



DAVAO DE ORO STATE COLLEGE
CITIZEN'S CHARTER
2025





**Davao De Oro State College
(DDOSC)**

CITIZEN'S CHARTER

I. About Davao de Oro State College

a. Creation of the College

Davao de Oro State College (formerly Compostela Valley State College) was first founded in 2001 through a bill filed by Congressman Manuel “Way Kurat” E. Zamora, which successively fought by Congresswoman Maria Carmen S. Zamora on July 2010. Consequently, on June 4, 2013, former President Benigno Simeon C. Aquino III signed into law the Republic Act No. 10598; thus, forming the state college in the golden valleys of the Davao Region.

b. The Premiers

On November 26, 2013, CHED Chairperson Patricia D. Licuanan, Ph.D., appointed Dr. Jesus Antonio G. Derije as Officer-in-Charge (OIC), as the College began its maiden classes in SY 2014-2015, followed through by Dr. Jonathan Bayogan as Officer-in-Charge appointed by the governing board on February 2015.

As the DDOSC endeavors an efficient management system, the College Administrators and the Board of Trustees held a Special Meeting on May 24, 2016, declaring and appointing Dr. Christie Jean V. Ganiera as the First President of the College, commencing on June 9, 2016. The appointment of Dr. Ganiera stabilized the progress of the College and improved the operations and outlook of the stakeholders as she continued her supervision on her (second) 2nd term as the College President.

c. Campuses and Academic Programs

DDOSC's main campus is erected in Compostela with an area of 1.8 hectares, and its extension campus in Laak with 2 hectares. Later, the College established three (3) branches serving the locals in the Municipalities of Maragusan, Montevista and New Bataan with an area of 1.6 hectares, 1.2 hectares, 1.16 hectares, respectively.



DDOSC opened its doors to enrollees with its academic programs in the field of:

- Education;
- Agricultural Technology;
- Entrepreneurship; and
- Criminology

d. From CVSC to DDOSC

Following the renaming of the province of Compostela Valley into Davao de Oro, through Republic Act 11297, approved on April 17, 2019, and ratified through a plebiscite on December 1, 2019, the state college that sits in the golden valley of Davao de Oro once again proved its responsive union to form and achieve a more coordinated and integrated system of higher education. Through the bill initially proposed by the 1st District Congressman Manuel "Waykurat" Zamora, the Compostela Valley State College in the Municipality of Compostela, Province of Davao de Oro, is renamed as Davao de Oro State College. The event took place on July 23, 2021, when President Rodrigo Roa Duterte signed into law the Republic Act 11575, which copy was personally presented to the DDOSC President, Dr. Christie Jean V. Ganiera, CESE, on September 10, 2021, at the Rizal Hall in Malacañan Palace.

The official renaming of Compostela Valley State College (CVSC) to Davao de Oro State College (DDOSC) holds true to its underpinning statement as a cradle of golden opportunities to its constituents and stakeholders towards achieving globally competent individuals enfolded with excellence, integrity, and solidarity.

II. Organizational Structure

To achieve the goals and objectives, the DDOSC is arranged into two major structural components: College Organizational Structure and Branch Organizational Structure. The College Organizational Structure keeps the supervision of all offices/divisions/sections/units of the College both for the academe and the administration. At the same time, the Branch Organizational Structure is responsible for maintaining the coordination of all offices/divisions/sections/units in the respective branches of the College.

In 2024, the Revised Organizational Structure of the College was adopted and approved as per DDOSC Board of Trustees Referendum No. 05, series of 2024, dated 08 May 2024.



The revision of the DDOSC Organizational Structure was based on the Commission on Higher Education (CHED) Memorandum Order No. 07, series of 2022, and National Budget Circular (NBC) No. 589, series of 2022.

Figure 1. DDOSC Organizational Structure

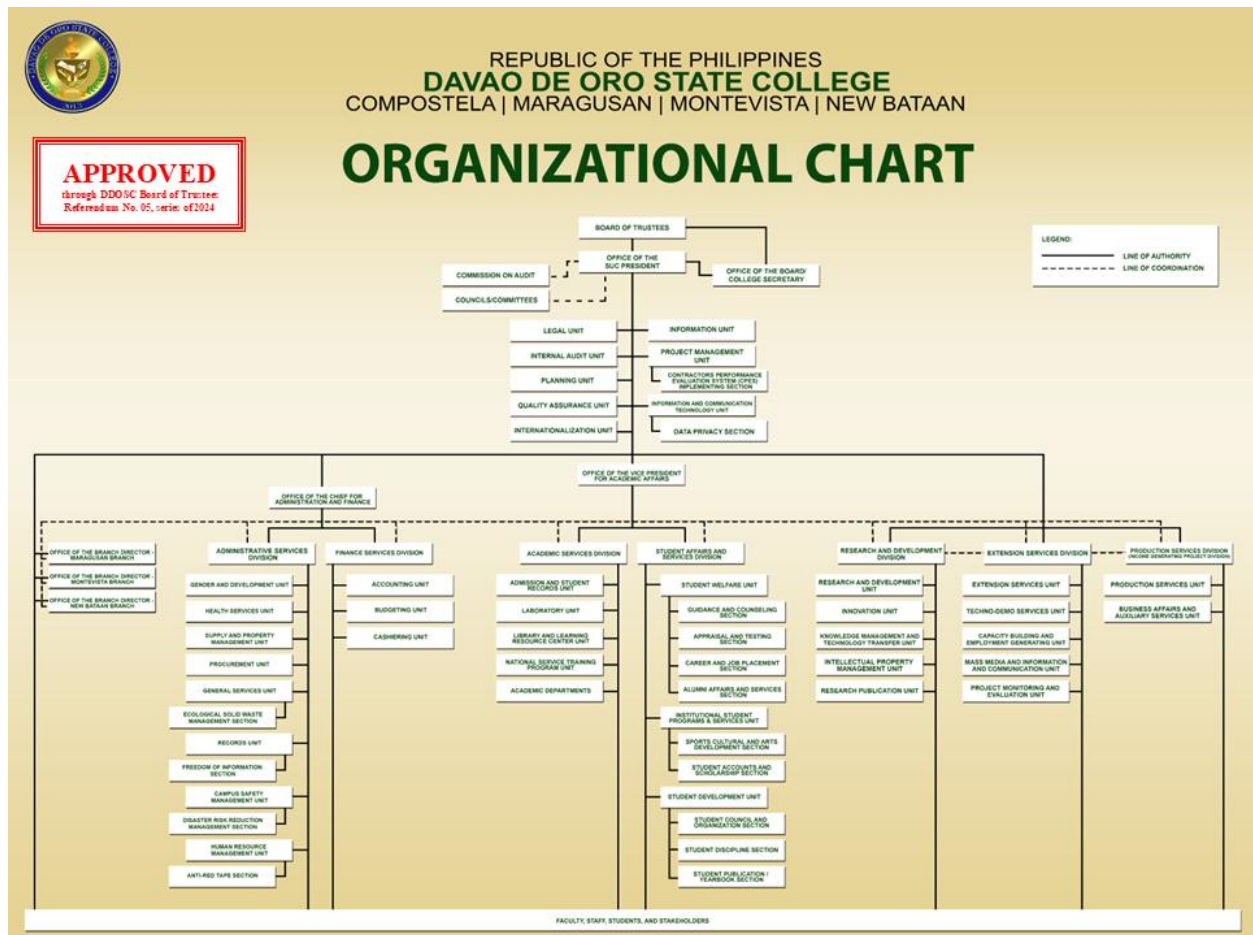
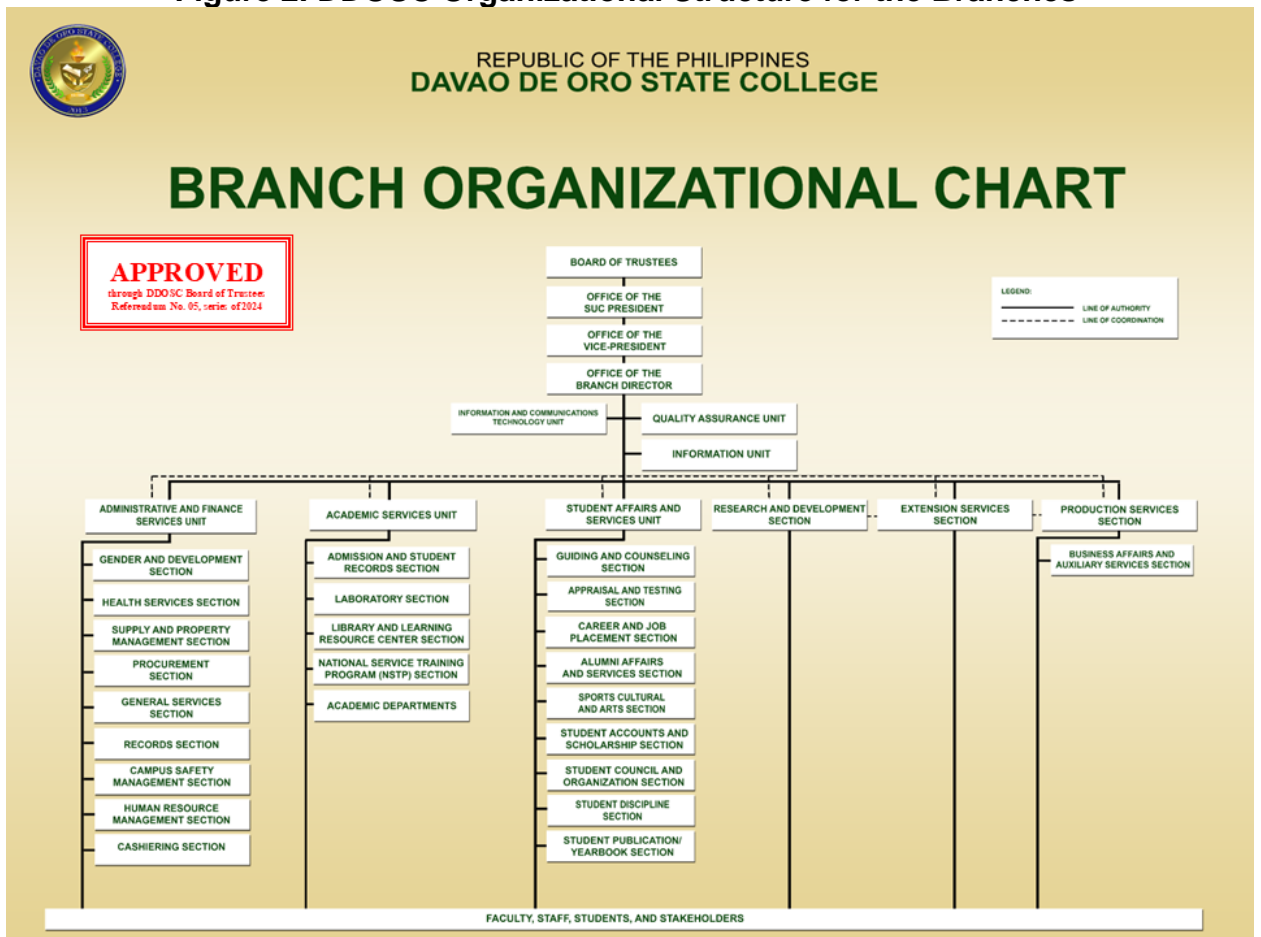




Figure 2. DDOSC Organizational Structure for the Branches





III. Mandate

The College shall primarily provide advanced education, higher technological, professional instruction, and training in agriculture, science and technology, and other related fields. It shall also undertake research and extension services to support the socio-economic development of the Province of Davao de Oro and provide progressive leadership in its areas of specialization.

IV. Vision

A proactive academic pillar of the development in the ASEAN Region.

V. Mission

DDOSC shall provide golden opportunities to its stakeholder toward producing globally competent graduates, relevant and responsive research, extension, and production services anchored on good governance.

VI. Service Pledge

“We, the Faculty and Staff of Davao De Oro State College, pledge to uphold future proof and high standards of educational services for the holistic development of lifelong learners, adhering strong moral and ethical principles and values towards producing locally responsive and globally competitive graduates.

We commit to continually strive for quality and excellence in the delivery of relevant and responsive instruction, research, extension and production initiatives, for the satisfaction of stakeholders and community.

We will maintain to provide dynamic administrative support in an environment of continuously improving operational and management processes in all its campuses under governance that advances cohesion, transparency, gender and equality, and accountability to meet applicable institutional requirements, statutory, regulatory, and international standard.

LIST OF SERVICES

COMPOSTELA MAIN CAMPUS	Page 1
ADMISSION AND STUDENT RECORDS SECTION (External Services)	Page 2
Enrollment Procedure for Freshmen	Page 3-5
Enrollment Procedure for Transferees	Page 5-7
Enrollment Procedure for Returning Students	Page 7-8
Enrollment Procedure for Incoming 2 nd Year to 4 th Year Students	Page 9-10
Enrollment Procedure for Shifters	Page 10-13
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	Page 13-14
Issuance of Academic Credentials	Page 14-16
APPRAISAL AND TESTING UNIT (External Services)	Page 17
College Admission Screening Process for Senior High School Applicants	Page 18-19
College Admission Screening Process for Transferee Applicants	Page 19-20
College Admission Screening Process for High School Applicants (Old Curriculum Graduates)	Page 20-21
College Admission Screening Process for ALS Applicants (Eligible for College)	Page 21-22
College Admission Screening Process - Processing of Test Results	Page 22-23
CASHIER UNIT (External Services)	Page 24
Collection of School Fees	Page 25
Process for Claiming of Checks	Page 25-26
Process of Claiming Cash Benefits (OVER-THE-COUNTER)	Page 26-27
CASHIER UNIT (Internal Services)	Page 28
Process for Claiming of Checks	Page 29
FINANCE SERVICES (External Services)	Page 30
Payment of Prizes	Page 31
Payment of Commercial Claims	Page 32
Payment of Honoraria	Page 33-34
FINANCE SERVICES (Internal Services)	Page 35
Issuance of Certification	Page 36
Payment of Cash Advance for Travelling Expenses	Page 37-28
Payment of Salaries and Wages	Page 38-40
Payment of Reimbursement for Travelling Expenses	Page 40-42
GUIDANCE AND COUNSELING UNIT	Page 43
Walk-in Individual/Group Counseling	Page 44-45
Individual/Group Counseling through Referral	Page 45-46
HEALTH SERVICES UNIT (External Services)	Page 47
Application of Insurance Claims for Students	Page 48-49
Dental Services for Students	Page 49-50
Issuance of Medical Certificate for Students	Page 50-51
Medical Consultation and Treatment for Students	Page 51-52
Medical Profiling and Physical Examination for Enrollment	Page 52-53

HEALTH SERVICES UNIT	Page 54
(Internal Services)	
Application of Insurance Claims for Employees	Page 55-56
Dental Services for Employees	Page 56-57
Issuance of Medical Certificate for Employees	Page 57-58
Medical Consultation and Treatment for Employees	Page 58-59
HUMAN RESOURCE MANAGEMENT SECTION	Page 60
(External Services)	
Issuance for Certificate of Employment for Inactive Employee	Page 61
Issuance for Service Record for Inactive Employee	Page 61-62
HUMAN RESOURCE MANAGEMENT SECTION	Page 63
(Internal Services)	
Application of Travel Order (1-3 Days of Travel)	Page 64
Application of Travel Order (Beyond 3 Days of Travel)	Page 65
Application of Leave of Absence (1-3 Days of Leave)	Page 66-67
Application of Leave of Absence (Beyond 3 Days of Leave)	Page 67-69
Issuance for Authority to Travel Abroad	Page 69-70
Issuance for Certificate of Compensatory Overtime Credit	Page 70-71
Issuance of Pay Slip for Loan Purposes	Page 71-72
Issuance of Endorsement Letter to Landbank	Page 72
Issuance for Certificate of Employment for Active Employee	Page 73
Issuance for Service Record for Active Employee	Page 73-74
LIBRARY AND LEARNING RESOURCE CENTER SECTION	Page 75
(External Services)	
Application for Library Card	Page 76
Open Database Electronic Access Services (Students)	Page 77
Open Database Electronic Access Services (Outside Researcher)	Page 78
Reading and Circulation Services (Inside Reading, and Borrowing) (Students)	Page 79
Reading and Circulation Services (Inside Reading, and Borrowing) (Outside Researcher)	Page 80-81
Returning of Borrowed Library Resources (Students)	Page 81-82
Returning of Borrowed Library Resources (Outside Researcher)	Page 83-84
LIBRARY AND LEARNING RESOURCE CENTER SECTION	Page 85
(External Services)	
Open Database Electronic Access Services (Employees)	Page 86
Reading and Circulation Services (Inside Reading, and Borrowing)	Page 87-88
Returning of Borrowed Library Resources	Page 88-89
Application for the Utilization of Audio-Visual Room	Page 90
PROCUREMENT UNIT	Page 91
(External Services)	
Issuance of Acquiring Bidding Documents	Page 92
PROCUREMENT UNIT	Page 93
(Internal Services)	
Processing of Purchase Orders for Alternative Mode of Procurement	Page 94-95
STUDENT AFFAIRS AND SERVICES DIVISION	Page 96
(External Services)	
Issuance of Student Travel Permit for Curricular and Non-curricular Off-Campus Activities	Page 97-98

Issuance of Student Travel Permit for Educational Tours/Field Trips	Page 98-99
Issuance of Good Moral Certificate	Page 99-100
STUDENT DISCIPLINARY AND GRIEVANCE (External Service)	Page 101
Student Disciplinary And Grievance	Page 102-103
SPORTS CULTURAL AND ARTS DEVELOPMENT (External Service)	Page 104
Screening/Try-Out Of Applicants In Sports, Cultural And Arts Events	Page 105
Borrowing Of Sports, Cultural And Arts Equipments	Page 106
STUDENT PUBLICATION YEARBOOK SECTION (External Service)	Page 107
Screening Of Applicants for Student Publication	Page 108
Publication Of Newsletter/Literary Folio	Page 109
STUDENT ORGANIZATION SECTION (External Service)	Page 111
Processing of Application for Accreditation of Student Organization	Page 112-113
SUPPLY AND PROPERTY MANAGEMENT UNIT (External Services)	Page 114
Processing of Request for the Receipt, Inspection, and Acceptance of Deliveries of Supplies, Materials, and Equipment	Page 115-116
SUPPLY AND PROPERTY MANAGEMENT UNIT (Internal Services)	Page 117
Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment	Page 118-120
Processing of Request for Clearance of Employee Availing Leave Beyond 30 days, or Employee Tendering Resignation	Page 120-122
Processing of Request for Physical Inventory of Property Accountabilities	Page 122-123
MARAGUSAN BRANCH	Page 124
ADMISSION AND STUDENT RECORDS SECTION (External Services)	Page 125
Enrollment Procedure for Freshmen	Page 126-128
Enrollment Procedure for Transferees	Page 128-130
Enrollment Procedure for Returning Students	Page 130-131
Enrollment Procedure for Incoming 2 nd Year to 4 th Year Students	Page 132-133
Enrollment Procedure for Shifters	Page 133-136
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	Page 136-137
Issuance of Academic Credentials	Page 137-139
APPRAISAL AND TESTING UNIT (External Services)	Page 140
College Admission Screening Process for Senior High School Applicants	Page 141-142
College Admission Screening Process for Transferee Applicants	Page 142-143
College Admission Screening Process for High School Applicants (Old Curriculum Graduates)	Page 144-145
College Admission Screening Process for ALS Applicants (Eligible for College)	Page 145-146
College Admission Screening Process - Processing of Test Results	Page 146-147

CASHIER UNIT	Page 148
(External Services)	
Collection of School Fees	Page 149
Process of Claiming Cash Benefits (OVER-THE-COUNTER)	Page 149-150
CASHIER UNIT	Page 151
(Internal Services)	
Collection of Unexpended Funds	Page 152
GUIDANCE AND COUNSELING UNIT	Page 153
(External Services)	
Intake Interview	Page 154
HUMAN RESOURCE MANAGEMENT SECTION	Page 155
(Internal Services)	
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-time Personnel)	Page 156
Application of Travel Order (within the Region and not exceeding 3-days)	Page 156-157
Application for Travel Order (outside the Region, and/or exceeding 3-days)	Page 158-159
HEALTH SERVICES UNIT	Page 160
(External Services)	
Application of Insurance Claims for Students	Page 161-162
Dental Services for Students	Page 162-163
Issuance of Medical Certificate for Students	Page 163-164
Medical Consultation and Treatment for Students	Page 164-165
Medical Profiling and Physical Examination for Enrollment	Page 165
HEALTH SERVICES UNIT	Page 166
(Internal Services)	
Application of Insurance Claims for Employees	Page 167-168
Dental Services for Employees	Page 168-169
Issuance of Medical Certificate for Employees	Page 169-170
Medical Consultation and Treatment for Employees	Page 170-171
LIBRARY AND LEARNING RESOURCE CENTER SECTION	Page 172
(External Services)	
Application for Library Card	Page 173
Open Database Electronic Access Services (Students)	Page 174
Open Database Electronic Access Services (Outside Researcher)	Page 175
Reading and Circulation Services (Inside Reading, and Borrowing) (Students)	Page 176-177
Reading and Circulation Services (Inside Reading, and Borrowing) (Outside Researcher)	Page 177-178
Returning of Borrowed Library Resources (Students)	Page 178-180
Returning of Borrowed Library Resources (Outside Researcher)	Page 180-181
LIBRARY AND LEARNING RESOURCE CENTER SECTION	Page 182
(External Services)	
Open Database Electronic Access Services (Employees)	Page 183
Reading and Circulation Services (Inside Reading, and Borrowing)	Page 184-185
Returning of Borrowed Library Resources	Page 185-186
Application for the Utilization of Audio-Visual Room	Page 186-187
STUDENT AFFAIRS AND SERVICES DIVISION	Page 188
(External Services)	
Issuance of Student Travel Permit for Curricular and Non-curricular Off-Campus	Page 189-190

Activities	
Issuance of Student Travel Permit for Educational Tours/Field Trips	Page 190-192
Issuance of Good Moral Certificate	Page 192-193
STUDENT DISCIPLINARY AND GRIEVANCE (External Service)	Page 194
Student Disciplinary And Grievance	Page 195-196
SPORTS CULTURAL AND ARTS DEVELOPMENT (External Service)	Page 197
Screening/Try-Out Of Applicants In Sports, Cultural And Arts Events	Page 198
Borrowing Of Sports, Cultural And Arts Equipments	Page 199
STUDENT PUBLICATION YEARBOOK SECTION (External Service)	Page 200
Screening Of Applicants for Student Publication	Page 201
Publication Of Newsletter/Literary Folio	Page 202-203
STUDENT ORGANIZATION SECTION (External Service)	Page 204
Processing of Application for Accreditation of Student Organization	Page 205-206
MONTEVISTA BRANCH	Page 207
ADMISSION AND STUDENT RECORDS SECTION (External Services)	Page 208
Enrollment Procedure for Freshmen	Page 209-211
Enrollment Procedure for Transferees	Page 211-213
Enrollment Procedure for Returning Students	Page 213-214
Enrollment Procedure for Incoming 2 nd Year to 4 th Year Students	Page 215-216
Enrollment Procedure for Shifters	Page 216-219
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	Page 219-220
Issuance of Academic Credentials	Page 220-222
APPRAISAL AND TESTING UNIT (External Services)	Page 223
College Admission Screening Process for Senior High School Applicants	Page 224-225
College Admission Screening Process for Transferee Applicants	Page 225-226
College Admission Screening Process for High School Applicants (Old Curriculum Graduates)	Page 227-228
College Admission Screening Process for ALS Applicants (Eligible for College)	Page 228-229
College Admission Screening Process - Processing of Test Results	Page 229-230
CASHIER UNIT (External Services)	Page 231
Collection of School Fees	Page 232
Process of Claiming Cash Benefits (OVER-THE-COUNTER)	Page 232-233
CASHIER UNIT (Internal Services)	Page 234
Collection of Unexpended Funds	Page 235
GUIDANCE AND COUNSELING UNIT	Page 236
External Services	
Intake Interview	Page 237

HUMAN RESOURCE MANAGEMENT SECTION	Page 238
(Internal Services)	
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-time Personnel)	Page 239
Application of Travel Order (within the Region and not exceeding 3-days)	Page 239-240
Application for Travel Order (outside the Region, and/or exceeding 3-days)	Page 241-242
HEALTH SERVICES UNIT	Page 243
(External Services)	
Application of Insurance Claims for Students	Page 244-245
Dental Services for Students	Page 245-246
Issuance of Medical Certificate for Students	Page 246-247
Medical Consultation and Treatment for Students	Page 247-248
Medical Profiling and Physical Examination for Enrollment	Page 248
HEALTH SERVICES UNIT	Page 249
(Internal Services)	
Application of Insurance Claims for Employees	Page 250-251
Dental Services for Employees	Page 251-252
Issuance of Medical Certificate for Employees	Page 252-253
Medical Consultation and Treatment for Employees	Page 253-154
LIBRARY AND LEARNING RESOURCE CENTER SECTION	Page 255
(External Services)	
Application for Library Card	Page 256
Open Database Electronic Access Services (Students)	Page 257
Open Database Electronic Access Services (Outside Researcher)	Page 258
Reading and Circulation Services (Inside Reading, and Borrowing) (Students)	Page 259-260
Reading and Circulation Services (Inside Reading, and Borrowing) (Outside Researcher)	Page 260-261
Returning of Borrowed Library Resources (Students)	Page 261-263
Returning of Borrowed Library Resources (Outside Researcher)	Page 263-264
LIBRARY AND LEARNING RESOURCE CENTER SECTION	Page 265
(External Services)	
Open Database Electronic Access Services (Employees)	Page 266
Reading and Circulation Services (Inside Reading, and Borrowing)	Page 267-268
Returning of Borrowed Library Resources	Page 268-269
Application for the Utilization of Audio-Visual Room	Page 269-270
STUDENT AFFAIRS AND SERVICES DIVISION	Page 271
(External Services)	
Issuance of Student Travel Permit for Curricular and Non-curricular Off-Campus Activities	Page 272-273
Issuance of Student Travel Permit for Educational Tours/Field Trips	Page 273-275
Issuance of Good Moral Certificate	Page 275-276
STUDENT DISCIPLINARY AND GRIEVANCE	Page 277
(External Service)	
Student Disciplinary And Grievance	Page 278-279
SPORTS CULTURAL AND ARTS DEVELOPMENT	Page 280
(External Service)	
Screening/Try-Out Of Applicants In Sports, Cultural And Arts Events	Page 281
Borrowing Of Sports, Cultural And Arts Equipments	Page 282

STUDENT PUBLICATION YEARBOOK SECTION (External Service)	Page 283
Screening Of Applicants for Student Publication	Page 284
Publication Of Newsletter/Literary Folio	Page 285-286
STUDENT ORGANIZATION SECTION (External Service)	Page 287
Processing of Application for Accreditation of Student Organization	Page 288-289
NEW BATAAN	Page 290
ADMISSION AND STUDENT RECORDS SECTION (External Services)	Page 291
Enrollment Procedure for Freshmen	Page 292-294
Enrollment Procedure for Transferees	Page 294-296
Enrollment Procedure for Returning Students	Page 296-297
Enrollment Procedure for Incoming 2 nd Year to 4 th Year Students	Page 298-299
Enrollment Procedure for Shifters	Page 299-302
Procedure for Enrollment Withdrawal with Leave of Absence (LOA)	Page 302-303
Issuance of Academic Credentials	Page 303-305
APPRAISAL AND TESTING UNIT (External Services)	Page 306
College Admission Screening Process for Senior High School Applicants	Page 307-308
College Admission Screening Process for Transferee Applicants	Page 308-309
College Admission Screening Process for High School Applicants (Old Curriculum Graduates)	Page 310-311
College Admission Screening Process for ALS Applicants (Eligible for College)	Page 311-312
College Admission Screening Process - Processing of Test Results	Page 312-113
CASHIER UNIT (External Services)	Page 314
Collection of School Fees	Page 315
Process of Claiming Cash Benefits (OVER-THE-COUNTER)	Page 315-316
CASHIER UNIT (Internal Services)	Page 317
Collection of Unexpended Funds	Page 318
GUIDANCE AND COUNSELING UNIT	Page 319
External Services	
Intake Interview	Page 320
HUMAN RESOURCE MANAGEMENT SECTION (Internal Services)	Page 321
Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-time Personnel)	Page 322
Application of Travel Order (within the Region and not exceeding 3-days)	Page 322-323
Application for Travel Order (outside the Region, and/or exceeding 3-days)	Page 324-325
HEALTH SERVICES UNIT (External Services)	Page 326
Application of Insurance Claims for Students	Page 327-328
Dental Services for Students	Page 328-329
Issuance of Medical Certificate for Students	Page 329-330
Medical Consultation and Treatment for Students	Page 330-331

Medical Profiling and Physical Examination for Enrollment	Page 331
HEALTH SERVICES UNIT	Page 332
(Internal Services)	
Application of Insurance Claims for Employees	Page 333-334
Dental Services for Employees	Page 334-335
Issuance of Medical Certificate for Employees	Page 335-336
Medical Consultation and Treatment for Employees	Page 336-337
LIBRARY AND LEARNING RESOURCE CENTER SECTION	Page 338
(External Services)	
Application for Library Card	Page 339
Open Database Electronic Access Services (Students)	Page 340
Open Database Electronic Access Services (Outside Researcher)	Page 341
Reading and Circulation Services (Inside Reading, and Borrowing) (Students)	Page 342-343
Reading and Circulation Services (Inside Reading, and Borrowing) (Outside Researcher)	Page 343-344
Returning of Borrowed Library Resources (Students)	Page 344-346
Returning of Borrowed Library Resources (Outside Researcher)	Page 346-347
LIBRARY AND LEARNING RESOURCE CENTER SECTION	Page 348
(Internal Services)	
Open Database Electronic Access Services (Employees)	Page 349
Reading and Circulation Services (Inside Reading, and Borrowing)	Page 350-351
Returning of Borrowed Library Resources	Page 351-352
Application for the Utilization of Audio-Visual Room	Page 352-353
STUDENT AFFAIRS AND SERVICES DIVISION	Page 354
(External Services)	
Issuance of Student Travel Permit for Curricular and Non-curricular Off-Campus Activities	Page 355-356
Issuance of Student Travel Permit for Educational Tours/Field Trips	Page 356-358
Issuance of Good Moral Certificate	Page 358-359
STUDENT DISCIPLINARY AND GRIEVANCE	Page 360
(External Service)	
Student Disciplinary And Grievance	Page 361-362
SPORTS CULTURAL AND ARTS DEVELOPMENT	Page 363
(External Service)	
Screening/Try-Out Of Applicants In Sports, Cultural And Arts Events	Page 364
Borrowing Of Sports, Cultural And Arts Equipments	Page 365
STUDENT PUBLICATION YEARBOOK SECTION	Page 366
(External Service)	
Screening Of Applicants for Student Publication	Page 367
Publication Of Newsletter/Literary Folio	Page 368-369
STUDENT ORGANIZATION SECTION	Page 370
(External Service)	
Processing of Application for Accreditation of Student Organization	Page 371-372
FEEDBACK AND COMPLAINTS MECHANISM	Page 373-374
LIST OF OFFICES	Page 375-377



COMPOSTELA MAIN CAMPUS



ADMISSION AND STUDENT RECORDS UNIT

EXTERNAL SERVICES



1. Enrollment Procedure for Freshmen

This procedure covers all activities that are undertaken for the registration of qualified first-year students to their chosen program.

