



PHILIPPINE NORMAL UNIVERSITY
VISAYAS

The National Center for Teacher Education
Cadiz City, Negros Occidental

CITIZEN'S CHARTER OFFICE OF STUDENT



PNU Vision

PNU shall become an internationally recognized and nationally responsive teacher education university. As the established producer of knowledge workers in the field of education, it shall be the primary source of high quality teachers and education managers who can directly inspire and shape the quality of Filipino students and graduates in the country and the world.

PNU Visayas Vision

PNU Visayas shall become an internationally recognized and nationally responsive teacher education university specializing in environment and green technology education.

PNU Mission

PNU is dedicated to nurturing innovative teachers and education leaders.

Goals

In pursuit of its vision, the PNU Visayas Campus shall:

1. Offer quality and relevant pre-service, in service, graduate and continuing education programs with emphasis on environment and green technology education;
2. Undertake research-based teacher-training programs, extension services and establish linkages with other institutions locally and globally;
3. Conduct quantitative and qualitative researches aimed at improving basic teacher curricula;
4. Produce effective, efficient and empowered teachers who will implement innovations in the delivery of relevant, functional and quality basic education; and
5. Establish and maintain an environment management system that integrates sustainability practices.



Title of Frontline Service: **APPLICATION FOR SCHOLARSHIPS/GRANTS**

Schedule of Availability: MTH: 7:30-10:30; 1:00-2:30;4:30-7:00 | TF: 8:00-10:30; 1:00-5:00; 6:00-7:00; 5:00-6:00 (Fri.) | W: 8:00-12:00; 1:00-7:00

Key Person: Scholarship Coordinator, OSS

Clients for the Service: Applicants/Scholars/Grantees

Requirements: GWA/Certification of Grades & Good Moral, Application Form, Parent's Income Tax Return (ITR)

Procedures to avail of the service

Step	Applicant/Client	Service Provider	Duration	Person in Charge	Form/Document
1	Submits requirements	Checks completeness of documents	5 min.	OSS staff	GWA/ Certification of Grades & Good Moral, Application Form, Parent's Income Tax Return (ITR)
2	Submits oneself for interview, if necessary	Interviews student applicant if necessary and prepares list of qualified applicants for recommendation to donors/benefactors	5 days	Scholarship Coordinator	GWA/ Certification of Grades & Good Moral, Application Form, Parent's Income Tax Return (ITR)
3	Checks result of application posted at OSS Bulletin Board	Informs recipients of scholarships	1 working day after receiving final list from donors/ Benefactors	Scholarship Coordinator/ OSS Staff	List of Scholars
END OF TRANSACTION – 5 days and 5 minutes					

Title of Frontline Service: **ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER**

Schedule of Availability: MTH: 7:30-10:30; 1:00-2:30;4:30-7:00 | TF: 8:00-10:30; 1:00-5:00; 6:00-7:00; 5:00-6:00 (Fri.) | W: 8:00-12:00; 1:00-7:00

Key Person: Director, Office of Student Services

Clients for the Service: Students/ Alumni

Requirements: Request Form, Official Receipt of Payment, Documentary Stamp, Information Slip

Fee/Charge: P 75.00

Procedures to avail of the service

Step	Applicant/Client	Service Provider Action	Duration	Person in Charge	Form/Document
1	Fill up the Request Form.	Provides Request Form	3 mins.	Registrar's Office Staff	Request Form
2	Proceeds to Cashier's Office to pay the fee for Certificate of Good Moral	Accepts payment and issues Official Receipt (OR)	3 mins.	Cashier's Office Staff	Request Form



3	Presents the Official Receipt to the OSS and fills up the Information Sheet	Receives receipt and provides Information Slip	3 mins.	OSS Staff	Official Receipt Information Slip
4	Gets the schedule of the release of document	Prepares the Certificate of Good Moral	3 mins.	OSS Director	Certificate of Good Moral Character
5	Claims the Certificate of Good Moral Character	Issues Certificate of Good Moral Character	3 mins.	OSS Staff	Certificate of Good Moral Character
END OF TRANSACTION – 15 minutes					

