

**Title of Frontline Service**

**Schedule of Availability**

**Key Person**

**Who May Avail of the Service**

**What are the Requirements**

**: PROCESSING OF APPLICATION FOR SCHOLARSHIPS/GRANTS**

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

: Scholarship Coordinator, OSASS

: Applicants/Scholars/Grantees

:

- *GWA*
- *Autobiography*
- *Parent's Income Tax Return (ITR)*
- *Certificate of non-filing of Tax*
- *Certificate of Indigency*
- *Student Information Sheet*
- *Certificate of Registration(COR)*
- *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	12 mins	OSASS staff	Student Information Sheet (SIS), Copy of Grades and Certificate of Registration (COR)
2		Evaluates submitted documents	30 mins.	Scholarship Coordinator/	Student Information Sheet (SIS), Copy of Grades and Certificate of Registration (COR)
3		Prepares list and recommends qualified applicants to donors	3-5 days	Scholarship Coordinator/ OSASS Dean	List of qualified applicants
4		Evaluation of Application by the scholarship donors	5 to 30 days*	Scholarship Donors	
5	Check result of application at OSASS Bulletin Board	Announce the recipients of scholarship after the confirmation from donor.	1 day	Scholarship Coordinator/ OSASS staff	List of Scholars & Posting

END OF TRANSACTION

\*varies according to Scholarship donor

**Title of Frontline Service**  
**Schedule of Availability**

**Key Person**  
**Who May Avail of the Service**  
**What are the requirements**

**Duration**  
**Fee/Charge**  
**How to Avail of the Service**

**: 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. (MA/ PHD/CTP students and Alumni only)  
 : Dean, Office of Student Affairs and Student Services  
 : Students/Alumni  
 : Letter of Request &/or Transcript of Records (TOR) for employment, transfer, board examination, admission purposes

: 2 days  
 : P 50.00

Step	Please Follow the Steps	Service Provider Action	Duration	Person in Charge	Form/Document
1.	Submits requirements for Certificate of Good Moral Character	1. Receives and evaluates the request 2. Instruct the requesting person to log in the logbook 3. Provide an Order of Payment form.	8 mins.	OSASS staff	Letter of request & TOR Logbook Order of payment
2.	Pays to Cashier's Office and obtains official receipt	1. Accepts and verifies the Official Receipt (OR) 2. Issues Claim Stub 3. Prepares GMC for signature	5 mins. 15 mins.	OSASS Staff	Official Receipt Claim Stub GMC
3.	Presents the Claim Stub to the OSASS & signs in the logbook	Obtains the Claim Stub and releases the GMC.	5 mins	OSASS staff	Claim Stub & Logbook

END OF TRANSACTION

**Title of Frontline Service****Schedule of Availability****Key Person****Who May Avail of the Service****What are the Requirements****: HANDLING OF STUDENT COMPLAINTS**

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

Saturday, 8:00 a.m. - 4:00 p.m. (MA/ PHD/CTP students only)

: Dean, Office of Student Affairs and Student Services

: Anyone aggrieved or offended by a student/faculty/ staff.

:

▪ Accomplished Incident Report

▪ Endorsement Letter

▪ Other pertinent document/s

**Duration****How to Avail of the Service:**

: 2 days

Step	Please Follow the Steps	Service Provider Action/s	Duration	Person in Charge	Form/ Document
1.	Reports the incident to the OSASS	Instruct the student – complainant to write an Incident Report	5 mins.	OSASS Staff	
2.	Submits the Incident Report	Receives the Incident Report	5 mins.	OSASS Staff	Logbook Incident Report
		Refers the student-complainant to the counselor	5 mins.	OSASS Staff	
3.	Talks with the counselor	Verifies and assesses the Incident Report	45 – 60 mins.	Counselor	Incident Report and other pertinent document/s
		Informs the student – complainant of schedule for follow-up			
4		Reports and recommends to the OSASS Dean	1 hour	Counselor	Recommendation Letter
5		Assesses the complaint	1 hour	OSASS Dean	Incident Report and
		Prepares endorsement to the: a) Discipline Coordinator – student complaint against another student b) Immediate Supervisor/ Head – student’s complaint against University faculty/staff	1 hour	OSASS Dean & Staff	Endorsement Letter

END OF TRANSACTION

**Title of Frontline Service**  
**Schedule of Availability**

**: IDENTIFICATION CARD REPLACEMENT**

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

Saturday, 8:00 a.m. - 4:00 p.m. (MA/ PHD/CTP students only)

**Key Person**

: Dean, Office of Student Affairs and Student Services

**Who May Avail of the Service**

: Students

**What are the Requirements**

:

- Old ID
- Affidavit of Loss

**Duration**

: 2 hours and 20 mins.

**Fee Charged**

: P 150.00

**How to Avail of the Service:**

Step	Please Follow the Steps	Service Provider Action/s	Duration	Person in Charge	Form/ Document
1.	For broken/ obsolete of ID Card: surrenders the old ID	Receives the broken or obsolete ID card	15 mins.	OSASS Staff	Logbook Broken/ obsolete ID
	For lost ID: submits a notarized affidavit of lost	Receives and files the notarized affidavit of lost.	15 mins.	OSASS Staff	Notarized Affidavit of Lost
2.	Logs in the logbook	Issues a Request for New ID Form	10 mins	OSASS Staff	Logbook
3	Secure Request for New ID Form	Directs to Printing Press Unit to secure a Order of Payment	10 mins.	OSASS Staff	Request for New ID Form Order of Payment
4	Pays at the Cashier	Gives OR to the student/ requesting party.	30 mins.	Cashier	Official Receipt
5	Presents the OR and fills out the Personal Information Slip	Receives the accomplished Personal Information Slip.  Takes picture of the student/ requesting party.	30 mins.	PPU Staff	Personal Information Slip
6	Claims new ID card	Releases new ID	10 mins.	PPU Staff	New ID Card
7	Proceeds and presents the new ID card and Certificate of Registration to OSASS	Receives the new ID card and Certificate of Registration.  Validates the new ID card.	10 mins.	OSASS Staff	New ID Card Certificate of Registration
8	Signs the logbook for ID validation.	Releases the validated ID card.	10 mins.	OSASS Staff	Validated ID card

