



1. APPLICATION FOR ONLINE ADMISSION FOR PNUAT IN THE UNDERGRADUATE (FOR INCOMING FRESHMEN) AND TRANSFEREES

All incoming Freshmen Students who desire to take the Philippine Normal University Admission Test (PNUAT) will undergo the Online Admission and will pass an application form as one requirement for Online Admission.

Office or Division:	Student Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Incoming First Year Students and Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Senior High School Report Card (certified true photocopy) – no grade lower than 80 % in all subjects in fourth year. *Transcript of Records and Honorable Dismissal (for Transferees) 2. Certification that student is graduating from Senior High School (Principal) 3. Two (2) 2"x2" picture 4. Online Application Form		Personal file of Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply online Admission and print Admission Form	Assist applicants	none	15 minutes	Applicant
2. Present requirements for Admission and Application Form	Evaluate requirements	none	5 min.	OSS Staff
3. Get Permit for taking PNUAT	Issue Permit for PNUAT and record applicants' submitted documents	none	5 min.	OSS Staff



2. APPLICATION FOR ONLINE ADMISSION IN THE CENTER FOR TEACHING AND LEARNING (CTL)

All students enrolling at PNU including those at the Center for Teaching and Learning (CTL), will undergo the online admission processes.

Office or Division:	Student Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All incoming First Year High School Students and Kindergarten 1 Pupils (Entry Grade Level)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • <u>FIRST YEAR HIGH SCHOOL:</u> <ol style="list-style-type: none"> 1. Online Application Form 2. 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) 3. Certified True Copy of Birth Certificate 4. Two copies of recent 1"x" colored picture. 5. Entrance Examination Fee of P350.00 6. 2 pcs. long size Folder • <u>KINDERGARTEN</u> <ol style="list-style-type: none"> 1. Certified True Copy of Birth Certificate - Age – 5 years old 2. Two copies of recent 1"x1" colored picture 3. 2 pcs. Long size Folder 4. Entrance Examination Fee of P350.00 		Personal Computer of Applicants or at the PNU Visayas Computer Laboratory.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply Online Admission and print Admission Form	Assist Applicant	none	15 minutes	Applicant / Computer Technician
2. Pay to the Cashier	Receive Payment	350.00	5 minutes	Cashier



Examination Fee	of Applicant			
3. Present Online Admission Form, all Admission requirements and OR of payment	Evaluate requirements		5 minutes	OSS Staff
4. Get Examination Permit	Record on Logbook applicants' submitted requirements and release Examination Permit		5 minutes	OSS Staff

3. APPLICATION FOR ADMISSION TEST IN THE GRADUATE PROGRAMS (MASTER'S AND DOCTORATE) AND CERTIFICATE IN TEACHING PROGRAM (CTP)

All students enrolling at PNU including those in the Graduate Programs and the Certificate in Teaching Program (CTP), will undergo the online admission processes.

Office or Division:	Student Services
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	All new students in the Graduate Studies Programs and CTP Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online Application Form 2. a) Copy of Transcript of Records (TOR) of Bachelor's degree in Education b) Copy of Transcript of Records (TOR) of Bachelor's Degree with 18 units of Education/ CTP (for non-education graduates) 3. Computed Grade Point Average (GPA) of 85%/ 2.0/B or better (for Master's) and 90%/1.75/B+ or better (for doctorate) 4. Photocopy of Marriage Contract for married women if TOR bears maiden name	Personal File of Applicant



5. Admission Test fee of P400 to be paid to the University Cashier 5. Two (2) copies of recent 1"x1" colored picture				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply Online Admission and print Admission Form	Assist Applicant	none	15 minutes	Applicant
2. Pay to the Cashier Examination Fee	Receive Payment of Applicant	400.00	5 minutes	Cashier
3. Present to OSS Online Admission Form, OR of payment and all admission requirements	Evaluate requirements presented by the Applicant		8 minutes	OSS Staff
4. Get Examination Permit	Record on Logbook applicants' submitted requirements and release Examination Permit		5 minutes	OSS Staff

4. APPLICATION FOR SCHOLARSHIP / GRANTS

The University is offering and processing scholarships and grants to its deserving students. Scholarships and grants are provided by the Government maybe from National, Provincial or local government. Private institutions and benefactors also provide scholarships and grants to the students.