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Incoming Freshmen Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Admission Examination Result (1 original)	Guidance and Testing Unit
Senior High School Form 138-A / ALS Certificate of Rating (1 original)	Previous School
Certificate of Good Moral Character (1 original)	Previous School
PSA Copy of Birth Certificate (1 colored photocopy) If the PSA copy is not readable, a locally issued Birth Certificate must be presented for verification purposes. (1 colored photocopy) Bring Original Copy for verification only.	To client will provide
PSA Copy of Marriage Certificate (for married women – 1 colored photocopy) If the PSA copy is not readable, a locally issued Marriage Certificate must be presented for verification purposes (1 colored photocopy) Bring Original Copy for verification only.	
2x2 recent ID picture with white background and name tag (2 pcs.)	
Long Brown Envelope (1pc.)	
Medical Certificate (1 original)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the required documents. 2. Secures priority number.	1.Receives and checks the submitted documents. 1.1 Issues priority number.	None	5 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>



2. Secures Enrollment Process Slip/Student Enrollment Form.	2. Issues and signs the Enrollment Process Slip/Student Enrollment Form.	None	10 Minutes	<i>Faculty In-charge Department Guidance and Testing Unit</i>
3. Presents Enrollment Process Slip/Student Enrollment Form and secures Advising Slip.	3. Assess courses and issues Advising Slip to the student. 3.1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	15 Minutes	<i>Faculty In-charge Dean and Associate Dean Department</i>
4. Presents Enrollment Process Slip/Student Enrollment Form, advising slip and confirms the encoded courses.	4. Encodes the courses based on the Advising Slip. 4.1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	<i>Faculty In-charge Department</i>
Presents Enrollment Process Slip/Student Enrollment Form.	5. Assesses the accounts, verify/approved students loaded courses, and prints the Certificate of Registration (COR). 1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	15 Minutes	<i>Cashiering Unit</i>
6. Submits Certificate of Registration, Advising Slip, and Enrollment Process Slip/Student Enrollment Form to the Registrar.	6. Receives and checks Advising Slip versus Certificate of Registration. 6.1 Stamps Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 6.2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>



7. Submits the validated Certificate of Registration (COR).	7. Receives the validated Certificate of Registration (COR). 7.2 Tags student scholarship in the system.	None	5 Minutes	<i>Staff In-charge Student Accounts and Scholarship Unit</i>
TOTAL FOR FIRST YEAR:		None	1 Hour and 50 Minutes	

2. Enrollment Procedure for Transferees

This procedure covers all activities that are undertaken for the registration of qualified transferee students to their chosen program.

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Incoming Transferee Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transfer of Credentials or Honorable Dismissal (1 original)		Previous School/ University		
Transcript of Records (TOR) Informative Copy or Certificate of Grades (1 original)		Previous School/ University		
Certificate of Good Moral Character (1 original)		Previous School/ University		
Validation Form for Credited Courses (3 original)		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
PSA Copy of Birth Certificate (1 colored photocopy) If the PSA copy is not readable, a locally issued Birth Certificate must be presented for verification purposes. (1 colored photocopy) Bring Original Copy for verification only.		To client will provide		
PSA Copy of Marriage Certificate (for married women – 1 colored photocopy) If the PSA copy is not readable, a locally issued Marriage Certificate must be presented for verification purposes (1 colored photocopy) Bring Original Copy for verification only.				
2x2 recent ID picture with white background and name tag (2 pcs.)				
Long Brown Envelope (1 pc.)				
Medical Certificate (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits all the required documents. Secures priority number.	1.Receives and checks the submitted documents. 1.1 Issues priority number.	None	5 Minutes	<i>Staff In-charge Admission and Student Records Unit Staff In-charge</i>
2. Secures Enrollment Process Slip/Student Enrollment Form.	2.1Issues and signs the Enrollment Process Slip/Student Enrollment Form.	None	10 Minutes	<i>Faculty In-charge Department Guidance and Testing Unit</i>
3. Presents Enrollment Process Slip/Student Enrollment Form and Transcript of Records from previous school. Fills-out the Validation Form and secures signature of the Dean and Associate Dean. Secures Advising Slip.	3. Evaluates Transcript of Records for course validation and issues Validation Form. 3.1 Assesses courses and issues Advising Slip to the student. 3.2 Signs the Enrollment Process Slip/Student Enrollment Form.	P20.00	1 Hour	<i>Faculty In-charge Dean and Associate Dean Department</i>
4. Presents Enrollment Process Slip/Student Enrollment Form, advising slip and confirms the encoded courses.	4. Encodes the courses based on the Advising Slip. 4.1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	<i>Staff In-charge Faculty In-charge Department</i>
Presents Enrollment Process Slip/Student Enrollment Form.	4. Assesses the accounts, verify/approves students loaded courses, and prints the Certificate of Registration (COR). 1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	15 Minutes	<i>Cashiering Unit Head</i>
5. Submits Certificate of Registration,	5. Receives and checks Advising Slip versus Certificate of	None	30 Minutes	<i>Staff In-charge</i>



Advising Slip, and Enrollment Process Slip/Student Enrollment Form to the Registrar.	Registration. 5.1 Stamps Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Signs the Enrollment Process Slip/Student Enrollment Form.			<i>Admission and Student Records Unit</i>
6. Submits the validated Certificate of Registration (COR).	6. Receives the validated Certificate of Registration (COR). 6.1 Tags student scholarship in the system.	None	5 Minutes	<i>Staff In-charge Student Accounts and Scholarship Unit</i>
TOTAL FOR TRANSFEREES:		P20.00	2 Hours and 35 Minutes	

3. Enrollment Procedure for Returning Students				
This procedure covers all activities that are undertaken for the registration of returning students to their chosen program.				
Office/Division:	Admission and Student Records Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Returning DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance of the Semester last attended		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
Evaluation of Grades		Admission and Student Records Unit / Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Clearance of the last Semester attended. 1.1 Secures priority number.	1. Issues priority number.	P20.00 (if clearance form was lost)	5 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
2. Secures Enrollment Process Slip/Student Enrollment Form.	2.1 Issues and signs the Enrollment Process Slip/Student Enrollment Form.	None	10 Minutes	<i>Faculty In-charge Department Guidance and Testing Unit</i>



3. Secures Advising Slip.	3.1. Assesses courses based on the Evaluation of Grades and issues Advising Slip to the student. 2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	1 Hour	<i>Faculty In-charge Dean and Associate Dean Department</i>
4. Presents Enrollment Process Slip/Student Enrollment Form, advising slip and confirm the encoded courses.	4.1. Encodes the courses based on the Advising Slip. 2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	<i>Staff In-charge Faculty In-charge Department</i>
5. Presents Enrollment Process Slip/Student Enrollment Form.	5. Assesses the accounts, verify/approves students loaded courses, and prints the Certificate of Registration (COR). 5.1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	15 Minutes	<i>Cashiering Unit</i>
6. Submits Certificate of Registration, Advising Slip, and Enrollment Process Slip/Student Enrollment Form to the Registrar. Secures validation sticker for ID.	6.1 Receives and checks Advising Slip versus Certificate of Registration. 6.2 Stamps Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 6.3 Issues sticker for ID validation and releases validated Certificate of Registration. 6.4. Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
Submits the validated Certificate of Registration (COR).	7.1. Receives the validated Certificate of Registration (COR). 7.2 Tags student scholarship in the system.	None	5 Minutes	<i>Staff In-charge Student Accounts and Scholarship Unit</i>
TOTAL FOR RETURNEES:		P20.00	2 hours and 35 minutes	



4. Enrollment Procedure for Incoming 2nd Year to 4th Year Students

This procedure covers all activities that are undertaken for the registration of Incoming 2nd year to 4th year students to their chosen program.

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Incoming 2 nd year to 4 th Year DDOSC Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance of the Previous Semester		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Clearance of the Previous Semester. 1.1 Secures priority number.	1. Issues priority number.	P20.00 (if clearance form was lost)	5 Minutes	Staff In-charge Admission and Student Records Unit
2. Secures Enrollment Process Slip/Student Enrollment Form.	2.1 Issues and signs the Enrollment Process Slip/Student Enrollment Form.	None	10 Minutes	Student Faculty In-charge Department Guidance and Testing Unit
3. Secures Advising Slip.	3.1. Assesses courses based on the Evaluation of Grades and issues Advising Slip to the student. 2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	Faculty In-charge Dean and Associate Dean Department
4. Presents Enrollment Process Slip/Student Enrollment Form, advising slip and confirms the encoded courses.	4.1. Encodes the courses based on the Advising Slip. 2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	Faculty In-charge Department



5. Presents Enrollment Process Slip/Student Enrollment Form.	5. Assesses the accounts, verify/approves students loaded courses, and prints the Certificate of Registration (COR). 5.1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	15 Minutes	Cashiering Unit
6. Submits Certificate of Registration, Advising Slip, and Enrollment Process Slip/Student Enrollment Form to the Registrar. Secures validation sticker for ID.	6.1 Receives and checks Advising Slip versus Certificate of Registration. 6.2 Stamps Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 6.3 Issues sticker for ID validation and releases validated Certificate of Registration. 6.4. Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	Staff In-charge Admission and Student Records Unit
Submits the validated Certificate of Registration (COR).	7.1. Receives the validated Certificate of Registration (COR). 7.2. Tags student scholarship in the system.	None	5 Minutes	Staff In-charge Student accounts and Scholarship Unit
TOTAL FOR 2nd Year to 4th YEAR STUDENTS:		P20.00	2 hours and 5 Minutes	

5. Enrollment Procedure for Shifters

This procedure covers all activities that are undertaken for the change of program of a student within the College.

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Existing DDOSC Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Shifting Form (1 original)	Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing



Evaluation of Grades (1 original)		Admission and Student Records Unit / Department		
Shiftee Referral Slip (1 original)		Department		
Shiftee Recommendation Slip (1 original)		Guidance and Testing Unit		
Clearance of the Previous Semester (1 original)		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Clearance of the Previous Semester. Secures priority number.	Issues priority number.	P20.00 (if clearance form was lost)	5 Minutes	Staff In-charge Admission and Student Records Unit
2. Inquires to the accepting Department if there is an available slot for the chosen program. 2.1 If slot is available, secures Shifting Form.	2.Attends to the inquiry and checks availability of slot. 2.1 Issues Shifting Form.	P20.00	15 Minutes	Faculty In-charge Department Staff In-charge Admission and Student Records Unit
3 Secures Enrollment Process Slip/Student Enrollment Form.	3. Issues and signs the Enrollment Process Slip/Student Enrollment Form.	None	10 Minutes	Faculty In-charge Department Guidance and Testing Unit
4. Proceeds to the Dean of the current program. Secures Evaluation of Grades. Presents Shifting Form and Enrollment Process Slip/Student Enrollment Form.	4.Issues Evaluation of Grades. 4.1 Checks and signs the Shifting Form for recommendation. 4.2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	Faculty In-charge Dean and Associate Dean Department (Current Program)
5. Presents Evaluation of Grades, Enrollment Process Slip/ Student Enrollment Form and Shifting Form to the Guidance and Counseling Unit.	5. A counseling will be done with the student. 5.1 Issues Shiftee Recommendation/Referral Slip. 5.2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	Staff In-charge Guidance and Counseling Unit



<p>6. Presents Shiftee Referral/Recommendation Slip, Evaluation of Grades, Enrollment Process Slip/Student Enrollment Form and Shifting Form to the Dean the accepting Department.</p>	<p>6. Receives and checks the documents submitted.</p> <p>6.1 Signs the Shifting Form for approval.</p> <p>6.2 Assesses courses based on the Evaluation of Grades and issue Advising Slip to the student.</p> <p>6.3 Signs the Enrollment Process Slip/Student Enrollment Form.</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Faculty In-charge</i> <i>Dean and Associate Dean</i></p> <p><i>Department (Accepting Program)</i></p>
<p>7. Submist Enrollment Process Slip/Student Enrollment Form, advising slip Shiftee Referral/Recommendation Slip and Shifting Form and confirms the encoded courses.</p>	<p>7. Encodes the courses based on the Advising Slip.</p> <p>7.1 Signs the Enrollment Process Slip/Student Enrollment Form.</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Faculty In-charge</i> <i>Department (Accepting Program)</i></p>
<p>Presents Enrollment Process Slip/Student Enrollment Form.</p>	<p>8. Assesses the accounts, verify/approves students loaded courses, and prints the Certificate of Registration (COR).</p> <p>8.1 Signs the Enrollment Process Slip/Student Enrollment Form.</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Cashiering Unit</i></p>
<p>9. Submits Certificate of Registration, Advising Slip, Shiftee Referral Slip, Shiftee Recommendation Slip, Enrollment Process Slip/Student Enrollment Form and Shifting Form to the Registrar.</p> <p>Secures validation sticker for ID.</p>	<p>9. Receives documents and checks Advising Slip versus Certificate of Registration.</p> <p>9.1 Stamps Certificate of Registration (COR) with "OFFICIALLY ENROLLED".</p> <p>9.2 Issues sticker for ID validation and releases validated Certificate of Registration.</p> <p>9.3. Signs the Enrollment Process</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Staff In-charge Admission and Student Records Unit</i></p>



	Slip/Student Enrollment Form.			
. Submits the validated Certificate of Registration (COR).	10. Receives the validated Certificate of Registration (COR). 10.1. Tags student scholarship in the system.	None	5 Minutes	<i>Staff In-charge</i> <i>Student Accounts and Scholarship Unit</i>
TOTAL:		P40.00	3 Hours & 45 Minutes	

6. Procedure for Enrollment Withdrawal with Leave of Absence (LOA)

This procedure covers all activities that are undertaken for the withdrawal of enrollment or registration of a student from the program within the prescribed timeline.

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	All DDOSC Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Dropping Form (1 original)		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
Accomplished Leave of Absence Form (1 original)		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
Consent Letter from the Parents or Guardian (1 original)		To client will provided		
Medical certificate, if the reason for Leave of Absence is health related (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pays the corresponding fees and secures the forms.	Issues Official receipt and provides the forms.	20.00 per form	10 Minutes	<i>Staff In-charge</i> <i>Cashiering Unit</i> <i>Admission and Student Records Unit</i>
Proceeds to the Guidance and Counseling Unit and presents the forms and other related documents.	Checks the submitted forms and documents. Provides Exit Questionnaire. 1.1 A counseling will be done with the student.	None	30 Minutes	<i>Staff In-charge</i> <i>Guidance and Counseling Unit</i>



	1.2 Counter-signs the Forms.			
3. Proceeds to the Department. Submits the accomplished Forms, Medical Certificate, and Consent Letter from the Parents or Guardian to the Associate Dean and Dean for approval.	Receives, verifies, and signs the submitted forms. 1 Returns the signed forms and informs the student to proceed to the Admission and Student Records Unit.	None	30 Minutes	<i>Associate Dean and Dean Department</i>
4. Proceeds to the Admission and Student Records Unit. Submits the approved forms and other related documents.	4. Checks and evaluates the submitted forms and other documents. 4.1 Signs the Forms.	None	30 Minutes	<i>Staff In-charge and the Registrar Admission and Student Records Unit</i>
5. Receives the duly signed forms.	5. Processes the withdrawal of enrollment or registration. 5.1 Documents the withdrawal and Leave of Absence of the student. 5.2 Issues the duly signed forms to the student.	None	5 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
TOTAL:		P40.00	1 Hour and 45 Minutes	

7. Issuance of Academic Credentials

(This service refers to the process of issuance of scholastic records to students/ alumni for any legal purposes, provided that he/she has no pending obligation from the College and complied the academic and non-academic requirements.)

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Student/Alumni/Duly Authorized Representative
CHECKLIST OF REQUIREMENTS	
Records Request Slip (1 original)	Admission and Student Records Unit
Records Claim Slip (1 original)	Admission and Student Records Unit



Official Receipt (1 original)		Cashiering Unit		
Duly Signed Student Clearance Form		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
Transcript of Records (1 Colored Photocopy)		To client will provided		
Diploma (1 Colored Photocopy)				
Documentary Stamps (30.00/copy)				
Mailing Stamp (depends on the location)				
Additional Requirement for Duly Authorized Representative				
Authorization Letter (1 original)				
Any Valid ID (1 original for verification, 1 photocopy with 3 signatures)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requirements.	Receives and checks requirements.	None	5 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
1. Fills-out and submits Records Request Slip and Claim Slip.	1. Provides Records Request Slip and Claim Slip.			
2. Presents Records Request Slip and pays the corresponding fees.	2. Processes the payment and issues the Official Receipt.	See table below	10 Minutes	<i>Staff In-charge Cashiering Unit</i>
Presents the Official Receipt to the Admission and Student Records Unit and secures the Records Claim Slip.	3. Receives and checks the Official Receipt. 1. Issues the Student Records Claim Slip indicating the date of release. 2. Processes the requested document/s.	None	5 Minutes 3 Days	<i>Staff In-charge Admission and Student Records Unit</i>
Presents the Records Claim Slip, logs-in to monitoring logbook and receives the credential.	4. Receives the Records Claim Slip. 4.1. Provides the monitoring logbook. 4.2. Issues the requested credential.	None	10 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
TOTAL:		See table below	3 Working Days & 30 Minutes	



Academic Credential	Amount
Transcript of Records (TOR) <i>(for Graduates, first copy of Transcript of Records for Employment is free of charge.)</i>	₱70.00/page
Diploma	₱180.00 (for 2 nd Issuance)
Certification, Authentication and Verification (CAV)	₱20.00
General Weighted Average (GWA)	₱20.00
Honorable Dismissal	₱20.00
Authentication of Credentials	₱20.00/copy
Any Certification from the Registrar	₱20.00
Certificate of Enrollment	₱20.00 (for 2 nd Issuance)
Certificate of Grades	₱20.00 (for 2 nd Issuance)
Certificate of Registration	₱20.00 (for 2 nd Issuance)



APPRAISAL AND TESTING SECTION

EXTERNAL SERVICES



1. College Admission Screening Process for Senior High School Applicants (This procedure defines the application for the college admission test for first-year and transferee students' admission to the institution.)				
Office/Division:	Appraisal and Testing Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Senior High School graduating students and Senior High School graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DDOSC Admission Test Application Form		To be provided by the Appraisal and Testing Section <i>(Available as well on the college's website under the transparency seal section: www.ddosc.edu.ph)</i>		
One piece of 2x2 ID picture		The client will provide		
Original Copy of Form 138/Diploma		The client will provide		
Photocopy of Form 138/Diploma		The client will provide		
Original Certification as Proof of being a Graduating Senior High School Student <i>(for graduating students only)</i>		The client will provide		
Photocopy of Certification as Proof of being a Graduating Senior High School Student <i>(for graduating students only)</i>		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for the College Admission Test.	1. Receive supporting document/s and verify information indicated in the application form. 1.1 Issues an acknowledgment slip to the client. 1.2 Inform the client that the individual exam schedule will be posted through the Facebook page of the Section: Guidance and Testing Office - Main Campus two (2) working weeks after the end of the application period. https://www.facebook.com/profile.php?id=100063638413603	None	5 Minutes	Appraisal and Testing Section Head Appraisal and Testing Section Staff Student Welfare Unit Personnel



2. The client takes the College Admission Test in their assigned schedule.	2. Provides the client with the test questionnaire and answer sheet.	None	1 hour and 15 minutes	Appraisal and Testing Section Head
			1 hour and 20 minutes	

2. College Admission Screening Process for Transferee Applicants (This procedure defines the application for the college admission test for first-year and transferee students' admission to the institution.)				
Office/Division:	Appraisal and Testing Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Transferee students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DDOSC Admission Test Application Form		To be provided by the Appraisal and Testing Section <i>(Available as well on the college's website under the transparency seal section: www.ddosc.edu.ph)</i>		
One piece of 2x2 ID picture		The client will provide		
Original Copy of Transcript of Records (TOR)		The client will provide		
Photocopy of Transcript of Records (TOR)		The client will provide from his/her last school attended		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for the College Admission Test.	1. Receive supporting document/s and verify information indicated in the application form. 1.1 Issues an acknowledgment slip to the client. 1.2 Inform the client that the individual exam schedule will be posted through the Facebook page of the Section: Guidance and Testing Office - Main Campus two (2) working weeks	None	5 Minutes	Appraisal and Testing Section Head Appraisal and Testing Section Staff Student Welfare Unit Personnel



	after the end of the application period. https://www.facebook.com/profile.php?id=100063638413603			
2. The client takes the College Admission Test in their assigned schedule.	2. Provides the client with the test questionnaire and answer sheet.	None	1 hour and 15 minutes	Appraisal and Testing Section Head
			1 hour and 20 minutes	

3. College Admission Screening Process for High School Applicants (*Old curriculum graduates*)
(This procedure defines the application for the college admission test for first-year and transferee students' admission to the institution.)

Office/Division:	Appraisal and Testing Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	High School Graduates (<i>old curriculum</i>)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
DDOSC Admission Test Application Form	To be provided by the Appraisal and Testing Section (Available as well on the college's website under the transparency seal section: www.ddosc.edu.ph)
One piece of 2x2 ID picture	The client will provide
Original Copy of Form 138/Diploma	The client will provide
Photocopy of Form 138/Diploma	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for the College Admission Test.	1. Receive supporting document/s and verify information indicated in the application form. 1.1 Issues an acknowledgment slip to the client. 1.2 Inform the client that the individual exam schedule will be posted through the	None	5 Minutes	Appraisal and Testing Section Head Appraisal and Testing Section Staff Student Welfare Unit Personnel



	Facebook page of the Section: Guidance and Testing Office - Main Campus two (2) working weeks after the end of the application period. https://www.facebook.com/profile.php?id=100063638413603			
2. The client takes the College Admission Test in their assigned schedule.	2. Provides the client with the test questionnaire and answer sheet.	None	1 hour and 15 minutes	Appraisal and Testing Section Head
			1 hour and 20 minutes	

4. College Admission Screening Process for ALS Applicants (*Eligible for College*)

(This procedure defines the application for the college admission test for first-year and transferee students' admission to the institution.)

Office/Division:	Appraisal and Testing Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	ALS Graduates who are Eligible for College (<i>old curriculum</i>)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
DDOSC Admission Test Application Form	To be provided by the Appraisal and Testing Section (Available as well on the college's website under the transparency seal section: www.ddosc.edu.ph)
One piece of 2x2 ID picture	The client will provide
Original Certificate of Eligibility to proceed college	The client will provide
Photocopy of Certificate of Eligibility to proceed to college	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for the College Admission Test.	1. Receive supporting document/s and verify information indicated in the application form. 1.1 Issues an	None	5 Minutes	Appraisal and Testing Section Head Appraisal and Testing Section Staff Student Welfare Unit



	<p>acknowledgment slip to the client.</p> <p>1.2 Inform the client that the individual exam schedule will be posted through the Facebook page of the Section: Guidance and Testing Office - Main Campus two (2) working weeks after the end of the application period.</p> <p>https://www.facebook.com/profile.php?id=100063638413603</p>			Personnel
2. The client takes the College Admission Test in their assigned schedule.	2. Provides the client with the test questionnaire and answer sheet.	None	1 hour and 15 minutes	Appraisal and Testing Section Head
			1 hour and 20 minutes	

5. College Admission Screening Process – Processing of Test Results (This procedure defines the application for the college admission test for first-year and transferee students' admission to the institution.)	
Office/Division:	Appraisal and Testing Section
Classification:	Highly Technical
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	All College Admission Test-takers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Acknowledgment Slip, any valid IDs, or present school ID	The client will present
Proof of attendance during the examination (based on the logbook/log sheet)	The Appraisal and Testing Section will provide



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client waits for the processing of test results.	1. Scoring and interpretation of test results. 1.1 Makes an announcement on the Section's Facebook page regarding the release of the college admission test results. https://www.facebook.com/profile.php?id=100063638413603	None	Three (3) working weeks after the scheduled examination	Appraisal and Testing Section Head
2. The client receives his/her college admission test result.	2. Releases the college admission test results to the client.	None	10 minutes	Appraisal and Testing Section Head
			15 working days and 10 minutes	



CASHIER UNIT

External Services



1. Collection of School Fees (This service intends to issue an Official Receipt to an individual after paying his/her outstanding balance to the College. Outstanding balances refers to old accounts payable of students not covered by Free Higher Education and Special Class.)				
Office/Division:		Cashiering Unit		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Existing DDOSC Students and Alumni		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College Identification Card / Class Schedule and Assessment marked Officially Enrolled. Any valid identification card for not officially enrolled students.		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid I.D/CSA and Inquire outstanding balance.	1. Verifies outstanding balance.	None	5 minutes	<i>Cashiering Unit – Head / Collecting Officer</i>
2. Pay the required fees.	2. Issue official receipt.	Total Outstanding Balance	3 Minutes	<i>Cashiering Unit – Head / Collecting Officer</i>
TOTAL		Total Outstanding Balance	8 Minutes	

2. Process for Claiming of Checks (This service allows an individual or business entity to claim payment for obligations thru check.)	
Office/Division:	
Cashiering Unit	
Classification:	
Simple	
Type of Transaction:	
G2B - Government to Business Entity/ies G2C - Government to Citizen G2G - Government to Government	
Who may avail:	
Suppliers Existing DDOSC Students and Alumni	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For the suppliers: Official Receipt/ Collection Receipt/ Sales Invoice/Cash Invoice		The client will provide		
For the students: College Identification Card / Class Schedule and Assessment marked Officially Enrolled. Any valid identification card for not officially enrolled students.		The client will provide		
For Authorized Representative: a. Authorization Letter - (1 Original Copy) b. One (1) Valid ID of Representative with Three (3) Specimen Signature (1 photocopy/scanned copy) c. One (1) Valid ID of Payee with Three (3) Specimen Signature (1 photocopy/scanned copy)		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID or needed requirements if transacting as authorized representative.	Check and Verify the submitted documents	None	5 Minutes	Cashiering Unit – Head / Disbursing Officer
2. Receive and sign the Disbursement Voucher and Check Released logbook.	Release the check and tax certificate for suppliers.	None	5 Minutes	Cashiering Unit – Head / Disbursing Officer
TOTAL		None	10 Minutes	

3. Process of Claiming Cash Benefits (OVER-THE-COUNTER) (This service allows the students with cash benefits from scholarships, refunds, and allowances to claim their cash in the Cashiering Unit by Over the-Counter processing.)	
Office/Divis	Cashiering Unit



Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Existing DDOSC Students and Alumni			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<p>For the students: College Identification Card / Class Schedule and Assessment marked Officially Enrolled.</p> <p>Any valid identification card for not officially enrolled students.</p>	The client will provide			
<p>For Authorized Representative:</p> <p>a. Authorization Letter - (1 Original Copy)</p> <p>b. One (1) Valid ID of Representative with Three (3) Specimen Signature <i>(1 photocopy/scanned copy)</i></p> <p>c. One (1) Valid ID of Payee with Three (3) Specimen Signature <i>(1 photocopy/scanned copy)/d</i></p>	The client will provide			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID or needed requirements if transacting as authorized representative.	Check and Verify the submitted documents	None	3 Minutes	<i>Cashiering Unit – Head / Disbursing Officer</i>
2. Sign on the payroll.	Requires the student to sign the payroll.	None	3 Minutes	<i>Cashiering Unit – Head / Disbursing Officer</i>
3. Receive cash.	Releases cash benefits to the student or representative.	None	2 Minutes	<i>Cashiering Unit – Head / Disbursing Officer</i>
TOTAL		None	8 Minutes	



CASHIER UNIT

Internal Services



1. Process for Claiming of Checks (This service allows an employee to claim checks for advance of travelling expenses and other activities.)				
Office/Division:	Cashiering Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All DDOSC Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
DDOSC Identification Card / Any Valid I.D			The client will provide	
For Authorized Representative: a. Authorization Letter - (1 Original Copy) b. One (1) Valid ID of Representative with Three (3) Specimen Signature <i>(1 photocopy/scanned copy)</i> c. One (1) Valid ID of Payee with Three (3) Specimen Signature <i>(1 photocopy/scanned copy)</i>			The client will provide	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid ID or needed requirements if transacting as authorized representative.	Checks and verifies the submitted documents	None	5 Minutes	<i>Cashiering Unit – Head / Disbursing Officer</i>
2. Receives and signs the Disbursement Voucher and Check Released logbook.	Releases the check and tax certificate for suppliers.	None	5 Minutes	<i>Cashiering Unit – Head / Disbursing Officer</i>
TOTAL		None	10 Minutes	



FINANCE SERVICES

External Services



1. Payment of Prizes

(This process pertains to the payment of prizes given to winners of official activities conducted by the College.)