Title of Frontline Service: **HANDLING OF COMPLAINTS AGAINST STUDENTS/FACULTY**

Schedule of Availability: MTH: 7:30-10:30; 1:00-2:30;4:30-7:00 | TF: 8:00-10:30; 1:00-5:00; 6:00-7:00; 5:00-6:00 (Fri.) | W: 8:00-12:00; 1:00-7:00

Key Person: Director, Office of Student Services

Clients for the Service: Student/ Faculty complainant

Requirements: Written complaint

Procedures to avail of the service

Step	Applicant/Client	Service Provider Action	Duration	Person in Charge	Form/Document
1	Submits written complaint to the Office of Student Services	Records and discusses complaint on the logbook for documentation	30 minutes to 2 hours	OSS Director	Written complaint
2	Confirms venue, date & time of dialogue/hearing/ investigation to be conducted	Informs complainant of the venue, date and time of dialogue/hearing	2-3 days	OSS Director	Notice of Dialogue/ Hearing
3	Attends dialogue/ hearing	Conducts dialogue/hearing and deliberates on the resolution of the complaint	1 day	OSS Director	Logbook
4	Awaits the recommendation of the counselor/authority/ committee	Makes recommendation to the authority/committee for appropriate action	2-3 days	OSS Director	Recommendation / Decision
END OF TRANSACTION – 7 days and 2 hours					

Title of Frontline Service: **REQUEST FOR EXEMPTION FROM WEARING SCHOOL UNIFORM**

Schedule of Availability: MTH: 7:30-10:30; 1:00-2:30;4:30-7:00 | TF: 8:00-10:30; 1:00-5:00; 6:00-7:00; 5:00-6:00 (Fri.) | W: 8:00-12:00; 1:00-7:00

Key Person: Director, Office of Student Services

Clients for the Service: Undergraduate Students

Requirements: Letter of Request

Duration: 1 ½ hours



Procedure to avail of the service

Step	Applicant/Client	Service Provider Action	Duration	Person in Charge	Form/Document
1	Submits Letter of Request for exemption from wearing school uniform	Receives Letter of Request	5 minutes	OSS Staff	Letter of Request
2	Reports to OSS Director for interview	Evaluates letter of request and conducts interview	10 minutes	OSS Director	Letter of Request
3	Awaits the decision of OSS Director	Takes action on the letter of request	5 minutes	OSS Director	Approved Letter of request
END OF TRANSACTION Total No. of Minutes: 20					

Title of Frontline Service: REQUEST FOR NEW ID

Schedule of Availability: MTH: 7:30-10:30; 1:00-2:30;4:30-7:00 | TF: 8:00-10:30; 1:00-5:00; 6:00-7:00; 5:00-6:00 (Fri.) | W: 8:00-12:00; 1:00-7:00

Key Person: Director, Office of Student Services

Clients for the Service: Students with lost/ defaced ID Cards

Requirements: Old ID Card, Affidavit of Loss

Fee Charged: P 150.00

Procedures to avail of the service

Step	Applicant/Client	Service Provider Action	Duration	Person in Charge	Form/Document
1	Presents to OSS old ID Card	Receives old ID Card	2 minutes	OSS Staff	Old ID Card
2	For Lost ID Card: Submits a duly notarized Affidavit of Loss to OSS	Files Affidavit of Loss and issues Gate Pass	5 minutes	OSS Staff	Affidavit of Loss Gate Pass
3	Pays fee at the Cashier for new ID Card	Receives payment and issues official receipt	3 minutes	Cashier	Official receipt
4	Submits accomplished Personal Information Slip to ID Maker (Infopress)	Receives accomplished Personal Information Slip and takes picture of student	10 minutes	ID maker Staff (Infopress)	Personal Information Slip
5	Claims New ID Card from the Office of Student Services	Releases new ID Card	2 weeks	OSS Staff	Official ID Card
END OF TRANSACTION – 2 weeks and 20 minutes					



