

Title of Frontline Service : **PROCESSING OF APPLICATION FOR SCHOLARSHIPS/GRANTS**
Schedule of Availability : Monday – Friday, 8:00 a.m. – 5:00 p.m.
Key Person : Scholarship Coordinator, OSASS
Who May Avail of the Service : Applicants/Scholars/Grantees
What are the Requirements :
 ▪ *GWA*
 ▪ *Autobiography*
 ▪ *Parent’s Income Tax Return (ITR)*
 ▪ *Certificate of Indigency*
 ▪ *Personal Data Sheet*
 ▪ *Sketch of Residence*
Duration : 11-30 working days *
Fee/Charge : None
How to Avail of the Service :

| Step | Please Follow the Steps | Service Provider | Duration | Person in Charge | Form/Document |
|------|---|--|--|---|---------------------|
| 1. | Submit requirements | Check completeness of documents | 15 mins | OSASS staff | Personal Data Sheet |
| 2. | Submit oneself for interview if necessary | Evaluates application and interview student applicant/s if necessary | 3 days | Scholarship Coordinator/ | |
| 3. | | Prepares list and recommends qualified applicants to donors | 2 days | Scholarship Coordinator/ OSASS Dean | Personal Data Sheet |
| 4. | | Evaluation of Application by the scholarship donors | 5 to 30 days* | Scholarship Donors | |
| 5. | Check result of application at OSASS Bulletin Board | Informs who were chosen as recipients of scholarships | 1 working day after receiving final list from donors | Scholarship Coordinator/ OSASS staff | List of Scholars |

END OF TRANSACTION

*varies according to Scholarship donor

: ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER

: Monday - Friday, 8:00 a.m. - 5:00 p.m.

Saturday, 8:00 a.m. - 4:00 p.m. (Graduate and Alumni only)

: Dean, Office of Student Affairs and Student Services

: Students/Alumni

: Letter of Request/Transcript of Records

: 2 days

: P 50.00

□

| Step | Please Follow the Steps | Service Provider Action | Duration | Person in Charge | Form/Document |
|------|--|---|----------|----------------------------------|-------------------------------------|
| 1. | Accomplish & submit Request Form for Certificate of Good Moral Character | Receives and evaluates the request | 10 mins. | OSASS staff | Request Form |
| 2. | Proceed to Cashier's Office to pay for Certificate of Good Moral Character | Accepts payment and issues Official Receipt (OR) | 15 mins. | Cashier's Office Staff | |
| 3. | Present the Official Receipt to the OSASS | Records receipt | 5 mins | OSASS staff | Logbook |
| 4. | | Verifies records of student behavior Secures signature of OSASS Dean | 1 day | OSASS Secretary/OSASS Dean | Student Records |
| 5. | Secure the Certificate of Good Moral Character | Issues Certificate of Good Moral Character | 5 mins. | OSASS staff | Certificate of Good Moral Character |

END OF TRANSACTION

Title of Frontline Service
Schedule of Availability

Key Person
Who May Avail of the Service
What are the Requirements

Duration
How to Avail of the Service:

- : HANDLING OF COMPLAINTS AGAINST STUDENTS/FACULTY**
 : Monday – Friday, 8:00 a.m. - 5:00 p.m.
 Saturday, 8:00 a.m. - 4:00 p.m. (Graduate only)
 : Dean, Office of Student Affairs and Student Services
 : Anyone aggrieved or offended by a student/faculty member
 :
 • Accomplished Incident Report Form also referred to as complaint form;
 • Full name of the student/teacher complained about & full name of person complaining;
 • A narration of relevant facts that show the offense allegedly committed by the student/faculty member complained about;
 • Evidence and testimonies of witnesses
 : 2 days

| Step | Please Follow the Steps | Service Provider Action | Duration | Person in Charge | Form/Document |
|------|--|---|----------|------------------|-----------------------------|
| 1. | Orally report complaint to the Office of Student Affairs & Services | Discusses complaint with complainant and records on the Logbook to document the complaint | 1 hour | Counselor/s | Logbook |
| 2. | Accomplish & submit Incident Report Form | Receives accomplished Incident Report Form and verifies information | 1 hour | Counselor/s | Incident Report Form |
| 3. | Confirm venue, date & time of dialogue/hearing/ fact-finding to be conducted | Informs complainant on venue, date and time of dialogue/hearing | 1 hour | Counselor/s | Notice of Dialogue/ Hearing |
| 4. | Attend conduct of dialogue/ hearing | Conducts dialogue/hearing and works for resolution of complain | 1 day | OSASS Dean | Logbook |
| 5. | Accept recommendation of the counselor/authority | Makes recommendation to the Dean/ authority for appropriate action | 1 hour | OSASS Dean | Incident Report/Decision |