Office/Division:	Finance Services Division
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Certificate of winners (1 original, 1 photocopy)	Unit conducting the activity
Documentation (1 original, 1 photocopy)	Unit conducting the activity
Representative (additional requirements)	
Authorization Letter (1 original)	The Client will provide
Government-issued identification card of the person being represented (1 original, 1 photocopy back- to -back with affixed three (3) signature specimen)	The Client will provide
Government-issued identification card of the representative (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)	Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all necessary documents units conducting the program/activity/ project	1. Receives the documents from client 1.1 Checks the appropriateness, completeness and legality of the claim 1.2 Starts processing of payment of cash advance for prizes	None	3 Working Days	<i>Unit conducting the PAP</i> <i>Accounting Unit Personnel</i> <i>Budgeting Unit Personnel;</i> <i>Accounting Unit Personnel;</i> <i>Cashiering Unit Personnel</i>
2. Receives the Check, signs the receive portion of the Disbursement	2. Releases the check to the client.	None	10 Minutes	<i>Cashiering Unit Personnel</i>



Voucher and signs in the out-going logbook at the Cashier's Section				
TOTAL		None	3 Working Days, 10 Minutes	
2. Payment of Commercial Claims (This process pertains to the payment of commercial claims pertains to payment to suppliers whose goods and services have been engaged by the College.)				
Office/Division:	Finance Services Division			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who May Avail:	Businesses whose services have been engaged by the College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Request for billing/Sales Invoice/Billing Statement/Delivery Receipt		The Client will provide		
Statement of work accomplished (as applicable)		The Client will provide		
Pictures of accomplishments (as applicable)		The Client will provide		
Representative (additional requirements)				
Special Power of Attorney		The Client will provide		
Government issued identification card of the person being represented (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)		The Client will provide		
Government issued identification card of the representative (1 original, 1 photocopy back -to- back with affixed three (3) signature specimen)		Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the client log book in the Supply and Property Management Unit	1. Provides the log book to the client	None	5 Minutes	<i>Property and Supply Management Unit Personnel</i>
2. Submits all required documents to the Property and Supply Management Unit	2. Receives the required documents from client 2.1 Checks the appropriateness and completeness of the documents	None	4 Working Days	<i>Property and Supply Management Unit Personnel</i> <i>Accounting Unit Personnel</i>



	2.2 Starts processing the payment			<i>Accounting Unit Personnel</i>
3. Receives the Check, issues Official Receipt, signs the receive portion of the Disbursement Voucher and signs in the outgoing logbook at the Cashiering Unit <i>*If the payment of commercial claim is through ATM, the amount will automatically be credited to the client's bank account.</i>	3. Releases the check to the client and receives the Official Receipt from the client.	None	10 Minutes	<i>Cashiering Unit Personnel</i>
TOTAL		None	4 Working Days, 15 Minutes	

3. Payment of Honoraria

(This process pertains to the payment of honoraria can be availed by an individual whose services been engaged by the College.)

Office/Division:	Finance Services Division
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	Individual whose services been engaged by the College

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Certificate of service rendered (1 original, 1 photocopy)	Office who spear-head the activity
Profile/Curriculum Vitae (1 original, 1 photocopy)	The Client will provide
Documentation (1 original, 1 photocopy)	The Client will provide
Representative (additional requirements)	
Authorization Letter (1 original)	The Client will provide



Government-issued identification card of the person being represented (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)		The Client will provide		
Government-issued identification card of the representative (1 original, 1 photocopy back-to- back with affixed three (3) signature specimen)		Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements to the person in-charge of the program/activity/project	1. Receives the documents and processes the Obligation Request and Disbursement Vouchers 1.1 Submits the documents to finance for processing of payment	None	5 Minutes 3 Working days	<i>Lead office/unit of the program/activity/project</i> <i>Budgeting Unit Personnel;</i> <i>Accounting Unit Personnel;</i> <i>Cashiering Unit Personnel</i>
2. Receives the Check, issues Official Receipt, signs the receive portion of the Disbursement Voucher and signs in the outgoing logbook at the Cashiering Unit <i>*If the payment of commercial claim is through ATM, the amount will automatically be credited to the client's bank account.</i>	2. Releases the check to the client.	None	10 Minutes	<i>Cashiering Unit Personnel</i>
TOTAL		None	Working Days, 15 Minutes	



FINANCE SERVICES

Internal Services



1. Issuance of Certification

(This process pertains to the issuance of certification related to information generated by or originating from the Finance Services Unit that a client may need for legal and official purposes. Certifications are issued to affirm the validity of information.)

Office/Division:	Accounting Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Request Form (1 original)	Accounting Unit
Representative	
Request Form (1 original)	Accounting Unit
Authorization Letter (1 original)	The Client will provide
Government- issued identification card of the person being represented (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)	The Client will provide
Government -issued identification card of the representative (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)	Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Secures Request Form	1. Provides Request Form	None	5 Minutes	<i>Accounting Unit Personnel</i>
2. Fills up and submits the Request Form to the Accounting Unit	3. Receives the Request Form from the client 3.1 Starts processing the request	None	1 Working Day	<i>Accounting Unit Personnel</i>
4. Receives the certification and signs to outgoing logbook at the Office of the Accounting Section	3. Issues the certification to the client	None	3 Minutes	<i>Accounting Unit Personnel</i>
TOTAL		None	Working Day, 8 Minutes	



2. Payment of Cash Advance for Travelling Expenses
 (This process pertains to the payment of cash advance for travelling expenses to any authorized employee or personnel to take part in official travel such as but not limited to official seminars, meetings, symposia, trainings and convention.)

Office/Division:	Accounting Unit
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who May Avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Disbursement Voucher (1 original, 3 photocopy)	The Client will provide
Budget Utilization Request/Obligation Request and Status (1 original, 3 photocopy)	The Client will provide
Itinerary of travel (1 original, 1 photocopy)	The Client will provide
Invitation letter/Communication letter (1 original, 1 photocopy)	The Client will provide
Endorsement letter (1 original, 1 photocopy)	The Client will provide
Travel order (1 original, 1 photocopy)	The Client will provide
For Foreign Travel (additional requirement)	
Travel Authority	Board of Trustees
Evaluation Form	Commission on Higher Education
Assessment of International Conference/Meeting issued by International Affairs Staff	Commission on Higher Education
Board Resolution	Office of the College and Board Secretary
For multiple claimants	
Payroll (1 original, 1 photocopy)	The Client will provide
Representative (additional requirement)	
Authorization Letter (1 original)	The Client will provide
Government-issued identification card of the person being represented (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)	Provided by the Client



Government-issued identification card of the representative (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)		Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all necessary documents to the Budget Unit	1. Receives the documents from client 1.1 Checks the appropriateness, completeness and legality of the claim 1.2 Starts processing of payment of cash advance for travelling expenses	None	3 Working Days	<i>Budget Unit Personnel</i> <i>Accounting Unit Personnel</i>
2. Receives the Check and signs the receive portion of the Disbursement Voucher and signs in the outgoing logbook at the Cashier's Section	2. Releases the check to the client.	None	10 Minutes	<i>Cashiering Unit Personnel</i>
TOTAL		None	3 Working Days, 10 Minutes	
3. Payment of Salaries and Wages (This process pertains to the processing of salaries and wages pertains to the preparation of payroll to reflect the amount to be paid to the employees/personnel for their services rendered on a specific period.)				
Office/Division:	Accounting Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	Regular Employees Job Order Personnel Contract of Services Personnel Part-time Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				



Biometric Print out (1 original)	The Client will provide			
Daily Time Record (2 original, 1 photocopy)	The Client will provide			
Accomplishment Report (as applicable, 2 original, 1 photocopy)	The Client will provide			
MPOR (2 original, 1 photocopy)	The Client will provide			
Travel Order (1 original, 2 photocopies)	The Client will provide			
Certificate of Appearance/Participation (1 original, 2 photocopies)	The Client will provide			
Contract (1 original, 2 photocopies)	The Client will provide			
Representative (additional requirements)				
Authorization Letter (1 original)	The Client will provide			
Government- issued identification card of the person being represented (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)	The Client will provide			
Government- issued identification card of the representative (1 original, 1 photocopy back -to -back with affixed three (3) signature specimen)	Representative			
Last salary (additional requirements)				
Clearance from money, property and legal accountabilities (1 original, 1 photocopy)	The Client will provide			
Salary due to deceased employee/personnel (additional requirements)				
Death certificate authenticated by NSO (1 original, 1 photocopy)	Provided by the Representative			
Marriage contract authenticated by NSO (1 original, 1 photocopy)	Provided by the Representative			
Birth certificate of surviving legal heirs authenticated by NSO (1 original, 1 photocopy)	Provided by the Representative			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements to the HRMU	1. Prepares payroll	None	1 Working day	<i>Human Resource Management Unit Personnel</i>
	1.1 Starts processing the payment of		3 Working days	<i>Budgeting Unit Personnel; Accounting Unit Personnel; Cashiering Unit Personnel</i>



	salaries and wages			
2. Receives the salaries and wages and signs on the payroll at the Cashier's Office. <i>*If the payment of salaries and wages is through ATM, the salaries and wages will be credited automatically to his/her account.</i>	2. Releases the salary to the client	None	10 Minutes	<i>Cashiering Unit Personnel</i>
TOTAL		None	4 Working Days, 10 Minutes	

4. Payment of Reimbursement for Travelling Expenses

This process pertains to the payment of reimbursement for travelling expenses can be availed to any authorized employee or personnel that took part in official travel such as but not limited to official seminars, meetings, symposia, trainings and convention.

Office/Division:	Finance Services Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who May Avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Disbursement Voucher (1 original, 3 photocopy)	The Client will provide
Budget Utilization Request/Obligation Request and Status (1 original, 3 photocopy)	The Client will provide
Itinerary of travel (1 original, 1 photocopy)	The Client will provide
Invitation letter/Communication letter (1 original, 1 photocopy)	The Client will provide
Endorsement letter (1 original, 1 photocopy)	The Client will provide
Travel order (1 original, 1 photocopy)	The Client will provide
For Foreign Travel (additional requirement)	
Travel Authority	Board of Trustees



Evaluation Form		Commission on Higher Education		
Assessment of International Conference/Meeting issued by International Affairs Staff		Commission on Higher Education		
Board Resolution		Office of the College and Board Secretary		
Representative (additional requirement)				
Authorization Letter (1 original)		The Client will provide		
Government-issued identification card of the person being represented (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)		The Client will provide		
Government-issued identification card of the representative (1 original, 1 photocopy back- to -back with affixed three (3) signature specimen)		Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all necessary documents to the Budgeting Unit	1. Receives the documents from client	None	5 Minutes	<i>Budgeting Unit Personnel</i>
	1.1 Checks the appropriateness, completeness and legality of the claim		1 Working Day	<i>Budgeting Unit Personnel; Accounting Unit Personnel; Cashiering Unit Personnel</i>
	1.2 Starts processing of payment of cash advance for prize		2 Working Days	<i>Budgeting Unit Personnel; Accounting Unit Personnel; Cashiering Unit Personnel</i>
2. Receives the Check, signs the receive portion of the Disbursement Voucher and signs in the outgoing logbook at the Cashier's Office	2. Releases the check to the client.	None	10 Minutes	<i>Cashiering Unit Head, Cashiering Unit Personnel</i>
<i>*If the payment for reimbursement is through ATM, the reimbursement will automatically</i>				



<i>be credited to his/her account.</i>				
	TOTAL	None	3 Working Days, 15 Minutes	



GUIDANCE AND COUNSELLING UNIT

External Services



1. WALK-IN INDIVIDUAL/GROUP COUNSELING

(This process pertains to providing counseling sessions to walk-in clients whether individuals or groups, constituting a fundamental element of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor utilizes diverse methods, strategies, or techniques aimed at bolstering the counselee's interpersonal and intrapersonal growth, aiding in career exploration, and nurturing their personal capacities to address challenges effectively.)

Office/Division:	Guidance and Counseling Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Clients
Who May Avail:	All DDOSC Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Slip	Guidance and Counseling Unit
Counseling informed consent	Guidance and Counseling Unit
Counseling Form	Guidance and Counseling Unit
Government –issued identification card (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the Counseling Logbook	1. Instructs clients to fill out the counseling logbook.	None	2 Minutes	Guidance and Counseling Staff
2. Fills out the Request Slip and forward the client to the Guidance Counselor	2.1. Instructs the client to fill out a request slip. 2.2. Endorse the clients to the Guidance Counselor.	None	2 Minutes	Guidance and Counseling Staff
3. Fills out the Counseling Form	3.1. Instructs the clients to fill out the counseling form.	None	2 Minutes	Guidance Counselor
4. Sign the Counseling Informed Consent	4.1. Instructs the client to affix his/her signature and explain	None	45 minutes	Guidance Counselor



	to the clients the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.			
5. Counseling Session	5. 1. Commence the counseling session.			
TOTAL		None	51 Minutes	

2. INDIVIDUAL/GROUP COUNSELING THROUGH REFERRAL

(This process pertains to providing counseling sessions to individuals or groups through referral as a fundamental part of the guidance program. It involves a one-on-one interaction between a counselor and the counselee/s. The counselor employs methods, approaches, or techniques to enhance the counselee's interpersonal and intrapersonal development, career path, and personal abilities to find a solution to their problems.)

Office/Division:	Guidance and Counseling Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Clients			
Who May Avail:	All DDOSC Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Student's Referral Slip			Guidance and Counseling Unit	
Student Call Slip			Guidance and Counseling Unit	
Counseling informed consent			Guidance and Counseling Unit	
Counseling Form			Guidance and Counseling Unit	
Government –issued identification card (1original, 1 photocopy back- to- back with affixed three (3) signature specimen)			The client will provide	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Receive and Complete the Referral Slip	<p>1.1. Prepare the Counselor's Referral Form.</p> <p>1.2. Confirm with the client the intent to be referred to the Guidance Counselor.</p> <p>1.3. Fills out the referral form and submit it to the guidance and counseling office.</p>	None	5 Minutes	Faculty / Prefect of Discipline
2. Receive the Referral Slip	2.1. Issues of an acknowledgment slip to the referent.	None	2 Minutes	Guidance Staff
3. Identifies the Client for Counseling	3.1. Issues of Student Call Slip	None	2 Minutes	Guidance Counselor
4. Fill out the Counseling Logbook and forward the client to the Guidance Counselor	<p>4. 1. Instruct the client to fill out the counseling logbook.</p> <p>4. 2. Endorse the client to the guidance counselor.</p>	None	2 Minutes	Guidance Staff
5. Fill out the Counseling Form	5.1. Instruct the client to fill out the counseling form.	None	2 Minutes	Guidance Counselor
6. Sign the Counseling Informed Consent.	6.1. Instruct the client to affix his/her signature and explain to the client the risks and benefits of the counseling, and the client's rights throughout the counseling through the counseling informed consent.	None	5 minutes	Guidance Counselor
7. Counseling Session	7.1. Commence the counseling session.	None	40 minutes	Guidance Counselor
8. Issue referral Feedback Form	8.1 Furnish referral feedback form to the referent.	None	2 Minutes	Guidance Counselor
TOTAL		None	1 Hour	



HEALTH SERVICES UNIT

External Services



1. Application of Insurance Claims for Students (This is for the processing of insurance claim and provide financial assistance.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
College ID/Certificate of Registration to be presented by the Client – (1 Original)			College ID provided by (SASD) Certificate of Registration provided by Registrar	
Insurance Forms – (1 Original)			Health Services Unit	
Medical Certificate – (1 Original)			provided by the Hospital where the claimant admitted	
Hospital bills (If Confined) – (1 Original)			provided by the Hospital where the claimant admitted	
Prescription of medicine – (1 Original)			provided by the Hospital where the claimant admitted	
Receipts, Invoice or other evidences of expenses – (1 Original)			Pharmacy	
Police Report (for Vehicular Accident ONLY) – (1 Original)			Police Station	
Funeral Contract – (1 Original)			Funeral Homes	
Death Certificate with PSA Certification of the Claimant For deceased case ONLY) – (1 Original)			Office of the Local Civil Registrar / PSA	
Certificate from the Bureau of fire (Fire Claim) – (1 Original)			Bureau of Fire and Protection Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents ID, verbalize the history of event/accident and sign client's logbook	1.Conducts initial assessment and health history of illness and confinement or nature of incident		3 minutes	<i>Nurse</i>
2.Secures insurance forms, checklist and submit the requirements	2.Provides forms with checklists and assess the requirements for completeness and accuracy	None	7 minutes	<i>Nurse</i>
3.Fill out insurance forms	3.Instruct and give assistance in filling up the forms to avoid errors	None	3 minutes	<i>Nurse</i>
4.Receives proper instruction on insurance processes depending on the case	4.Gives instruction on the possible duration as when the client claims his/her insurance	None	3 minutes	<i>Nurse</i>



	<i>Note:</i> Submit the documents to Insurance Company for assessment of requirements and evaluation of claims			
5. Gets update by leaving his/her contact details to the school nurse	5. Inform and gives claimant updates about his/her insurance status	None	1 – 2 working months	<i>Nurse</i>
6. Presents Valid ID and fill up the claim form in claiming Insurance check/cash and receives instruction for encashment of check	6. Gives the Insurance Claim (check/cash) with voucher presented indicating the full details of claim signed by the claimant <i>Note:</i> All claims (check/cash) ready for release are given directly to claimant with valid ID presented and sign the logbook for recording	None	3 minutes	<i>Nurse</i>
TOTAL		None	2 working Months and 19 Minutes	

2. Dental Services for Students

(This is to provide oral-dental health services, identifies oral-dental problems and possible remedies recommended by the Dentist.)

Office/Division:	HEALTH SERVICES UNIT
Classification:	Simple
Type of Transaction:	G2G – Government to Government
WHO MAY AVAIL	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College ID/Certificate of Registration to be presented by the Client – (1 Original)		College ID provided by (SASD) Certificate of Registration provided by Registrar		
Dental Record Form – (1 Original)		Health Services Unit		
CLIENT STEPS	AGENCY ACTION	EES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents ID, sign the dental logbook and undergo initial consultation	1. Gives the logbook to client and signs the logbook for recording.	None	3 Minutes	<i>Nurse</i>



2.Undergoes Oral Dental check-up, consultation and tooth extraction recommended by the Dentist	2.Conducts oral dental examination and tooth extraction Note: Tooth extraction may perform by Dentist's recommendation with the approval of client	None	25 Minutes	<i>Dentist</i>
3.Wait for post dental care instruction	3.Gives instruction on proper post dental care	None	3 Minutes	<i>Dentist</i>
4.Secures prescription of medicine	4.Prescribes medicine if necessary	None	3 minutes	<i>Dentist</i>
5.Claims referral to specialist if necessary	5.Refers patient with special cases for laboratory examination if necessary to specialists	None	3 minutes	<i>Dentist</i>
TOTAL		None	3. Minutes	

3. Issuance of Medical Certificate for Students

(This is to provide medical certificate after complying all the requirements needed and completed the procedural steps.)

Office/Division:	HEALTH SERVICES UNIT
Classification:	Simple
Type of Transaction:	G2G – Government to Government
WHO MAY AVAIL	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College ID/Certificate of Registration to be presented by the Client – (1 Original)		College ID provided by (SASD) Certificate of Registration provided by Registrar		
Updated Laboratory Results (CBC, UA, SE)- (1 Original)		Clinic or Hospital of Choice		
Medical Record Form – (1 Original)		Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The client presents ID, sign the medical logbook and verbalize chief complaint or present illness	1.Gives the logbook to client and signs the logbook for recording. Conduct health history and assessment of present illness	None	3 Minutes	<i>Nurse</i>
2.Undergoes for vital signs taking, height and weight measurement	2.Conducts height and weight measurement and taking of temperature, BP, RR, PR	None	5 Minutes	<i>Nurse</i>



3.Submits for medical consultation and physical examination	3.Conducts physical examination and/or medical consultation	None	10 Minutes	<i>Physician</i>
4.Submits Updated laboratory results (X-ray, CBC, etc.)	4.Interprets and assess Lab results by the school physician Note: Client will be given lab request by the physician when necessary	None	5 Minutes	<i>Physician</i>
5.Receives instructions and medical certificate	5.Gives instruction, health advise, provide the medical certificate	None	3 Minutes	<i>Physician Nurse</i>
TOTAL		None	26 Minutes	

4. Medical Consultation and Treatment for Students

(This service allows students in seeking assistance on their health-related concerns by providing assessment, intervention, and treatment services from a medical practitioner.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
WHO MAY AVAIL	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
College ID/Certificate of Registration to be presented by the Client – (1 Original)			College ID provided by (SASD) Certificate of Registration provided by Registrar	
Medical Record Form – (1 Original)			Health Services Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents ID, sign the medical logbook and verbalize chief complaints/ illness	1.Gives the logbook to client and signs the logbook for recording. Conducts initial assessment and health history of illness		3 minutes	<i>Nurse</i>
2.Undergo measuring of vital signs	2.Conducts height and weight and taking Temp., BP, RR, PR	None	5 Minutes	<i>Nurse</i>
3.Submits for medical consultation and physical examination	3.Conducts physical examination and/or medical consultation	None	10 Minutes	<i>Physician</i>



4. Secures medicine of illness with medical advice	4. Gives medicine/medical advice	None	3 Minutes	Physician
5. Receives proper health care, instruction and referral to specialist or hospital depending on the case	5. Gives instruction on dosage of medicine and gives health advise and instruction or referrals to nearby hospital	None	3 Minutes	Physician Nurse
6. Gets Medical Certificate/ excuse slip	6. Gives medical certificate/excuse slip	None	3 Minutes	Physician Nurse
TOTAL			27 Minutes	

5. Medical Profiling and Physical Examination for Enrollment (To conduct medical profiling upon entering the college and to submit the requirements needed indicating physically fit to study.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
WHO MAY AVAIL	New Students and Returnees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Results (CBC, Urinalysis, and Stool Exam) - (1 Original copy each)		Hospital or Clinic of Choice		
Annual Drug Test Result – (1 Original)		DOH Certified Drug Testing Centers		
Medical Certificate – (1 Original)		Hospital or Clinic of Choice		
Physical Examination Form – (1 Original)		Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents ID, sign the medical logbook and present requirements needed, secures students medical record	1. Gives the logbook to client and signs the logbook for recording. Inspects validity of requirements needed	None	3 Minutes	Nurse
2. Fill-outs Physical Examination Form	2. Provides the form and guides in filling up by giving instructions	None	5 Minutes	Nurse
3. Undergoes measurement of height, weight, BP, respiratory rate, pulse rate, temperature and pertinent past and present medical history	3. Conducts accurate measurements, interview and follow up questions for health history.	None	5 Minutes	Nurse



4.Submits for physical examination	4.Conducts Physical examination	None	10 Minutes	<i>Physician</i>
5.Secures Medical Certificate/ Clearance	5.Provides Medical Clearance	None	2 Minutes	<i>Physician</i>
TOTAL		None	25 Minutes	



HEALTH SERVICES UNIT

Internal Services



1. Application of Insurance Claims for Employees (This is for the processing of insurance claim and provide financial assistance.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employees ID (Faculty/Staff) to be presented - (1 Original)	Human Resource Management Unit			
Insurance Forms – (1 Original)	School Clinic			
Medical Certificate – (1 Original)	Provided by the Hospital where the claimant admitted			
Hospital bills (If Confined) – (1 Original)	Provided by the Hospital where the claimant admitted			
Prescription of medicine – (1 Original)	Provided by the Hospital where the claimant admitted			
Receipts, Invoice or other evidences of expenses – (1 Original)	Pharmacy			
Police Report (for Vehicular Accident ONLY) – (1 Original)	Police Station			
Funeral Contract – (1 Original)	Funeral Homes			
Death Certificate with PSA Certification of the Claimant For deceased case ONLY) – (1 Original)	Office of the Local Civil Registrar / PSA			
Certificate from the Bureau of fire (Fire Claim) – (1 Original)	Bureau of Fire and Protection Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents ID, verbalize the history of event/accident, and sign client's logbook	1. Conducts initial assessment and health history of illness and confinement or nature of incident	None	3 minutes	<i>Nurse</i>
2. Secures insurance forms, checklist and submit the requirements	2. Provide forms with checklists and assess the requirements for completeness and accuracy	None	7 minutes	<i>Nurse</i>
3. Fill out insurance forms	3. Instruct and give assistance in filling up the forms to avoid errors	None	3 minutes	<i>Nurse</i>
4. Receives proper instruction on insurance processes depending on the case	4. Gives instruction on the possible duration as when the client claims his/her insurance <i>Note: Submit the</i>	None	3 minutes	<i>Nurse</i>



	documents to Insurance Company for assessment of requirements and evaluation of claims			
5. Gets update by leaving his/her contact details to the school nurse	5. Inform and gives claimant updates about his/her insurance status	None	1 – 2 working months	<i>Nurse</i>
6. Presents Valid ID and fill up the claim form in claiming Insurance check/cash and receives instruction for encashment of check	6. Gives the Insurance Claim (check/cash) with voucher presented indicating the full details of claim signed by the claimant <i>Note: All claims (check/cash) ready for release are given directly to claimant with valid ID presented and sign the logbook for recording</i>	None	3 minutes	<i>Nurse</i>
TOTAL		None	2 working months and 19 Minutes	

2. Dental Services for Employees

(This is to provide oral-dental health services, identifies oral-dental problems and possible remedies recommended by the Dentist.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
WHO MAY AVAIL	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employees ID (Faculty/Staff) to be presented - (1 Original)		Human Resource Management Unit		
Dental Record Form – (1 Original)		Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents ID, sign the dental logbook and undergo initial consultation	1. Gives the logbook to client and signs the logbook for recording.	None	3 Minutes	<i>Nurse</i>



2.Undergoes Oral Dental check-up, consultation and tooth extraction recommended by the Dentist	2.Conducts oral dental examination and tooth extraction Note: Tooth extraction may perform by Dentist's recommendation with the approval of client	None	25 Minutes	<i>Dentist</i>
3.Wait for post dental care instruction	3.Gives instruction on proper post dental care	None	3 Minutes	<i>Dentist</i>
4.Secures prescription of medicine	4.Prescribes medicine if necessary	None	3 minutes	<i>Dentist</i>
5.Claims referral to specialist if necessary	5.Refers patient with special cases for laboratory examination if necessary to specialists	None	3 minutes	<i>Dentist</i>
TOTAL		None	37 Minutes	

3. Issuance of Medical Certificate for Employees

(This is to provide medical certificate after complying all the requirements needed and completed the procedural steps.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
WHO MAY AVAIL	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employees ID to be presented - (1 Original)			Employees ID Provided by Human Resource Management Unit	
Updated Laboratory Results (CBC, UA, SE)- (1 Original)			Clinic or Hospital of Choice	
Medical Record Form – (1 Original)			Health Services Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client presents ID, sign the medical logbook and verbalize chief complaint or present illness	1.Gives the logbook to client and signs the logbook for recording. Conduct health history and assessment of present illness	None	3 Minutes	<i>Nurse</i>
2. Undergoes for vital signs taking, height and weight	2.Conducts height and weight measurement and taking of temperature, BP,	None	5 Minutes	<i>Nurse</i>



measurement	RR, PR			
3. Submits for medical consultation and physical examination	3. Conducts physical examination and/or medical consultation	None	10 Minutes	Physician
4. Submits Updated laboratory results (X-ray, CBC, etc.)	4. Interprets and assess Lab results by the school physician Note: Client will be given lab request by the physician when necessary	None	5 Minutes	Physician
5. Receives instructions and medical certificate	5. Gives instruction, health advise, provide the medical certificate	None	3 Minutes	Physician Nurse
TOTAL		None	26 Minutes	

4. Medical Consultation and Treatment for Employees (This service allows students in seeking assistance on their health-related concerns by providing assessment, intervention, and treatment services from a medical practitioner.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
WHO MAY AVAIL	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employees ID to be presented - (1 Original)			Human Resource Management Unit	
Medical Record Form – (1 Original)			Health Services Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents ID, sign the medical logbook and verbalize chief complaints/ illness	1. Gives the logbook to client and signs the logbook for recording. Conducts initial assessment and health history of illness		3 minutes	Nurse
2. Undergoes measuring of vital signs	2. Conducts height and weight and taking Temp., BP, RR, PR	None	5 Minutes	Nurse



3.Submits for medical consultation and physical examination	3.Conducts physical examination and/or medical consultation	None	10 Minutes	<i>Physician</i>
4.Secures medicine of illness with medical advice	4.Gives medicine/medical advice	None	3 Minutes	<i>Physician</i>
5.Receives proper health care, instruction and referral to specialist or hospital depending on the case	5.Gives instruction on dosage of medicine and gives health advise and instruction or referrals to nearby hospital	None	3 Minutes	<i>Physician</i> <i>Nurse</i>
6.Gets Medical Certificate/ excuse slip	6.Gives medical certificate/excuse slip	None	3 Minutes	<i>Physician</i> <i>Nurse</i>
TOTAL			27 Minutes	



HUMAN RESOURCE MANAGEMENT UNIT

External Services



1. Issuance of Certificate of Employment for Inactive Employee
 This process pertains to the issuance of certificate of employment to all inactive employee of Davao de Oro State College. The certificate of employment contains position, office, duration of employment, salary and purpose.

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
WHO MAY AVAIL	Davao de Oro State College Employee (Inactive)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For former employee: 1. Online Request of Certificate of Employment		Human Resource Management Unit https://tinyurl.com/DDOSCHRRequestForm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files online request through Google form and present accomplished clearance	1.1 Checks and verifies the submitted request	None	5 minutes	HRMU Staff
2. None	2.1. Prepares the Certificate of Employment and forward to proper authorities for approval	None	1 Working Day	HRMU Staff
	2.2. Verifies Certificate of Employment for Approval		10 Minutes	HRMU Head
3. Receives and sign on the Logbook for outgoing documents	3.1. Releases the Certificate of Employment	None	3 Minutes	HRMU Staff
TOTAL		None	1 Working Day and 18 Minutes	

2. Issuance of Service Record for Inactive Employee
 This process pertains to the issuance of service record to requesting inactive employee to provide information on employee’s work history, status of employment, employment changes as promotion, transfer, reappointment, reemployment, step increment, etc.