Office or Division:	Student Services		
Classification:	Simple		
Type of Transaction:	G2C – Government to Client G2B – Government to Business Entity G2G – Government to Government		
Who may avail:	College Students, Graduate Program Students, members of the Faculty and the Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Application Form, Certification of Grades with		OSS, Registrar’s Office, Personal files of	



GWA, Registration Form, Parent's Income Tax Return (ITR)		Parents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get application form and list of requirements	Give Application Form and requirements		3 minutes	OSS Staff
2. Submit filled-up application form and requirements	Verify the completeness of documents		5 – 8 minutes	Scholarship Coordinator
3. Face the interview	Interview applicant and prepare list of qualified applicants to be recommended to donors/benefactors		1 day	Scholarship Coordinator
4. Check result of application	Inform recipients of scholarships		30 min. after receiving final list from donors/ Benefactors	Scholarship Coordinator/ OSS Staff

5. ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER

The Certificate of Good moral and Character is issued to the students by the Office of Student Services (OSS).

Office or Division:	Student Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Students who are officially enrolled at the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form, Order of Payment, Official Receipt of Payment Fee of P80.00		OSS, Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Request Form	Provide Form with Advice of Payment		3 mins.	OSS Staff



2. Pay to the Cashier	Accept payment and issue Official Receipt (OR)	P80.00	5 mins.	Cashier's Office Staff
3. Present the Official Receipt to the OSS	Receive receipt and prepare Honorable Dismissal		10 mins.	OSS Staff
4. Claim Certificate of Good Moral Character	Release Certificate of Good Moral and record on the logbook		5 mins.	OSS Staff

6. ISSUANCE OF PERMIT TO HOLD AN ON/OFF CAMPUS ACTIVITY

The university allow students and their clubs and organizations to hold campus activity either on or off campus.

Office or Division:	Student Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Students who are officially enrolled at the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Concept Paper, On/Off Campus Activity Form, with DRRM and CEGTE Completion Forms, Parents Permit		Clubs/Organization, OSS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duly signed Concept Paper in triplicate and secure requirements for ON/OFF Campus Activity.	Review and forward the Concept Paper for approval of OSS Director		5 minutes	Student Activities Coordinator
2. Secure the signatures for approval and accomplish requirements	Verify documents and approve/dis-approve the same		10 minutes	OSS Director



3. Claim the approved On/Off Campus Activity documents	File one copy of documents		5 min.	OSS Staff
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7. HANDLING OF COMPLAINTS AGAINST STUDENT/FACULTY

In cases of complaint filed against a student or faculty, the Office of Student Services is in charge of it; written complaint is a requirement.

Office or Division:	Student Services			
Classification:	Simple to complicated if not settled			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students, Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written complaint		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written complaint to the Office of Student Services	Record and interview complainant		20 minutes	OSS Director
2. Confirm venue, date & time of dialogue/hearing/ investigation to be conducted	Inform complainant of the venue, date and time of dialogue/hearing		15 minutes	OSS Director
3. Attend the dialogue/ hearing	Conduct dialogue /hearing and deliberate on the resolution of the complaint		30 minutes onward	OSS Director
4. Wait for the recommendation of the counselor / authority/ committee	Make recommendation to the authority / committee for appropriate action		2-3 days	OSS Director



8. REQUEST FOR EXEMPTION FROM WEARING SCHOOL UNIFORM

School uniform is a requirement for every student of PNU Visayas. Sometimes there are instances that a student cannot be in his/her school uniform in going to school. In cases like this the Office of Student Services provides leeway for this.

Office or Division:	Student Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Personal of Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request for exemption from wearing school uniform	Receive Letter of Request		2 minutes	OSS Staff
2. Face interview by the OSS Director	Evaluate letter of request and conduct interview		10 minutes	OSS Director
3. Wait for the decision of OSS Director	Take action on the letter request. If approve give Permit to the student.		5 minutes	OSS Director

9. REQUEST FOR RE-ISSUEANCE OF ID

School ID is a must and part of the school uniform of a student. In case it is lost or damaged, a student may request for a new one.

