

1. Request of New ID Card

Office or Division	Student Affairs and Services Unit
Classification	Complex
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	Student Affairs and Services Unit
Explanation letter	
Affidavit of Loss	

Allidavit of Loss				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING 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	Head, Student Affairs and Services Unit
2. For Lost ID Card: Submit a duly notarized affidavit of loss to Director of Student Services	Files affidavit of loss	None	4 minutes	Head, Student Affairs and Services Unit
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	Head, Student Affairs and Services Unit
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	Head, Student Affairs and Services Unit
Total		As prescribed by the University	5 days and 26 minutes	



2. Student Assistantship

Office or Division	Student Affa	airs and Services	Unit		
Classification		Simple			
Type of Transaction	G2C -Gove	rnment to Citizen			
Who may avail:		Interested S	Students		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
General Weighted Ave Letter of Intent	erage	Student Affairs and Services Unit			
CLIENT STEPS	AGENCY ACTION	FEES PROCESSING PERSON TO BE TIME RESPONSIB PAID			
1. Secure application form at SASU and submit the requirements for verification	Verifies documents	None	10 minutes	Head, Student Affairs and Services Unit	
2. Wait for the announcement or schedule of interview	Conducts face to face interview	None 20 minutes Head, Student Affairs and Services Unit			
Total			30 minutes		



3. Handling Complaints against Students

Office or Division		Student Aff	airs and Services	Unit
Classification		Simple		
Type of Transaction		G2C -Gove	rnment to Citizen	
Who may avail:		All Students	S	
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	CURE
Letter of Complaint			airs and Services	Unit
		Discipline C		
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING	PERSON
		TO BE	TIME	RESPONSIBLE
		PAID		
1. Submit written	Discuss complaint	None	30 minutes	Head, Student
complaint to the office of	with the complainant			Affairs and Services Unit
Student Services	and records complaint in the log			Services Unit
	book			
2. Accomplish and	Receives	None	15 minutes	Head, Student
Submit incident/narrative	accomplished	110.10		Affairs and
report	incident/narrative			Services Unit
	· •			
	authenticity of			
	information			
3. Confirm the exact date	Informs the	None	30 minutes	Head, Student
and time of dialogue to	complainant on the			Affairs and Services Unit
be conducted	exact date and time			Services Offic
	of dialogue			
4. Attend the dialogue	Conducts dialogue	None	1 hour-2 hours	Head, Student
	and works for			Affairs and
	resolution of			Services Unit
	complaint			
5.Await recommendation	Makes	None	30 minutes	Head, Student
of the Director of Student	recommendat			Affairs and
Services/ Discipline	ion to the			Services Unit/
Committee.	Dean for			Discipline
	Academics/			Committee
	Executive Director			
	and Provost			
Total		None	3 hours and	
			45 minutes	



4. Handling Complaints against Faculty/Staff

Office or Division		Student Affa	airs and Services	Unit	
Classification		Simple			
Type of Transaction		G2C -Government to Citizen			
Who may avail:		All Students			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	CURE	
Letter of Complaint		Student Affa	airs and Services	Unit	
·		Grievance Committee			
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING	PERSON	
		TO BE	TIME	RESPONSIBLE	
		PAID			
1. Submit written	Discuss complaint	None	30 minutes	Head, Student	
complaint to the office of	with the complainant and records			Affairs and Services Unit	
Student Services	and records complaint in the log			Services Unit	
	book				
2. Accomplish and	Receives	None	15 minutes	Head, Student	
Submit incident/narrative	accomplished			Affairs and	
report	incident/narrative			Services Unit	
·	report and check				
	authenticity of				
	information				
2. Confirms the average date		Nissa	20 minutes	Llood Ctudout	
3. Confirm the exact date	Informs the	None	30 minutes	Head, Student Affairs and	
and time of dialogue to	complainant on the			Services Unit	
be conducted	exact date and time			OCIVICOS OTIIC	
	of dialogue				
4. Attend the dialogue	Conducts dialogue	None	1 hour-2 hours	Head, Student	
	and works for			Affairs and	
	resolution of			Services Unit/	
	complaint			Grievance Committee	
5.Await recommendation	Makes	None	30 minutes	Head, Student	
of the Grievance	recommendat	1,0110		Affairs and	
Committee.	ion to the			Services Unit/	
John Market	Dean for			Grievance	
	Academics/			Committee	
	Executive Director				
Total	and Provost	Ness	2 haura and		
Total		None	3 hours and		
			45 minutes		