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
WHO MAY AVAIL	Davao de Oro State College Employee (Inactive)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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1. Online Request of Certificate of Employment or Service Record		Human Resource Management Unit https://tinyurl.com/DDOSCHRRequestForm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files online request through Google form and present accomplished clearance	1.1 Checks and verifies the submitted request	None	5 minutes	<i>HRMU Staff</i>
2. None	2.1. Prepares the Service Record and forward to the College President	None	10 Minutes	<i>HRMU Staff</i>
	2.2. Approves the Service Record		2 Working Days	<i>College President</i>
3. Receives and signs on the Logbook for outgoing documents	3.1. Releases the Service Record	None	3 Minutes	<i>HRMU Staff</i>
TOTAL		None	2 Working Days and 18 Minutes	



HUMAN RESOURCE MANAGEMENT UNIT

Internal Services



1. Application of Travel Order (1-3 Days of travel)				
This process pertains to the application of Travel Order for 1- 3 travel dates before undertaking official travel. The purpose behind the travel request is detailed within the Travel Order itself.				
Office/Division:	Human Resource Management Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	Present Employees of DDOSC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Travel Order (2 copies)			Human Resource Management Unit (Travel Order Forms are also downloadable at https://tinyurl.com/DDOSCHRForms .)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completes the Travel Order form and then proceed to submit it.	1.1 Receives the travel order from the client 1.2 Assigns travel order number to the submitted travel order The HRMU Head affix initial next to the assigned travel number. 1.3 Logs travel details	None	10 Minutes	<i>HRMU Staff</i> <i>HRMU Head</i>
2. None	2.1 Forwards the Travel Order to the proper authorities for approval 2.2 Proper authorities shall sign/ approve/ disapprove the Travel Order	None	3 Minutes 1 Working Day	<i>HRMU Personnel</i> <i>VPAA</i> <i>CAF</i> <i>Administrative Division Director</i> <i>Finance Division Director</i> <i>College President</i>
3. Follows up the status of the Travel Order before the travel date	3.1 Informs the Client about the status of the Travel order	None	3 Minutes	<i>HRMU Staff</i>
TOTAL:		None	1 Working Day and 16 Minutes	



2. Application of Travel Order (beyond 3 Days of travel)				
This process pertains to the application of a Travel Order beyond 3 travel dates before undertaking official travel. The purpose behind the travel request is detailed within the Travel Order itself.				
Office/Division:	Human Resource Management Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	Present Employees of DDOSC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Travel Order (2 copies)			Human Resource Management Unit (Travel Order Forms are also downloadable at https://tinyurl.com/DDOSCHRFoms .)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completes the Travel Order form and then proceed to submit it.	1.1 Receives the travel order from the client 1.2 Assigns travel order number to the submitted travel order The HRMU Head affix initial next to the assigned travel number. 1.3 Logs travel details	None	10 Minutes	<i>HRMU Staff</i> <i>HRMU Head</i>
2. None	2.1 Forwards the Travel Order to the College President for approval 2.2 College President shall sign/approve/disapprove the Travel order of the employee.	None	3 Minutes 2 Working Days	<i>HRMU Personnel</i> <i>College President</i>
3. Follows up the status of the Travel Order before the travel date	3.1 Informs the Client about the status of the Travel order	None	3 Minutes	<i>HRMU Staff</i>
TOTAL:		None	2 Working Days and 16 Minutes	



3. Application for Leave of Absence (1-3 Days of leave)

This process pertains to the filing of 1-3 days Leave of Absence requested by employees of Davao De Oro State College. This allows them to be excused from work, either with or without pay, as stipulated by relevant laws. The college accepts and processes these leave applications accordingly.

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Active DDOSC Plantilla Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CS Form No. 6 (Application for Leave) 2 (original Copies) and other applicable attachments: <ol style="list-style-type: none"> Sick Leave beyond 5 days (Attachment: 1 original copy of medical certificate) Special Emergency Leave (Attachments: 2-3 printed pictures proof of calamity & photocopy of declaration of affected area) Leave beyond 30 days (Attachments: 2 original copies Approved letter of intent and 3 original copies of clearance) Maternity Leave (Attachments: 1 original copy letter of assumption upon return and 1 original copy of medical certificate, if leave not fully consumed) Parental Leave (Attachment: 1 Photocopy of valid Solo Parent ID Card) 	Human Resource Management Unit (CS Form No. 6 Application for Leave Form is also downloadable at https://tinyurl.com/DDOSCHRForms .)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-outs form and inquires leave balance from the assigned HR Staff <ul style="list-style-type: none"> Filing of leave of absence depends on 	1.1 Checks records and inform employee of his/her leave balance. Advice the employee to return the leave form upon approval from the proper	None	10 Minutes	HRMU Staff



<i>the nature of leave applied for, subject to existing CS rules and laws.</i>	authorities.			
2. Submits the filled-out form to the HRMU and fill out the logbook for Leave Application	2.1 Receives the Leave form to fill-in leave balance portion and update the personnel leave card. 2.2 Certifies the leave balance reflected on the form.	None	10 minutes	<i>HRMU Staff</i> <i>HRMU Head</i>
3. None	3.1 Seeks approval of leave from proper authorities 3.2 Proper authorities shall sign/approve/disapprove the leave application of the employee.	None	2 Working Days	<i>HRMU Staff</i> <i>VPAA</i> <i>CAF</i> <i>Administrative Division Director</i> <i>Finance Division Director</i> <i>College President</i>
4. Receives and sign on the Logbook for outgoing documents	4.1 Informs the client of the status update of the Leave Application, and Issue the Approved Leave Form	None	3 Minutes	<i>HRMU Staff</i>
TOTAL:		None	2 Working Days, 23 Minutes	

4. Application for Leave of Absence (beyond 3 Days of leave)

This process pertains to the filing of more than 3 days of Leave of Absence requested by employees of Davao De Oro State College. This allows them to be excused from work, either with or without pay, as stipulated by relevant laws. The college accepts and processes these leave applications accordingly.

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government



Who may avail:	Active DDOSC Plantilla Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. CS Form No. 6 (Application for Leave) 2 (original Copies) and other applicable attachments:</p> <ul style="list-style-type: none"> f. Sick Leave beyond 5 days (Attachment: 1 original copy of medical certificate) g. Special Emergency Leave (Attachments: 2-3 printed pictures proof of calamity & photocopy of declaration of affected area) h. Leave beyond 30 days (Attachments: 2 original copies Approved letter of intent and 3 original copies of clearance) i. Maternity Leave (Attachments: 1 original copy letter of assumption upon return and 1 original copy of medical certificate, if leave not fully consumed) j. Parental Leave (Attachment: 1 Photocopy of valid Solo Parent ID Card) 		<p>Human Resource Management Unit</p> <p>(CS Form No. 6 Application for Leave Form is also downloadable at https://tinyurl.com/DDOSCHRForms.)</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Fill-outs form and inquire leave balance from the assigned HR Staff</p> <ul style="list-style-type: none"> • <i>Filling of leave of absence depends on the nature of leave applied for, subject to existing CS rules and laws.</i> 	<p>1.1 Checks records and informs employee of his/her leave balance.</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>HRMU Staff</i></p>
<p>2. Submits the filled-out form to the HRMU and fill out the logbook for Leave</p>	<p>2.1 Receives the Leave form to fill-in leave balance portion and update the</p>	<p>None</p>	<p>10 minutes</p>	<p><i>HRMU Staff</i></p>



Application	personnel leave card. 2.2 Certifies the leave balance reflected on the form.			<i>HRMU Head</i>
3.None	3.1 Seeks approval of leave from the College President 3.2 College President shall sign/approve/disapprove the leave application of the employee.	None	2 Working Days	<i>HRMU Staff</i> <i>College President</i>
4.Receives and sign on the Logbook for outgoing documents	4.1 Informs the client of the status update of the Leave Application, and Issue the Approved Leave Form	None	3 Minutes	<i>HRMU Staff</i>
TOTAL:		None	2 Working Days and 23 Minutes	

5.Issuance for Authority to Travel Abroad

This process pertains to the issuance of Authority to Travel which serves as proof that the employee is authorized to travel abroad with the approval of the Head of Agency or by the authorized officials.

Office/Division:	Human Resource Management Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government
WHO MAY AVAIL	All DDOSC Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Pre-Approved Leave/CTO Form by immediate supervisor (2 original)	The Client will Provide
2. Letter of intent addressed to the College President duly noted by the Immediate Head that the absence will not hamper the operation.	The Client will Provide
	Human Resource Management Unit https://tinyurl.com/DDOSCHRRequestForm



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for personal Travel Authority and requirements	1.1 Receives request for personal Travel Authority, Leave Form and other attachments	None	5 minutes	HRMU Staff
2. None	2.1 Prepares personal Travel Authority and print copies 2.2 Fill-in leave balance portion and update the personnel leave card. The HRMU Head certifies the leave balance.	None	10 Minutes	HRMU Staff HRMU Head
3. None	3.1 Reviews the printed Travel Authority and other documents from the Client 3.2 Forwards the Authority to Travel to the Office of the College President for Approval	None	5 Minutes 2 Working Days	HRMU Head College President
4. Receives and sign on the Logbook for outgoing documents	4.1 Releases the approved authority to travel to the client	None	3 Minutes	HRMU Staff
TOTAL			2 Working Days and 23 minutes	

6. Issuance for Certificate of Compensatory Overtime Credit

This process pertains to the processing and issuance of a Certificate of Compensatory Overtime Credits (COC) of personnel who rendered authorized overtime services. A Certificate of COC is provided when overtime services are rendered. The COC is based on the number of Compensatory Time-Off (CTO) credits earned by the requesting personnel. The Certificate of COC is a supporting document when filing for a CTO.

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
WHO MAY AVAIL	All DDOSC Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly signed Daily Time Record (DTR) for the month requested (2 original copies)	The Client will Provide
Approved Letter for Extension of Service – (1 copy)	The Client will Provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the requirements to the HRMU	1.1 Receives and check as to the completeness of the requirements	None	2 minutes	HRMU Staff



	<p>1.2 Prepares the Certificate of Compensatory Overtime Credit</p> <p>1.3 Computes the overtime Credits</p> <p>1.4 Endorses the Certificate of Compensatory Overtime Credit to the Office of the College President for Signature/Approval</p> <p>1.5 Receives the approved Certificate of Compensatory Overtime Credit from the Office of the College President</p> <p>1.6 Informs the Client/s for the update of the requested document</p>		<p>2 minutes</p> <p>30 minutes</p> <p>2 Workings days</p>	<i>College President</i>
2. Receives and sign on the Logbook for outgoing documents	2.1 Releases the Certificate of Compensatory Overtime Credit	None	3 Minutes	<i>HRMU Staff</i>
TOTAL			2 Working Days and 37 Minutes	

7. Issuance of Payslip for Loan Purposes

The payslip serves as a documentary requirement of the requesting employee to support proof of financial stability for loan purposes. This payslip is signed and in original copy provided to requesting employee.

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
WHO MAY AVAIL	Active DDOSC Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form via goggle form		Human Resource Management Unit https://tinyurl.com/DDSOSCHRRequestForm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files online request through Google form	1.1 Checks, & verifies submitted request	None	10 minutes	<i>HRMU Personnel</i>



	1.2 Prepares the requested Payslip 1.3 Endorses to the HRMU for approval.		5 Minutes	<i>HRMU Head</i>
2. Receives the payslip, and Sign the Log book for outgoing documents	2.1 Releases the document duly signed by the HRMU Head	None	3 Minutes	<i>HRMU Staff</i>
TOTAL			18 Minutes	

8. Issuance of Endorsement Letter to Landbank

This process pertains to the Issuance of Endorsement Letter to Landbank, a process of authenticating employment for opening of a Landbank (LBP) payroll account.

Office/Division:	Human Resource Management Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
WHO MAY AVAIL	Active/newly hired DDOSC personnel without LBP payroll accounts (plantilla, casual, part-time, directly hired JO/COS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form via Google form		Human Resource Management Unit https://DDOSCHRRequestForm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files online request through Google form	1.1 Checks, & verifies submitted request	None	10 minutes	<i>HRMU Personnel</i>
	1.2 Prepares the requested document 1.3 Endorses to the HRMU for approval.		5 Minutes	
2. Receives the LBP Endorsement and Sign in the Log book for outgoing documents	2.1 Releases the document duly signed by the HRMU Head	None	3 Minutes	<i>HRMU Staff</i>
TOTAL		None	18 Minutes	



9. Issuance of Certificate of Employment for Active Employee

This process pertains to the issuance of certificate of employment to all active employee of Davao de Oro State College . The certificate of employment contains position, office, duration of employment, salary and purpose.

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
WHO MAY AVAIL	Davao de Oro State College (Active)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request of Certificate of Employment		Human Resource Management Unit https://tinyurl.com/DDOSCHRRequestForm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files online request through Google form	1.1 Checks and verifies the submitted request	None	5 minutes	<i>HRMU Staff</i>
2. None	2.1. Prepares the Certificate of Employment and forward to proper authorities for approval	None	7 hours	<i>HRMU Staff</i>
	2.2. Verifies Certificate of Employment for Approval		10 Minutes	<i>HRMU Head</i>
3. Receives and sign on the Logbook for outgoing documents	3.1. Releases the Certificate of Employment	None	5 Minutes	<i>HRMU Staff</i>
TOTAL		None	7 Hours and 20 Minutes	

10. Issuance of Service Record for Active Employee

This process pertains to the issuance of service record to requesting active employee to provide information on employee's work history, status of employment, employment changes as promotion, transfer, reappointment, reemployment, step increment, etc.

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
WHO MAY AVAIL	Davao de Oro State College (Active)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Online Request of Service Record		Human Resource Management Unit https://tinyurl.com/DDOSCHRRequestForm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files online request through Google form	1.1 Checks and verifies the submitted request	None	5 minutes	<i>HRMU Staff HRMU Head</i>
2. None	2.1. Prepares the Service Record and forward to proper authorities for approval	None	10 Minutes	<i>HRMU Staff</i>
	2.2. Verifies Service Records for Approval		2 Working Days	<i>College President</i>
3. Receives and sign on the Logbook for outgoing documents	3.1. Releases the Service Record	None	3 Minutes	<i>HRMU Staff</i>
TOTAL		None	2 Working Days and 18 Minutes	



LIBRARY AND LEARNING RESOURCE CENTER SECTION

External Services



1. Application for Library Card

(This process involves validating student's access to library services and providing the secure circulation of resources, such involves acquiring a library card, enabling resource use, and fostering responsible borrowing.)

Office/Division:	Library and Learning Resource Center Section- Reference Desk
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1x1 Picture, White Background (1 Original)	The client will provide
Library Card Form (1 original)	Library and Learning Resource Center Section - Reference Desk
Library Card Registration Form (1 original)	Online Application: https://docs.google.com/forms/d/1r0GKCSxJhUDeRXwG5vDOX_5kq8KvpdBH1WRAQ54KtdE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the necessary information in the logbook at the reference desk or in the online application, and then presents the required documents to the person in charge.	1. Reviews the submitted requirements of the client.	None	2 Minutes	Library and Learning Resource Center Section, Personnel
2. Completes the Library Card Registration form to be register in the KOHA Library Management System.	2. Encodes, generates the barcode, and issues the Library Card for the client.	None	45 minutes	Library and Learning Resource Center Section, Personnel
3. For durability purposes, the client is advised to laminate his/her ID.	3. Verifies the authenticity of the laminated Library Card presented by the client.	None	3 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
TOTAL:		None	50 Minutes	



2. Open Database Electronic Access Services

(This process pertains to the effective monitoring of both online and offline electronic resource access, this service is designed for students, ensuring comprehensive oversight and security in utilizing digital and physical resources.)

Office/Division:	Library and Learning Resource Center Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form (1 original)		Library and Learning Resource Center Section- Electronic Library		
Reservation Form (1 original)		Library and Learning Resource Center Section- Electronic Library		
Library Card (1 laminated)		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inputs the Library Card in the entrance Logger System and signs in the E-Library/Database Logbook.	1. Assists the client upon registration.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Fills in the 'Reservation Form' and submits it to the designated In-Charge before availing the services.	2. Receives the Reservation Form to be submitted by the client.	None	3 Minutes	<i>Library and Learning Resource Center Section- Personnel</i>
3. Registers in the designated database to create a unique 'User Account,' if applicable	3.Assists the client in the registration process and guides them in using the system.	None	10 Minutes	<i>Library and Learning Resource Center Section- Personnel</i>
4.Navigates the available resources.	4.If necessary, provides the client with information about the requested resources.	None	40 Minutes	<i>Library and Learning Resource Center Section- Personnel</i>
TOTAL:		None	55 Minutes	



3. Open Database Electronic Access Services

(This process pertains to the effective monitoring of both online and offline electronic resource access, this service is designed for outside researcher, ensuring comprehensive oversight and security in utilizing digital and physical resources.)

Office/Division:	Library and Learning Resource Center Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Outside Researcher			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form (1 original)		Library and Learning Resource Center Section-Electronic Library		
Reservation Form (1 original)		Library and Learning Resource Center Section-Electronic Library		
Library Card (1 laminated)		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Inputs the Library Card in the entrance Logger System and signs in the E-Library/Database Logbook.	1. Assists the client upon registration.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Fills in Reservation Form' and submits it to the designated In-Charge before availing the services.	2. Receives the Reservation Form to be submitted by the client.	None	3 Minutes	<i>Library and Learning Resource Center Section-Personnel</i>
3. Registers in the designated database to create a unique 'User Account,' if applicable	3. Assists the client in the registration process and guides them in using the system.	None	10 Minutes	<i>Library and Learning Resource Center Section-Personnel</i>
4. Navigates the available resources.	4. If necessary, provides the client with information about the requested resources.	None	40 Minutes	<i>Library and Learning Resource Center Section-Personnel</i>
TOTAL:		None	55 Minutes	



4. Reading and Circulation Services (Inside Reading, and Borrowing)

(This process pertains to the inside reading and borrowing by students for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through borrowing for home use purposes or for photocopying.)

Office/Division:	Library and Learning Resource Center Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Inside Reading:	
Entrance Logbook	Library and Learning Resource Center Section-Reference Desk
Library Card (1 Laminated)	The client will provide
Borrowing:	
Online Reservation for out of campus clients	Library and Learning Resource Center Section-Reference Desk Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHDcG24qIAy0v1YMWtyyxQzv17B5vYaQcIJQ
Borrower's Card/ Borrower's Logbook	Library and Learning Resource Center Section-Reference Desk
Library Card (1 laminated)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inputs Library Card in the Entrance Logger System or signs in the logbook located at the reference desk; then presents the requirement.	1. Assists the client during the registration process.	None	6 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2.Locates the reference resources on the shelves.	2. If needed, assists the client in locating the reference resources in the shelves.	None	6 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
	For borrowing: 2.1. Verifies the library card and assists the client in completing the necessary information in the logbook or borrower's card.	None	7 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>



	2.2. Subsequently, releases the resources to the client for the intended purpose.			
	2.3. Keeps and secures the necessary document handed over by the client in the File Cabinet.			
TOTAL:		None	17 Minutes	

5. Reading and Circulation Services (Inside Reading, and Borrowing)

(This process pertains to the inside reading, and borrowing by outside researcher for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through photocopying.)

Office/Division:		Library and Learning Resource Center Section		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who May Avail:		Outside Researcher		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Reservation for out of campus clients		Library and Learning Resource Section-Online Reservation Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHDcG24qIAy0v1YMWtyyxQzv17B5vYaQclJQ		
Recommendation Letter from their School Librarian or Administrator (1 original)		The client will provide		
Any government-issued identification card (1 original)		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the visitor's logbook located at the reference desk and presents the document required by the Librarian.	1. Conducts interview, verifies, and accepts the necessary requirement as specified by the Librarian.		6 Minutes	Library and Learning Resource Center Section, Personnel



2. Locates the reference resources on the shelves.	2. If needed, assists the client in locating the reference resources in the shelves.	None	6 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
For photocopying:				
	2.1. Verifies the Government Card and assists the client in completing the necessary information in the logbook. 2.2. Subsequently, releases the resources to the client for the intended purpose. secures the necessary document handed over by the client in the File Cabinet.	None	5 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
TOTAL:				

6. Returning of Borrowed Library Resources

(This process pertains to the recalling and safekeeping of library resources that have been borrowed by the students, offering a service aimed at efficient management.)

Office/Division:	Library and Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card/Borrower's Logbook (1 original)		Library and Learning Resource Center Section - Reference Desk		
Library Card (1 laminated)		Library and Learning Resource Center Section - Reference Desk		
Borrowed Resources		Client		
Official Receipt		Cashiering Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Inputs Library Card in the Entrance Logger System or signs in the logbook located at the reference desk.	1. Assists the client during the registration process.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personne</i>
2. Presents the borrowed resources at the Reference Desk for verification and return.	2. Checks the condition of the resources and verifies any discrepancies in the 'permissible time' recorded in the borrower's card or borrower's logbook. a. If the transaction is settled, returns the documents handed over by the client (such as Library Card). b. Returns the resources into its proper place.	None	5 Minutes	Library and Learning Resource Center Section, Personnel
3. For overdue or damage resources, complies the corresponding sanction or fines.	3. Safely keeps the item being sanctioned or the official receipt for the amount being paid.		2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
a. For payments, obtains the payment slip from the Librarian, then pays the exact amount directly to the Cashier In-Charge	3.1 Receives the payment from the client and issues an Official Receipt. 3.2 If the transaction is settled, returns the document handed over by the client, such as Library Card.	The duration of the sanction or fine depends on the number of minutes/hours.	3 Minutes 1 Minute	
TOTAL:		Depending on the number of minutes/hours being sanctioned/ fined.	13 Minutes	

<p>7. Returning of Borrowed Library Resources (Photocopying Only) (This process pertains to the recalling and safekeeping of library resources that have been borrowed by the outside researcher, offering a service aimed at efficient management.)</p>	
Office/Division:	Library and Learning Resource Center
Classification:	Simple



Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Outside Researcher			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Library and Learning Resource Center Section - Reference Desk		
Borrowed Resources		Client		
Official Receipt		Cashiering Section		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the logbook located at the reference desk.	1. Assists the client during the registration process.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Presents the borrowed resources at the Reference Desk for verification and return.	2. Checks the condition of the resources and verifies any discrepancies in the 'permissible time' recorded in the borrower's card or borrower's logbook. c. If the transaction is settled, returns the documents handed over by the client (such as Government ID). d. Returns the resources into its proper place.	None	5 Minutes	Library and Learning Resource Center Section, Personnel
3. For overdue or damage resources, complies the corresponding sanction or fines.	3. Safely keeps the item being sanctioned or the official receipt for the amount being paid.		2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i> <i>Head/Cashiering Section</i> <i>Library and Learning Resource Center Section, Personnel</i>



<p>a. For payments, obtains the payment slip from the Librarian, then pays the exact amount directly to the Cashier In-Charge</p>	<p>3.1 Receives the payment from the client and issues an Official Receipt.</p>	<p>The duration of the sanction or fine depends on the number of minutes/hours.</p>	<p>3 Minutes</p>	
	<p>3.2 If the transaction is settled, returns the document handed over by the client, such as Government ID.</p>		<p>1 Minute</p>	
<p>TOTAL:</p>	<p>Depending on the number of minutes/hours being sanctioned/ fined.</p>	<p>13 Minutes</p>		



LIBRARY AND LEARNING RESOURCE CENTER SECTION

Internal Services



1. Open Database Electronic Access Services

(This process pertains to the effective monitoring of both online and offline electronic resource access, this service is designed for faculty and staff ensuring comprehensive oversight and security in utilizing digital and physical resources.)

Office/Division:	Library and Learning Resource Center Section			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Registration Form (1 original)			Library and Learning Resource Center Section-Electronic Library	
Reservation Form (1 original)			Library and Learning Resource Center Section-Electronic Library	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inputs the Library Card in the entrance Logger System and signs in the E-Library/Database Logbook.	1. Assists the client upon registration.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Fills in the 'Reservation Form' and submits it to the designated In-Charge before availing the services.	2. Receives the Reservation Form to be submitted by the client.	None	3 Minutes	<i>Library and Learning Resource Center Section-Personnel</i>
3. Registers in the designated database to create a unique 'User Account,' if applicable	3. Assists the client in the registration process and guides them in using the system.	None	10 Minutes	<i>Library and Learning Resource Center Section-Personnel</i>
4. Navigates the available resources.	4. If necessary, provides the client with information about the requested resources.	None	40 Minutes	<i>Library and Learning Resource Center Section-Personnel</i>
TOTAL:		None	55 Minutes	



2. Reading and Circulation Services (Inside Reading, and Borrowing)

(This process pertains to the inside reading and borrowing by faculty and staff for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through borrowing for home use purposes or for photocopying.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who May Avail:	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Inside Reading:	
Entrance Logbook	Library and Learning Resource Center Unit-Reference Desk
Borrowing:	
Borrower's card (1original)	Library and Learning Resource Center Unit-Reference Desk Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHDcG24qIAy0v1YMWtyyxQzv17B5vYaQclJQ
Any government-issued identification card (1 original)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Signs in the logbook located at the reference desk; then presents the requirement.	1. Assists the client during the registration process.	None	6 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
2.Locates the reference resources on the shelves.	2.. If needed, assists the client in locating the reference resources in the shelves. For borrowing: 2.1. Verifies the Government Card and assists the client in completing the necessary information in the logbook or borrower's card. 2.2. Subsequently, releases the resources to the client for the intended purpose.	None	6 Minutes 5 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i> <i>Library and Learning Resource Center Unit, Personnel</i>



	2.3. Keeps and secures the necessary document handed over by the client in the File Cabinet.			
	TOTAL:	None	17 Minutes	

3. Returning of Borrowed Library Resources

(This process pertains to the recalling and safekeeping of library resources that have been borrowed by the faculty and staff offering a service aimed at efficient management.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who May Avail:	Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card (1 original)		Library and Learning Resource Center Unit-Reference Desk		
Any government-issued identification card (1 original)		Library and Learning Resource Center Unit -Reference Desk		
Borrowed Resources		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the logbook located at the reference desk.	1. Assists the client during the registration process.	None	2 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
2. Presents the borrowed resources at the Reference Desk for verification and return.	2. Checks the condition of the resources and verifies any discrepancies in the 'permissible time' recorded in the borrower's card. e. If the transaction is settled, returns the document handed over by the client (such as Government ID). f. Returns the resources into its proper place.	None	5 Minutes	Library and Learning Resource Center Unit, Personnel



<p>3. For overdue or damage resources, complies the corresponding sanction or fines.</p> <p>a. For payments, obtains the payment slip from the Librarian, then pays the exact amount directly to the Cashier In-Charge</p>	<p>3. Safely keeps the item being sanctioned or photocopy the official receipt for the amount being paid.</p> <p>3.1 Receives the payment from the client and issues an Official Receipt.</p> <p>3.2 If the transaction is settled, returns the documents handed over by the client, such as the Government ID.</p>	<p>The duration of the sanction or fine depends on the number of minutes/hours.</p>	<p>2 Minutes</p> <p>3 Minutes</p> <p>1 Minute</p>	<p><i>Library and Learning Resource Center Unit, Personnel</i></p> <p><i>Head/Cashiering Section</i></p> <p><i>Library and Learning Resource Center Unit, Personnel</i></p>
TOTAL:	Depending on the number of minutes/ hours being sanctioned/ fined.	13 Minutes		

<h3>4. Application for the Utilization of Audio-Visual Room</h3>				
<p>(This process pertains to the effective management of audio-visual resources for faculty and staff. The process is dedicated to monitoring the Audio-Visual Room and ensuring the safekeeping of audio-visual resources during utilization.)</p>				
Office/Division:		Library and Learning Resource Center Section		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government		
Who May Avail:		Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Form (1 original)		Library and Learning Resource Center Section- Reference Desk		
Any government-issued identification card (1 original)		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Signs in the logbook located at the reference desk.	1. Assists the client during the registration process.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Fills out the required information in the Reservation Form.	2. If there is query, assists the client.	None	3 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
3. Presents the additional requirements for booking or borrowing.	3. Checks and safely keeps the presented requirements, then hand over the key or resources for the intended purpose.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
TOTAL		None	7 Minutes	



PROCUREMENT UNIT

EXTERNAL SERVICES



1. Processing of Acquiring Bidding Documents				
The service allows suppliers and contractors to acquire bidding documents to compete in the bidding as mandated by the law (RA 12009).				
Office/Division		PROCUREMENT UNIT		
Classification:		SIMPLE		
Type of Transaction:		G2B – GOVERNMENT TO BUSINESS		
Who may avail:		Supplier/Contractor/Consultant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OFFICIAL RECEIPT		CASHIERING UNIT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires on acquiring Bidding Documents	1. Assesses the contractors/suppliers on the fee. Issue Order of Payment Slip to prospective bidder.	Based on the ABC	5 minutes	BAC Secretariat Procurement Unit Head Procurement Unit Staff
2. Receives the Official Receipt	2. Receives Copy Official Receipt.	Maximum Cost of Bidding Documents based on the Approved Budget for the Contract (ABC) (See table below)	5 minutes	BAC Secretariat
3. Receives Bidding Documents.	3. Releases the complete set of bidding documents to the prospective bidder or supplier/contractor.	NONE	2 minutes	BAC Secretariat Procurement Unit Head Procurement Unit Staff
		TOTAL	12 minutes	

Approved Budget for the Contract	Maximum Cost of the Bidding Documents
PHP 500,000.00 and below	PHP 500.00
More than PHP 500,000.00 up to PHP 1,000,000.00	PHP 1,000.00
More than PHP 1,000,000.00 up to 5,000,000.00	PHP 5,000.00
More than PHP 5,000,000.00 up to PHP 10,000,000.00	PHP 10,000.00
More than PHP 10,000,000.00 up to PHP 50,000,000.00	PHP 25,000.00
More than PHP 50,000,000.00 up to PHP 500,000,000.00	PHP 50,000.00
More than PHP 500,000,000.00	PHP 75,000.00



PROCUREMENT UNIT

INTERNAL SERVICES



1. Processing of Purchase Orders for Alternative Mode of Procurement				
This service allows offices of the school to submit Purchase Orders and be processed according to the law (RA 9184). In order to promote economy and efficiency, the procuring entity may resort to any of the alternative methods of procurement provided that in all instances, the Procuring Entity shall ensure that the most advantageous price for the Government is obtained.)				
Office/Division		PROCUREMENT UNIT		
Classification:		HIGHLY TECHNICAL		
Type of Transaction:		G2B – GOVERNMENT TO GOVERNMENT		
Who may avail:		All unit office (end-user) of the college		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ACCOMPLISHED PURCHASE REQUESTS (3 copies)		The client will provide		
ASPP/PPMP (1 photocopy)		The client will provide		
Activity Design (if activity) (1 copy original)		The client will provide		
Picture of the Goods with specification		The client will provide		
Program of Work (Infrastructure projects)		The client will provide		
Agency Procurement Request (APR) for common use office supplies available @ Procurement Services-Dept. of Budget & Management (PS-DBM)		The client will provide		
Certificate of Non-Availability of Stocks (CNAS) for common use office supplies not available @ PS-DBM		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all requirements and present all original copies to the receiving BAC Secretariat of the Procurement Unit.	1.1 Checks the requirements, technical specifications, Budget Approval and the Approved Budget Cost (ABC) based on the Project Procurement Management Plan (PPMP). 1.2 Affixes control number and date on the Purchase Request (PR) and records it to the logbook.	NONE	10 minutes	Procurement Unit Head
	1.3 Receives approved PRs and endorsed it to the Bids and Awards Committee during BAC meeting (every first and third Wednesday of the month) for the determination of the mode of procurement. 1.4 Marks the received date on the Approved Purchase Request. 1.5 Informs the end user the Purchase Request which are approved for Invitation to Bid and ready for distribution of	NONE	10 minutes	Procurement Unit Head Procurement Unit Staff End-User BAC Members



	Request for Quotation (RFQ) through corporate email after BAC meeting.			
	1.6 Distributes RFQs to the end-user/suppliers for Approved PRs and Post to Philgeps for Invitation to Bid for ABC amounting to 50,000.00 and above. Receives the Filled-out Request for Quotation Forms.	NONE	10 minutes	Procurement Unit Staff
	1.7 Receives and checks the Quoted RFQ from end user. 1.8 Conducts BAC meeting for Award (2nd BAC meeting)	NONE	10 minutes 10 working days	BAC Secretariat Procurement Unit Head BAC Secretariat BAC Members
	1.9 Prepares and submits the BAC Minutes and BAC Resolution for signature by the BAC members and State Universities President I. 1.10 Forwards the Notice of Award and Purchase Order to Office of the President for Approval of the SUC President I. Obligates the awarded amount.	NONE	2 working days 1 working day	Procurement Unit Head
	1.11 Issues copy of duly approved Notice of Award or Purchase Order to the suppliers or contractors for signing.	NONE	7 working days	Procurement Unit Staff
	1.12 Forwards copy of duly confirmed Purchase Order (PO) by the winning supplier to the Commission on Audit.	NONE	15 minutes	Procurement Unit Staff
	1.13 Forwards copy of complete documents to the Supply and Property Management Unit (SPMU) for the fulfillment of contracts.	NONE	6 hours	Procurement Unit Staff
	1.14 Posts the awarded projects / contracts, for transparency, on a conspicuous place at the DDOSC website and on PhilGeps.	NONE	1 hour	BAC Secretariat
	TOTAL TIME		20 working days, 7hrs.&55min.	