Title of Frontline Service: **FILING OF LEAVE OF ABSENCE**
Schedule of Availability: MTH: 7:30-10:30; 1:00-2:30;4:30-7:00 | TF: 8:00-10:30; 1:00-5:00; 6:00-7:00; 5:00-6:00 (Fri.) | W: 8:00-12:00; 1:00-7:00
Key Person: Director, Office of Student Services
Clients for the Service: Undergraduate and Graduate Students
Requirements: Leave of Absence Form

Procedures to avail of the service

Step	Applicant/Client	Service Provider Action	Duration	Person in Charge	Form/Document
1	Fill out Leave of Absence (LOA) Form in triplicate and confers with a Guidance Counselor	Confers with the student about his/her desire to go on leave, signs the LOA and returns it to the student	30 mins to 1 hour	Guidance Counselor, OSS Director	Leave of Absence Form
2	Claims signed LOA Form and gets the signature of the Class Adviser, Dean for Academics and Registrar	Approves and signs accomplished Leave of Absence (LOA) Form	1 day	Class Adviser, Dean for Academics, Registrar	Leave of Absence Form
3	Submits a copy of the signed LOA Form to OSS and Registrar	Receives and files the signed LOA Form	5 min.	OSS Staff, Registrar's Office Staff	Leave of Absence Form
END OF TRANSACTION – 1 day, 1 hour and 5 minutes					

Title of Frontline Service: **FILING FOR AUTHORIZED WITHDRAWAL OF SUBJECTS**
Schedule of Availability: MTH: 7:30-10:30; 1:00-2:30;4:30-7:00 | TF: 8:00-10:30; 1:00-5:00; 6:00-7:00; 5:00-6:00 (Fri.) | W: 8:00-12:00; 1:00-7:00
Key Person: Director, Office of Student Services/ Registrar
Clients for the Service: Students
Requirements: Authorized Withdrawal Form

Procedures to avail of the service

Step	Applicant/Client	Service Provider Action	Duration	Person in Charge	Form/Document
1	Request copy of the Authorized Withdrawal (AW) Form from the Registrar's Office	Issues AW Form	2 min.	Registrar	AW Form
2	Seeks advice of Guidance Counselor	Counselor confers with the student about his/her request to drop courses	20 min.	Guidance Counselor	AW Form
3	Gets the signature of professor/s concerned for official withdrawal of courses	Receives the accomplished AW Form duly signed by the professor/s concerned	1 day	Faculty concerned	AW Form



4	Submits AW Form to the Registrar's Office	Receives AW Form for signature	3 min.	Registrar's Office	AW Form
5	Claims the copies of Signed AW Form from the Registrar	Files Dropping Form	3 min	Registrar's Office	AW Form
6	Submits one copy of the AW Form to OSS	Receives and files the AW Form of student	2 min.	OSS and Registrar's Office	AW Form
END OF TRANSACTION – 1 day and 30 minutes					

Title of Frontline Service: **VALIDATION OF ID CARD**
Schedule of Availability: MTH: 7:30-10:30; 1:00-2:30;4:30-7:00 | TF: 8:00-10:30; 1:00-5:00; 6:00-7:00; 5:00-6:00 (Fri.) | W: 8:00-12:00; 1:00-7:00
Key Person: Director, Office of Student Services
Clients for the Service: Students Per Class*
Requirements: Class Directory
Procedures to avail of the service

Step	Applicant/Client	Service Provider Action	Duration	Person in Charge	Form/Document
1	Submits Class Directory	Checks the number of students per class	5 min.	OSS Staff	Logbook
2	Claims the validation stickers of the class for their ID	Releases the validation stickers for the ID	5 min.	OSS Staff	Validation Stickers
END OF TRANSACTION Total No. of Minutes: 10					