END OF TRANSACTION

**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. - 5:00 p.m. (MA/ PHD/CTP students only)  
  
**Key Person** : Dean, Office of Student Affairs and Student Services  
**Who May Avail of the Service** : Students/Per Class\*  
  
**What are the Requirements** :  
 • Identification Card  
 • Certificate of Registration or Official Receipt of Enrolment  
  
**Duration** : 1 hour and 20 mins.  
**Fee Charged** : None

**How to Avail of the Service:**

Step	Please Follow the Steps	Service Provider Action/s	Duration	Person in Charge	Form/ Document
1.	Presents ID and Certificate of Registration or Official Receipt of Enrollment	Receives the ID and Certificate of Registration or Official Receipt of Enrollment	30 mins.	OSASS Staff	ID Card and Certificate of Registration or Official Receipt of Enrollment
2.	Signs in the logbook for ID validation	Validates the ID	20 mins.	OSASS Staff	Logbook
3.	Claims the validated ID card	Returns the validated ID card.	30 mins	OSASS Staff	Validated ID card

END OF TRANSACTION

**Title of Frontline Service** : **APPROVAL OF STUDENTS ACTIVITY**  
**Schedule of Availability** : Monday – Friday, 8:00 a.m. - 5:00 p.m.  
: Saturday, 8:00 a.m. - 4:00 p.m. (MA/ PHD/CTP students only)  
**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 hours and 30 mins.  
**Fee Charged** : None  
**How to Avail of the Service:**

Step	Please Follow the Steps	Service Provider Action/s	Duration	Person in Charge	Form/ Document
1.	Submits a duly accomplished and signed Concept Paper.	Receives and assess the Concept Paper.	30 mins.	OSASS Staff	Concept Paper
2.		Forwards to the Student Activity Coordinator	30 mins.	OSASS Staff	Concept Paper
3.		Evaluates the Concept Paper.	1 hour	Student Activity Coordinator	Concept Paper
4.		Approves the online venue reservation and concept paper.	30 mins.	Student Activity Coordinator	Concept Paper
5.	Claims approved Concept Paper.	Releases approved concept paper.	1 hour	Student Activity Coordinator	Concept Paper

END OF TRANSACTION

**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** :

- Student Assistantship Application Form
- Copy of grades
- Registration Form
- Photocopy copy of validated ID
- Photocopy of ID of Parent/Guardian

**Duration** : 3 hours and 55 minutes

**Fee Charged** : None

**How to Avail of the Service:**

Step	Please Follow the Steps	Service Provider Action/s	Duration	Person in Charge	Form/ Document
1.	Submits recommendation letter from the respective office.	Receives the recommendation letter and issues Application Form for Student Assistantship and informs about the requirements.	20 mins.	OSASS Staff	Recommendation letter and Application Form for Student Assistantship
2.	Submits the accomplished Application Form with the pertinent documents.	Receives and check the accomplished Application Form and other pertinent documents	30 mins.	OSASS Staff	Application Form, photocopy of parent or guardian's ID card, photocopy of validated ID card, Copy of Grades, Certificate of Registration
3.		Endorses the Application Form to OSASS Dean for signature of certification.	1 hour	OSASS Staff and OSASS Dean	Application Form
4.		Prepares the list of successful applicants for Student Assistant.	1 hour	OSASS Staff	List of Successful Student Assistant Applicants
5.		Submits the list to the HRMDS for approval and preparation of Special Order.	1 hour	OSASS Staff	List of Successful Student Assistant Applicants  Logbook of Outgoing Communication

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** : Outside Schools/ Company  
**What are the Requirements** :  

- Letter of Intent
- SEC Registration
- Company/ School Profile
- Poster

**Duration** : 1 hour and 40 minutes  
**Fee Charged** : None  
**How to Avail of the Service:**

Step	Please Follow the Steps	Service Provider Action/s	Duration	Person in Charge	Form/ Document
1.	Submits letter of intent, Company profile, copy of SEC registration and poster	Receives and assess the documents submitted.	20 mins.	OSASS Staff	Letter of intent, company profile and copy of SEC Registration and poster
2.		Endorses the documents to the Career and Placement Coordinator	15 mins.	OSASS Staff and Career and Placement Coordinator	Letter of intent, company profile and copy of SEC Registration and poster
3.		Checks and approves the submitted documents and job posting.	30 mins.	Career and Placement Coordinator	Letter of intent, company profile and copy of SEC Registration and poster
4.		Releases the approved job posting.	5 mins.	Career and Placement Coordinator	Job posting
5.		Stamps the poster with approved for posting.  Posts the job approved job posting to the designated bulletin board.	30 mins,	OSASS Staff	Job Posting

END OF TRANSACTION



**Title of Frontline Service** : LOST AND FOUND  
**Schedule of Availability** : Monday – Saturday, 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** : None  
**Duration** : 1 hour  
**Fee Charged** : None  
**How to Avail of the Service:**

Step	Please Follow the Steps	Service Provider Action/s	Duration	Person in Charge	Form/ Document
1.	Surrenders the found item to the OSASS	Receives and logs the found item	30 mins.	OSASS Staff	logbook
2.	Signs the logbook	Keeps the record and the found item until the claimed by the owner.	30 mins.	OSASS Staff	

END OF TRANSACTION