STUDENT AFFAIRS AND SERVICES DIVISION

External Services



1. Issuance of Student Travel Permit for Curricular and Non-curricular Off-Campus Activities

The College ensures sustainable teaching and learning delivery process through the conduct of non-curricular off-campus activities. These are activities intended to broaden the students' learning opportunities and allow them the feeling of the real world, and therefore serve as powerful motivator to strengthen the academy-industry linkage. Before attending such activities, issuance of the Student Travel Permit is required.

Office/Division:	Student Affairs and Services Division/Section
Classification:	COMPLEX
Type of Transaction:	G2G - Government to Government
Who may avail:	Employees/Personnel-In-Charge of the Student's Travel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Representative	
For Curricular Off-Campus Activities only	
Approved Course Syllabus (1 photocopy)	Personnel-in-Charge
For both Curricular and Non-Curricular Activities	
Accomplished SAS Request Form (1 original)	Student Affairs and Services Division/Section (Blank Form) For online transactions, the request form can be accessed through this link https://bit.ly/3A3hPW2 Personnel-in-Charge (Accomplished Form)
Notarized Affidavit of Consent of Parents (2 original)	Student Affairs and Services Division (Blank Form) Participant/s of the Activity (Notarized Form)
Updated Medical Certificate (1 original)	Health Services Unit / DOH Accredited Health Facility
Accomplished Annexes A and B (2 original) attached with Means of Verifications (MOVs)	Student Affairs and Services Division/Section (Blank Form) Personnel-in-Charge (MOVs)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and submit all the required documents to the Student Affairs and Services Division/Section.	1.1 Receive the documents submitted	None	3 Minutes	<i>SASD Staff</i>
	1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents		3 Hours and 55 Minutes	<i>SASD Director/SAS Section Head</i>
	1.3 Prepare and endorse the Student Travel Permit for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.		2 Days and 2 Minutes	<i>SASD Director/SAS Section Head, VPAA/Branch Director, and College President</i>
2. Receive 1 original of controlled Student Travel Permit, and notarized and	2.1 Issue and record the Student Travel Permit No.	None	2 Minutes	<i>SASD Staff</i>
	2.2 Provide the client a routing slip as to		3 Minutes	<i>SASD Staff</i>



controlled Affidavit of Consent of Parents, and log into the Student Travel Permit Logbook	the approval/disapproval of the travel. If approved, original copies of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents will be given to the client.			
TOTAL		None	2 Days, 4 Hours, and 5 Minutes	

2. Issuance of Student Travel Permit for Educational Tours/Field Trips

This process involves securing official approval for student participation in educational tours and field trips. In accordance with CMO 63, S. 2017 or the Policies and Guidelines on Local Off-campus Activities, Higher Education Institutions (HEIs) are required to submit comprehensive reports for all travels related to educational tours and field trips. The issuance of a Student Travel Permit ensures compliance with institutional and regulatory guidelines, covering aspects such as safety, academic relevance, risk assessment, and logistical arrangements. This permit serves as official authorization, confirming that all necessary requirements have been met before students engage in off-campus learning experiences.

Office/Division:	Student Affairs and Services Division/Section
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	Employees/Personnel-In-Charge of the Student's Travel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Representative	
Accomplished SAS Request Form (1 original)	Student Affairs and Services Division/Section (Blank Form) Student Affairs and Services Division/Section (Blank Form) For online transactions, the request form can be accessed through this link https://bit.ly/3A3hPW2 Personnel-in-Charge (Accomplished Form)
Approved Course Syllabus (1 photocopy)	Personnel-in-Charge
Notarized Affidavit of Consent of Parents (2 original)	Student Affairs and Services Division (Blank Form) Participant/s of the Activity (Notarized Form)
Updated Medical Certificate (1 original)	Health Services Unit / DOH Accredited Health Facility
Accomplished Annexes A and B (2 original) attached with Means of Verifications (MOVs)	Student Affairs and Services Division/Section (Blank Form) Personnel-in-Charge (MOVs)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and submit all the required documents to the Student Affairs and Services Division/Section.	1.1 Receive the documents submitted	None	3 Minutes	<i>SASD Staff</i>
	1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents		3 Hours and 55 Minutes	<i>SASD Director/SAS Section Head</i>
	1.3 Prepare and endorse the Student Travel Permit, and Annex A and B		2 Days and 2 Minutes	<i>SASD Director/SAS Section Head, VPAA/Branch Director, and College President</i>



	for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.			
2. Wait for the approval from CHED	2.1 Submit documents to CHED 2.2 Make follow-up as to status of documents		15 Days	SASD Director/SAS Section Head and CHED personnel
3. Receive 1 original of controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and approved Annex A and B, and Certificate of Compliance from CHED, and log into the Student Travel Permit Logbook	3.1 Issue and record the Student Travel Permit No.	None	2 Minutes	SASD Staff
	3.2 Provide the client a routing slip as to the approval/disapproval of the travel. If approved, original copies of the controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and approved Annex A and B, and Certificate of Compliance from CHED will be given to the client.		3 Minutes	SASD Staff
TOTAL		None	17 Days, 4 Hours, and 5 Minutes	

3. Issuance of Good Moral Certificate

This process involves the issuance of a Good Moral Certificate as proof of a student's good conduct and ethical behavior during their stay at the institution. The certificate is typically required for graduation, transfer, scholarship applications, employment, or other official purposes. The SAS Division verifies the student's disciplinary record before granting the request, ensuring compliance with institutional policies and standards.

Office/Division:	Student Affairs and Services Division/Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All Students and alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Accomplished SAS Request Form	Student Affairs and Services Division/Section (Blank Form) Student Affairs and Services Division/Section (Blank Form) For online transactions, the request form can be accessed through this link https://bit.ly/3A3hPW2 Requesting student/alumni (Accomplished Form)
For Graduates/Request for Transfer Transcript of Records	The client will provide.



For currently enrolled students Student's Identification Card and Accomplished Clearance Form (previous semester)		The client will provide.		
Official Receipt		Cashiering Unit		
Representative				
Accomplished SAS Request Form		Student Affairs and Services Division/Section (Blank Form) Requesting representative (Accomplished Form)		
Authorization Letter (1 original)		Student/Alumni being represented		
Official Receipt		Cashiering Unit		
Government-issued identification card of the person being represented (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)		The client will provide.		
Government-issued identification card of the representative (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)		The client will provide.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the SAS Request Form.	1. Approve the request and provide client with the list of requirements.	None	5 Minutes	<i>Student Affairs and Services Division Director/Section Head</i>
2. Present the approved request form and pays certification fee at the Cashiering Unit.	2. Check the approved request form, receive payment and issue official receipt	Php. 20.00	5 Minutes	<i>Cashiering unit Head/Campus Cashier</i>
3. Present the Official Receipt (OR) and other requirements to the SAS Division/Section Head.	3. Receive and check the completeness of the submitted documents.	None	5 Minutes	<i>Student Affairs and Services Division Director/Section Head</i>
	3.1 Check the Students' Derogatory Record which name/s of student/s who has/have record of misbehavior are listed through the Student Discipline Unit/Section Head.		5 Minutes	<i>Student Discipline Section/Unit Head</i>
4. Receive the Good Moral Certificate and sign in the office logbook	4. Issue the Good Moral Certificate and record in the logbook.	None	5 Minutes	<i>Student Affairs and Services Division Director/Section Head</i>
TOTAL		None	25 Minutes	



STUDENT DISCIPLINARY AND GRIEVANCE

External Services



1. Student Disciplinary and Grievance

This procedure defines the student disciplinary and grievance. This covers from the submission of a complaint letter until its referral to the Guidance and Counseling Unit Head and completed of sanction given.

Office/Division:	Student Discipline Unit
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report and/or submit letter of behavioral complaint to the Student Discipline Section	1. Receive the letter of complaint from the client	None	3 minutes	<i>Student Discipline Coordinator/ Section Head</i>
	1.1 Perform Initial assessment of the complaint	None	5 minutes	<i>Student Discipline Coordinator/ Section Head</i>
2. Receive the call slip	2. Sends call slip to the respondent/s	None	5 minutes	<i>Student Discipline Coordinator/ Section Head</i> <i>and</i> <i>Dean/Program Head/ Dept. Chair</i>
3. Respond to the demand	3. Interview the respondent for verification of the complaint	None	30 minutes	<i>Student Discipline Coordinator/ Section Head</i>
	3.1 Conduct Investigation	None	20 days	<i>Student Discipline Coordinator/ Section Head</i>
4. Present their selves for reconciliation and/or further investigation.	4. Conduct Initial Settlement	None	1 hour	<i>Student Discipline Coordinator/ Section Head</i>
	4.1 Submit initial incident report to the committee on Student Discipline (CSD)	None	5 minutes	<i>Student Discipline Coordinator/ Section Head</i>
	4.2 Approve the agreement/ conducts further inquisition and investigation	None	30 days	<i>Members of the CSD</i>
	4.2 Discuss and deliberate on the appropriate sanction(s)	None	1 hour	<i>Student Discipline Coordinator/ Section Head</i>
5. Accept/reject the decision of the CSD	5. Present the decision of the CSD	None	5 minutes	<i>Student Discipline Coordinator/ Section Head</i>



6. File an appeal of the CSD's ruled decision	6. Receives letter of appeal	None	5 days	<i>Office of the President</i>
7. Accomplish the given sanction/s	7. Monitor the action of the guilty	None	30 days	<i>Student Discipline Coordinator/ Section Head</i>
8. Appear to Guidance and Counseling Unit for counseling/coaching	8. Refer the parties to the Guidance and Counseling Unit	None	5 minutes	<i>Student Discipline Coordinator/ Section Head</i> <i>And</i> <i>Guidance Counselor</i>
TOTAL		None	85 days, 2 hours and 58 minutes	



SPORTS CULTURAL AND ARTS DEVELOPMENT SECTION

External Services



1.SCREENING/TRY-OUT OF APPLICANTS IN SPORTS, CULTURAL AND ARTS EVENTS

This procedure defines the screening/tryout process of Sports, Cultural and Arts events. This covers from the application to final deliberation of the selection result.

Office/Division:	Sports Cultural and Arts Development Section
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Screening/Tryout Tri-form	Socio-cultural/Sports Coordinator
For Off-campus Screening/tryouts	
Medical Certificate	Health Services Unit / DOH Accredited Health Facility
Notarized Parent Consent	Student Affairs and Services Division (Blank Form) Participant/s of the Activity (Notarized Form)
Student Travel Permit	Student Affairs and Services Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives announcement as to the schedule of the screening/tryout through posters and Facebook Page posts.	1. Posts announcements as to the schedule of the screening/tryout through posters and Facebook Page posts.	None	1 Day	Socio-cultural/Sports Coordinator/Sports, Cultural and Arts Development Section Head
2. Accomplishes and submits the screening/tryout tri-form to	2. Receives the accomplished screening/tryout tri-form from the client.	None	5 Days	Socio-cultural/Sports Coordinator/Sports, Cultural and Arts Development Section Head
3. Receives application confirmation from the Socio-cultural/Sports Coordinator	2. Facilitates the screening of documents prior to the conduct of the selection process	None	1 Day	Socio-cultural/Sports Coordinator/Sports, Cultural and Arts Development Section Head
4. Participates in the actual Screening/ Tryout	4. Facilitates the conduct of screening/tryout	None	2 Days	Socio-cultural/Sports Coordinator/Sports, Cultural and Arts Development Section Head
5. Receives Announcements as to Results of the Screening/Tryout	5. Posts Announcement as to Results of the Screening/Tryout	None	1 Day	Socio-cultural/Sports Coordinator/Sports, Cultural and Arts Development Section Head
TOTAL		None	10 Days	



2. BORROWING OF SPORTS, CULTURAL AND ARTS EQUIPMENT

This procedure defines the borrowing of SCAD equipment. This covers from the submission of request letter to the release and returning of SCAD equipment.

Office/Division:	Sports Cultural and Arts Development Section
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Newsletter, Literary Folio, and other publications	Student Publication/Yearbook Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly signed requests letter from the Instructor/Organization Adviser reflecting the actual equipment to borrow.	1. Receives the request letter from the client.	None	15 minutes	Socio-cultural/Sports Coordinator/Sports,
2. Fills-out the borrowing Slip and submits the photocopy of school ID	2. Provides the Borrowing Slip and receives the accomplished Borrowing Slip and photocopy of school ID from the client	None	15 minutes	Socio-cultural/Sports Coordinator/Sports,
3. Records the borrowed equipment in the log borrower' book	3. Checks Availability of the Requested Equipment	None	20 minutes	Socio-cultural/Sports Coordinator/Sports,
4. Receives the SCAD equipment	4. Releases the SCAD equipment to the client	None	10 minutes	Socio-cultural/Sports Coordinator/Sports,
5. Returns the borrowed equipment	5. Receives and checks the returned SCAD equipment	None	1 Day	Socio-cultural/Sports Coordinator/Sports,
TOTAL		None	1 Day and 1 hour	



STUDENT PUBLICATION YEARBOOK SECTION

External Services



1. Screening of Applicants for Student Publication

This procedure defines the screening of student applicants for student publication. This covers from the application to final deliberation.

Office/Division:	Student Publication/Yearbook Section
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Application Form (1 original)	Requesting Person
Written Examination	Student Publication/Yearbook Section
Practical Examination	Student Publication/Yearbook Section
Oral Examination	Student Publication/Yearbook Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receives announcement as to the schedule of the submission of screening forms, written exam, practical exam, and oral examination	1. Posts announcements as to the schedule of the submission of screening forms, written exam, practical exam, and oral examination	None	1 Day	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
7. Fills-out and submits to the Student Publication/Yearbook Unit the Application Form	2. Receives the Accomplished Application Form from the client.	None	2 Days	<i>Student Publication/Yearbook Section Head/Coordinator</i>
8. Undergoes written examination given by the editorial board	2. Facilitates the Written Examination of Applicants 2.1 Checks the Test Questionnaires 2.2 Prepares List of Applicants who will qualify for the Oral and Practical Examinations.	None	2 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
9. Undergoes Practical and Oral Examinations	4. Facilitates the Practical and Oral Examinations of Applicants 4.1 Provides Rubrics for the Practical and Oral Examinations 4.2 The editorial board and staff together with the adviser will conduct deliberation of applicants	None	3 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
10. Receives Announcements as to Results of the Screening	5. Posts Announcement as to Results of the Screening	None	1 Day	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
TOTAL		None	9 Days	



2.Publication of Newsletter/Literary Folio

This procedure defines the publication of student publication. This covers from the announcement for the call of contributors to the release of the college newsletter, literary folio, and other publications of the Student Publication/Yearbook Unit.

Office/Division:	Student Publication/Yearbook Section			
Classification:	SIMPLE			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Principal				
Newsletter, Literary Folio, and other publications			Student Publication/Yearbook Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives assignment of what event to document, what article and literary text to write, and artwork to submit	6. Assigns Photojournalist, Writer, and Editorial Cartoonist for Coverage	None	1 Day	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
2. Submits photos, articles, literary texts, and artworks, etc.	7. Receives the submitted photos, articles, literary texts, and artworks, etc.	None	7 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
1. Conducts First Editing of Contents/Outputs	8. Receives edited articles and literary texts	None	7 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
4. Sends Contents/Outputs for Lay-outing	9. Monitors the Lay-outing of Articles	None	21 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
5. Conducts Proofreading of Mock-Up Newsletter/Literary Folio	10. Proofreads the layout of Newsletter/Literary Folio and submit corrections to layout artist	None	21 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
11. Proofreads the corrected layout	6. Receives and proofreads the corrected layout	None	7 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>



6. Approval of the Final Lay-out	12. Editorial Board and Staff will approve the Final Lay-out	None	3 days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
8. Receives and/or access Printed or E-copy of Newsletter/Literary Folio	8. Publish Printed or E-copy Newsletter/Literary Folio through the official FB Page of the student publication	None	1 day	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
TOTAL		None	68 Days	



STUDENT ORAGANIZATION SECTION

External Services



1. Processing of Application for Accreditation of Student Organization

This service allows student organizations to apply or renew the accreditation of their student organization and prepare required documents for the Academic Year as stipulated in the Student Manual.

Office/Division:	Student Organization Section
Classification:	Highly Technical
Type of Transaction:	G2C -Government to Citizen
Who may avail:	Enrolled Students in the College
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For new and Existing Student Organizations:	
1. Letter of Intent	Provided by the Client
2. List of Officers	Provided by the Client
3. List of Members	Provided by the Client
4. Constitution and By-Laws	Provided by the Client
5. Calendar of Activities	Provided by the Client
6. Certification/Certificate of Willingness of Adviser	Provided by the Client
Additional Requirements for Existing Student Organizations:	
1. Community Service Narrative Report	Provided by the Client
2. Bank Account	Provided by the Client
3. Financial Report	Provided by the Client

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit all pertinent documents to the Student Organization Section	Receives the accomplished forms and other requirements	None	5 Minutes	Student Organization Section Head
2. Scrutiny of the documents submitted	Reviews and check the submitted documents as to completeness. <i>Note: For incomplete requirements and corrections, student organization is given 15 days to comply.</i>	None	45 Days	Student Organization Section Head
3. Deliberate and Endorse Application documents for approval	1.1. The Committee of Student Organizations will review and deliberate the application documents. Then, it will be endorsed to the Vice President for Academic Affairs for Approval.	None	1 Day	Committee of Student Organizations
	1.2. The Vice President for Academic Affairs shall approve/disapprove the applications of the student organizations.	None	1 Day	Vice President for Academic Affairs
4. Issuance of Routing Slip	1.1. The Student Affairs and Services Division Head shall	None	5 minutes	Student Affairs and Services Division Director



	issue a Routing Slip to the concerned Student Organization regarding the re-accreditation of the student organization.			
	1.2. Routing Slip shall be given to the Student Council and Organizations office for document duplication and filing.	None	5 Minutes	Student Organization Section Head
5. Conduct of Officers and Advisers Oath Taking	1.1. The Student Organization Section shall schedule and conduct the Oath Taking of Officers and Advisers with the VPAA.	None	1 Hour	Student Organization Section Head, Vice President for Academic Affairs
	1.2. The Student Organization Section Head will issue a Certificate of Accreditation to the student organization.	None	5 Minutes	Student Organization Section Head
TOTAL		None	47 days, 1 hour, and 20 minutes	



SUPPLY AND PROPERTY MANAGEMENT UNIT

External Services



1. Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials, and Equipment.

(This process pertains to the receiving, inspection, and acceptance of deliveries of supplies, materials, and equipment.)

Office/Division	SUPPLY AND PROPERTY MANAGEMENT UNIT
Classification	Highly Technical
Type of Transaction	G2B- Government to Business Entities
WHO MAY AVAIL	Suppliers/Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Purchase Order/Work Order (Original copy)	Procurement Unit
Invoice/ Delivery Receipt (Original Copy)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the required documents for the delivery of items to the office of the Supply and Property Management Unit.	1. Checks the completeness of the submitted documents	None	20 Minutes	Supply and Property Management Unit Personnel
2. Delivers Items	2.1 Checks and receives the item(s) delivered to ensure they conform to the specifications and quantity indicated in the Purchase Order/Work Order Note: For cases of non-conformity with the specifications, return the items to the supplier.	None	2 hours	Supply and Property Management Unit Personnel
	2.2 Prepares and issues a Request for Inspection to Inspection Committee Members		1 working day	Supply and Property Management Unit Personnel
	2.3 Prepares the Inspection and Acceptance Report for delivered items		1 working day	Supply and Property Management Unit Personnel
	2.4 Checks and inspects the items to ensure they conform to the specifications indicated in the Purchase Order/Work Order. Sign the Inspection and Acceptance Report.		2 working days	Inspectorate Team



	2.5 Accepts the items delivered and sign the Inspection and Acceptance Report.		30 minutes	Supply and Property Management Unit Head
	2.6 Posts/records the delivered items manually in the Property/Stock Ledger card and the supply inventory system.			Supply and Property Management Unit Personnel
	2.7 Prepares the DV (Disbursement Voucher) and checks, attach supporting documents, and forward it to the Accounting Unit.		1 working day	Supply and Property Management Unit Personnel
	Total	None	5 working days, 2 hours , 50 minutes	



SUPPLY AND PROPERTY MANAGEMENT UNIT

Internal Services



1. Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment
 (This process pertains to the processing of requests for requisition and issuance of supplies, materials, and equipment.)

Office/Division	Supply and Property Management Unit			
Classification	Complex			
Type of Transaction	G2G -Government to Government			
WHO MAY AVAIL	End-users			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Requisition and issuance Slip (3 copies Original)			Supply and Property Management Unit	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Requisition of Supplies, Materials, and PPE: Submits accomplished Requisition and Issuance Slip (RIS) to the Supply and Property Management Unit	1.1 Receives the Requisition and Issuance Slip (RIS) for stock availability inquiry	None	10 minutes	Supply and Property Management Unit personnel
	1.2 Checks the availability of stocks.		15 minutes	Supply and Property Management Unit personnel
	1.3 In case of unavailable stocks, certifies the non-availability of stock and returns the RIS to the requisitioning officer.		15 minutes	Supply and Property Management Unit personnel
2. For Issuance: Receives notice of availability of items	2. For supplies, materials, semi-expendable property, and PPE: Prepares and issues a notice to the end-user regarding the availability of items.	None	30 minutes	Supply and Property Management Unit Personnel
3. Presents the duly accomplished Requisition and Issuance Slip for supplies, materials, and equipment.	3.1 Checks, approves, and records the availability of the item.	None	1 hour	Supply and Property Management Unit Personnel
	3.2 For construction materials: Validates the items requested for construction/fabrication /repair by administration.		1 hour	Supply and Property Management Unit Personnel



	<p>3.3 For semi-expendable Property: Prepares and signs the Inventory Custodian Slip (ICS) and place a property sticker.</p> <p>For PPE: Prepares and signs the Property Acknowledgment Receipt (PAR) and place a property sticker.</p>		1 working day	Supply and Property Management Unit Personnel
4. Receives Items	4.1 For supplies and materials: Checks, counts, and issues items to end-users.	None	2 hours	Supply and Property Management Unit Personnel
	4.2 For PPE and semi-expendable items: Checks, counts, and issues items to end-users.		2 hours	Supply and Property Management Unit Personnel
	4.3 For supplies, materials, and PPE: Posts/records issued items manually in the Property/Stock Ledger card.		1 working day	Supply and Property Management Unit Personnel
	4.4 Prepares and submits the RSMI (for supplies and materials) and the Report of Semi-Expendable Property Issued, together with ICS, to the Accounting Unit.		1 working day	Supply and Property Management Unit Personnel
	4.5 Submits the RIS and PAR to the Accounting Unit (PPE).		1 working day	Supply and Property Management Unit Personnel
Total- For Supplies and Materials		None	2 working days, 4 hours, 10 minutes	



Total- For Construction Materials	None	2 working days,5 hours , 10 minutes	
Total- For Semi-Expendable Property and PPE	None	3 working days,3 hours, 10 minutes	

2. Processing of Request for Clearance of employee availing leave beyond 30 days or employee who tenders resignation

(This process pertains to the verification and checking of the property accountability of an employee availing leave beyond 30 days, or who tenders resignation).

Office/Division	Supply and Property Management Unit			
Classification	Complex			
Type of Transaction	G2G -Government to Government			
WHO MAY AVAIL	DDOSC Employees			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
CS Form No. 7 Clearance Form (4 copies)		Human Resources Management Unit (CS Form No.7 Clearance Form is also downloadable at https://tinyurl.com/DDOSCHRFForms).		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill outs and forwards the Clearance Form for signature to the Office of the Supply and Property Management Unit.	1.1 Receives the accomplished Clearance Form.	None	5 minutes	Supply and Property Management Unit Personnel
	1.2 Verifies the property accountability of the client.		15 minutes	Supply and Property Management Unit Personnel



2. Requests to checks property accountability and receive the signed clearance if everything is in order.	2.1 For client without Property accountability: Signs Clearance	None	5 minutes	Supply and Property Management Unit Head
	2.2 For clients with property accountability: Checks and verifies accountability. If there are no missing properties, signs the Clearance.		5 hours	Supply and Property Management Unit Personnel, Supply and Property Management Unit Head
	2.3 For clients with missing property accountability: Prepares and computes the book value of the missing property accountability.		2 days	Supply and Property Management Unit Personnel, Supply and Property Management Unit Head
3. Client with Missing Property Accountability: Prepares and submits a notarized Report of Lost, Stolen, Damaged, or Destroyed Semi-Expendable Property and PPE	3.1 Receives the notarized Report of Lost, Stolen, Damaged, or Destroyed Semi-Expendable Property and PPE	None	3 working days	Cashier Unit personnel
4. Pays the corresponding amount for missing property accountability	4. 1 Receives payment and issue an Official Receipt	amount of the assessed missing property accountability	30 minutes	Cashier Unit personnel
5. Submits a photocopy of the Official Receipt as proof of paid accountability:	5.1 Records Official Receipt	None	10 minutes	Supply and Property Management Unit Personnel
	5.2 Signs Clearance		2 hours	Supply and Property Management Unit Head
	5.3 Drops paid items from inventory system			Supply and Property Management Unit Personnel
Total of Client without Property accountability		NONE	25 minutes	
Total of Client with Property accountability		NONE	5 hours , 20 minutes	



Total of Client with missing Property Accountability	Amount of assessed value of missing	6 working days	
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3. Processing of Request for Physical Inventory of Property Accountabilities (This process pertains to the service that allows the client to request special inventory of property accountabilities.)				
Office/Division		Supply and Property Management Unit		
Classification		Complex		
Type of Transaction		G2G -Government to Government		
WHO MAY AVAIL		DDOSC Employees		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Accomplished Request Slip		Supply and Property Management Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished Request for Inventory of Property Accountability to the Office of the Supply and Property Management Unit.	1.1 Receives, records, and approves the Request for Inventory.	None	10 minutes	Supply and Property Management Unit Personnel
	1.2 Prepares the checklist, sets the schedule for the inventory, and informs the client of the set schedule for inventory		2 hours	Supply and Property Management Unit Personnel
2. Attends the set schedule for inventory:	2.1 Conducts of Inventory	None	2 working days	Supply and Property Management Unit Personnel
	2.2 Prepares a report on the conduct of inventory, including any lost or missing property accountabilities.		1 working day	Supply and Property Management Unit Personnel
3. If there are missing property accountabilities , prepares and submits a notarized report of lost, stolen, damaged, and/or destroyed semi-	3.1 Prepares and computes the book value of the missing property accountability.	None	2 working days	Supply and Property Management Unit Personnel
	3.2 Checks and receives the notarized report of lost, stolen, damaged, and/or destroyed semi-expendable property and PPE.			



expendable property and PPE.				
4. Settles missing property accountability and submits the Official Receipt of payment or replacement of lost items as proof of settlement:	4.1 Receives payment for the assessed amount of missing property accountabilities.	Amount of assessed missing property accountability	10 minutes	Cashier Unit Personnel
	4.2 Receives and records the proof of settlement.		10 minutes	Supply and Property Management Unit Personnel
	4.3 Drops the property in the inventory record.		10 minutes	Supply and Property Management Unit Personnel
Total		Amount of assessed missing property accountability.	5 working days, 2 hours, 40 minutes	



MARAGUSAN BRANCH



ADMISSION AND STUDENT RECORDS UNIT

EXTERNAL SERVICES



1. Enrollment Procedure for Freshmen

This procedure covers all activities that are undertaken for the registration of qualified first-year students to their chosen program.

