



University’s Citizens’ Charter
Information Billboard

Department/Office: **Office of Student Services (OSS)**

University’s Frontline Services	Steps/Procedure	Responsible Persons	Maximum Waiting Time	Requirements	Amount of Fees (If any)
1. Signing of admission slips	Face-to-face: 1. Reads the document for accuracy of data. 2. Signs the document.	OSS Staff	1 minute	Medical Certificate/Letter from guardians/parents	None
2. Signing of Permits for activities	Face-to-face: 1. Reads the document. 2. Signs the documents. Online: 1. Receives document through e-mail. 2. Signs the document and sends it back through e-mail.	OSS Staff/Student Activities Coordinator	1 minute	Duly accomplished Concept Paper GPOA from clubs and prerequisite signatories	None
3. Issuance of Certificate of Good Moral Character	Face-to-face: 1. Sign in at the logbook to receive a request form 2. From the request form, check specific request. 3. Pay the certification fee to the cashier. 4. Present receipt of payment for the release of document. Online: 1. Receives request through e-mail. 2. Pay certification fee through GCash. 3. Forward the screenshot of the receipt from the Cashier for the release of document.	OSS Staff	2 minutes	Original Receipt General clearance or honourable dismissal Letter of authorization, if requesting through a representative Properly filled-up application form	Php50.00
4. Issuance of application for scholarship	Face-to-face: 1. Receives request through the logbook. 2. Release form	OSS Staff/Scholarship Coordinator	1 minute	None	None
5. Receiving scholarship documents	Face-to-face: 1. Receives document.	OSS Staff/Scholarship Coordinator	2 minutes	Properly filled-up application form/document	None

	2. Scrutinizes completeness of attachments and entries.			Signature of concerned individuals Certification of Grades in the previous semester/trimester Assessment of fees/Registration from	
6. Receiving CHED scholarship liquidation documents	Face-to-face: 1. Receives document. 2. Scrutinizes completeness of attachments and entries.	OSS Staff/Scholarship Coordinator	2 minutes	Certification of Grades Assessment of fees Back to back photocopy of school ID	None
7. Accreditation/Re-accreditation of Clubs	Face-to-face: 1. Posts announcements/gm (re: start and deadline of accreditation/re-accreditation.) 2. Accepts application. 3. Releases accreditation certificate. Online: 1. Post the announcement in the OSS FB Page. (re start and deadline of accreditation/re-accreditation) 2. Accepts application through e-mail. 3. Releases accreditation certificate through e-mail.	OSS Staff/Student Activities Coordinator	2 weeks before deadline 2 minutes	Duly accomplished application forms. Attachments like Constitution and by-laws, List of officers, List of members, Letter of invitation to adviser, Letter of acceptance by adviser, GPOA	None
8. Student Assistantship	Face-to-face: 1. Accepts application. 2. Screens applicants. 3. Endorses applicants to the administrative officer.	OSS Staff	1 minute 10 minutes 7 days after all applications are completed	Attachment of parent's consent, Letter of Application, certification of grades, registration form, schedule of classes and interview of requesting officer	None
9. SPES Application	Face-to-face: 1. Provides forms for the applicants. 2. Receives and scrutinizes completeness of entries. 3. Submits the documents to DOLE, Ilagan City	OSS Staff	1 minute 10 minutes 7 days after all documents are submitted	Attachment of Application Form, Certificate of Indigency, School Certification, Employment Contract, Certification of Grades and Birth Certificate	None
10. Posting Announcements	Face-to-face: 1.Receives/prepares posters.	OSS Staff	5 minutes	Endorsements from concerned authorities.	None

	2. Scrutinizes the posters. 3. Posts at the OSS bulletin board. Online: 1. Receives soft copies of announcement 2. Scrutinizes the materials. 3. Posts at the OSS FB Page.				
11. Signing of Clearance	Face-to-face: 1. Reads the document 2. Signs the document.	OSS Director	30 sec./ student	Accuracy of entries Prerequisite signatories	None
12. Counseling	Face-to-face: 1. Listens to the student. 2. Records the important details. 3. Let the student sign the record. Online: 1. Listens to student through phone call or FB messenger video call. 2. Records the important details. 3. Record the name of student in the student log sheet.	Guidance Counselor	15-30 minutes depending on the problem	Personal appearance of the student.	None
13. Consultation	Face-to-face: 1. Listens to the student. 2. Gives recommendations. Online: 1. Listens to student through phone call or FB messenger video call. 2. Gives recommendations.	OSS Staff	2 minutes	Permits Letters	None
14. Accepting Complaints	Face-to-face: 1. Gets the written facts of the complaint. 2. Conducts investigation. 3. Informs complainant and concerned parties. 4. Conducts case conference.	OSS Staff	7 days	Letter stating the facts of the complaint. Presence of concerned individuals.	None

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