Office or Division:	Student Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



Old ID Card for damaged, Affidavit of Loss for Lost IDs, Payment of P 150.00		BDO ID maker, Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Defaced ID Cards: Present to OSS old ID Card	Receive old ID Card		2 minutes	OSS Staff
2. For Lost ID Card: Submit duly notarized Affidavit of Loss	Receive Affidavit of Loss and issue Gate Pass		5 minutes	OSS Staff
3. Pay ID fee at the Cashier	Receive payment and issue official receipt	P150.00	5 minutes	Cashier
4. Submit accomplished Personal Information Slip to ID Maker	Receive accomplished Personal Information Slip and take picture of student		5 minutes	BDO ID maker Staff
5. Claim New ID Card from the Office of Student Services	Release new ID Card		7 days	OSS Staff

10. VALIDATION OF ID CARD

School IDs must be validated every year to make it valid. Students are provided with validation sticker every opening of the classes.

Office or Division:	Student Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All officially enrolled Students for the year			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Enrolment Summary		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Class List	Check the number of students per class		5 minutes	OSS Staff
2. Claim the validation stickers of the class for their ID	Release the validation stickers for the ID		5 minutes	OSS Staff



11. ADMINISTRATION OF THE PHILIPPINE NORMAL UNIVERSITY ADMISSION TEST (PNUAT)

The Philippine Normal University Admission Test (PNUAT) is conducted once a year in all PNU branches simultaneously. After the Online Admission, applicants will be scheduled for the conduct of the admission examination. No payment required for the testing.

Office or Division:	Student Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All applicants who had undergone Online Admission			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Test Permit with picture, School ID, Pencils		OSS, Student Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Test Permit to the Proctor	Verify Test Permit and orient examinees on the guidelines for taking the test		10 minutes	Proctor
Take the Admission Test	Administer Admission Test		2 .5 hours	Proctor
Return test materials to the Proctor after the test	Retrieve test materials		5 minutes	Proctor
Get schedule of release of test results	Inform examinee of the schedule of release of test results		5 minutes	OSS Director /Proctor

12. ADMINISTRATION OF ADMISSION TESTS FOR THE CENTER FOR TEACHING AND LEARNING

All new entrants to the PNU Visayas must take the admission test and this include the new students of the CTL: incoming Kindergarten and Grade 7.

Office or Division:	Student Services
Classification:	Simple



Type of Transaction:	G2C – Government to Client			
Who may avail:	All Incoming Kindergarten and Grade 7 applicants who had undergone Online Admission			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Test Permit with picture, Pencils, OR for payment		OSS, Student Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Test Permit to the Proctor	Verify Test Permit and orient examinees on the guidelines for taking the test		10 minutes	Proctor
2. Take the Admission Test	Administers Admission Test		1 hours	Proctor
3. Return test materials and answer sheet to the Proctor after the test	Retrieve answer sheet test materials		5 minutes	Proctor
4. Get schedule of Interview	Inform examinee of the schedule of Interview		5 minutes	OSS Director /Proctor

13. ADMINISTRATION OF ADMISSION TESTS FOR GRADUATE COLLEGE ADMISSION TEST (GCAT) AND CERTIFICATE IN TEACHING PROGRAM ADMISSION TEST (CTPAT)

All new entrant to the PNU Visayas must take the Admission Test. Students in the Graduate Program will take the GCAT while those who are not Education graduate and are enrolling for education units only will take the CTPAT.

Office or Division:	Student Services
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	All Incoming Graduate Studies and CTP applicants who had undergone Online Admission
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Test Permit with picture, Pencils, OR of payment		OSS, Student Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Test Permit to the Proctor	Verify Test Permit and orient examinees on the guidelines for taking the test		10 minutes	Proctor
2. Take the Admission Test	Administer Admission Test		2 hours	Proctor
3. Return test materials and answer sheet to the Proctor after the test	Retrieve answer sheet and test materials		5 minutes	Proctor
4. Get schedule of release of test result	Inform examinee of the schedule of test result		5 minutes	OSS Director /Proctor


14. INTERVIEW FOR INCOMING FRESHMEN COLLEGE STUDENTS, KINDER AND CTL FIRST YEAR HIGH SCHOOL

All College and CTL applicants who passed the admission test will undergo interview as part of the entrance requirements before they will be admitted to PNU Visayas.

Office or Division:	Student Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Incoming First Year College Students and Incoming Grade 7 who had passed the admission test.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Interview Sheet to be accomplished by the applicant		OSS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and fill out	Issue Interview Form		5 min	OSS Staff



Interview Form	and applicant number			
2. Show applicant number and present Interview Form	Interview applicant		10 min.	Interviewer
3. Get schedule of release of final admission results	Give schedule of release of final admission results		5 min.	Interviewer / OSS Director


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