END OF TRANSACTION

Title of Frontline Service**Schedule of Availability****Key Person****Who May Avail of the Service****What are the Requirements****Duration****Fee Charged****How to Avail of the Service:****: ISSUANCE OF REQUEST FOR NEW ID**

: Monday – Friday, 8:00 a.m. - 5:00 p.m.

Saturday, 8:00 a.m. - 4:00 p.m. (Graduate student only)

: Dean, Office of Student Affairs and Student Services

: Students

:

▪ *Explanation Letter*▪ *Affidavit of Loss*

: 1 hour and 30 minutes

: P 150.00

| Step | Please Follow the Steps | Service Provider Action | Duration | Person in Charge | Form/Document |
|------|---|---|------------|------------------------|----------------------------|
| 1. | Present to OSASS letter explaining the need for a new ID | Evaluates the letter | 10 minutes | OSASS Staff | |
| 2. | For Lost ID: Submit a duly notarized Affidavit of Loss to OSASS | Files Affidavit of Loss | 10 minutes | OSASS Staff | Affidavit of Loss |
| 3. | Secure Request for New ID Form | Receives Request for New ID and directs the requesting party to pay at the Cashier's Office | 10 minutes | OSASS Staff | Personal Information Slip |
| 4. | Pay New ID Fee | Receives payment and issues official receipt | 10 minutes | Cashier | Official receipt |
| 5. | Submit Personal Information Slip | Receives accomplished Personal Information Slip and takes picture of student | 30 minutes | University Press Staff | Personal Information Sheet |
| 6. | Claim New ID | Releases new ID | 10 minutes | University Press Staff | Official ID |
| 7. | Proceed to OSASS for ID Validation | Receives ID and Registration Form or Receipt of Enrolment for validation of enrolment | 5 minutes | OSASS Staff | Official ID |
| | Claim the validated ID and sign on the Logbook | Releases validated ID | 5 minutes | OSASS Staff | Official ID |

END OF TRANSACTION

Title of Frontline Service**Schedule of Availability****Key Person****Who May Avail of the Service****What are the Requirements****Duration****Fee Charged****How to Avail of the Service:****: FILING OF LEAVE OF ABSENCE**

: Monday – Friday, 8:00 a.m. - 5:00 p.m.*

Saturday, 8:00 a.m. - 4:00 p.m. (Graduate student only)

: Dean, Office of Student Affairs and Student Services

: Students

- *Leave of Absence Form*

: 3 hours

: None

| Step | Please Follow the Steps | Service Provider Action | Duration | Person in Charge | Form/Document |
|------|--|--|--|-------------------------|-----------------------|
| 1. | Consult the Guidance Counselor and request for and accomplish a Leave of Absence (LOA) Form in quadruplicate | Confers with the student about his/her desire to go on leave | 1 hour | OSASS Counselor | Leave of Absence Form |
| 2. | Secure signature of Associate Dean | Receives the accomplished LOA Form duly signed by the Associate Dean for approval of the Registrar | 30 mins. | OSASS Dean | Leave of Absence Form |
| 3. | Claim the signed LOA Form | Returns signed LOA Form to student | 10 mins. | OSASS Staff | Leave of Absence Form |
| 4. | Submit the signed LOA Form to the Registrar's Office | Receives the signed LOA Form for approval of the Registrar | 30 mins. (check with reg. services) | Registrar' Office Staff | Leave of Absence Form |
| 5. | Claim his/her copy and give another copy to OSASS, Department Head & Registrar | Receives and records the OSASS Copy | 30 mins. | OSASS Staff | Leave of Absence Form |

