



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 Explanation letter Affidavit of Loss		Student Affairs and Services Unit		
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	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 Affairs and Services Unit		
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		Student Affairs and Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Affairs and Services Unit		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		All Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Complaint		Student Affairs and Services Unit Discipline Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written complaint to the office of Student Services	Discuss complaint with the complainant and records complaint in the log book	None	30 minutes	Head, Student Affairs and Services Unit
2. Accomplish and Submit incident/narrative report	Receives accomplished incident/narrative report and check authenticity of information	None	15 minutes	Head, Student Affairs and Services Unit
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	Head, Student Affairs and Services Unit
4. Attend the dialogue	Conducts dialogue and works for resolution of complaint	None	1 hour-2 hours	Head, Student Affairs and Services Unit
5. Await recommendation of the Director of Student Services/ Discipline Committee.	Makes recommendation to the Dean for Academics/ Executive Director and Provost	None	30 minutes	Head, Student Affairs and Services Unit/ Discipline Committee
Total		None	3 hours and 45 minutes	



4. Handling Complaints against Faculty/Staff

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		
Letter of Complaint		Student Affairs and Services Unit Grievance Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written complaint to the office of Student Services	Discuss complaint with the complainant and records complaint in the log book	None	30 minutes	Head, Student Affairs and Services Unit
2. Accomplish and Submit incident/narrative report	Receives accomplished incident/narrative report and check authenticity of information	None	15 minutes	Head, Student Affairs and Services Unit
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	Head, Student Affairs and Services Unit
4. Attend the dialogue	Conducts dialogue and works for resolution of complaint	None	1 hour-2 hours	Head, Student Affairs and Services Unit/ Grievance Committee
5.Await recommendation of the Grievance Committee.	Makes recommendation to the Dean for Academics/ Executive Director and Provost	None	30 minutes	Head, Student Affairs and Services Unit/ Grievance Committee
Total		None	3 hours and 45 minutes	



5. Counseling Services

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		
None		Student Affairs and Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned student reports to the Director of Student Services/ Guidance Counselor	Schedules an appointment with the concern student	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 Affairs and Services Unit		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		All Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Student Affairs 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
2. 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 Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request Venue Reservation Form		Student Affairs and Services Unit Administrative Services and Management Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Concept paper duly signed by the adviser three weeks 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	Head, Student Affairs and Services Unit
2. Claim approved proposal	Returns approved proposal to student	None	5 minutes	Head, Student Affairs and Services Unit
3. Secure Venue Reservation form	Issues Permit to Hold an Activity Form	None	15 minutes	Administrative Services and Management Unit
4. Accomplish and submit to the Director of Student Services Venue Reservation Form	Receives accomplished form and checks entries there in and Signs Venue Reservation Form	None	5 minutes	Head, Student Affairs and Services Unit
5. Claim approved permit to hold an Activity	Returns signed form to student	None	5 minutes	Head, Student Affairs and Services Unit
Total			45 minutes	



8. Filing of Leave of Absence

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



9. Issuance of Certificate of Good Moral Character

Office or Division		Student Affairs and Services Unit		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Undergraduate Students/Alumni		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request/ Transcript of Records/ Request Form		Student Affairs and Services Unit		
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. *For online requests kindly email or send your request form to the official email address of the Student Affairs and Services Unit	Receives and evaluates the request	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/document	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 Affairs and Services Unit		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent /Poster		Student Affairs and Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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		Student Affairs and Services Unit		
Classification		Simple		
Type of Transaction		G2C -Government to Citizen		
Who may avail:		Undergraduate Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Student Affairs and Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Report to SASU Lost or Found and Claimed Items	Assists the student to log lost/found/claimed items	None	10 minutes	Head, Student Affairs and Services Unit
2. Sign Logbook	Keeps the record of the Lost/Found and claimed Items	None	5 minutes	Head, Student Affairs and 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 REQUIREMENTS		WHERE TO SECURE		
Excused letter duly signed by the Parents or Landlord/Land Lady		Student Affairs and Services Unit		
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	Head, Student Affairs and Services Unit
2. Releasing of Admission slip	Issuance of Admission slip	None	5 minutes	Head, Student 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/ Certificate of Registration		Student Affairs and Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING 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 and by-laws		Student Affairs and Services Unit Student Government Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the Requirements for verification	Verification of documents	None	10 minutes	Head, Student Affairs and Services Unit/ Student Government	
2. Posting of announcement for Accreditation and Re-accreditation		None	2 weeks before the deadline	Head, Student Affairs and Services Unit/ Student Government	
Total			2 weeks		