

## OFFICE OF THE GRADUATE STUDIES CITIZEN'S CHARTER

<b>1. Title of Frontline Service</b>	<b>: Admission in the Graduate Programs (Masteral)</b>
<b>Schedule of Availability of Service</b>	<b>: Wednesday 9:00AM–2:00PM, Saturday 10:00AM-3:00PM</b> A week before the scheduled enrolment
<b>Contact Person</b>	<b>: Graduate Studies Associate Dean</b>
<b>Who may avail of the service?</b>	<b>: Graduate of Bachelor's Degree in Education for Master's Degree Program</b> <b>: Graduate of Bachelor's Degree with 18 units of Education (for Non-Education graduates)</b>
<b>What are the Requirements</b>	<b>: Original Transcript of Records of Bachelor's Degree in Education or of Bachelor's Degree with 18 units in Education/CTP (for non-education graduates), Computed Grade Point Average (GPA) of 85%/2.0/B or better for Masters Degree, Photocopy of the Marriage Contract if TOR bears maiden name and Two copies of 1x1 recent picture</b>
<b>Duration</b>	<b>: 3 hours &amp; 34 minutes</b>
<b>Fees/Charges</b>	<b>: P 400.00 Graduate College Admission Test Fee</b>
<b>How to avail of the service?</b>	

Step	Applicant/Client	Service Provider	Duration of Activity	Person In charge	Fee	Form/ document
1.	Presents admission requirements for evaluation	Evaluates requirements	5 minutes	Registrar	None	Transcript of Records
2.	Secures Computation Form for Grade Point Average (GPA)	Issues Computation Form and rechecks results of GPA entry, if qualified	1 hour	Registrar	None	Computation Form for GPA
3.	Secure and fill in Application Form for Admission Test	Issues Application Form and attaches photocopy of requirements	15 minutes	Associate Dean, FGSTER	None	GCAT Application Form
4.	Pays fees	Issues Official Receipt	5 minutes	Cashier	P400.00	Official Receipt
5.	Submits OR and attach Application Form	Receives OR & application form	5 minutes	Associate Dean, FGSTER	None	Test Permit
6.	Claims Test Permit and sign on the Logbook	Issues Test Permit and file accomplished form	3 minutes	Associate Dean, FGSTER	None	Test Permit Logbook
7.	Takes the test with the Test Permit on scheduled date and venue	Administers the Admission Test	2 hours	Associate Dean, FGSTER	None	Answer Sheet/Test Booklet/List of Examinees
8.	Gets result of the test	Releases test results through the result slip posting/phone call at least one week after the test	5 minutes	Associate Dean, FGSTER	None	List of Successful Examinees
		<b>END OF TRANSACTION</b>				


Prepared by:

  
**ELVIRA V. CHUA**  
 Associate Dean, FGSTER

<b>2. Title of Frontline Service</b>	<b>: Enrolment of Graduate Programs</b>
<b>Schedule of Availability of Service</b>	: As scheduled in the University Calendar, 8:00 am - 5:00 pm
<b>Contact Person</b>	: Office of Admissions/Registrar/Department Heads
<b>Who may avail of the service?</b>	: CTP and Graduate Office CTP and Graduate Students
<b>What are the Requirements</b>	: Old University ID : Old University ID for old students /GCAT Result Slip for new student
<b>Duration</b>	: 25 minutes
<b>Fees/Charges</b>	: Computed based on study load
<b>How to avail of the service?</b>	

Step	Applicant/Client	Service Provider	Duration of Activity	Person In charge	Fees	Form/ document
1	Chooses courses to be taken and the class schedule prepared by the Registrar	Reviews courses chosen	5 minutes (new students) 10-20 mins (old students & transferees)	Graduate students and Associate Dean, FGSTER	None	Pre-registration Form
2	Secures approval of the courses and schedules	Approves the courses and schedules	5 minutes	Graduate students and Associate Dean, FGSTER	None	Approved Pre-registration Form signed by Associate Dean
3	Enlists subjects & schedules	Encodes subjects and schedules	5 minutes	Registrar Staff	None	Pre-registration Form
4	Registers at the kiosk (If scholar see first the scholarship coordinator)	Provides online registration at PWEBSS	3 minutes	None	None	None
5	Pays fees	Accepts payment of fees and issue Official Receipt	5 minutes	Cashier	Computed based on study load	Official Receipt
6	Claims registration form & validated ID	Issues registration form & validated ID	2 minutes	Registrar Staff	None	Registration Form
		<b>END OF TRANSACTION</b>				

**Prepared by:**

  
**ELVIRA V. CHUA**  
**Associate Dean, FGSTER**

**3. Title of Frontline Service** : **Administration of Comprehensive Examination (Masters)**  
**Schedule of Availability of Service** : April and October  
**Contact Person** : Graduate Studies Coordinator  
**Who may avail of the service?** : Masters students with Complete Academic Requirements  
**What are the Requirements:** : Application form & 2 pcs 1 x 1 picture  
**Duration** : 2 days & 1 hour and 10 minutes  
**Fees/Charges** : P1,200.00 Examination Fee& P50.00 Evaluation of grades  
**How to avail of the service?**

Step	Applicant/Client	Service Provider	Duration of Activity	Person In charge	Fee	Form/ document
1.	Pay evaluation of grades fee	Collection of evaluation fee	5 mins.	Cashier	P50.00	Official Receipt
2.	Secures Evaluation of Grades certificate or CAR	Release the program of study w/ grades	30 mins.	Registrar	None	Certification of grades/ official receipt
3.	Secures application form (At least 1 month before the comprehensive examination schedule)	Issues application form	2 minutes	Graduate students and Associate Dean, FGSTER	None	Application form
4.	Accomplishes application form and secures signature from the Associate Dean	Signs the application form and attaches picture	25 minutes	Graduate students and Associate Dean, FGSTER	None	Accomplished Application form 2 pcs 2x2 picture
5.	Pays fees	Issues Official Receipt	3 minutes	Cashier	P1,200.00	Official Receipt
6.	Submits photocopy of OR and Application Form	Receives photocopy of OR & application form (give the examination Permit)	2 minutes	Graduate students and Associate Dean, FGSTER	None	Official Receipt/Application form( Exam Permit)
7.	Claims Test Permit and signs in the Logbook	Issues Test Permit and files accomplished form	2 minutes	Associate Dean, FGSTER	None	Test Permit Logbook
8.	Takes the Comprehensive Exam with the Test Permit on scheduled date and venue	Administers the Comprehensive Exam	2 days	Associate Dean, FGSTER	None	Answer Sheet/Test Booklet/List of Examinees
9.	Gets result of the test at least after a month	Releases test results through board posting/phone call	3 minutes	Associate Dean, FGSTER	None	List of Successful Examinees / Certification
		<b>END OF TRANSACTION</b>				

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**ELVIRA V. CHUA**  
 Associate Dean, FGSTER