5. Counseling Services

Office or Division		Student Affa	airs and Services	Unit	
Classification		Simple			
Type of Transaction		•	rnment to Citizen		
Who may avail:		All Students			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	CURE	
None		Student Affa	airs and Services	Unit	
			l		
CLIENT STEPS	AGENCY ACTION	TO BE TIME RESPONSIB			
Concerned student reports to the Director of Student Services/ Guidance Counselor		None	5 minutes	Head, Student Affairs and Services Unit/ Guidance Counselor	
2. Receives counseling	Conducts counseling session with the concerned student	None	40 minutes	Guidance Counselor	
Total		None	45 minutes		



6. Request for Exemption from Wearing School Uniform

Office or Division		Student Affa	airs and Services	Unit
Classification		Simple		
Type of Transaction		G2C -Gove	rnment to Citizen	
Who may avail:		All Students	3	
CHECKLIST OF R	EQUIREMENTS		WHERE TO SI	ECURE
Letter of Request		Student Affa	airs and Services	Unit
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	Head, Student Affairs and Services Unit
Await decision of Director of Student Services	Takes action on the letter of request	None	5 minutes	Head, Student Affairs and Services Unit
Total		None	20 minutes	



7. Issuance of Permit to Hold an Activity

Office or Division		Student Affairs and Services Unit		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		All Studer		
CHECKLIST OF	REQUIREMENTS		WHERE TO	
Letter of Request			ffairs and Se	
Venue Reservation Form			ative Service:	s and
		Managem		
CLIENT STEPS	AGENCY ACTION	FEES	PROCES	PERSON
		TO BE	SING	RESPONSIBLE
		PAID	TIME	
Submit Concept paper	Receives and checks action	None	4.5	Head, Student
duly signed by the	plan/ project/ program, in		.15	Affairs and
adviser three weeks	relation to the requirements		minutes	Services Unit
before the activity	and evaluates and			
-	approved the action plan/program/project if			
	plan/program/project if found in order			
2. Claim approved	Returns approved proposal	None		Head, Student
proposal	to student	NOHE	5 minutes	Affairs and
proposar	to student		o minutes	Services Unit
3. Secure Venue	Issues Permit to Hold an	None		Administrative
Reservation form	Activity Form	110110	15	Services and
	Activity Form		minutes	Management Unit
4. Accomplish and submit	Receives accomplished	None	5 minutes	Head, Student
to the Director of Student	form and checks entries			Affairs and
Services Venue	there in and Signs Venue			Services Unit
Reservation Form	Reservation Form			
E Claim approved permit		Marsa	E mains stars	Hood Chidon
5. Claim approved permit	Returns signed form to	None	5 minutes	Head, Student Affairs and
to hold an Activity	student			Services Unit
Total			45	Services Utill
I Otal			45 minutes	
		<u> </u>	minutes	