Title of Frontline Service: **ISSUANCE OF PERMIT TO HOLD AN ON CAMPUS ACTIVITY**
Schedule of Availability: MTH: 7:30-10:30; 1:00-2:30;4:30-7:00 | TF: 8:00-10:30; 1:00-5:00; 6:00-7:00; 5:00-6:00 (Fri.) | W: 8:00-12:00; 1:00-7:00
Key Person: Student Activities Coordinator
Clients for the Service: Students
Requirements: Concept Paper
Procedures to avail of the service

Step	Applicant/Client	Service Provider Action	Duration	Person in Charge	Form/Document
1	Presents duly signed Concept Paper in triplicate copies	Reviews and forwards the Concept Paper for approval of OSS Director	5 min	Student Activities Coordinator	Concept Paper
2	Awaits the approval of the Concept Paper	Reviews and approves the Concept Paper.	5 min	OSS Director	Concept Paper
3	Claims the approved Concept Paper and fills out the Request for Permit	Files the approved Concept Paper and Request for Permit	5 min.	OSS Director	Request for Permit
END OF TRANSACTION Total No. of Minutes: 15					



Title of Frontline Service: **ISSUANCE OF PERMIT TO HOLD AN OFF CAMPUS ACTIVITY**

Schedule of Availability: MTH: 7:30-10:30; 1:00-2:30;4:30-7:00 | TF: 8:00-10:30; 1:00-5:00; 6:00-7:00; 5:00-6:00 (Fri.) | W: 8:00-12:00; 1:00-7:00

Key Person: Student Activities Coordinator

Clients for the Service: Students

Requirements: Concept Paper, List of Participants, Parental Waiver

Procedures to avail of the service

Step	Applicant/Client	Service Provider Action	Duration	Person in Charge	Form/Document
1	Submits letter of request	Reads and forwards the letter of request to Dean for Academics	3 min	Associate Dean	Letter of Request
2	Awaits the approval	Reads and approves the request	3 min	Dean	Letter of Request
3	Forwards the approved request and the list of participants to OSS	Reads and forwards the approved request to the OSS Director	3 min	Student Activities Coordinator	Letter of Request List of Participants
4	Awaits the approval	Reads and approves the request	3 min	OSS Director	Letter of Request List of Participants
5	Claims the approved request and obtain parental waiver	Files the approved request and provides parental waiver	3 min.	Student Activities Coordinator	Letter of Request List of Participants
6	Submits parental waiver to OSS	Files the parental waiver	5 min	Student Activities Coordinator	Parental Waiver
END OF TRANSACTION Total No. of Minutes: 20					

Title of Frontline Service: **APPLICATION FOR STUDENT ASSISTANTSHIPS**

Schedule of Availability: MTH: 7:30-10:30; 1:00-2:30;4:30-7:00 | TF: 8:00-10:30; 1:00-5:00; 6:00-7:00; 5:00-6:00 (Fri.) | W: 8:00-12:00; 1:00-7:00

Key Person: Director, Office of Student Services

Clients for the Service: Students

Requirements: Application Form, Good Moral Certificate, Certification of Grades and Parent's Income Tax Return (ITR)

Procedures to avail of the service

Step	Applicant/Client	Service Provider Action	Duration	Person in Charge	Form/Document
1	Fills out Application Form for Student Assistantship	Issues an Application Form for Student Assistantship	5 min	OSS Staff	Application Form
2	Submits the form, Certification of Grades, Good Moral Certificate and Parent's Income Tax Return	Evaluates student's qualifications	10 min.	OSS Director	Application Form, Certification of Grades, Good Moral Certificate, Parent's Income Tax Return



3	Awaits the result of application	Prepares a list of successful applicants and submits it to the Executive Director and Provost through the HRMO for approval	2 days	OSS Director	List of Student Assistants
END OF TRANSACTION – 2 days and 15 minutes					

