# Philippine Normal University Visayas

**THE NATIONAL CENTER FOR TEACHER EDUCATION**

*THE ENVIRONMENT AND GREEN TECHNOLOGY EDUCATION HUB*

**CADIZ CITY, NEGROS OCCIDENTAL**

# Office of Student Services

# CITIZENS` CHARTER

## 2022 REVISED EDITION

GENERAL GUIDELINES
  ➢ Everyone should wear mask upon entry to the library
  ➢ Sanitize hands before proceeding to the reading area of the library
  ➢ Keep distance from each other by 1 meter
  ➢ Client must register at the counter using his/her own ballpen

## A. INTERNAL SERVICES

### ISSUANCE OF PERMIT TO HOLD AN ON/OFF CAMPUS ACTIVITY

1. **The university allows interest clubs or program-based organizations to hold activity either on or off campus following the Inter-Agency Task Force (IATF) guidelines.**

| 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** | | |
| • Approved Concept Paper<br>• Parent's Permit<br>• Copy of Vaccination Card<br>• DRRM Form<br>• CEGTE Form<br>• On/Off Campus Activity Form | | • Clubs/Organization<br><br>• DRRM<br>• CEGTE<br>• OSS | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present approved concept paper, signed DRRM and CEGTE forms, parent's permit, and copy of vaccination card. | Review the requirements and provide the On/Off Campus Activity Form. . | | 10 minutes | Student Activities Coordinator/ Staff |
| 2. Fill up the Activity Form. | Double check the requirements and sign the form. | | 10 minutes | OSS Director |
| 3. Receive the form. | File the documents and provide evaluation form. | | 5 minutes | Student Activities Coordinator/ Director |

| | | | 5 minutes | Applicant |
|---|---|---|---|---|
| 4. Evaluate the service. | | | | |
| **END OF TRANSACTION** | | **Total no. of minutes :30 minutes** | | |

## 2. VALIDATION OF ID CARD

**School ID must be validated every year. Students are provided with validation sticker every opening of the academic year.**

| 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 | | |
|---|---|---|---|---|
| Class List | | Class Mayor | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESS ING TIME** | **PERSON RESPONSIBLE** |
| 1. Class Mayor submit Class List. | Check the number of students per class and provide the validation stickers. | | 5 minutes | Staff |
| 2. Claim the validation stickers for the class | Record in the log book. | | 5 minutes | Staff |
| 1. Evaluate the service. | | | 5 minutes | Applicant |
| **END OF TRANSACTION** | | **Total no. of minutes: 15 minutes** | | |

## B. EXTERNAL SERVICES

### 1. APPLICATION FOR ADMISSION IN THE CENTER FOR TEACHING AND LEARNING (CTL)

**All incoming Kindergarten pupils and Grade 7 students of Center for Teaching and Learning (CTL) will undergo the admission process.**

| Office or Division: | Student Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Client |

| Who may avail: | All incoming Grade 7 students and Kindergarten 1 pupils (Entry Grade Level) |
|---|---|

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| **Applicants for Grade 7**<br>• 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)<br><br>**Applicants for Kindergarten**<br>• Certificate (Age qualification: 5 y/o by June 1, 2021 or will turn 5 y/o by the end of August 2021 (DepEd Order No. 47, s. 2016)<br><br>**Other Requirements**<br>• Certified True Copy of PSA Birth<br>• Two (2) copies of recent 2x2 colored picture with a name tag<br>• 2 pcs. long size folder<br>• Entrance examination fee of P350.00 | Applicants |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present requirements. | Review requirements and issue Order of Payment (OP). | | 10 minutes | Staff |
| 2. Present OP and pay to the Cashier the examination fee. | Receive payment and issue Official Receipt (OR). | 350.00 | 5 minutes | Cashier |
| 3. Present the requirements and OR to OSS. | Double check the requirements and issue Examination Permit. | | 10 minutes | Staff |
| 3. Receive the permit. | Provide evaluation form. | | 5 minutes | Staff |
| 4. Evaluate the service. | | | 5 minutes | Applicant |

| END OF TRANSACTION | Total no. of minutes :35 minutes |
|---|---|

**2. APPLICATION FOR ADMISSION IN THE GRADUATE PROGRAMS, CERTIFICATE IN TEACHING PROGRAM (CTP) AND DIPLOMA IN TEACHING IN ENVIRONMENT AND GREEN TECHNOLOGY EDUCATION (DTEGTE)**