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Incoming Freshmen Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Admission Examination Result (1 original)	Guidance and Testing Unit
Senior High School Form 138-A / ALS Certificate of Rating (1 original)	Previous School
Certificate of Good Moral Character (1 original)	Previous School
PSA Copy of Birth Certificate (1 colored photocopy) If the PSA copy is not readable, a locally issued Birth Certificate must be presented for verification purposes. (1 colored photocopy) Bring Original Copy for verification only.	To client will provide
PSA Copy of Marriage Certificate (for married women – 1 colored photocopy) If the PSA copy is not readable, a locally issued Marriage Certificate must be presented for verification purposes (1 colored photocopy) Bring Original Copy for verification only.	
2x2 recent ID picture with white background and name tag (2 pcs.)	
Long Brown Envelope (1pc.)	
Medical Certificate (1 original)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the required documents. 2. Secures priority number.	1.Receives and checks the submitted documents. 1.1 Issues priority number.	None	5 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>



2. Secures Enrollment Process Slip/Student Enrollment Form.	2.Issues and signs the Enrollment Process Slip/Student Enrollment Form.	None	10 Minutes	<i>Faculty In-charge Department Guidance and Testing Unit</i>
3. Presents Enrollment Process Slip/Student Enrollment Form and secures Advising Slip.	3.Assess courses and issues Advising Slip to the student. 3.1Signs the Enrollment Process Slip/Student Enrollment Form.	None	15 Minutes	<i>Faculty In-charge Dean and Associate Dean Department</i>
4. Presents Enrollment Process Slip/Student Enrollment Form, advising slip and confirms the encoded courses.	4. Encodes the courses based on the Advising Slip. 4.1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	<i>Faculty In-charge Department</i>
Presents Enrollment Process Slip/Student Enrollment Form.	5. Assesses the accounts, verify/approved students loaded courses, and prints the Certificate of Registration (COR). 1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	15 Minutes	<i>Cashiering Unit</i>
6. Submits Certificate of Registration, Advising Slip, and Enrollment Process Slip/Student Enrollment Form to the Registrar.	6. Receives and checks Advising Slip versus Certificate of Registration. 6.1 Stamps Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 6.2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>



7. Submits the validated Certificate of Registration (COR).	7. Receives the validated Certificate of Registration (COR). 7.2 Tags student scholarship in the system.	None	5 Minutes	Staff In-charge Student Accounts and Scholarship Unit
TOTAL FOR FIRST YEAR:		None	1 Hour and 50 Minutes	

2. Enrollment Procedure for Transferees

This procedure covers all activities that are undertaken for the registration of qualified transferee students to their chosen program.

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Incoming Transferee Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transfer of Credentials or Honorable Dismissal (1 original)		Previous School/ University		
Transcript of Records (TOR) Informative Copy or Certificate of Grades (1 original)		Previous School/ University		
Certificate of Good Moral Character (1 original)		Previous School/ University		
Validation Form for Credited Courses (3 original)		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
PSA Copy of Birth Certificate (1 colored photocopy) If the PSA copy is not readable, a locally issued Birth Certificate must be presented for verification purposes. (1 colored photocopy) Bring Original Copy for verification only.		To client will provide		
PSA Copy of Marriage Certificate (for married women – 1 colored photocopy) If the PSA copy is not readable, a locally issued Marriage Certificate must be presented for verification purposes (1 colored photocopy) Bring Original Copy for verification only.				
2x2 recent ID picture with white background and name tag (2 pcs.)				
Long Brown Envelope (1 pc.)				
Medical Certificate (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits all the required documents. Secures priority number.	1.Receives and checks the submitted documents. 1.1 Issues priority number.	None	5 Minutes	<i>Staff In-charge Admission and Student Records Unit Staff In-charge</i>
2. Secures Enrollment Process Slip/Student Enrollment Form.	2.1Issues and signs the Enrollment Process Slip/Student Enrollment Form.	None	10 Minutes	<i>Faculty In-charge Department Guidance and Testing Unit</i>
3. Presents Enrollment Process Slip/Student Enrollment Form and Transcript of Records from previous school. Fills-out the Validation Form and secures signature of the Dean and Associate Dean. Secures Advising Slip.	3. Evaluates Transcript of Records for course validation and issues Validation Form. 3.1 Assesses courses and issues Advising Slip to the student. 3.2 Signs the Enrollment Process Slip/Student Enrollment Form.	P20.00	1 Hour	<i>Faculty In-charge Dean and Associate Dean Department</i>
4. Presents Enrollment Process Slip/Student Enrollment Form, advising slip and confirms the encoded courses.	4. Encodes the courses based on the Advising Slip. 4.1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	<i>Staff In-charge Faculty In-charge Department</i>
Presents Enrollment Process Slip/Student Enrollment Form.	4. Assesses the accounts, verify/approves students loaded courses, and prints the Certificate of Registration (COR). 1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	15 Minutes	<i>Cashiering Unit Head</i>
5. Submits Certificate of Registration,	5. Receives and checks Advising Slip versus Certificate of	None	30 Minutes	<i>Staff In-charge</i>



Advising Slip, and Enrollment Process Slip/Student Enrollment Form to the Registrar.	Registration. 5.1 Stamps Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Signs the Enrollment Process Slip/Student Enrollment Form.			<i>Admission and Student Records Unit</i>
6. Submits the validated Certificate of Registration (COR).	6. Receives the validated Certificate of Registration (COR). 6.1 Tags student scholarship in the system.	None	5 Minutes	<i>Staff In-charge Student Accounts and Scholarship Unit</i>
TOTAL FOR TRANSFEREES:		P20.00	2 Hours and 35 Minutes	

3.Enrollment Procedure for Returning Students

This procedure covers all activities that are undertaken for the registration of returning students to their chosen program.

Office/Division:	Admission and Student Records Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Returning DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance of the Semester last attended		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
Evaluation of Grades		Admission and Student Records Unit / Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Clearance of the last Semester attended. 1.1 Secures priority number.	1.Issues priority number.	P20.00 (if clearance form was lost)	5 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
2. Secures Enrollment Process Slip/Student Enrollment Form.	2.1Issues and signs the Enrollment Process Slip/Student Enrollment Form.	None	10 Minutes	<i>Faculty In-charge Department Guidance and Testing Unit</i>



3. Secures Advising Slip.	3.1. Assesses courses based on the Evaluation of Grades and issues Advising Slip to the student. 2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	1 Hour	<i>Faculty In-charge Dean and Associate Dean Department</i>
4. Presents Enrollment Process Slip/Student Enrollment Form, advising slip and confirm the encoded courses.	4.1. Encodes the courses based on the Advising Slip. 2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	<i>Staff In-charge Faculty In-charge Department</i>
5. Presents Enrollment Process Slip/Student Enrollment Form.	5. Assesses the accounts, verify/approves students loaded courses, and prints the Certificate of Registration (COR). 5.1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	15 Minutes	<i>Cashiering Unit</i>
6. Submits Certificate of Registration, Advising Slip, and Enrollment Process Slip/Student Enrollment Form to the Registrar. Secures validation sticker for ID.	6.1 Receives and checks Advising Slip versus Certificate of Registration. 6.2 Stamps Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 6.3 Issues sticker for ID validation and releases validated Certificate of Registration. 6.4. Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
Submits the validated Certificate of Registration (COR).	7.1. Receives the validated Certificate of Registration (COR). 7.2 Tags student scholarship in the system.	None	5 Minutes	<i>Staff In-charge Student Accounts and Scholarship Unit</i>
TOTAL FOR RETURNEES:		P20.00	2 hours and 35 minutes	



4. Enrollment Procedure for Incoming 2nd Year to 4th Year Students

This procedure covers all activities that are undertaken for the registration of Incoming 2nd year to 4th year students to their chosen program.

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Incoming 2 nd year to 4 th Year DDOSC Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Clearance of the Previous Semester	Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submits Clearance of the Previous Semester. 1.1 Secures priority number.	1. Issues priority number.	P20.00 (if clearance form was lost)	5 Minutes	Staff In-charge Admission and Student Records Unit
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2. Secures Enrollment Process Slip/Student Enrollment Form.	2.1 Issues and signs the Enrollment Process Slip/Student Enrollment Form.	None	10 Minutes	Student Faculty In-charge Department Guidance and Testing Unit
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3. Secures Advising Slip.	3.1. Assesses courses based on the Evaluation of Grades and issues Advising Slip to the student. 2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	Faculty In-charge Dean and Associate Dean Department
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4. Presents Enrollment Process Slip/Student Enrollment Form, advising slip and confirms the encoded courses.	4.1. Encodes the courses based on the Advising Slip. 2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	Faculty In-charge Department
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5. Presents Enrollment Process Slip/Student Enrollment Form.	5. Assesses the accounts, verify/approves students loaded courses, and prints the Certificate of Registration (COR). 5.1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	15 Minutes	Cashiering Unit
6. Submits Certificate of Registration, Advising Slip, and Enrollment Process Slip/Student Enrollment Form to the Registrar. Secures validation sticker for ID.	6.1 Receives and checks Advising Slip versus Certificate of Registration. 6.2 Stamps Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 6.3 Issues sticker for ID validation and releases validated Certificate of Registration. 6.4. Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	Staff In-charge Admission and Student Records Unit
Submits the validated Certificate of Registration (COR).	7.1. Receives the validated Certificate of Registration (COR). 7.2. Tags student scholarship in the system.	None	5 Minutes	Staff In-charge Student accounts and Scholarship Unit
TOTAL FOR 2nd Year to 4th YEAR STUDENTS:		P20.00	2 hours and 5 Minutes	

5.Enrollment Procedure for Shifters

This procedure covers all activities that are undertaken for the change of program of a student within the College.

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Existing DDOSC Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Shifting Form (1 original)	Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing



Evaluation of Grades (1 original)		Admission and Student Records Unit / Department		
Shiftee Referral Slip (1 original)		Department		
Shiftee Recommendation Slip (1 original)		Guidance and Testing Unit		
Clearance of the Previous Semester (1 original)		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Clearance of the Previous Semester. Secures priority number.	Issues priority number.	P20.00 (if clearance form was lost)	5 Minutes	Staff In-charge Admission and Student Records Unit
2. Inquires to the accepting Department if there is an available slot for the chosen program. 2.1 If slot is available, secures Shifting Form.	2. Attends to the inquiry and checks availability of slot. 2.1 Issues Shifting Form.	P20.00	15 Minutes	Faculty In-charge Department Staff In-charge Admission and Student Records Unit
3 Secures Enrollment Process Slip/Student Enrollment Form.	3. Issues and signs the Enrollment Process Slip/Student Enrollment Form.	None	10 Minutes	Faculty In-charge Department Guidance and Testing Unit
4. Proceeds to the Dean of the current program. Secures Evaluation of Grades. Presents Shifting Form and Enrollment Process Slip/Student Enrollment Form.	4. Issues Evaluation of Grades. 4.1 Checks and signs the Shifting Form for recommendation. 4.2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	Faculty In-charge Dean and Associate Dean Department (Current Program)
5. Presents Evaluation of Grades, Enrollment Process Slip/ Student Enrollment Form and Shifting Form to the Guidance and Counseling Unit.	5. A counseling will be done with the student. 5.1 Issues Shiftee Recommendation/Referral Slip. 5.2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	Staff In-charge Guidance and Counseling Unit



<p>6. Presents Shiftee Referral/Recommendation Slip, Evaluation of Grades, Enrollment Process Slip/Student Enrollment Form and Shifting Form to the Dean the accepting Department.</p>	<p>6. Receives and checks the documents submitted.</p> <p>6.1 Signs the Shifting Form for approval.</p> <p>6.2 Assesses courses based on the Evaluation of Grades and issue Advising Slip to the student.</p> <p>6.3 Signs the Enrollment Process Slip/Student Enrollment Form.</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Faculty In-charge</i> <i>Dean and Associate Dean</i></p> <p><i>Department (Accepting Program)</i></p>
<p>7. Submist Enrollment Process Slip/Student Enrollment Form, advising slip Shiftee Referral/Recommendation Slip and Shifting Form and confirms the encoded courses.</p>	<p>7. Encodes the courses based on the Advising Slip.</p> <p>7.1 Signs the Enrollment Process Slip/Student Enrollment Form.</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Faculty In-charge</i> <i>Department (Accepting Program)</i></p>
<p>Presents Enrollment Process Slip/Student Enrollment Form.</p>	<p>8. Assesses the accounts, verify/approves students loaded courses, and prints the Certificate of Registration (COR).</p> <p>8.1 Signs the Enrollment Process Slip/Student Enrollment Form.</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Cashiering Unit</i></p>
<p>9. Submits Certificate of Registration, Advising Slip, Shiftee Referral Slip, Shiftee Recommendation Slip, Enrollment Process Slip/Student Enrollment Form and Shifting Form to the Registrar.</p> <p>Secures validation sticker for ID.</p>	<p>9. Receives documents and checks Advising Slip versus Certificate of Registration.</p> <p>9.1 Stamps Certificate of Registration (COR) with "OFFICIALLY ENROLLED".</p> <p>9.2 Issues sticker for ID validation and releases validated Certificate of Registration.</p> <p>9.3. Signs the Enrollment Process</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Staff In-charge Admission and Student Records Unit</i></p>



	Slip/Student Enrollment Form.			
. Submits the validated Certificate of Registration (COR).	10. Receives the validated Certificate of Registration (COR). 10.1. Tags student scholarship in the system.	None	5 Minutes	<i>Staff In-charge</i> <i>Student Accounts and Scholarship Unit</i>
TOTAL:		P40.00	3 Hours & 45 Minutes	

6.Procedure for Enrollment Withdrawal with Leave of Absence (LOA)

This procedure covers all activities that are undertaken for the withdrawal of enrollment or registration of a student from the program within the prescribed timeline.

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	All DDOSC Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Dropping Form (1 original)		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
Accomplished Leave of Absence Form (1 original)		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
Consent Letter from the Parents or Guardian (1 original)		To client will provided		
Medical certificate, if the reason for Leave of Absence is health related (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pays the corresponding fees and secures the forms.	Issues Official receipt and provides the forms.	20.00 <i>per form</i>	10 Minutes	<i>Staff In-charge</i> <i>Cashiering Unit</i> <i>Admission and</i> <i>Student Records Unit</i>
Proceeds to the Guidance and Counseling Unit and presents the forms and other related documents.	Checks the submitted forms and documents. Provides Exit Questionnaire. 1.1 A counseling will be done with the student.	None	30 Minutes	<i>Staff In-charge</i> <i>Guidance and</i> <i>Counseling Unit</i>



	1.2 Counter-signs the Forms.			
3.Proceeds to the Department. Submits the accomplished Forms, Medical Certificate, and Consent Letter from the Parents or Guardian to the Associate Dean and Dean for approval.	Receives, verifies, and signs the submitted forms. 1 Returns the signed forms and informs the student to proceed to the Admission and Student Records Unit.	None	30 Minutes	<i>Associate Dean and Dean Department</i>
4. Proceeds to the Admission and Student Records Unit. Submits the approved forms and other related documents.	4.Checks and evaluates the submitted forms and other documents. 4.1 Signs the Forms.	None	30 Minutes	<i>Staff In-charge and the Registrar Admission and Student Records Unit</i>
5. Receives the duly signed forms.	5. Processes the withdrawal of enrollment or registration. 5.1 Documents the withdrawal and Leave of Absence of the student. 5.2 Issues the duly signed forms to the student.	None	5 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
TOTAL:		P40.00	1 Hour and 45 Minutes	

7. Issuance of Academic Credentials

(This service refers to the process of issuance of scholastic records to students/ alumni for any legal purposes, provided that he/she has no pending obligation from the College and complied the academic and non-academic requirements.)

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Student/Alumni/Duly Authorized Representative
CHECKLIST OF REQUIREMENTS	
Records Request Slip (1 original)	Admission and Student Records Unit
Records Claim Slip (1 original)	Admission and Student Records Unit



Official Receipt (1 original)		Cashiering Unit		
Duly Signed Student Clearance Form		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
Transcript of Records (1 Colored Photocopy)		To client will provided		
Diploma (1 Colored Photocopy)				
Documentary Stamps (30.00/copy)				
Mailing Stamp (depends on the location)				
Additional Requirement for Duly Authorized Representative				
Authorization Letter (1 original)				
Any Valid ID (1 original for verification, 1 photocopy with 3 signatures)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requirements.	Receives and checks requirements.	None	5 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
1. Fills-out and submits Records Request Slip and Claim Slip.	1. Provides Records Request Slip and Claim Slip.			
2. Presents Records Request Slip and pays the corresponding fees.	2. Processes the payment and issues the Official Receipt.	See table below	10 Minutes	<i>Staff In-charge Cashiering Unit</i>
Presents the Official Receipt to the Admission and Student Records Unit and secures the Records Claim Slip.	3. Receives and checks the Official Receipt. 1. Issues the Student Records Claim Slip indicating the date of release. 2. Processes the requested document/s.	None	5 Minutes 3 Days	<i>Staff In-charge Admission and Student Records Unit</i>
Presents the Records Claim Slip, logs-in to monitoring logbook and receives the credential.	4. Receives the Records Claim Slip. 4.1. Provides the monitoring logbook. 4.2. Issues the requested credential.	None	10 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
TOTAL:		See table below	3 Working Days & 30 Minutes	



Academic Credential	Amount
Transcript of Records (TOR) <i>(for Graduates, first copy of Transcript of Records for Employment is free of charge.)</i>	₱70.00/page
Diploma	₱180.00 (for 2 nd Issuance)
Certification, Authentication and Verification (CAV)	₱20.00
General Weighted Average (GWA)	₱20.00
Honorable Dismissal	₱20.00
Authentication of Credentials	₱20.00/copy
Any Certification from the Registrar	₱20.00
Certificate of Enrollment	₱20.00 (for 2 nd Issuance)
Certificate of Grades	₱20.00 (for 2 nd Issuance)
Certificate of Registration	₱20.00 (for 2 nd Issuance)



APPRAISAL AND TESTING UNIT

EXTERNAL SERVICES



1. College Admission Screening Process for Senior High School Applicants (This procedure defines the application for the college admission test for first-year and transferee students' admission to the institution.)				
Office/Division:		Appraisal and Testing Unit		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who May Avail:		Senior High School graduating students and Senior High School graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DDOSC Admission Test Application Form		To be provided by the Appraisal and Testing Unit <i>(Available as well on the college's website under the transparency seal section: www.ddosc.edu.ph)</i>		
One piece of 2x2 ID picture		The client will provide		
Original Copy of Form 138/Diploma		The client will provide		
Photocopy of Form 138/Diploma		The client will provide		
Original Certification as Proof of being a Graduating Senior High School Student <i>(for graduating students only)</i>		The client will provide		
Photocopy of Certification as Proof of being a Graduating Senior High School Student <i>(for graduating students only)</i>		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for the College Admission Test.	1. Receive supporting document/s and verify information indicated in the application form. 1.3 Issues an acknowledgment slip to the client. 1.4 Inform the client that the individual exam schedule will be posted through the Facebook page of the Section: DDOSC Maragusan	None	5 Minutes	Appraisal and Testing Unit Head Appraisal and Testing Unit Staff Student Welfare Unit Personnel



	<p>Student Welfare Unit two (2) working weeks after the end of the application period.</p> <p>https://www.facebook.com/ddoscmargusanSWU</p>			
2. The client takes the College Admission Test in their assigned schedule	2. Provides the client with the test questionnaire and answer sheet.	None	1 hour and 15 minutes	Appraisal and Testing Unit Head
			1 hour and 20 minutes	

<p>2. College Admission Screening Process for Transferee Applicants (This procedure defines the application for the college admission test for first-year and transferee students' admission to the institution.)</p>				
Office/Division:		Appraisal and Testing Unit		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who May Avail:		Transferee students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DDOSC Admission Test Application Form		To be provided by the Appraisal and Testing Unit <i>(Available as well on the college's website under the transparency seal section: www.ddosc.edu.ph)</i>		
One piece of 2x2 ID picture		The client will provide		
Original Copy of Transcript of Records (TOR)		The client will provide		
Photocopy of Transcript of Records (TOR)		The client will provide from his/her last school attended		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Applies for the College Admission Test.</p>	<p>1. Receive supporting document/s and verify information indicated in the application form.</p> <p>1.3 Issues an acknowledgment slip to the client.</p> <p>1.4 Inform the client that the individual exam schedule will be posted through the Facebook page of the Section: DDOSC Maragusan Student Welfare Unit two (2) working weeks after the end of the application period.</p> <p>https://www.facebook.com/ddoscmaragusanSWU</p>	<p>None</p>	<p>5 Minutes</p>	<p>Appraisal and Testing Unit Head</p> <p>Appraisal and Testing Unit Staff</p> <p>Student Welfare Unit Personnel</p>
<p>2. The client takes the College Admission Test in their assigned schedule</p>	<p>2. Provides the client with the test questionnaire and answer sheet.</p>	<p>None</p>	<p>1 hour and 15 minutes</p>	<p>Appraisal and Testing Unit Head</p>
			<p>1 hour and 20 minutes</p>	



3. College Admission Screening Process for High School Applicants (<i>Old curriculum graduates</i>) (This procedure defines the application for the college admission test for first-year and transferee students' admission to the institution.)				
Office/Division:		Appraisal and Testing Unit		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who May Avail:		High School Graduates (<i>old curriculum</i>)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DDOSC Admission Test Application Form		To be provided by the Appraisal and Testing Unit (<i>Available as well on the college's website under the transparency seal section: www.ddosc.edu.ph</i>)		
One piece of 2x2 ID picture		The client will provide		
Original Copy of Form 138/Diploma		The client will provide		
Photocopy of Form 138/Diploma		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Applies for the College Admission Test.	1. Receive supporting document/s and verify information indicated in the application form. 1.3 Issues an acknowledgment slip to the client. 1.4 Inform the client that the individual exam schedule will be posted through the Facebook page of the Section: DDOSC Maragusan Student Welfare Unit two (2) working weeks after the end of the application	None	5 Minutes	Appraisal and Testing Unit Head Appraisal and Testing Unit Staff Student Welfare Unit Personnel



	period. https://www.facebook.com/ddoscmaragusanSWU			
2. The client takes the College Admission Test in their assigned schedule.	2. Provides the client with the test questionnaire and answer sheet.	None	1 hour and 15 minutes	Appraisal and Testing Unit Head
			1 hour and 20 minutes	

4. College Admission Screening Process for ALS Applicants (Eligible for College) (This procedure defines the application for the college admission test for first-year and transferee students' admission to the institution.)				
Office/Division:		Appraisal and Testing Unit		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who May Avail:		ALS Graduates who are Eligible for College (<i>old curriculum</i>)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DDOSC Admission Test Application Form		To be provided by the Appraisal and Testing Unit (Available as well on the college's website under the transparency seal section: www.ddosc.edu.ph)		
One piece of 2x2 ID picture		The client will provide		
Original Certificate of Eligibility to proceed college		The client will provide		
Photocopy of Certificate of Eligibility to proceed to college		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>2. Applies for the College Admission Test.</p>	<p>1. Receive supporting document/s and verify information indicated in the application form.</p> <p>2.1 Issues an acknowledgment slip to the client.</p> <p>2.2 Inform the client that the individual exam schedule will be posted through the Facebook page of the Section: DDOSC Maragusan Student Welfare Unit two (2) working weeks after the end of the application period.</p> <p>https://www.facebook.com/ddoscmaragusanSWU</p>	<p>None</p>	<p>5 Minutes</p>	<p>Appraisal and Testing Unit Head</p> <p>Appraisal and Testing Unit Staff</p> <p>Student Welfare Unit Personnel</p>
<p>2. The client takes the College Admission Test in their assigned schedule.</p>	<p>2. Provides the client with the test questionnaire and answer sheet.</p>	<p>None</p>	<p>1 hour and 15 minutes</p>	<p>Appraisal and Testing Unit Head</p>
			<p>1 hour and 20 minutes</p>	

<p>5. College Admission Screening Process – Processing of Test Results</p>	
<p>(This procedure defines the application for the college admission test for first-year and transferee students' admission to the institution.)</p>	
<p>Office/Division:</p>	<p>Appraisal and Testing Unit</p>
<p>Classification:</p>	<p>Highly Technical</p>
<p>Type of Transaction:</p>	<p>G2C-Government to Citizen</p>
<p>Who May Avail:</p>	<p>All College Admission Test-takers</p>
<p>CHECKLIST OF REQUIREMENTS</p>	<p>WHERE TO SECURE</p>
<p>Acknowledgment Slip, any valid IDs, or present school ID</p>	<p>The client will present</p>



Proof of attendance during the examination (based on the logbook/log sheet)		The Appraisal and Testing Section will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. The client waits for the processing of test results.	2. Scoring and interpretation of test results. 2.1 Makes an announcement on the Section's Facebook page regarding the release of the college admission test results. https://www.facebook.com/ddoscmaragusanSWU	None	Three (3) working weeks after the scheduled examination	Appraisal and Testing Unit Head
2. The client receives his/her college admission test result.	2. Releases the college admission test results to the client.	None	10 minutes	Appraisal and Testing Unit Head
			15 working days and 10 minutes	



CASHIER UNIT

External Services



1. Collection of School Fees

(This service intends to issue an Official Receipt to an individual after paying his/her outstanding balance to the College. Outstanding balances refer to old accounts payable of students not covered by Free Higher Education and Special Class.)

Office/Division:	Cashiering Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Existing DDOSC Students and Alumni

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College Identification Card / Class Schedule and Assessment/ Certificate of Registration marked Officially Enrolled. Any valid identification card for not officially enrolled students.		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid I.D/CSA/COR and Inquire outstanding balance.	1. Verify outstanding balance.	None	5 minutes	<i>Cashiering Unit – Head / Collecting Officer</i>
2. Pay the required fees.	2. Issue official receipt.	Total Outstanding Balance	3 Minutes	<i>Cashiering Unit – Head / Collecting Officer</i>
TOTAL		Total Outstanding Balance	8 Minutes	

2. Process of Claiming Cash Benefits (OVER-THE-COUNTER)

(This service allows the students with cash benefits from scholarships, refunds, and allowances to claim their cash in the Cashiering Unit by Over the-Counter processing.)

Office/Divis	Cashiering Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Existing DDOSC Students and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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<p>For the students: College Identification Card / Class Schedule and Assessment/ Certificate of Registration marked Officially Enrolled.</p> <p>Any valid identification card for not officially enrolled students.</p>		The client will provide		
<p>For Authorized Representative:</p> <p>a. Authorization Letter - (1 Original Copy)</p> <p>b. One (1) Valid ID of Representative with Three (3) Specimen Signature (1 photocopy/scanned copy)</p> <p>c. One (1) Valid ID of Payee with Three (3) Specimen Signature (1 photocopy/scanned copy)/d</p>		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID or needed requirements if transacting as authorized representative.	Check and Verify the submitted documents	None	3 Minutes	Cashiering Unit – Head / Disbursing Officer
2 Sign on the payroll.	Requires the student to sign the payroll.	None	3 Minutes	Cashiering Unit – Head / Disbursing Officer
3 Receive cash.	Releases cash benefits to the student or representative.	None	2 Minutes	Cashiering Unit – Head / Disbursing Officer
TOTAL		None	8 Minutes	



CASHIERING UNIT

Internal Services



1. Collection of Unexpended Funds

(This service intends to issue an Official Receipt to an individual after paying his/her outstanding obligation to the College. This refers to return of funds for Cash advances of travelling expense and other activities and overpayment of salaries and wages.)

Office/Division:	Cashiering Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All DDOSC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Order Slip (1 original)		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the payment order slip.	1. Check and verify the Payment Order Slip.	None	5 minutes	<i>Cashiering Unit – Head / Collecting Officer</i>
2. Pay the indicated amount to be returned.	2. Receive the payment.	Cash Advance/Amount Paid Less Expenditures/ Adjustments	3 Minutes	<i>Cashiering Unit – Head / Collecting Officer</i>
3. Receive the Official Receipt and sign on the outgoing logbook.	4. Issue Official Receipt.	None	2 Minutes	<i>Cashiering Unit – Head / Collecting Officer</i>
TOTAL		Cash Advance/Amount Paid Less Expenditures/ Adjustments	10 Minutes	



GUIDANCE AND COUNSELING UNIT

External Service



1. Intake Interview				
(An intake interview is the initial interview with a client by the Guidance and Counseling Unit Coordinator/ Guidance Staff as means to profile the issues or problems that have brought the client into counseling.)				
Office/Division:	Guidance and Counseling Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	DDOSC officially enrolled students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip			To be provided by the Guidance and Counseling Unit	
Intake Interview Form			To be provided by the Guidance and Counseling Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Guidance and Counseling Unit Coordinator/ Guidance Staff will confer with the client's concern.	1. Guidance and Counseling Unit Coordinator/ Guidance Staff will let the client fill out the Intake Interview Logbook.	None	5 Minutes	Guidance and Counseling Unit Coordinator/ Guidance Staff
2. Guidance and Counseling Unit Coordinator/ Guidance Staff will start the Intake Interview.	2. Guidance and Counseling Unit Coordinator/ Guidance Staff will ask the client's concern.	None	3 Minutes	Guidance and Counseling Unit Coordinator/ Guidance Staff
3.Guidance and Counseling Unit Coordinator/ Guidance Staff will ask the client to fill out the Client's Feedback Form.	3. Guidance and Counseling Unit Coordinator/ Guidance Staff will let the client drop the Client's Feedback Form in the Suggestion Box.	None	2 Minutes	Guidance and Counseling Unit Coordinator/ Guidance Staff
			10 minutes	



HUMAN RESOURCE MANAGEMENT UNIT

Internal Services



1. Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-time Personnel)

(The process pertains to the issuance of pay slip to DDOSC Employees to give them information about their gross and net salaries for a specific period.)

Office/Division:	Human Resource Management Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	DDOSC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form via Google Form		Human Resource Management Unit https://tinyurl.com/ddoschrpaysliprequestform		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request form	1.1 Checks, and verifies submitted request	None	10 minutes	<i>HRMU Personnel</i>
	1.2 Prepares the requested Pay Slip		5 Minutes	
	1.3 Forwards the Pay Slip to the Office of the Branch Director for approval.			
2. Receives the Pay Slip, and signs in the Logbook for Pay Slip	2. Releases the document	None	3 Minutes	<i>HRMU Personnel</i>
TOTAL			18 Minutes	

2. Application for Travel Order (within the region and not exceeding 3-Days)

(This process pertains to the Application of Travel Order of DDOSC Employee/s who has an official travel within the region and with a duration not exceeding 3-days.)

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	All Branch personnel



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order Application Form (2 original)		Human Resource Management Unit (The Travel Order Form is also downloadable at https://tinyurl.com/DDOSCHRForms)		
Certificate of Notification (<i>for all personnel with two (2) or more immediate heads</i>)		The client will provide.		
If applicable, documents supporting the necessity of Travel (<i>Invitation Letter, Office Order, Memoranda, etc.</i>)		The client will provide.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Fills out the Travel Order form, and secure immediate supervisor's recommending approval (Note: See OSUCP MC 0930-01, s. 2024 for updated list of signatories for Travel Order.) 1.2 Submits the Travel Order form and its attachments to the Human Resource Management Unit	1.1 Receives the Travel Order Form and checks as to completeness of the filled document.	None	15 Minutes	HRMU Personnel
	1.2 Affixes Travel Order Number and countersign			HRMU Personnel
	1.3 Forwards the Travel Order to the Office of the Branch Director for final approval			Branch Director
	1.4 Informs the Client/s with the update of the requested document			HRMU Personnel
2.1 Receives the Travel Order and signs in the Travel Order Logbook	2.1 Releases the Travel Order	None	1 Minute	HRMU Personnel
TOTAL:		None	16 Minutes	



3. Application for Travel Order (outside the Region, and/or exceeding 3-days)

(This process pertains to the application of Travel Orders of DDOSC employees with official travel exceeding 3 days or outside the region, regardless of the number of travel days.)