8. Filing of Leave of Absence

Classification Cyc of Transaction G2C - Government to Citizen	Office or Division		Student Affairs and Services Unit		
### CHECKLIST OF REQUIREMENTS Leave of Absence Form Duration/ Clearance Form/ Letter of Explanation CLIENT STEPS AGENCY ACTION CLIENT STEPS AGENCY ACTION 1.Fill out Leave of Absence (LOA) Form in quadruplicate, clearance form, written letter of explanation and confer with the Director of Student Services 2.Submit an accomplished LOA Form and clearance form 3. Claim the signed LOA Form and clearance form 4. Submit the signed LOA Form and clearance form to the Registrar's Office Receives and records the COS copy Receives and records the COS copy None Director Student Services None Time PROCES SING TIME PROCES SING TIME None 20 minutes Person Responsible None Affairs and Services Unit Head, Student Affairs and Services Unit Affairs and Services Unit Affairs and Services Unit Receives the signed LOA Form to student Receives the signed LOA Form and clearance form to the Registrar's Office S. Claim approved LOA Form and duly signed clearance form and give copy to the Student Affairs and Services Unit Receives and records the OSS copy None None None Head, Student Affairs and Services Unit Affairs and Services Unit Registrar Soffice None None Head, Student Affairs and Services Unit Affair	Classification		Simple		
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4. Submit the signed LOA Form and clearance form to the Registrar's Office 5. Claim approved LOA Form and duly signed clearance form and give copy to the Student Affairs and Services Unit and Registrar Total Receives the signed LOA signed LOA Form for approval of the Registrar None Staff	Form and clearance form	to student			Affairs and
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Affairs and Services Unit and Registrar Total None 50					Services Unit
and Registrar Total None 50					
Total None 50					
		1	None	50	
				minutes	



9. Issuance of Certificate of Good Moral Character

Office or Division		Student A	ffairs and Se	ervices Unit
Classification		Simple		
Type of Transaction			ernment to	
Who may avail:		Undergra	duate Stude	
	REQUIREMENTS		WHERE TO	
Letter of Request/ Transcr Form	ipt of Records/ Request	Student A	ffairs and Se	ervices Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Fill out and submit Request Form for Certificate of Good Moral Character. *For online requests kindly email or send your request form to the official email address of the Student Affairs and Services Unit		None	5 minutes	Head, Student Affairs and Services Unit
2. Proceed to Accounting Office and secure order of payment	Issues Order of payment	None	3 minutes	Cashier's Office
3. Proceed to the Cashier's Office and present the order of payment. Pay the fee for Certificate of Good Moral Character and obtain an official receipt.	Accepts payment and issues Official Receipt (OR)	Php 50/docu ment	3 minutes	Cashier's Office
4. Present the Official Receipt to the Student Affairs and Services Unit	Records receipt	None	5 minutes	Head, Student Affairs and Services Unit
5. Get the schedule of the release of document	Verifies records of student behavior Signs Certificate of good Moral Character	None	1 day	Head, Student Affairs and Services Unit
6. Claim the Certificate of Good Moral Character	Issues Certificate of Good Moral Character	None	5 minutes	Head, Student Affairs and Services Unit
Total			1 day and 21 minutes	



10. Posting of Advertisements and Announcement

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



11. Lost and Found Items

Office or Division	Office or Division			rvices Unit
Classification		Simple		
Type of Transaction		G2C -Gov	ernment to C	Citizen
Who may avail:		Undergrad	duate Studer	nts
CHECKLIST OF	REQUIREMENTS	,	WHERE TO	SECURE
		Student A	ffairs and Se	rvices Unit
CLIENT STEPS	AGENCY ACTION	FEES PROCES PERSON TO BE SING RESPONSIBL		
		PAID	TIME	
1.Report to SASU Lost or	Assists the student to log	None	10	Head, Student
Found and Claimed Items	lost/found/claimed items		minutes	Affairs and
			_	Services Unit
2. Sign Logbook	Keeps the record of the	None	5 minutes	Head, Student
	Lost/Found and claimed			Affairs and
	Items			Services Unit
Total		None	15	
			minutes	



12. Securing and Signing of Admission Slip

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



13. Issuance of Application for Scholarship

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



14. Accreditation and Re-accreditation of Clubs /Organization

Office or Division		Student Affairs and Services Unit			
Classification		Complex			
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		Student Affairs and Services Unit			
and by-laws		Student Government Office			
CLIENT STEPS		AGENCY ACTION	FEES	PROCES	PERSON
			TO BE	SING	RESPONSIBLE
			PAID	TIME	
1. Submit	the	Verification of documents	None	10	Head, Student
Requirements	for			minutes	Affairs and
verification					Services Unit/
					Student
					Government
2. Posting	of		None		
announcement	for			2 weeks	Head, Student
Accreditation and	Re-			before the	Affairs and
accreditation				deadline	Services Unit/
					Student
					Government
Total			2 weeks		