



1. Request of New ID Card

Office or Division		Office of the Student Services		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Student with lost/defaced ID Cards		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request , Affidavit of Loss				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter of request and explain the need for issuance of new ID Card	Evaluates the letter of request	None	5 minutes	Director of Student Services
2. For Lost ID Card: Submit a duly notarized affidavit of loss to Director of Student Services	Files affidavit of loss	None	4 minutes	
3.Fill out and submit request form and personal information slip for new ID Card	Receives request form for new ID Card and advises the requesting party to pay the corresponding fee	None	5 minutes	
4. Present the request form to the Accounting Office for the issuance of order of payment	Receives request form and issues order of payment	None	4 minutes	Accounting Office
5. Pay fee for New ID Card	Receives payment and issues receipt of payment	As prescribed by the University	3 minutes	Cashier
6. Submit official receipt	Validates official receipt and takes picture of student	None	5 minutes	Director of Student Services and Technical Working Group
7. Claim New ID Card from the Office of Student Services	As prescribed by the University	None	5 working days	Director of Student Services
8. Present the New ID Card at the Registrar's Office	Validates the New ID Card	None	2 minutes	
Total		As prescribed by the University	5 days and 23 minutes	



2. Student Assistantship

Office or Division		Office of the Student Services			
Classification		Simple			
Type of Transaction		G2C -Government to Citizen			
Who may avail:		Interested Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
General Weighted Average Letter of Intent					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the requirements for verification	Verifies documents	None	10 minutes	Director of Student Services	
2. Wait for the announcement or schedule of interview	Conducts face to face interview	None	20 minutes	Director of Student Services	
Total			30 minutes		



3. Handling Complaints against Students/Faculty

Office or Division		Office of the Student Services		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Complaint				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint to the office of Student Services	Discuss complaint with the complainant and records complaint in the log book	None	30 minutes	Director of Student Services
2. Accomplish and Submit incident/narrative report	Receives accomplished incident/narrative report and check authenticity of information	None	15 minutes	Director of Student Services
3. Confirm the exact date and time of dialogue to be conducted	Informs the complainant on the exact date and time of dialogue	None	30 minutes	Director of Student Services
4. Attend the dialogue	Conducts dialogue and works for resolution of complaint	None	30 minutes	Director of Student Services
5. Await recommendation of the counselor/ discipline committee.	Makes recommendation to the Dean for Academics/ Executive Director and Provost	None	30 minutes	Director of Student Services
Total		None	2 hrs and 15 minutes	



4. Counseling Services

Office or Division		Office of the Student Services		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		All Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned student reports to the Director of Student Services.	Schedules an appointment with the concern student	None	5 minutes	Director of Student Services
2. Receives counseling.	Conducts counseling session with the concerned student	None	60 minutes	Director of Student Services
Total		None	65 minutes	



5. Request for Exemption from Wearing School Uniform

Office or Division		Office of the Student Services		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		All Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request for exemption from wearing school uniform duly signed/noted concerned professor/adviser.	Receives letter and evaluates letter or request and conducts interview	None	15 minutes	Director of Student Services
2. Await decision of Director of Student Services.	Takes action on the letter of request	None	5 minutes	Director of Student Services
Total		None	20 minutes	



6. Issuance of Permit to Hold an Activity

Office or Division		Office of the Student Services		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		All Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Action Plan/ Program paper duly signed by the adviser one week before the activity.	Receives and checks action plan/ project/ program, in relation to the requirements and evaluates and approved the action plan/program/project if found in order	None	15 minutes	Director of Student Services
2.Claim approved proposal.	Returns approved proposal to student	None	5 minutes	Director of Student Services
3. Secure Permit to hold an activity.	Issues Permit to Hold an Activity Form	None	15 minutes	Director of Student Services
4. Accomplish and submit to the Director of Student Services Permit to Hold an Activity.	Receives accomplished form and checks entries there in and Signs Permit to Hold an Activity	None	5 minutes	Director of Student Services
5. Claim approved permit to hold an Activity	Returns signed form to student	None	5 minutes	Director of Student Services
6. Submit Action Plan/ Program paper duly signed by the adviser one week before the activity.	Receives and checks action plan/ project/ program, in relation to the requirements and evaluates and approved the action plan/program/project if found in order	None	15 minutes	Director of Student Services
7. Claim approved proposal.	Returns approved proposal to student	None	5 minutes	Director of Student Services
Total			65 minutes	



