library In-Charge/Library Staff |
| | 2. Indicate the date of the new due date in the HomeRS. | None | 1 minute | |
| | 3. 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 |
| 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 ID Card and provide a computer number to the client | None | 1 minute | Campus Library In-Charge/Library Staff |
| 2. After use, return the computer number at the E-Library Counter. | 1. Release the identification card of the client. | None | 1 minute | |
| 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 |
| Who may avail: | Enrolled students of the university |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| --- | --- | --- | --- | --- |
| None | | | | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | CESSING 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 | Campus Library In-Charge/Library Staff |
| | 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 | | | |
| 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 | Campus Library In-Charge/Library Staff |
| | 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 | | | |
| Who may avail: | Enrolled students of the university | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Ask access to the library Online Databases. | 1. Provide access to the client | None | 2 minutes | Campus Library In-Charge/Library Staff |
| 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 | | | |
| **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 | Campus Library In-Charge/Library Staff |
| | 2. Send and provide the information/ materials requested via the preferred format and social media of the client | None | 1 minute | |
| | 3. Upon release log the transaction in the Document Delivery Release Log Sheet. | | 1 minute | |
| Total | | None | 12 minutes | |

# Library

## Internal Services

# 1. Inside Reading Use of Library Resources (Manual)

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 I.D. | | | IGP Office | |
| **CLIENT STEPS** | **AGENCY ACTION** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Search library learning resources through 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/ I.D. card | None | 1 minute | Campus Library In-Charge/ Library Staff |
| 3. After use, surrender the borrowed material and claim the deposited school I.D. card | 1. Receive and check the borrowed material and release the school/ID Card. | None | 2 minutes | |
| | 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 | | | |
| **Who may avail:** | Employees of the university | | | |
| **CHECKLIST OF REQUIREMENTS** | | | **WHERE TO SECURE** | |
| 1. Library Account/ Library System Account<br>2. Valid school I.D Card | | | Library IGP<br>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. | 1. Receive and check out the book at the client's Library Account.<br>2. Instruct the client to fill out the Book Card. | None | 2 minutes | Campus Library In-Charge/Library Staff |
| 3. Sign the loaning receipt. | 1. Release the borrowed book. | None | 1   minute | |
| | 2. File the Book Card | None | | |
| 4. Return the borrowed book on the due date indicated in the loaning receipt. *Note: Overdue material is charged 20 pesos/ day.* | 1. Check and receive the borrowed book.<br>2. Clear out the client's borrowing record.<br>3. Issue an order of payment for overdue material. | None | 2 minutes | |
| | Total | None | 7   minutes | |

## 3. 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 |
| Type of Transaction: | G2G |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 1. Library Account/ Library System Account<br>2. Valid school I.D Card | Library<br>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 Slip (HomeRS) and Book Card. | None | 1 minute | Campus Library In-Charge/Library Staff |
| 3. Fill out two (2) Home-reading Slip and Book Card. | 1. Check the filled-out slip, then release the book together with one filled out HomeRS. | None | 2 minutes | |
| | 2. 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. *Note: Overdue material is charged 20 pesos/ day.* | 1. Check and receive the borrowed book.<br>2. Clear out the borrowing record of client.<br>3.Issue order of payment for overdue material. | None | 2 minutes | |
| Total | | None | 8 minutes | |

# 4. Manual Renewal of Library Learning Resources (Face to Face)

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<br>2. Valid school I.D Card | | | Library<br>IGP<br>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 | Campus Library In-Charge/ Library Staff |
| | 2.Indicate the date of the new due date in the HomeRS. | None | 1    minute | |
| | 3.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 |
| **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 | Campus Library In-Charge/Library Staff |
| 2. After use, return the computer number at the E-Library Counter. | 1. Release the identification card of the client. | None | 1 minute | |
| | Total | None | 2 minutes | |

## 6. Use of Library Facility (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. Fill out the Library Class Research Request Form. | 1. Check the availability of the requested date of use of the library facility. 2. Approve the request. | None | 3 minutes | Campus Library In-Charge/Library Staff |
| | Total | None | 9 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 | | | |
| 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 | Campus Library In-Charge/Library Staff |
| | Total | None | 10 inutes | |

## 8. Library Reference Services (Library Reference Assistance-Face to Face)

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 | Campus Library In-Charge/Library Staff |
| | 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 |
| 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 access to the library Online Databases. | 1. Provide access to the client | None | 2 minutes | Campus Library In-Charge/Library Staff |
| | Total | None | 2 minutes | |

## 10. Library Reference Services (Document Delivery Services)

Allows clients to obtain learning resources through 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 | Campus Library In-Charge/Library Staff |
| | 2. Send and provide the information/ materials requested via the preferred format and social media of the client | None | 1 minute | |
| | 3. Upon release log the transaction in the Document Delivery Release Log Sheet. | | 1 minute | |
| | 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 | Campus Library In-Charge/Library Staff |
| | 2. Ensure that the requested material meet the criteria based on the Acquisition and Selection Policy. | None | 1 minute | |
| | 3. Endorse the request if the criteria are met to the University Librarian for approval. If not, inform the requester. | None | 1 minute | |
| | 4. Include the request in the Purchase Request for acquisition. | None | 1 minute | |
| | 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 1st 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 | 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.<br>-name of person being complained of<br>-date, Time, Place and Nature of Incident<br>-proof of Evidence<br>- name and contact no. of the Complainant |
| How complaints are processed | The Head of the HRMO shall open the complaint drop box daily and evaluate the complaints according to their perceived severity.<br>She shall forward the common complaints to the concerned office and the grievous complaints to the University President for appropriate action.<br>The Head of the HRMO shall give the feedback to the client. |
| Contact Information | www.wpu.edu.ph<br>hrmo@wpu.edu.ph<br>09998806357 |
| Anti-Red Tape Authority (ARTA) | info@arta.gov.ph/ complaints@arta.gov.ph<br>(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<br>0919-3836791 |
| WPU-Puerto Princesa City Campus | Sta. Monica, Puerto Princesa City | fidel.deleon@wpu.edu.ph<br>0999-9339384 |
| WPU-Quezon Campus | Poblacio, Quezon, Palawan | jergen.labaria@wpu.edu.ph<br>09985404929 |
| WPU-Rio Tuba Campus | Rio Tuba, Bataraza, Palawan | jinfavilabutu@gmail.com |
| WPU-Busuanga Campus | Quezon St., Busuanga, Palawan | wpubusuanga@gmail.com<br>0908-2124206 |
| WPU-Culion Campus | Bgy. Baldat, Culion, Palawan | wpuculion@gmail.com<br>0927 432 6756 |
| WPU-El Nido Campus | Villa Libertad, El Nido, Palawan | newstudent_elnido@wpu.edu.ph<br>0946-1712498 |
| WPU-Taytay Extension | Canique, Taytay, Palawan | newstudentcanique@wpu,edu,ph<br>0994 5405760 |