END OF TRANSACTION

Title of Frontline Service : **DROPPING OF SUBJECTS**
Schedule of Availability : Monday – Friday, 8:00 a.m. - 5:00 p.m.
 Saturday, 8:00 a.m. - 4:00 p.m. (Graduate only)
Key Person : Dean, Office of Student Affairs and Student Services
Who May Avail of the Service : Students
What are the Requirements :
 ■ *Dropping Form*
Duration : 2 days
Fee Charged : None
How to Avail of the Service:

| Step | Please Follow the Steps | Service Provider Action | Duration | Person in Charge | Form/Document |
|------|---|---|------------|-----------------------------------|---------------|
| 1. | Consult the Guidance Counselor and request for and accomplish Request to Drop Courses Form in quadruplicate | Confers with the student about his/her desire to drop his/her courses | 2 hours | OSASS Counselor | Dropping Form |
| 2. | Secure signature of faculty concerned for official dropping of courses | Receives the accomplished Dropping Form duly signed by the professors concerned for approval of the Registrar | 1 day | Faculty concerned | Dropping Form |
| 3. | Submit to the OSASS signed Dropping Form in quadruplicate for signature | Signs Dropping Form | 15 minutes | Guidance Counselor and OSASS Dean | Dropping Form |
| 4. | Submit Dropping Form to the Registrar's Office | Receives Dropping Form for signature | 10 minutes | Registrar's Office | Dropping Form |
| 5. | Claim Signed 4 copies of Dropping Form from the Registrar | Files Dropping Form | 5 minutes | Registrar's Office | Dropping Form |
| 6. | Submit copy of the Dropping Form to: OSASS, department | Keeps and records Dropping of student | 10 minutes | OSASS and Department | Dropping Form |

END OF TRANSACTION

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| Title of Frontline Service | : VALIDATION OF IDS |
| Schedule of Availability | : Monday – Friday, 8:00 a.m. - 5:00 p.m.* Saturday, 8:00 a.m. - 4:00 p.m. (Graduate only) |
| Key Person | : Dean, Office of Student Affairs and Student Services |
| Who May Avail of the Service | : Students/Per Class* |
| What are the Requirements | : ▪ ID ▪ Registration Form or Receipt of Enrolment |
| Duration | : 2 hours |
| Fee Charged | : None |
| How to Avail of the Service: | |

| Step | Please Follow the Steps | Service Provider Action | Duration | Person in Charge | Form/Document |
|------|--|---|----------|------------------|---------------|
| 1. | Present ID together with Registration For/ Official Receipt of Enrolment and sign on the Logbook | Receives ID and Registration Form or Receipt of Enrolment for validation of enrolment | 5 mins. | OSASS Staff | Logbook |
| 2. | Claim the validated ID and sign on the Logbook | Releases validated ID | 10 mins. | OSASS Secretary | Logbook |

END OF TRANSACTION

Title of Frontline Service : **ISSUANCE OF PERMIT TO HOLD AN ACTIVITY**
Schedule of Availability : Monday – Friday, 8:00 a.m. - 5:00 p.m.
Key Person : Dean, Office of Student Affairs and Student Services
Who May Avail of the Service : Students
What are the Requirements :
 ▪ Concept Paper
Duration : 3 days
Fee Charged : None
How to Avail of the Service:

| Step | Please Follow the Steps | Service Provider Action | Duration | Person in Charge | Form/Document |
|------|--|--|------------|--|--|
| 1. | Submit a Concept Paper (2) two weeks before the activity duly signed by the faculty adviser, Associate Dean and College Dean for PBOs and duly signed by the faculty adviser for ICUCOs. | OSASS Receives and checks Concept Paper vis-à-vis requirements (Check the UEMPRO Venue Reservation Online Database to confirm the organizations pre-reservation) | 30 minutes | OSASS Staff | Concept Paper |
| 2. | | Evaluates and approve the Concept Paper | 1 day | OSASS Dean / Coordinator for Student Activities | Concept Paper |
| 3. | Check the official email of the organization email of Approval / Disapproval of Activity from OSASS | Send approval/disapproval of activity and Online Request for Permit to Hold an Activity Form via email | 10 minutes | Coordinator for Student Activities | Online Request for Permit to Hold an Activity Form |
| 4. | Accomplish the Online Request for Permit to Hold an Activity Form. | Check the database of Receives accomplished online form and checks entries therein. | 30 minutes | Coordinator for Student Activities | Online Request for Permit to Hold an Activity Form |
| 5. | | Posting of the approved activity on the Online OSASS Calendar of Student Activities | 10 minutes | Coordinator for Student Activities | Concept Paper |
| 6. | Claim approved Concept Paper | Return signed Concept Paper to student | 15 minutes | OSASS Staff / Coordinator for Student Activities | Concept Paper |