**All incoming students in the Graduate Programs, CTP and DTEGTE will undergo the admission process.**

| Office or Division: | Student Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Client |
| Who may avail: | All applicants for Graduate Programs, CTP and DTEGTE |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| **Applicants for CTP and DTEGTE Program**<br>• Copy of Transcript of Records (TOR) with Grade Point Average (GPA) of 85%/2.0/B or better<br><br>**Applicants for Master's Program**<br>• a) Copy of Transcript of Records (TOR) of Bachelor's degree in Education with Grade Point Average (GPA) of 85%/ 2.0/ B or better<br>• b) Copy of Transcript of Records (TOR) of Bachelor's degree with 18 units in Education or CTP (for non-education graduates) with Grade Point Average (GPA) of 85%/ 2.0/ B or better<br><br>**Applicants for Doctorate Program**<br>• Copy of Transcript of Records (TOR) of Master's degree in Education with Grade Point Average (GPA) of 90%/ 1.75/B+ or better<br><br>**Other Requirements for all Programs**<br>1. Certificate of GPA/GWA from School Registrar<br>2. Photocopy of Marriage Contract for married women if TOR bears maiden name<br>3. Two (2) copies of recent 2x2 colored picture with a name tag<br>4. 2 pcs. long size folder<br>5. Admission testing fee of P400 | Applicants |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|---|---|
| 1. Present requirements. | Review requirements and issue Order of Payment (OP). | | 10 minutes | Staff |
| 2. Present OP and pay to the Cashier the examination fee. | Receive payment and issue Official Receipt (OR). | 400.00 | 5 minutes | Cashier |
| 3. Present the requirements and OR to OSS. | Double check the requirements and issue Test Permit. | | 10 minutes | Staff |
| 4. Receive permit. | Provide evaluation form. | | 5 minutes | Staff |
| 5. Evaluate the service. | | | 5 minutes | Applicant |
| **END OF TRANSACTION** | | **Total no. of minutes :35 minutes** | | |

3. **ADMINISTRATION OF GRADUATE COLLEGE ADMISSION TEST (GCAT) OR CERTIFICATE IN TEACHING PROGRAM ADMISSION TEST (CTPAT)**

**All applicants for Master's or Graduate Program must take the GCAT while those who are non-education graduates who wish to enroll in CTP or DTEGTE must take the CTPAT.**

| Office or Division: | Student Services |
|---|---|
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Client |
| Who may avail: | All applicants for Graduate Programs, CTP and DTEGTE |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|---|---|---|---|
| • Test Permit<br>• Official Receipt | | Applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present Test Permit to the Proctor. | Verify permit and orient examinees on the guidelines for taking the test. | | 5 minutes | Proctor |

| | | | | |
|---|---|---|---|---|
| | | | | |
| 2. Take the Admission Test. | Administer the test. | | 2 hours | Proctor |
| 3. Submit the answer sheet and test materials to the Proctor after the test. | Receive the answer sheet and test materials, and provide the evaluation form. | | 5 minutes | Proctor |
| 2. Evaluate the service. | | | 5 minutes | Applicant |
| **END OF TRANSACTION** | | **Total no. of minutes : 17 minutes** | | |

## C. INTERNAL AND EXTERNAL

## 1. ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER

**The Certificate of Good Moral Character is issued to the students by the Office of Student Services (OSS) based on request.**

| **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 and alumni |

| **CHECKLIST OF REQUIREMENTS** | | **WHERE TO SECURE** | | |
|---|---|---|---|---|
| <ul><li>Request Form</li><li>Order of Payment</li><li>Payment Fee of P80.00</li></ul> | | <ul><li>OSS</li></ul> <ul><li>Student/Alumnus</li></ul> | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 3. Fill up the Request Form. | Issue Order of Payment (OP). | | 5 minutes | Staff |
| 4. Present OP and pay at the Cashier. | Issue OR. | P80.00 | 5 minutes | Cashier |

| | | | | |
|---|---|---|---|---|
| 3. Present OR to OSS. | Prepare the certificate. | | 5 minutes | Staff |
| 4. Claim the certificate. | Provide evaluation form. | | 5 minutes. | Staff |
| 5. Evaluate the service. | | | 5 minutes | Applicant |
| **END OF TRANSACTION** | | **Total no. of minutes : 25 minutes** | | |

**MA. MAY FLOR V. SENTINA**
Director, Student Service