Title of Frontline Service: **APPLICATION FOR ADMISSION TEST IN THE GRADUATE PROGRAMS (MASTER'S AND DOCTORATE)**

Schedule of Availability: MTH: 7:30-10:30; 1:00-2:30;4:30-7:00 | TF: 8:00-10:30; 1:00-5:00; 6:00-7:00; 5:00-6:00 (Fri.) | W: 8:00-12:00; 1:00-7:00
Director, Office of Student Services

Key Person:

Clients for the Service: Graduate of Bachelor's Degree in Education for Master's Degree Programs | Graduate of Bachelor's Degree with 18 units of Education for Master's Degree Programs (for Non-Education Graduates) | Graduate of Master's Degree for Doctoral Programs

Requirements

1. a) Original Transcript of Records (TOR) of Bachelor's degree in Education
b) Original Transcript of Records (TOR) of Bachelor's Degree with 18 units of Education/ CTP (for non-education graduates)
2. Computed Grade Point Average (GPA) of 85%/ 2.0/B or better (for Master's) and 90%/1.75/B+ or better (for doctorate)
3. Photocopy of Marriage Contract for married women if TOR bears maiden name
4. Admission fee of P400 to be paid to the University Cashier
5. Two (2) copies of recent 1"x1" colored picture

Procedures to avail of the service

Step	Applicant/Client	Service Provider Action	Duration	Person/s in Charge	Fee	Form/Document
1	Presents Transcript of Records for evaluation	Evaluates Transcript of Records submitted by applicant	5 minutes per applicant	Registrar	None	*Transcript of Record
2	If qualified, gets and fills-out Application Form for Admission Test	Issues Application Form	15 min.	OSS Director/ Staff	None	Application form for Admission Test
3	Pays the Admission Test fee to the University Cashier's Office	Accepts payment of Admission Test fee and issues OR	3 min.	Cashier	P400.00	Official receipt for Payment
4	Submits OR of payment and Application Form and Claim Test Permit	Issues Examination Permit and complies accomplished form	3 min	OSS Staff	None	Personal Information Sheet
END OF TRANSACTION Total No. of Minutes: 26						



Title of Frontline Service: APPLICATION FOR ADMISSION TEST IN THE CERTIFICATE IN TEACHING PROGRAM (CTP) POST BACCALAUREATE PROGRAM

Schedule of Availability: MTH: 7:30-10:30; 1:00-2:30;4:30-7:00 | TF: 8:00-10:30; 1:00-5:00; 6:00-7:00; 5:00-6:00 (Fri.) | W: 8:00-12:00; 1:00-7:00

Key Person: Director, Office of Student Services

Clients for the Service: AB/BS Graduate (Non-Education), Graduate of Bachelor's Degree in Education (for Post Baccalaureate Program)

Requirements

1. a) Original Transcript of Records (TOR) of Bachelor's degree (Non- Education)
- b) Original Transcript of Records (TOR) of Bachelor's Degree in Education
2. Computed Grade Point Average (GPA) of 85%/ 2.0/B2.0/B or better
3. Photocopy of Marriage Contract for married women, if TOR bears maiden name
4. Admission fee of P400 to be paid to the University Cashier
5. Two (2) copies of recent 1"x1" colored picture

Procedures to avail of the service

Step	Applicant/Client	Service Provider Action	Duration	Person/s in Charge	Fee	Form/Document
1	Presents Transcript of Records	Evaluates Transcript of Records	5 min.	Registrar	None	Transcript of Records
2	If qualified, fills-out and submits the Application Form with other requirements to the OSS	Issues Application Form and evaluates the requirements	5 min.	OSS Staff	None	Application form Other Requirements
3	Shows the accomplished Application Form and Pays the Testing Fee at the Cashier	Accepts payment and issues OR	5 min.	Cashier	P400.00	Official Receipt
4	Shows OR, submits form and other requirements and claims Test Permit	Issues Test Permit, files form and other requirements	5 min	OSS Staff	None	Test Permit
END OF TRANSACTION Total No. of Minutes: 25						