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	All Branch personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Travel Order Application Form (2 original)	Human Resource Management Unit (The Travel Order Form is also downloadable at https://tinyurl.com/DDOSCHRFoms)
Certificate of Notification (<i>for all personnel with two (2) or more immediate heads</i>)	The client will provide. (The Certificate of Notification is also downloadable at https://tinyurl.com/DDOSCHRFoms)
If applicable, other document supporting the necessity of travel (<i>Invitation Letter, Office Order, Memoranda, etc.</i>)	The client will provide.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the Travel Order form and submit it to the Human Resource Management Unit with its attachments (<i>Must be at least 5 working days before the official travel</i>)	1.1 Receives and checks as to completeness of the filled document.	None	5 Minutes	<i>HRMU Personnel</i>
	1.2 Affixes Travel Order Number and Countersign the Travel Order.		5 Minutes	<i>HRMU Personnel</i>
	1.3 Forwards the Travel Order to the Office of the Branch Director for recommendation		1 Day	<i>HRMU Personnel Branch Director</i>



	1.4 Forwards to the Office of the College President for Approval	None	1 Day	<i>HRMU Personnel</i>
	1.5 Receives the approved Travel Order from the Office of the College President	None	1 Day	<i>HRMU Personnel College President</i>
	1.6 Informs the client/s on the update of the requested document		1 Minute	<i>HRMU Personnel</i>
2. Receives Travel Order and signs the Travel Order Logbook	2. Releases the Travel Order	None	5 Minutes	<i>HRMU Personnel</i>
TOTAL:		None	3 Working Days, 16 Minutes	



HEALTH SERVICES UNIT

External Services



1. Application of Insurance Claims for Students (This is for the processing of insurance claim and provide financial assistance.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College ID/Certificate of Registration to be presented by the Client – (1 Original)		College ID provided by (SASD) Certificate of Registration provided by Registrar		
Insurance Forms – (1 Original)		Health Services Unit		
Medical Certificate – (1 Original)		Provided by the Hospital where the claimant admitted		
Hospital bills (If Confined) – (1 Original)		Provided by the Hospital where the claimant admitted		
Prescription of medicine – (1 Original)		Provided by the Hospital where the claimant admitted		
Receipts, Invoice or other evidences of expenses – (1 Original)		Pharmacy		
Police Report (for Vehicular Accident ONLY) – (1 Original)		Police Station		
Funeral Contract – (1 Original)		Funeral Homes		
Death Certificate with PSA Certification of the Claimant (For deceased case ONLY) – (1 Original)		Office of the Local Civil Registrar / PSA		
Certificate from the Bureau of fire (Fire Claim) – (1 Original)		Bureau of Fire and Protection Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents ID, verbalize the history of event/accident and sign client's logbook	1.Conducts initial assessment and health history of illness and confinement or nature of incident		3 minutes	<i>Nurse</i>
2.Secures insurance forms, checklist and submit the requirements	2.Provides forms with checklists and assess the requirements for completeness and accuracy	None	7 minutes	<i>Nurse</i>
3.Fill out insurance forms	3.Instruct and give assistance in filling up the forms to avoid errors	None	3 minutes	<i>Nurse</i>
4.Receives proper instruction on insurance processes depending on the case	4.Gives instruction on the possible duration as when the client claims his/her insurance	None	3 minutes	<i>Nurse</i>



	<i>Note:</i> Submit the documents to Insurance Company for assessment of requirements and evaluation of claims			
5. Gets update by leaving his/her contact details to the school nurse	5. Inform and gives claimant updates about his/her insurance status	None	1 – 2 working months	<i>Nurse</i>
6. Presents Valid ID and fill up the claim form in claiming Insurance check/cash and receives instruction for encashment of check	6. Gives the Insurance Claim (check/cash) with voucher presented indicating the full details of claim signed by the claimant <i>Note:</i> All claims (check/cash) ready for release are given directly to claimant with valid ID presented and sign the logbook for recording	None	3 minutes	<i>Nurse</i>
TOTAL		None	2 working Months and 19 Minutes	

2. Dental Services for Students

(This is to provide oral-dental health services, identifies oral-dental problems and possible remedies recommended by the Dentist.)

Office/Division:	HEALTH SERVICES UNIT
Classification:	Simple
Type of Transaction:	G2G – Government to Government
WHO MAY AVAIL	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College ID/Certificate of Registration to be presented by the Client – (1 Original)		College ID provided by (SASD) Certificate of Registration provided by Registrar		
Dental Record Form – (1 Original)		Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents ID, sign the dental logbook and undergo initial consultation	1. Gives the logbook to client and signs the logbook for recording.	None	3 Minutes	<i>Nurse</i>
2. Undergoes Oral Dental check-up, consultation and tooth extraction	2. Conducts oral dental examination and tooth extraction	None	25 Minutes	<i>Dentist</i>



recommended by the Dentist	Note: Tooth extraction may perform by Dentist's recommendation with the approval of client			
3.Wait for post dental care instruction	3.Gives instruction on proper post dental care	None	3 Minutes	<i>Dentist</i>
4.Secures prescription of medicine	4.Prescribes medicine if necessary	None	3 minutes	<i>Dentist</i>
5.Claims referral to specialist if necessary	5.Refers patient with special cases for laboratory examination if necessary to specialists	None	3 minutes	<i>Dentist</i>
TOTAL		None	4. Minutes	

3. Issuance of Medical Certificate for Students

(This is to provide medical certificate after complying all the requirements needed and completed the procedural steps.)

Office/Division:	HEALTH SERVICES UNIT
Classification:	Simple
Type of Transaction:	G2G – Government to Government
WHO MAY AVAIL	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
College ID/Certificate of Registration to be presented by the Client – (1 Original)	College ID provided by (SASD) Certificate of Registration provided by Registrar
Updated Laboratory Results (CBC, UA, SE)- (1 Original)	Clinic or Hospital of Choice
Medical Record Form – (1 Original)	Health Services Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The client presents ID, sign the medical logbook and verbalize chief complaint or present illness	1.Gives the logbook to client and signs the logbook for recording. Conduct health history and assessment of present illness	None	3 Minutes	<i>Nurse</i>
2.Undergoes for vital signs taking, height and weight measurement	2.Conducts height and weight measurement and taking of temperature, BP, RR, PR	None	5 Minutes	<i>Nurse</i>
3.Submits for medical consultation and physical examination	3.Conducts physical examination and/or medical consultation	None	10 Minutes	<i>Physician</i>



4.Submits Updated laboratory results (X-ray, CBC, etc.)	4.Interprets and assess Lab results by the school physician Note: Client will be given lab request by the physician when necessary	None	5 Minutes	<i>Physician</i>
5.Receives instructions and medical certificate	5.Gives instruction, health advise, provide the medical certificate	None	3 Minutes	<i>Physician Nurse</i>
TOTAL		None	26 Minutes	

4. Medical Consultation and Treatment for Students (This service allows students in seeking assistance on their health-related concerns by providing assessment, intervention, and treatment services from a medical practitioner.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
WHO MAY AVAIL	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
College ID/Certificate of Registration to be presented by the Client – (1 Original)			College ID provided by (SASD) Certificate of Registration provided by Registrar	
Medical Record Form – (1 Original)			Health Services Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents ID, sign the medical logbook and verbalize chief complaints/ illness	1.Gives the logbook to client and signs the logbook for recording. Conducts initial assessment and health history of illness		3 minutes	<i>Nurse</i>
2.Undergo measuring of vital signs	2.Conducts height and weight and taking Temp., BP, RR, PR	None	5 Minutes	<i>Nurse</i>
3.Submits for medical consultation and physical examination	3.Conducts physical examination and/or medical consultation	None	10 Minutes	<i>Physician</i>
4.Secures medicine of illness with medical advice	4.Gives medicine/medical advice	None	3 Minutes	<i>Physician</i>
5.Receives proper health care, instruction and referral to specialist or hospital depending on the case	5.Gives instruction on dosage of medicine and gives health advise and instruction or referrals to nearby hospital	None	3 Minutes	<i>Physician Nurse</i>



6. Gets Medical Certificate/ excuse slip	6. Gives medical certificate/excuse slip	None	3 Minutes	<i>Physician Nurse</i>
TOTAL			27 Minutes	

5. Medical Profiling and Physical Examination for Enrollment (To conduct medical profiling upon entering the college and to submit the requirements needed indicating physically fit to study.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
WHO MAY AVAIL	New Students and Returnees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Laboratory Results (CBC, Urinalysis, and Stool Exam) - (1 Original copy each)			Hospital or Clinic of Choice	
Annual Drug Test Result – (1 Original)			DOH Certified Drug Testing Centers	
Medical Certificate – (1 Original)			Hospital or Clinic of Choice	
Physical Examination Form – (1 Original)			Health Services Unit	
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client presents ID, sign the medical logbook and present requirements needed, secures students medical record	1. Gives the logbook to client and signs the logbook for recording. Inspects validity of requirements needed	None	3 Minutes	<i>Nurse</i>
2. Fill-outs Physical Examination Form	2. Provides the form and guides in filling up by giving instructions	None	5 Minutes	<i>Nurse</i>
3. Undergoes measurement of height, weight, BP, respiratory rate, pulse rate, temperature and pertinent past and present medical history	3. Conducts accurate measurements, interview and follow up questions for health history.	None	5 Minutes	<i>Nurse</i>
4. Submits for physical examination	4. Conducts Physical examination	None	10 Minutes	<i>Physician</i>
5. Secures Medical Certificate/ Clearance	5. Provides Medical Clearance	None	2 Minutes	<i>Physician</i>
TOTAL		None	25 Minutes	



HEALTH SERVICES UNIT

Internal Services



1.Application of Insurance Claims for Employees (This is for the processing of insurance claim and provide financial assistance.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employees ID (Faculty/Staff) to be presented - (1 Original)		Human Resource Management Unit		
Insurance Forms – (1 Original)		School Clinic		
Medical Certificate – (1 Original)		Provided by the Hospital where the claimant admitted		
Hospital bills (If Confined) – (1 Original)		Provided by the Hospital where the claimant admitted		
Prescription of medicine – (1 Original)		Provided by the Hospital where the claimant admitted		
Receipts, Invoice or other evidences of expenses – (1 Original)		Pharmacy		
Police Report (for Vehicular Accident ONLY) – (1 Original)		Police Station		
Funeral Contract – (1 Original)		Funeral Homes		
Death Certificate with PSA Certification of the Claimant For deceased case ONLY) – (1 Original)		Office of the Local Civil Registrar / PSA		
Certificate from the Bureau of fire (Fire Claim) – (1 Original)		Bureau of Fire and Protection Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents ID, verbalize the history of event/accident, and sign client's logbook	1.Conducts initial assessment and health history of illness and confinement or nature of incident		3 minutes	<i>Nurse</i>
2.Secures insurance forms, checklist and submit the requirements	2.Provide forms with checklists and assess the requirements for completeness and accuracy	None	7 minutes	<i>Nurse</i>
3.Fill out insurance forms	3.Instruct and give assistance in filling up the forms to avoid errors	None	3 minutes	<i>Nurse</i>
4.Receives proper instruction on insurance processes depending on the case	4.Gives instruction on the possible duration as when the client claims his/her insurance <i>Note:</i> Submit the	None	3 minutes	<i>Nurse</i>



	documents to Insurance Company for assessment of requirements and evaluation of claims			
5. Gets update by leaving his/her contact details to the school nurse	5. Inform and gives claimant updates about his/her insurance status	None	1 – 2 working months	<i>Nurse</i>
6. Presents Valid ID and fill up the claim form in claiming Insurance check/cash and receives instruction for encashment of check	6. Gives the Insurance Claim (check/cash) with voucher presented indicating the full details of claim signed by the claimant <i>Note: All claims (check/cash) ready for release are given directly to claimant with valid ID presented and sign the logbook for recording</i>	None	3 minutes	<i>Nurse</i>
TOTAL		None	2 working months and 19 Minutes	

2. Dental Services for Employees
(This is to provide oral-dental health services, identifies oral-dental problems and possible remedies recommended by the Dentist.)

Office/Division:	HEALTH SERVICES UNIT
Classification:	Simple
Type of Transaction:	G2G – Government to Government
WHO MAY AVAIL	Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employees ID (Faculty/Staff) to be presented - (1 Original)	Human Resource Management Unit
Dental Record Form – (1 Original)	Health Services Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents ID, sign the dental logbook and undergo initial consultation	1. Gives the logbook to client and signs the logbook for recording.	None	3 Minutes	<i>Nurse</i>
2. Undergoes Oral Dental check-up,	2. Conducts oral dental examination and tooth	None	25 Minutes	<i>Dentist</i>



consultation and tooth extraction recommended by the Dentist	extraction Note: Tooth extraction may perform by Dentist's recommendation with the approval of client			
3.Wait for post dental care instruction	3.Gives instruction on proper post dental care	None	3 Minutes	<i>Dentist</i>
4.Secures prescription of medicine	4.Prescribes medicine if necessary	None	3 minutes	<i>Dentist</i>
5.Claims referral to specialist if necessary	5.Refers patient with special cases for laboratory examination if necessary to specialists	None	3 minutes	<i>Dentist</i>
TOTAL		None	38 Minutes	

3.Issuance of Medical Certificate for Employees

(This is to provide medical certificate after complying all the requirements needed and completed the procedural steps.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
WHO MAY AVAIL	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employees ID to be presented - (1 Original)		Employees ID Provided by Human Resource Management Unit		
Updated Laboratory Results (CBC, UA, SE)- (1 Original)		Clinic or Hospital of Choice		
Medical Record Form – (1 Original)		Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. The client presents ID, sign the medical logbook and verbalize chief complaint or present illness	1.Gives the logbook to client and signs the logbook for recording. Conduct health history and assessment of present illness	None	3 Minutes	<i>Nurse</i>
4. Undergoes for vital signs taking, height and weight measurement	2.Conducts height and weight measurement and taking of temperature, BP, RR, PR	None	5 Minutes	<i>Nurse</i>



5. Submits for medical consultation and physical examination	3. Conducts physical examination and/or medical consultation	None	10 Minutes	Physician
4. Submits Updated laboratory results (X-ray, CBC, etc.)	4. Interprets and assess Lab results by the school physician Note: Client will be given lab request by the physician when necessary	None	5 Minutes	Physician
5. Receives instructions and medical certificate	5. Gives instruction, health advise, provide the medical certificate	None	3 Minutes	Physician Nurse
TOTAL		None	26 Minutes	

4. Medical Consultation and Treatment for Employees
(This service allows students in seeking assistance on their health-related concerns by providing assessment, intervention, and treatment services from a medical practitioner.)

Office/Division:	HEALTH SERVICES UNIT
Classification:	Simple
Type of Transaction:	G2G – Government to Government
WHO MAY AVAIL	Faculty and Staff

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employees ID to be presented - (1 Original)		Human Resource Management Unit		
Medical Record Form – (1 Original)		Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents ID, sign the medical logbook and verbalize chief complaints/ illness	1. Gives the logbook to client and signs the logbook for recording. Conducts initial assessment and health history of illness		3 minutes	Nurse
2. Undergoes measuring of vital signs	2. Conducts height and weight and taking Temp., BP, RR, PR	None	5 Minutes	Nurse
3. Submits for medical consultation and physical examination	3. Conducts physical examination and/or medical consultation	None	10 Minutes	Physician



4. Secures medicine of illness with medical advice	4. Gives medicine/medical advice	None	3 Minutes	<i>Physician</i>
5. Receives proper health care, instruction and referral to specialist or hospital depending on the case	5. Gives instruction on dosage of medicine and gives health advise and instruction or referrals to nearby hospital	None	3 Minutes	<i>Physician Nurse</i>
6. Gets Medical Certificate/ excuse slip	6. Gives medical certificate/excuse slip	None	3 Minutes	<i>Physician Nurse</i>
TOTAL			27 Minutes	



LIBRARY AND LEARNING RESOURCE CENTER UNIT

External Services



1. Application for Library Card

(This process involves validating student's access to library services and providing the secure circulation of resources, such involves acquiring a library card, enabling resource use, and fostering responsible borrowing.)

Office/Division:	Library and Learning Resource Center Unit- Reference Desk
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1x1 Picture, White Background (1 Original)	The client will provide
Library Card Form (1 original)	Library and Learning Resource Center Unit -Reference Desk
Library Card Registration Form (1 original)	Online Application: https://docs.google.com/forms/d/1r0GKCSxJhUDeRXwG5vDOX_5kq8KvdpdBH1WRAQ54KtdE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the necessary information in the logbook at the reference desk or in the online application, and then presents the required documents to the person in charge.	1. Reviews the submitted requirements of the client.	None	2 Minutes	Library and Learning Resource Center Unit, Personnel
2. Completes the Library Card Registration form to be register in the KOHA Library Management System.	2. Encodes, generates the barcode, and issues the Library Card for the client.	None	45 minutes	Library and Learning Resource Center Unit, Personnel
3. For durability purposes, the client is advised to laminate his/her ID.	3. Verifies the authenticity of the laminated Library Card presented by the client.	None	3 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
TOTAL:		None	50 Minutes	



2. Open Database Electronic Access Services

(This process pertains to the effective monitoring of both online and offline electronic resource access, this service is designed for students, ensuring comprehensive oversight and security in utilizing digital and physical resources.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Registration Form (1 original)	Library and Learning Resource Center Unit-Electronic Library
Reservation Form (1 original)	Library and Learning Resource Center Unit-Electronic Library
Library Card (1 laminated)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inputs the Library Card in the entrance Logger System and signs in the E-Library/Data base Logbook.	1. Assists the client upon registration.	None	2 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
2. Fills in the 'Reservation Form' and submits it to the designated In-Charge before availing the services.	2. Receives the Reservation Form to be submitted by the client.	None	3 Minutes	<i>Library and Learning Resource Center Unit-Personnel</i>
3. Registers in the designated database to create a unique 'User Account,' if applicable	3. Assists the client in the registration process and guides them in using the system.	None	10 Minutes	<i>Library and Learning Resource Center Unit-Personnel</i>
4. Navigates the available resources.	4. If necessary, provides the client with information about the requested resources.	None	40 Minutes	<i>Library and Learning Resource Center Unit-Personnel</i>
TOTAL:		None	55 Minutes	



3. Open Database Electronic Access Services

(This process pertains to the effective monitoring of both online and offline electronic resource access, this service is designed for outside researcher, ensuring comprehensive oversight and security in utilizing digital and physical resources.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Outside Researcher

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Registration Form (1 original)	Library and Learning Resource Center Unit-Electronic Library
Reservation Form (1 original)	Library and Learning Resource Center Unit-Electronic Library
Library Card (1 laminated)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inputs the Library Card in the entrance Logger System and signs in the E-Library/Dat abase Logbook.	1. Assists the client upon registration.	None	2 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
2. Fills in the 'Reservation Form' and submits it to the designated In-Charge before availing the services.	2. Receives the Reservation Form to be submitted by the client.	None	3 Minutes	<i>Library and Learning Resource Center unit-Personnel</i>
3. Registers in the designated database to create a unique 'User Account,' if applicable	3. Assists the client in the registration process and guides them in using the system.	None	10 Minutes	<i>Library and Learning Resource Center Unit-Personnel</i>
4. Navigates the available resources.	4. If necessary, provides the client with information about the requested resources.	None	40 Minutes	<i>Library and Learning Resource Center Unit-Personnel</i>
TOTAL:		None	55 Minutes	



4. Reading and Circulation Services (Inside Reading, and Borrowing)

(This process pertains to the inside reading and borrowing by students for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through borrowing for home use purposes or for photocopying.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Inside Reading:	
Entrance Logbook	Library and Learning Resource Center Unit-Reference Desk
Library Card (1 Laminated)	The client will provide
Borrowing:	
Online Reservation for out of campus clients	Library and Learning Resource Center Unit-Reference Desk Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHdCg24qIAy0v1YMWtyyxQzv17B5vYaQcIJQ
Borrower's Card/ Borrower's Logbook	Library and Learning Resource Center Unit-Reference Desk
Library Card (1 laminated)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inputs Library Card in the Entrance Logger System or signs in the logbook located at the reference desk; then presents the requirement.	1. Assists the client during the registration process.	None	6 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
2.Locates the reference resources on the shelves.	2. If needed, assists the client in locating the reference resources in the shelves.	None	6 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>



For borrowing: 2.1. Verifies the library card and assists the client in completing the necessary information in the logbook or borrower's card. 2.2. Subsequently, releases the resources to the client for the intended purpose.	None	7 Minutes	Library and Learning Resource Center Unit, Personnel
	2.3. Keeps and secures the necessary document handed over by the client in the File Cabinet.		
TOTAL:	None	17 Minutes	

5. Reading and Circulation Services (Inside Reading, and Borrowing)

(This process pertains to the inside reading, and borrowing by outside researcher for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through photocopying.)

Office/Division:	Library and Learning Resource Center Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Outside Researcher			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Reservation for out of campus clients		Library and Learning Resource Unit-Online Reservation Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHDcG24qIAy0v1YMWtyyxQzv17B5vYaQcIJQ		
Recommendation Letter from their School Librarian or Administrator (1 original)		The client will provide		
Any government-issued identification card (1 original)		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Signs the visitor's logbook located at the reference desk and presents the document required by the Librarian.	1. Conducts interview, verifies, and accepts the necessary requirement as specified by the Librarian.		6 Minutes	Library and Learning Resource Center Unit, Personnel
2. Locates the reference resources on the shelves.	2. If needed, assists the client in locating the reference resources in the shelves.	None	6 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
	For photocopying: 2.1. Verifies the Government Card and assists the client in completing the necessary information in the logbook. 2.2. Subsequently, releases the resources to the client for the intended purpose. 2.3. Keeps and secures the necessary document handed over by the client in the File Cabinet.	None	5 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
TOTAL:		None	17 Minutes	

6. Returning of Borrowed Library Resources	
(This process pertains to the recalling and safekeeping of library resources that have been borrowed by the students, offering a service aimed at efficient management.)	
Office/Division:	Library and Learning Resource Center
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Borrower's Card/Borrower's Logbook (1 original)	Library and Learning Resource Center Section - Reference Desk



Library Card (1 laminated)		Library and Learning Resource Center Section - Reference Desk		
Borrowed Resources		Client		
Official Receipt		Cashiering Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inputs Library Card in the Entrance Logger System or signs in the logbook located at the reference desk.	1. Assists the client during the registration process.	None	2 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
2. Presents the borrowed resources at the Reference Desk for verification and return.	2. Checks the condition of the resources and verifies any discrepancies in the 'permissible time' recorded in the borrower's card or borrower's logbook. g. If the transaction is settled, returns the documents handed over by the client (such as Library Card). h. Returns the resources into its proper place.	None	5 Minutes	Library and Learning Resource Center Unit, Personnel
3. For overdue or damage resources, complies the corresponding sanction or fines. a. For payments, obtains the payment slip from the Librarian, then pays the exact amount directly to the Cashier In-Charge	3. Safely keeps the item being sanctioned or the official receipt for the amount being paid. 3.1 Receives the payment from the client and issues an Official Receipt.	The duration of the sanction or fine depends on the number of minutes/hours.	2 Minutes 3 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i> <i>Head/Cashiering Section</i> <i>Library and Learning Resource Center Unit, Personnel</i>
	3.2 If the transaction is settled, returns the document handed over by the client, such as Library Card.		1 Minute	



TOTAL:	Depending on the number of minutes/ hours being sanctioned/ fined.	13 Minutes		
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7. Returning of Borrowed Library Resources (Photocopying Only)				
(This process pertains to the recalling and safekeeping of library resources that have been borrowed by the outside researcher, offering a service aimed at efficient management.)				
Office/Division:	Library and Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Outside Researcher			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Library and Learning Resource Center Unit - Reference Desk		
Borrowed Resources		Client		
Official Receipt		Cashiering Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the logbook located at the reference desk.	1. Assists the client during the registration process.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Presents the borrowed resources at the Reference Desk for verification and return.	2. Checks the condition of the resources and verifies any discrepancies in the 'permissible time' recorded in the borrower's card or borrower's logbook. i. If the transaction is settled, returns the documents handed over by the client (such as Government ID). j. Returns the resources into its proper place.	None	5 Minutes	Library and Learning Resource Center Unit ,Personnel



<p>3. For overdue or damage resources, complies the corresponding sanction or fines.</p>	<p>3. Safely keeps the item being sanctioned or the official receipt for the amount being paid.</p>		<p>2 Minutes</p>	<p><i>Library and Learning Resource Center Unit, Personnel</i></p>
<p>a. For payments, obtains the payment slip from the Librarian, then pays the exact amount directly to the Cashier In-Charge</p>	<p>3.1 Receives the payment from the client and issues an Official Receipt. 3.2 If the transaction is settled, returns the document handed over by the client, such as Government ID.</p>	<p>The duration of the sanction or fine depends on the number of minutes/hours.</p>	<p>3 Minutes 1 Minute</p>	<p><i>Head/Cashiering Section</i> <i>Library and Learning Resource Center Unit, Personnel</i></p>
	<p>TOTAL:</p>	<p>Depending on the number of minutes/hours being sanctioned/ fined.</p>	<p>13 Minutes</p>	



LIBRARY AND LEARNING RESOURCE CENTER UNIT

Internal Services



1. Open Database Electronic Access Services

(This process pertains to the effective monitoring of both online and offline electronic resource access, this service is designed for faculty and staff ensuring comprehensive oversight and security in utilizing digital and physical resources.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who May Avail:	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Registration Form (1 original)	Library and Learning Resource Center Unit-Electronic Library
Reservation Form (1 original)	Library and Learning Resource Center Unit-Electronic Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inputs the Library Card in the entrance Logger System and signs in the E-Library/Database Logbook.	1. Assists the client upon registration.	None	2 Minutes	<i>Library and Learning Resource Center unit, Personnel</i>
2. Fills in the 'Reservation Form' and submits it to the designated In-Charge before availing the services.	2. Receives the Reservation Form to be submitted by the client.	None	3 Minutes	<i>Library and Learning Resource Center Unit-Personnel</i>
3. Registers in the designated database to create a unique 'User Account,' if applicable	3. Assists the client in the registration process and guides them in using the system.	None	10 Minutes	<i>Library and Learning Resource Center Unit - Personnel</i>
4. Navigates the available resources.	4. If necessary, provides the client with information about the requested resources.	None	40 Minutes	<i>Library and Learning Resource Center Unit-Personnel</i>
TOTAL:		None	55 Minutes	



2. Reading and Circulation Services (Inside Reading, and Borrowing)

(This process pertains to the inside reading and borrowing by faculty and staff for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through borrowing for home use purposes or for photocopying.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who May Avail:	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Inside Reading:	
Entrance Logbook	Library and Learning Resource Center Unit-Reference Desk
Borrowing:	
Borrower's card (1original)	Library and Learning Resource Center Unit-Reference Desk Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHDcG24gIAy0v1YMWtyyxQzv17B5vYaQclJQ
Any government-issued identification card (1 original)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Signs in the logbook located at the reference desk; then presents the requirement.	1. Assists the client during the registration process.	None	6 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
2.Locates the reference resources on the shelves.	2.. If needed, assists the client in locating the reference resources in the shelves. For borrowing: 2.1. Verifies the Government Card and assists the client in completing the necessary information in the logbook or borrower's card. 2.2. Subsequently, releases the resources to the client for the intended purpose.	None	6 Minutes 5 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i> <i>Library and Learning Resource Center Unit, Personnel</i>



	2.3. Keeps and secures the necessary document handed over by the client in the File Cabinet.			
	TOTAL:	None	17 Minutes	

3. Returning of Borrowed Library Resources

(This process pertains to the recalling and safekeeping of library resources that have been borrowed by the faculty and staff offering a service aimed at efficient management.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who May Avail:	Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card (1 original)		Library and Learning Resource Center Unit- Reference Desk		
Any government-issued identification card (1 original)		Library and Learning Resource Center Unit - Reference Desk		
Borrowed Resources		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the logbook located at the reference desk.	1. Assists the client during the registration process.	None	2 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
2. Presents the borrowed resources at the Reference Desk for verification and return.	2. Checks the condition of the resources and verifies any discrepancies in the 'permissible time' recorded in the borrower's card. k. If the transaction is settled, returns the document handed over by the client (such as Government ID). l. Returns the resources into	None	5 Minutes	Library and Learning Resource Center Unit, Personnel



	its proper place.			
3. For overdue or damage resources, complies the corresponding sanction or fines.	3. Safely keeps the item being sanctioned or photocopy the official receipt for the amount being paid.	The duration of the sanction or fine depends on the number of minutes/hours.	2 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
a. For payments, obtains the payment slip from the Librarian, then pays the exact amount directly to the Cashier In-Charge	3.1 Receives the payment from the client and issues an Official Receipt.		3 Minutes	<i>Head/Cashiering Section</i>
	3.2 If the transaction is settled, returns the documents handed over by the client, such as the Government ID.		1 Minute	<i>Library and Learning Resource Center Unit, Personnel</i>
TOTAL:	Depending on the number of minutes/ hours being sanctioned/ fined.	13 Minutes		

4. Application for the Utilization of Audio-Visual Room

(This process pertains to the effective management of audio-visual resources for faculty and staff. The process is dedicated to monitoring the Audio-Visual Room and ensuring the safekeeping of audio-visual resources during utilization.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who May Avail:	Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Reservation Form (1 original)	Library and Learning Resource Center Unit- Reference Desk
Any government-issued identification card (1 original)	The client will provide



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the logbook located at the reference desk.	1. Assists the client during the registration process.	None	2 Minutes	<i>Library and Learning Resource Center Unit, Personne l</i>
2. Fills out the required information in the Reservation Form.	2. If there is query, assists the client.	None	3 Minutes	<i>Library and Learning Resource Center Unit, Personne l</i>
3. Presents the additional requirements for booking or borrowing.	3. Checks and safely keeps the presented requirements, then hand over the key or resources for the intended purpose.	None	2 Minutes	<i>Library and Learning Resource Center Unit, Personnell</i>
TOTAL		None	7 Minutes	



STUDENT AFFAIRS AND SERVICES SECTION

External Services



1. Issuance of Student Travel Permit for Curricular and Non-curricular Off-Campus Activities

The College ensures sustainable teaching and learning delivery process through the conduct of non-curricular off-campus activities. These are activities intended to broaden the students' learning opportunities and allow them the feeling of the real world, and therefore serve as powerful motivator to strengthen the academy-industry linkage. Before attending such activities, issuance of the Student Travel Permit is required.