END OF TRANSACTION

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| Title of Frontline Service | : PROCESSING OF APPLICATION FOR STUDENT ASSISTANTSHIPS |
| Schedule of Availability | : Monday – Friday, 8:00 a.m. - 5:00 p.m. |
| Key Person | : Dean, Office of Student Affairs and Student Services |
| Who May Avail of the Service | : Students |
| What are the Requirements | : <ul style="list-style-type: none"> ▪ <i>Student Application Form</i> ▪ <i>Copy of grades</i> ▪ <i>Registration Form</i> |
| Duration | : 5 days |
| Fee Charged | : None |
| How to Avail of the Service: | |

| Step | Please Follow the Steps | Service Provider Action | Duration | Person in Charge | Form/Document |
|------|--|---|------------|------------------|--|
| 1. | Apply to the Office who needs SA & Undergo interview with Head of Office/Department where student is applying as Student Assistant | | | | |
| 2. | Department Head writes letter to recommend the SA applicant | Receives recommendation form from Department/Office Head | 10 minutes | OSASS SStaff | |
| 3. | Secure and accomplish Application Form for Student Assistantship at OSASS | Issues an Application Form for Student Assistantship | 15 minutes | OSASS Staff | Application Form for Student Assistantship |
| 3. | Submit accomplished Application Form for Student Assistantship at OSASS | Determines if applicant meets all qualifications and signs on the application form | 1 day | OSASS Dean | Application Form for Student Assistantship |
| 4. | Check posting of list of successful applicants (4 days after application) | Prepares a list of successful applicants and submits it to the University President through the HRMO for approval | 3 days | OSASS Staff | List of Student Assistants |

END OF TRANSACTION

Title of Frontline Service : **POSTING OF ADVERTISEMENTS AND ANNOUNCEMENT**
Schedule of Availability : Monday – Friday, 8:00 a.m. - 5:00 p.m.
Key Person : Dean, Office of Student Affairs and Student Services
Who May Avail of the Service : Student Organizations, Other Schools/Stakeholders
What are the Requirements :
 ▪ Letter of Intent
 ▪ Poster
Duration : **4 hours**
Fee Charged : None
How to Avail of the Service:

| Step | Please Follow the Steps | Service Provider Action | Duration | Person in Charge | Form/Document |
|------|----------------------------------|---|------------|------------------|-----------------------------|
| 1. | Submits letter of Intent to post | Evaluates and stamps of approval | 2 hours | OSASS Dean | Letter of Intent and Poster |
| 2. | | Schedules a date of the posting* | 30 minutes | OSASS Staff | Logbook |
| 3. | | Post announcement/advertisement* | 1 hour | OSASS Staff | |
| 4. | Claim approved poster | Returns approved posters to representative of the student organizations | 30 minutes | OSASS Staff | Poster with stamp/tarpaulin |

END OF TRANSACTION

❖ For other schools/stakeholders

Title of Frontline Service : **LOST AND FOUND**
Schedule of Availability : Monday – Friday, 8:00 a.m. - 5:00 p.m.
Key Person : Dean, Office of Student Affairs and Student Services
Who May Avail of the Service : Students
What are the Requirements :
Duration : **1 hour**
Fee Charged : None
How to Avail of the Service:

| Step | Please Follow the Steps | Service Provider Action | Duration | Person in Charge | Form/Document |
|------|---|---|------------|------------------|---------------|
| 1. | Report to OSASS Lost or Found & Claimed Items | Assists the student to log lost/found/claimed items | 30 minutes | OSASS Staff | Logbook |
| 2. | Sign Logbook | Keeps the record of the Los/Found and Claimed Items | 10 minutes | OSASS | |

END OF TRANSACTION