Title of Frontline Service: **APPLICATION FOR ADMISSION TEST IN UNDERGRADUATE (FOR INCOMING FRESHMEN)**

Schedule of Availability: MTH: 7:30-10:30; 1:00-2:30; 4:30-7:00 | TF: 8:00-10:30; 1:00-5:00; 6:00-7:00; 5:00-6:00 (Fri.) | W: 8:00-12:00; 1:00-7:00

Key Person: Director, Office of Student Services

Clients for the Service: Incoming Freshmen/ Transferees

Requirements

1. High School Report Card (original and photocopy) – no grade lower than 80 %in all subjects in fourth year
*Transcript of Records and Honorable Dismissal (for Transferees)
2. Certificate of Good moral Character from High School Principal/ Guidance Counselor
3. Certified True Copy of Birth Certificate
4. Two (2) copies of 1"x1" picture; Admission Test fee of P350 to be paid to the University Cashier

Procedures to avail of the service

Step	Applicant/Client	Service Provider Action	Duration	Person/s in Charge	Fee	Form/Document
1	Presents requirements for evaluation	Evaluates requirements	5 min.	OSS Staff	None	High School Card Other requirements
2	Presents Transcript of Records for evaluation (if transferee)	Evaluates Transcript of Records	5 min.	Registrar	None	Transcript of Records
3	Fills out Application Form	Issues Application Form	5 min.	OSS Staff	None	Application Form
4	Shows the accomplished Application Form and Pays the Testing Fee at the Cashier	Accepts payment and issues OR	5 min.	Cashier	P350.00	Official Receipt
5	Shows OR, submits the form and other requirements and Claims Test Permit	Issues Test Permit, files form and other requirements	5 min	OSS Staff	None	Test Permit
END OF TRANSACTION Total No. of Minutes: 25						



Title of Frontline Services: **APPLICATION FOR ADMISSION TEST IN THE CENTER FOR TEACHING AND LEARNING (CTL)**

Schedule of Availability: MTH: 7:30-10:30; 1:00-2:30;4:30-7:00 | TF: 8:00-10:30; 1:00-5:00; 6:00-7:00; 5:00-6:00 (Fri.) | W: 8:00-12:00; 1:00-7:00

Key Person: Director, Office of Student Services

Clients for the Service: Incoming First Year High School Students, Kindergarten1 Pupils (Entry Grade Levels)

Requirements

FIRST YEAR HIGH SCHOOL

Grade 6 Report Card – no grade lower than 85 in all subjects during the third quarter of the current school year (no grades below 80 in all subjects in the first two quarters)

Certificate of Good Moral Character with school seal from the Principal/Guidance Counselor

Certified True Copy of Birth Certificate; 4.Two copies of recent 1"x1" colored picture; 5.Entrance Examination Fee of P350.00

Procedures to avail of the service

Step	Applicant/Client	Service Provider Action	Duration	Person in Charge	Fees	Form/Document
1	Presents admission requirements for evaluation	Evaluates admission requirements submitted by applicant	5 min. /applicant	OSS Director/Staff	None	Grade 6 Report Card
2	Gets and fills out Application Form for Admission Test	Issues Application Form and attaches photocopy of requirements	20 min.	OSS Staff	None	Application Form for Admission Test
3	Pays the Admission Test Fee to the University Cashier's Office	Accepts payment of admission test fee and issues OR	5 min.	Cashier	P350.00	Official Receipt of payment
4	Submits OR and Application Form and Claims Test Permit	Issues Examination Permit, compiles accomplished form and records in the logbook	3 min.	OSS Staff	None	Examination Permit/Logbook
END OF TRANSACTION Total No. of Minutes: 33						



KINDERGARTEN

Certified True Copy of Birth Certificate - Age – 5 years old

Two copies of recent 1"x1" colored picture

Entrance Examination Fee of P350.00

How to Avail of the Service:

Step	Applicant/Client	Service Provider Action	Duration	Person in Charge	Fee	Form/Document
1	Presents admission requirements for evaluation	Evaluates admission requirements submitted by applicant	5 min. /applicant	OSS Director/Staff	None	Birth Certificate
2	Gets and fills out Application Form for Admission Test	Issues Application Form and attaches photocopy of requirements	20 min.	OSS Staff	None	Application Form for Admission Test
3	Pays the Admission Test Fee to the University Cashier's Office	Accepts payment of admission fee and issues OR	3 min.	Cashier	P350.00	Official Receipt of payment
4	Submits OR and Application Form and Claims Test Permit	Issues Examination Permit, completes accomplished form and records in the logbook	3 min.	OSS Staff	None	Examination Permit/Logbook
END OF TRANSACTION - 31 minutes						

Title of Frontline Services: **ADMINISTRATION OF ADMISSION TEST PHILIPPINE NORMAL UNIVERSITY ADMISSION TEST (PNUAT)**

Schedule of Availability: MTH: 7:30-10:30; 1:00-2:30;4:30-7:00 | TF: 8:00-10:30; 1:00-5:00; 6:00-7:00; 5:00-6:00 (Fri.) | W: 8:00-12:00; 1:00-7:00
Key Person: Director, Office of Student Services

Clients for the Service: Qualified applicants in the Programs/Levels

Requirements: Test Permit with picture and official receipt of payment

Time Duration of Examination: 2.5 hours

Test Results Release:

Procedures to avail of the service

Step	Applicant/Client	Service Provider Action	Duration	Person in Charge	Fee	Form/Document
1	Locates name in the master list of examinees posted on bulletin board in the main building or outside the testing room and presents Test Permit to the Proctor	Verifies Test Permit and orients examinees on the guidelines for taking the test	23 min.	Proctor	None	Test Permit, List of Examinees
2	Takes the Admission Test	Administers Admission Test	2.5 hours	Proctor	None	Test Booklet, Answer Sheet
3	Returns test materials to the Proctor after the test	Retrieves test materials	5 min.	Proctor	None	Test Booklet, Answer Sheet



4	Gets schedule of release of test results	Informs examinee of the schedule of release of test results	2 min.	OSS Director/ Proctor	None	Results of Admission Test
END OF TRANSACTION - 3 hours						

Title of Frontline Services: **ADMINISTRATION OF ADMISSION TESTS (CENTER FOR TEACHING AND LEARNING ADMISSION TEST)**

Schedule of Availability: MTH: 7:30-10:30; 1:00-2:30;4:30-7:00 | TF: 8:00-10:30; 1:00-5:00; 6:00-7:00; 5:00-6:00 (Fri.) | W: 8:00-12:00; 1:00-7:00

Key Person: Director, Office of Student Services

Clients for the Service: Qualified applicants in the Programs/Levels

Requirements: Test Permit with picture and official receipt of payment

Time Duration of Examination: 2 hours

Test Results Release:

Procedures to avail of the service

Step	Applicant/Client	Service Provider Action	Duration	Person in Charge	Fee	Form/Document
1	Locates name in the master list of examinees and presents Test Permit to the Proctor	Verifies Test Permit and orients examinees on the guidelines for taking the test	15 min. /examinee	Proctor	None	Test Permit, List of Examinees
2	Takes the Admission Test	Administers Admission Test as scheduled	2 hours	Proctor	None	Test Booklet, Answer Sheet
3	Returns test materials to the Proctor after the test	Retrieves test materials	5 min.	Proctor	None	Test Booklet, Answer Sheet
4	Gets schedule of release of test results	Informs examinee of the schedule of release of test results	5 min.	OSS Director/ Proctor	None	Results of Admission Test
END OF TRANSACTION - 2 hours and 25 minutes						