7. Filing for Authorized Withdrawal of Subjects

Office or Division		Office of the Student Services		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		All Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request copy of the dropping form and seek advice of Guidance Counselor.	Counselor confers with the student about his/her request to drop course	None	20 minutes	Director, Student Services
2.Get the signature of professor/s concerned for official dropping of course.	Receives the accomplished dropping form duly signed by the professors concerned	None	1 day	Faculty Concerned
3.Submit to the Director of Student Services the Dropping Form in quadruplicate copies.	Signs Dropping Form	None	10 minutes	Director, Student Services
4.Submit Dropping Form to the Registrar's Office.	Receives Dropping Form for signature	None	5 minutes	Registrar's Office
5.Claim 4 copies of signed Dropping Form from the Registrar.	File Dropping Form	None	5 minutes	Registrar's Office
6.Submit copy of the Dropping Form to Office of Student Services to the Head of Academics.	Keeps and records dropping of student	None	10 minutes	Director, Student Services
Total		None	1 day and 60 minutes	



8. Filling of Leave of Absence

Office or Division		Office of the Student Services		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Undergraduate Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave of Absence Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out Leave of Absence (LOA) Form in quadruplicate and confer with Guidance Counselor.	Confers with the student about his/her desire to go on leave	None	20 minutes	Director, Student Services
2.Submit an accomplished LOA Form.	Receives and signs accomplished LOA Form	None	5 minutes	Director, Student Services
3.Claim the signed LOA Form.	Returns signed LOA Form to student	None	5 minutes	Director, Student Services
4.Submit the signed LOA Form to the Registrar's Office.	Receives the signed LOA Form for approval of the Registrar	None	10 minutes	Registrar's Office Staff
5. Claim approved LOA Form and give copy to OSS Coordinator and Registrar.	Receives and records the OSS copy	None	10 minutes	Director, Student Services
Total		None	50 minutes	



9. Issuance of Certificate of Good Moral Character

Office or Division		Office of the Student Services		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Undergraduate Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request/ Transcript of Records				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1.Fill out and submit Request Form for Certificate of Good Moral Character.	Receives and evaluates the request	None	5 minutes	Admission/Registrar
2.Proceed to Cashier's Office to pay the fee for Certificate of Good Moral Character.	Accepts payment and issues Official Receipt (OR)	Php 50/document	3 minutes	Cashier's Officer
3.Present the Official Receipt to the OSS.	Records receipt	None	5 minutes	Director, Student Services
4.Get the schedule of the release of document.	Verifies records of student behavior Signs Certificate of good Moral Character	None	1 day	Director, Student Services
5.Claim the Certificate of Good Moral Character.	Issues Certificate of Good Moral Character	None	10 mins	Director, Student Services
Total			1 day and 23 minutes	



10. Posting of Advertisements and Announcement

Office or Division		Office of the Student Services		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent /Poster				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the Posters for Announcement.	Evaluates the poster	None	15 minutes	Director, Student Services
2.Await the approval of the request.	Affix Signature of the Director of Student Services on the Poster	None	5 minutes	Director, Student Services
Total		None	20 minutes	



11. Lost and Found Items

Office or Division		Office of the Student Services		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Undergraduate Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Report to OSS Lost or Found and Claimed Items.	Assists the student to log lost/found/claimed items	None	10 minutes	Director, Student Services
2.Sign Logbook.	Keeps the record of the Lost/Found and claimed Items	None	5 minutes	Director, Student Services
Total		None	15 minutes	

12. Securing and Signing of Admission Slip

Office or Division		Office of the Student Services		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Undergraduate Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Excused letter duly signed by the Parents or Landlord/Land Lady				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the Excuse Letter to the DSS	Read the excuse Letter and check the signature of the concern Guardian	None	15 minutes	Director, Student Services
2.Releasing of Admission slip.	Issuance of Admission slip	None	5 minutes	Director, Student Services
Total		None	20 minutes	




13. Issuance for Application for Scholarship

Office or Division		Office of the Student Services		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		All Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of Grades				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the Certification of grades to the Director of Student Services.	Check/Verify the student's grades	None	10 minutes	Director, Student Services
2. Releasing of Scholarship Form.	Issuance of Scholarship Form	None	5 minutes	Director, Student Services
Total		None	15 minutes	

14.Accreditation and Re-accreditation of Clubs /organization

Office or Division		Office of the Student Services		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		All Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Officer, Members, Adviser, and Constitutions and by-laws				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requirements for verification	Verification of documents	None	10 minutes	Director, Student Services
2. Posting of announcement for Accreditation and Re-accreditation		None	2 weeks before the deadline	Director, Student Services
Total			2 weeks	


Marites C. Geronimo, Ph. D.
 Executive Director and Provost