Title of Frontline Services: **ADMINISTRATION OF ADMISSION TESTS
GRADUATE COLLEGE ADMISSION TEST (GCAT)
CERTIFICATE IN TEACHING PROGRAM (CTP)/POST
BACCALAUREATE SPECIALIZATIONS ADMISSION TEST**

Schedule of Availability: MTH: 7:30-10:30; 1:00-2:30;4:30-7:00 | TF: 8:00-10:30; 1:00-5:00; 6:00-7:00; 5:00-6:00 (Fri.) | W: 8:00-12:00; 1:00-7:00

Key Person: Director, Office of Student Services

Clients for the Service: Qualified applicants in the Programs/Levels

Requirements: Test Permit with picture and official receipt of payment

Time Duration of Examination: 2 hours

Test Results Release: 2 months after the test

Procedures to avail of the service



Step	Applicant/ Client	Service Provider Action	Duration	Person in Charge	Fee	Form/Document
1	Presents Test Permit to the Proctor	Verifies Test Permit and orients examinees on the guidelines for taking the test	10 min./ examinee	Proctor	None	Test Permit, List of Examinees
2	Takes the Admission Test	Administers Admission Test as scheduled	2 hours	Proctor	None	Test Booklet, Answer Sheet
3	Returns test materials to the Proctor after the test	Retrieves test materials	5 min.	Proctor	None	Test Booklet, Answer Sheet
4	Gets schedule of release of test results	Informs examinee of the schedule of release of test results	5 min.	OSS Director /Proctor	None	Admission Test Results
END OF TRANSACTION - 2 hours and 20 minutes						

Title of Frontline Services: **INTERVIEW PROCEDURE FOR NEW STUDENTS; INCOMING FRESHMEN-UNDERGRADUATE; CTL FIRST YEAR HIGH SCHOOL**

Schedule of Availability: MTH: 7:30-10:30; 1:00-2:30;4:30-7:00 | TF: 8:00-10:30; 1:00-5:00; 6:00-7:00; 5:00-6:00 (Fri.) | W: 8:00-12:00; 1:00-7:00

Key Person: Director, Office of Student Services

Clients for the Service: Passers in the PNU Admission Test (Incoming Freshmen/ Transferees) | Passers in the CTL First Year High School Admission Test

Requirements: Interview Sheet to be accomplished by the applicant

Procedures to avail of the service

Step	Applicant/Client	Service Provider Action	Duration	Person/s in Charge	Fee	Form/Document
1	Gets and fills out Interview Form	Issues Interview Form and applicant number	5 min	OSS Staff	None	Interview Form Call number
2	Shows applicant number and presents Interview Form	Interviews applicant	10 min.	Interviewer	None	Interview Form
3	Gets schedule of release of final admission results	Informs schedule of release of final admission results	5 min.	Interviewer/ OSS Director	None	List of Interview Passers
END OF TRANSACTION Total No. of Minutes: 30						



Objectives

The Bachelor in Elementary/Secondary Education Program aims to:

1. Produce academically comprehend, morally responsive, culturally committed, technologically skilled, environmentally responsive and globally competitive elementary/secondary teachers imbued with a strong sense of patriotism and nationalism;
2. Promote among elementary/secondary pre-service teachers commitment to their obligations and professional growth and assist them to grow into responsible, critical, and creative individuals;
3. Establish among elementary/secondary pre-service teachers a research culture that could address crucial educational and environmental issues and concerns that will form bases for curricular reforms towards quality instruction and capability building;
4. Develop among elementary/secondary pre-service teachers a strong sense of community involvement in collaboration with government and non-government institutions; and
5. Develop among elementary/secondary pre-service teachers capability in producing instructional materials.

The Ten Strategic Directions

1. Shared Vision of Excellence
2. Quality Assurance
3. Systems-Based Solutions
4. Branding
5. Internationalization
6. Collaboration and Partnership
7. Product and Service Development
8. Responsiveness to Stakeholders
9. Sustainability
10. Human Capital Management