Office/Division:	Student Affairs and Services Division/Section
Classification:	COMPLEX
Type of Transaction:	G2G - Government to Government
Who may avail:	Employees/Personnel-In-Charge of the Student's Travel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Representative	
For Curricular Off-Campus Activities only	
Approved Course Syllabus (1 photocopy)	Personnel-in-Charge
For both Curricular and Non-Curricular Activities	
Accomplished SAS Request Form (1 original)	Student Affairs and Services Division/Section (Blank Form) For online transactions, the request form can be accessed through this link https://bit.ly/3A3hPW2 Personnel-in-Charge (Accomplished Form)
Notarized Affidavit of Consent of Parents (2 original)	Student Affairs and Services Division (Blank Form) Participant/s of the Activity (Notarized Form)
Updated Medical Certificate (1 original)	Health Services Unit / DOH Accredited Health Facility
Accomplished Annexes A and B (2 original) attached with Means of Verifications (MOVs)	Student Affairs and Services Division/Section (Blank Form) Personnel-in-Charge (MOVs)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and submit all the required documents to the Student Affairs and Services Division/Section.	1.1 Receive the documents submitted	None	3 Minutes	<i>SASS Staff</i>
	1.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents		3 Hours and 55 Minutes	<i>SASS Head</i>
	1.3 Prepare and endorse the Student Travel Permit for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the		2 Days and 2 Minutes	<i>SASS Head, Branch Director, and College President</i>



	College President.			
5. Receive 1 original of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents, and log into the Student Travel Permit Logbook	2.1 Issue and record the Student Travel Permit No.	None	2 Minutes	SASS Staff
	2.2 Provide the client a routing slip as to the approval/disapproval of the travel. If approved, original copies of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents will be given to the client.			3 Minutes
TOTAL		None	2 Days, 4 Hours, and 5 Minutes	

2. Issuance of Student Travel Permit for Educational Tours/Field Trips

This process involves securing official approval for student participation in educational tours and field trips. In accordance with CMO 63, S. 2017 or the Policies and Guidelines on Local Off-campus Activities, Higher Education Institutions (HEIs) are required to submit comprehensive reports for all travels related to educational tours and field trips. The issuance of a Student Travel Permit ensures compliance with institutional and regulatory guidelines, covering aspects such as safety, academic relevance, risk assessment, and logistical arrangements. This permit serves as official authorization, confirming that all necessary requirements have been met before students engage in off-campus learning experiences.

Office/Division:	Student Affairs and Services Division/Section
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	Employees/Personnel-In-Charge of the Student's Travel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Representative	
Accomplished SAS Request Form (1 original)	Student Affairs and Services Division/Section (Blank Form) Student Affairs and Services Division/Section (Blank Form) For online transactions, the request form can be accessed through this link https://bit.ly/3A3hPW2 Personnel-in-Charge (Accomplished Form)
Approved Course Syllabus (1 photocopy)	Personnel-in-Charge
Notarized Affidavit of Consent of Parents (2 original)	Student Affairs and Services Division (Blank Form) Participant/s of the Activity (Notarized Form)
Updated Medical Certificate (1 original)	Health Services Unit / DOH Accredited Health Facility
Accomplished Annexes A and B (2 original) attached with Means of Verifications (MOVs)	Student Affairs and Services Division/Section (Blank Form) Personnel-in-Charge (MOVs)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the SAS Request Form and submit all the required documents to the Student Affairs and Services Division/Section.	5.1 Receive the documents submitted	None	3 Minutes	<i>SASS Staff</i>
	5.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents		3 Hours and 55 Minutes	<i>SASS Head</i>
	5.3 Prepare and endorse the Student Travel Permit, and Annex A and B for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.		2 Days and 2 Minutes	<i>SASS Head, Branch Director, and College President</i>
2. Wait for the approval from CHED	2.1 Submit documents to CHED 2.2 Make follow-up as to status of documents		15 Days	<i>SASS Head and CHED personnel</i>
3. Receive 1 original of controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and approved Annex A and B, and Certificate of Compliance from CHED, and log into the Student Travel Permit Logbook	3.1 Issue and record the Student Travel Permit No.	None	2 Minutes	<i>SASS Staff</i>
	3.2 Provide the client a routing slip as to the approval/disapproval of the travel. If approved, original copies of the controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and approved Annex A and B, and		3 Minutes	<i>SASS Staff</i>



	Certificate of Compliance from CHED will be given to the client.			
TOTAL		None	17 Days, 4 Hours, and 5 Minutes	

3. Issuance of Good Moral Certificate

This process involves the issuance of a Good Moral Certificate as proof of a student's good conduct and ethical behavior during their stay at the institution. The certificate is typically required for graduation, transfer, scholarship applications, employment, or other official purposes. The SAS Division verifies the student's disciplinary record before granting the request, ensuring compliance with institutional policies and standards.

Office/Division:	Student Affairs and Services Division/Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All Students and alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Accomplished SAS Request Form	Student Affairs and Services Division/Section (Blank Form) Student Affairs and Services Division/Section (Blank Form) For online transactions, the request form can be accessed through this link https://bit.ly/3A3hPW2 Requesting student/alumni (Accomplished Form)
For Graduates/Request for Transfer Transcript of Records	The client will provide.
For currently enrolled students Student's Identification Card and Accomplished Clearance Form (previous semester)	The client will provide.
Official Receipt	Cashiering Unit
Representative	
Accomplished SAS Request Form	Student Affairs and Services Division/Section (Blank Form) Requesting representative (Accomplished Form)
Authorization Letter (1 original)	Student/Alumni being represented
Official Receipt	Cashiering Unit
Government-issued identification card of the person being represented (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)	The client will provide.
Government-issued identification card of the representative (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)	The client will provide.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the SAS Request Form.	1. Approve the request and provide client with the list of requirements.	None	5 Minutes	<i>Student Affairs and Services Section Head</i>



2. Present the approved request form and pays certification fee at the Cashiering Unit.	2. Check the approved request form, receive payment and issue official receipt	Php. 20.00	5 Minutes	<i>Cashiering unit Head/Campus Cashier</i>
3. Present the Official Receipt (OR) and other requirements to the SAS Division/Section Head.	3. Receive and check the completeness of the submitted documents.	None	5 Minutes	<i>Student Affairs and Services Section Head</i>
	3.1 Check the Students' Derogatory Record which name/s of student/s who has/have record of misbehavior are listed through the Student Discipline Unit/Section Head.		5 Minutes	<i>Student Discipline Section/Unit Head</i>
4. Receive the Good Moral Certificate and sign in the office logbook	4. Issue the Good Moral Certificate and record in the logbook.	None	5 Minutes	<i>Student Affairs and Services Section Head</i>
TOTAL		None	25 Minutes	



STUDENT DISCIPLINARY AND GRIEVANCE

External Services



1. Student Disciplinary and Grievance

This procedure defines the student disciplinary and grievance. This covers from the submission of a complaint letter until its referral to the Guidance and Counseling Unit Head and completed of sanction given.

Office/Division:	Student Discipline Unit
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Report and/or submit letter of behavioral complaint to the Student Discipline Section	2. Receive the letter of complaint from the client	None	3 minutes	<i>Student Discipline Coordinator/ Section Head</i>
	1.1 Perform Initial assessment of the complaint	None	5 minutes	<i>Student Discipline Coordinator/ Section Head</i>
2. Receive the call slip	2. Sends call slip to the respondent/s	None	5 minutes	<i>Student Discipline Coordinator/ Section Head</i> <i>and</i> <i>Dean/Program Head/ Dept. Chair</i>
3. Respond to the demand	5. Interview the respondent for verification of the complaint	None	30 minutes	<i>Student Discipline Coordinator/ Section Head</i>
	3.1 Conduct Investigation	None	20 days	<i>Student Discipline Coordinator/ Section Head</i>
6. Present their selves for reconciliation and/or further investigation.	4. Conduct Initial Settlement	None	1 hour	<i>Student Discipline Coordinator/ Section Head</i>
	4.1 Submit initial incident report to the committee on Student Discipline (CSD)	None	5 minutes	<i>Student Discipline Coordinator/ Section Head</i>
	4.2 Approve the agreement/ conducts further inquisition and investigation	None	30 days	<i>Members of the CSD</i>
	4.2 Discuss and deliberate on the appropriate sanction(s)	None	1 hour	<i>Student Discipline Coordinator/ Section Head</i>
5. Accept/reject the decision of the CSD	5. Present the decision of the CSD	None	5 minutes	<i>Student Discipline Coordinator/ Section Head</i>



6. File an appeal of the CSD's ruled decision	6. Receives letter of appeal	None	5 days	<i>Office of the President</i>
7. Accomplish the given sanction/s	9. Monitor the action of the guilty	None	30 days	<i>Student Discipline Coordinator/ Section Head</i>
9. Appear to Guidance and Counseling Unit for counseling/coaching	10. Refer the parties to the Guidance and Counseling Unit	None	5 minutes	<i>Student Discipline Coordinator/ Section Head</i> <i>And</i> <i>Guidance Counselor</i>
TOTAL		None	85 days, 2 hours and 58 minutes	



SPORTS CULTURAL AND ARTS DEVELOPMENT SECTION

External Services



1.SCREENING/TRY-OUT OF APPLICANTS IN SPORTS, CULTURAL AND ARTS EVENTS

This procedure defines the screening/tryout process of Sports, Cultural and Arts events. This covers from the application to final deliberation of the selection result.

Office/Division:	Sports Cultural and Arts Development Section
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Screening/Tryout Tri-form	Socio-cultural/Sports Coordinator
For Off-campus Screening/tryouts	
Medical Certificate	Health Services Unit / DOH Accredited Health Facility
Notarized Parent Consent	Student Affairs and Services Division (Blank Form) Participant/s of the Activity (Notarized Form)
Student Travel Permit	Student Affairs and Services Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
11. Receives announcement as to the schedule of the screening/tryout through posters and Facebook Page posts.	3. Posts announcements as to the schedule of the screening/tryout through posters and Facebook Page posts.	None	1 Day	Socio-cultural/Sports Coordinator/Sports, Cultural and Arts Development Section Head
12. Accomplishes and submits the screening/tryout tri-form to	4. Receives the accomplished screening/tryout tri-form from the client.	None	5 Days	Socio-cultural/Sports Coordinator/Sports, Cultural and Arts Development Section Head
13. Receives application confirmation from the Socio-cultural/Sports Coordinator	3. Facilitates the screening of documents prior to the conduct of the selection process	None	1 Day	Socio-cultural/Sports Coordinator/Sports, Cultural and Arts Development Section Head
14. Participates in the actual Screening/ Tryout	4. Facilitates the conduct of screening/tryout	None	2 Days	Socio-cultural/Sports Coordinator/Sports, Cultural and Arts Development Section Head
15. Receives Announcements as to Results of the Screening/Tryout	5. Posts Announcement as to Results of the Screening/Tryout	None	1 Day	Socio-cultural/Sports Coordinator/Sports, Cultural and Arts Development Section Head
TOTAL		None	10 Days	



2. BORROWING OF SPORTS, CULTURAL AND ARTS EQUIPMENT

This procedure defines the borrowing of SCAD equipment. This covers from the submission of request letter to the release and returning of SCAD equipment.

Office/Division:	Sports Cultural and Arts Development Section
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Principal	
Newsletter, Literary Folio, and other publications	Student Publication/Yearbook Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
13. Submits duly signed requests letter from the Instructor/Organization Adviser reflecting the actual equipment to borrow.	1. Receives the request letter from the client.	None	15 minutes	Socio-cultural/Sports Coordinator/Sports,
14. Fills-out the borrowing Slip and submits the photocopy of school ID	2. Provides the Borrowing Slip and receives the accomplished Borrowing Slip and photocopy of school ID from the client	None	15 minutes	Socio-cultural/Sports Coordinator/Sports,
5. Records the borrowed equipment in the log borrower' book	15. Checks Availability of the Requested Equipment	None	20 minutes	Socio-cultural/Sports Coordinator/Sports,
4. Receives the SCAD equipment	16. Releases the SCAD equipment to the client	None	10 minutes	Socio-cultural/Sports Coordinator/Sports,
5. Returns the borrowed equipment	17. Receives and checks the returned SCAD equipment	None	1 Day	Socio-cultural/Sports Coordinator/Sports,
TOTAL		None	1 Day and 1 hour	



STUDENT PUBLICATION YEARBOOK SECTION

External Services



1. Screening of Applicants for Student Publication

This procedure defines the screening of student applicants for student publication. This covers from the application to final deliberation.

Office/Division:	Student Publication/Yearbook Section
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Application Form (1 original)	Requesting Person
Written Examination	Student Publication/Yearbook Section
Practical Examination	Student Publication/Yearbook Section
Oral Examination	Student Publication/Yearbook Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
16. Receives announcement as to the schedule of the submission of screening forms, written exam, practical exam, and oral examination	6. Posts announcements as to the schedule of the submission of screening forms, written exam, practical exam, and oral examination	None	1 Day	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
17. Fills-out and submits to the Student Publication/Yearbook Unit the Application Form	7. Receives the Accomplished Application Form from the client.	None	2 Days	<i>Student Publication/Yearbook Section Head/Coordinator</i>
18. Undergoes written examination given by the editorial board	4. Facilitates the Written Examination of Applicants 4.1 Checks the Test Questionnaires 4.2 Prepares List of Applicants who will qualify for the Oral and Practical Examinations.	None	2 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
19. Undergoes Practical and Oral Examinations	4. Facilitates the Practical and Oral Examinations of Applicants 4.3 Provides Rubrics for the Practical and Oral Examinations 4.4 The editorial board and staff together with the adviser will conduct deliberation of applicants	None	3 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
20. Receives Announcements as to Results of the Screening	5. Posts Announcement as to Results of the Screening	None	1 Day	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
TOTAL		None	9 Days	



2.Publication of Newsletter/Literary Folio

This procedure defines the publication of student publication. This covers from the announcement for the call of contributors to the release of the college newsletter, literary folio, and other publications of the Student Publication/Yearbook Unit.

Office/Division:	Student Publication/Yearbook Section
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Newsletter, Literary Folio, and other publications		Student Publication/Yearbook Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives assignment of what event to document, what article and literary text to write, and artwork to submit	18. Assigns Photojournalist, Writer, and Editorial Cartoonist for Coverage	None	1 Day	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
2. Submits photos, articles, literary texts, and artworks, etc.	19. Receives the submitted photos, articles, literary texts, and artworks, etc.	None	7 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
2. Conducts First Editing of Contents/Outputs	20. Receives edited articles and literary texts	None	7 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
4. Sends Contents/Outputs for Lay-outing	21. Monitors the Lay-outing of Articles	None	21 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
5. Conducts Proofreading of Mock-Up Newsletter/Literary Folio	22. Proofreads the layout of Newsletter/Literary Folio and submit corrections to layout artist	None	21 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
23. Proofreads the corrected layout	6. Receives and proofreads the corrected layout	None	7 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>



7. Approval of the Final Lay-out	24. Editorial Board and Staff will approve the Final Lay-out	None	3 days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
8. Receives and/or access Printed or E-copy of Newsletter/Literary Folio	8. Publish Printed or E-copy Newsletter/Literary Folio through the official FB Page of the student publication	None	1 day	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
TOTAL		None	68 Days	



STUDENT ORAGANIZATION SECTION

External Services



1.Processing of Application for Accreditation of Student Organization

This service allows student organizations to apply or renew the accreditation of their student organization and prepare required documents for the Academic Year as stipulated in the Student Manual.

Office/Division:	Student Organization Section
Classification:	Highly Technical
Type of Transaction:	G2C -Government to Citizen
Who may avail:	Enrolled Students in the College

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For new and Existing Student Organizations:	
7. Letter of Intent	Provided by the Client
8. List of Officers	Provided by the Client
9. List of Members	Provided by the Client
10. Constitution and By-Laws	Provided by the Client
11. Calendar of Activities	Provided by the Client
12. Certification/Certificate of Willingness of Adviser	Provided by the Client
Additional Requirements for Existing Student Organizations:	
4. Community Service Narrative Report	Provided by the Client
5. Bank Account	Provided by the Client
6. Financial Report	Provided by the Client

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
6. Submit all pertinent documents to the Student Organization Section	Receives the accomplished forms and other requirements	None	5 Minutes	Student Organization Section Head
7. Scrutiny of the documents submitted	Reviews and check the submitted documents as to completeness. <i>Note: For incomplete requirements and corrections, student organization is given 15 days to comply.</i>	None	45 Days	Student Organization Section Head
8. Deliberate and Endorse Application documents for approval	1.3. The Committee of Student Organizations will review and deliberate the application documents. Then, it will be endorsed to the Vice President for Academic Affairs for Approval.	None	1 Day	Committee of Student Organizations
	1.4. The Vice President for Academic Affairs shall approve/disapprove the applications of the student organizations.	None	1 Day	Vice President for Academic Affairs
9. Issuance of Routing Slip	1.3. The Student Affairs and Services Division Head shall	None	5 minutes	Student Affairs and Services Division Director



	issue a Routing Slip to the concerned Student Organization regarding the re-accreditation of the student organization.			
	1.4. Routing Slip shall be given to the Student Council and Organizations office for document duplication and filing.	None	5 Minutes	Student Organization Section Head
10. Conduct of Officers and Advisers Oath Taking	1.3. The Student Organization Section shall schedule and conduct the Oath Taking of Officers and Advisers with the VPAA.	None	1 Hour	Student Organization Section Head, Vice President for Academic Affairs
	1.4. The Student Organization Section Head will issue a Certificate of Accreditation to the student organization.	None	5 Minutes	Student Organization Section Head
TOTAL		None	47 days, 1 hour, and 20 minutes	



MONTEVISTA BRANCH



ADMISSION AND STUDENT RECORDS UNIT

EXTERNAL SERVICES



1. Enrollment Procedure for Freshmen

This procedure covers all activities that are undertaken for the registration of qualified first-year students to their chosen program.

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Incoming Freshmen Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Admission Examination Result (1 original)	Guidance and Testing Unit
Senior High School Form 138-A / ALS Certificate of Rating (1 original)	Previous School
Certificate of Good Moral Character (1 original)	Previous School
PSA Copy of Birth Certificate (1 colored photocopy) If the PSA copy is not readable, a locally issued Birth Certificate must be presented for verification purposes. (1 colored photocopy) Bring Original Copy for verification only.	To client will provide
PSA Copy of Marriage Certificate (for married women – 1 colored photocopy) If the PSA copy is not readable, a locally issued Marriage Certificate must be presented for verification purposes (1 colored photocopy) Bring Original Copy for verification only.	
2x2 recent ID picture with white background and name tag (2 pcs.)	
Long Brown Envelope (1pc.)	
Medical Certificate (1 original)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the required documents. 2. Secures priority number.	1.Receives and checks the submitted documents. 1.1 Issues priority number.	None	5 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>



2. Secures Enrollment Process Slip/Student Enrollment Form.	2. Issues and signs the Enrollment Process Slip/Student Enrollment Form.	None	10 Minutes	<i>Faculty In-charge Department Guidance and Testing Unit</i>
3. Presents Enrollment Process Slip/Student Enrollment Form and secures Advising Slip.	3. Assess courses and issues Advising Slip to the student. 3.1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	15 Minutes	<i>Faculty In-charge Dean and Associate Dean Department</i>
4. Presents Enrollment Process Slip/Student Enrollment Form, advising slip and confirms the encoded courses.	4. Encodes the courses based on the Advising Slip. 4.1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	<i>Faculty In-charge Department</i>
Presents Enrollment Process Slip/Student Enrollment Form.	5. Assesses the accounts, verify/approved students loaded courses, and prints the Certificate of Registration (COR). 1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	15 Minutes	<i>Cashiering Unit</i>
6. Submits Certificate of Registration, Advising Slip, and Enrollment Process Slip/Student Enrollment Form to the Registrar.	6. Receives and checks Advising Slip versus Certificate of Registration. 6.1 Stamps Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 6.2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>



7. Submits the validated Certificate of Registration (COR).	7. Receives the validated Certificate of Registration (COR). 7.2 Tags student scholarship in the system.	None	5 Minutes	Staff In-charge Student Accounts and Scholarship Unit
TOTAL FOR FIRST YEAR:		None	1 Hour and 50 Minutes	

2. Enrollment Procedure for Transferees

This procedure covers all activities that are undertaken for the registration of qualified transferee students to their chosen program.

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Incoming Transferee Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transfer of Credentials or Honorable Dismissal (1 original)		Previous School/ University		
Transcript of Records (TOR) Informative Copy or Certificate of Grades (1 original)		Previous School/ University		
Certificate of Good Moral Character (1 original)		Previous School/ University		
Validation Form for Credited Courses (3 original)		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
PSA Copy of Birth Certificate (1 colored photocopy) If the PSA copy is not readable, a locally issued Birth Certificate must be presented for verification purposes. (1 colored photocopy) Bring Original Copy for verification only.		To client will provide		
PSA Copy of Marriage Certificate (for married women – 1 colored photocopy) If the PSA copy is not readable, a locally issued Marriage Certificate must be presented for verification purposes (1 colored photocopy) Bring Original Copy for verification only.				
2x2 recent ID picture with white background and name tag (2 pcs.)				
Long Brown Envelope (1 pc.)				
Medical Certificate (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits all the required documents. Secures priority number.	1.Receives and checks the submitted documents. 1.1 Issues priority number.	None	5 Minutes	<i>Staff In-charge Admission and Student Records Unit Staff In-charge</i>
2. Secures Enrollment Process Slip/Student Enrollment Form.	2.1Issues and signs the Enrollment Process Slip/Student Enrollment Form.	None	10 Minutes	<i>Faculty In-charge Department Guidance and Testing Unit</i>
3. Presents Enrollment Process Slip/Student Enrollment Form and Transcript of Records from previous school. Fills-out the Validation Form and secures signature of the Dean and Associate Dean. Secures Advising Slip.	3. Evaluates Transcript of Records for course validation and issues Validation Form. 3.1 Assesses courses and issues Advising Slip to the student. 3.2 Signs the Enrollment Process Slip/Student Enrollment Form.	P20.00	1 Hour	<i>Faculty In-charge Dean and Associate Dean Department</i>
4. Presents Enrollment Process Slip/Student Enrollment Form, advising slip and confirms the encoded courses.	4. Encodes the courses based on the Advising Slip. 4.1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	<i>Staff In-charge Faculty In-charge Department</i>
Presents Enrollment Process Slip/Student Enrollment Form.	4. Assesses the accounts, verify/approves students loaded courses, and prints the Certificate of Registration (COR). 1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	15 Minutes	<i>Cashiering Unit Head</i>
5. Submits Certificate of Registration,	5. Receives and checks Advising Slip versus Certificate of	None	30 Minutes	<i>Staff In-charge</i>



Advising Slip, and Enrollment Process Slip/Student Enrollment Form to the Registrar.	Registration. 5.1 Stamps Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Signs the Enrollment Process Slip/Student Enrollment Form.			<i>Admission and Student Records Unit</i>
6. Submits the validated Certificate of Registration (COR).	6. Receives the validated Certificate of Registration (COR). 6.1 Tags student scholarship in the system.	None	5 Minutes	<i>Staff In-charge Student Accounts and Scholarship Unit</i>
TOTAL FOR TRANSFEREES:		P20.00	2 Hours and 35 Minutes	

3.Enrollment Procedure for Returning Students

This procedure covers all activities that are undertaken for the registration of returning students to their chosen program.

Office/Division:	Admission and Student Records Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Returning DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance of the Semester last attended		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
Evaluation of Grades		Admission and Student Records Unit / Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Clearance of the last Semester attended. 1.1 Secures priority number.	1.Issues priority number.	P20.00 (if clearance form was lost)	5 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
2. Secures Enrollment Process Slip/Student Enrollment Form.	2.1Issues and signs the Enrollment Process Slip/Student Enrollment Form.	None	10 Minutes	<i>Faculty In-charge Department Guidance and Testing Unit</i>



<p>3. Secures Advising Slip.</p>	<p>3.1. Assesses courses based on the Evaluation of Grades and issues Advising Slip to the student.</p> <p>2 Signs the Enrollment Process Slip/Student Enrollment Form.</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Faculty In-charge</i> <i>Dean and Associate Dean</i></p> <p><i>Department</i></p>
<p>4. Presents Enrollment Process Slip/Student Enrollment Form, advising slip and confirm the encoded courses.</p>	<p>4.1. Encodes the courses based on the Advising Slip.</p> <p>2 Signs the Enrollment Process Slip/Student Enrollment Form.</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Staff In-charge</i> <i>Faculty In-charge</i> <i>Department</i></p>
<p>5. Presents Enrollment Process Slip/Student Enrollment Form.</p>	<p>5. Assesses the accounts, verify/approves students loaded courses, and prints the Certificate of Registration (COR).</p> <p>5.1 Signs the Enrollment Process Slip/Student Enrollment Form.</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Cashiering Unit</i></p>
<p>6. Submits Certificate of Registration, Advising Slip, and Enrollment Process Slip/Student Enrollment Form to the Registrar.</p> <p>Secures validation sticker for ID.</p>	<p>6.1 Receives and checks Advising Slip versus Certificate of Registration.</p> <p>6.2 Stamps Certificate of Registration (COR) with "OFFICIALLY ENROLLED".</p> <p>6.3 Issues sticker for ID validation and releases validated Certificate of Registration.</p> <p>6.4. Signs the Enrollment Process Slip/Student Enrollment Form.</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Staff In-charge</i> <i>Admission and Student Records Unit</i></p>
<p>Submits the validated Certificate of Registration (COR).</p>	<p>7.1. Receives the validated Certificate of Registration (COR).</p> <p>7.2 Tags student scholarship in the system.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Staff In-charge</i> <i>Student Accounts and Scholarship Unit</i></p>
<p>TOTAL FOR RETURNEES:</p>		<p>P20.00</p>	<p>2 hours and 35 minutes</p>	



4. Enrollment Procedure for Incoming 2nd Year to 4th Year Students

This procedure covers all activities that are undertaken for the registration of Incoming 2nd year to 4th year students to their chosen program.

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Incoming 2 nd year to 4 th Year DDOSC Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Clearance of the Previous Semester	Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submits Clearance of the Previous Semester. 1.1 Secures priority number.	1. Issues priority number.	P20.00 (if clearance form was lost)	5 Minutes	Staff In-charge Admission and Student Records Unit
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2. Secures Enrollment Process Slip/Student Enrollment Form.	2.1 Issues and signs the Enrollment Process Slip/Student Enrollment Form.	None	10 Minutes	Student Faculty In-charge Department Guidance and Testing Unit
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3. Secures Advising Slip.	3.1. Assesses courses based on the Evaluation of Grades and issues Advising Slip to the student. 2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	Faculty In-charge Dean and Associate Dean Department
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4. Presents Enrollment Process Slip/Student Enrollment Form, advising slip and confirms the encoded courses.	4.1. Encodes the courses based on the Advising Slip. 2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	Faculty In-charge Department
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5. Presents Enrollment Process Slip/Student Enrollment Form.	5. Assesses the accounts, verify/approves students loaded courses, and prints the Certificate of Registration (COR). 5.1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	15 Minutes	Cashiering Unit
6. Submits Certificate of Registration, Advising Slip, and Enrollment Process Slip/Student Enrollment Form to the Registrar. Secures validation sticker for ID.	6.1 Receives and checks Advising Slip versus Certificate of Registration. 6.2 Stamps Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 6.3 Issues sticker for ID validation and releases validated Certificate of Registration. 6.4. Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	Staff In-charge Admission and Student Records Unit
Submits the validated Certificate of Registration (COR).	7.1. Receives the validated Certificate of Registration (COR). 7.2. Tags student scholarship in the system.	None	5 Minutes	Staff In-charge Student accounts and Scholarship Unit
TOTAL FOR 2nd Year to 4th YEAR STUDENTS:		P20.00	2 hours and 5 Minutes	

5.Enrollment Procedure for Shifters

This procedure covers all activities that are undertaken for the change of program of a student within the College.

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Existing DDOSC Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Shifting Form (1 original)	Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing



Evaluation of Grades (1 original)		Admission and Student Records Unit / Department		
Shiftee Referral Slip (1 original)		Department		
Shiftee Recommendation Slip (1 original)		Guidance and Testing Unit		
Clearance of the Previous Semester (1 original)		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Clearance of the Previous Semester. Secures priority number.	Issues priority number.	P20.00 (if clearance form was lost)	5 Minutes	Staff In-charge Admission and Student Records Unit
2. Inquires to the accepting Department if there is an available slot for the chosen program. 2.1 If slot is available, secures Shifting Form.	2. Attends to the inquiry and checks availability of slot. 2.1 Issues Shifting Form.	P20.00	15 Minutes	Faculty In-charge Department Staff In-charge Admission and Student Records Unit
3 Secures Enrollment Process Slip/Student Enrollment Form.	3. Issues and signs the Enrollment Process Slip/Student Enrollment Form.	None	10 Minutes	Faculty In-charge Department Guidance and Testing Unit
4. Proceeds to the Dean of the current program. Secures Evaluation of Grades. Presents Shifting Form and Enrollment Process Slip/Student Enrollment Form.	4. Issues Evaluation of Grades. 4.1 Checks and signs the Shifting Form for recommendation. 4.2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	Faculty In-charge Dean and Associate Dean Department (Current Program)
5. Presents Evaluation of Grades, Enrollment Process Slip/ Student Enrollment Form and Shifting Form to the Guidance and Counseling Unit.	5. A counseling will be done with the student. 5.1 Issues Shiftee Recommendation/Referral Slip. 5.2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	Staff In-charge Guidance and Counseling Unit



<p>6. Presents Shiftee Referral/Recommendation Slip, Evaluation of Grades, Enrollment Process Slip/Student Enrollment Form and Shifting Form to the Dean the accepting Department.</p>	<p>6. Receives and checks the documents submitted.</p> <p>6.1 Signs the Shifting Form for approval.</p> <p>6.2 Assesses courses based on the Evaluation of Grades and issue Advising Slip to the student.</p> <p>6.3 Signs the Enrollment Process Slip/Student Enrollment Form.</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Faculty In-charge</i> <i>Dean and Associate Dean</i></p> <p><i>Department (Accepting Program)</i></p>
<p>7. Submist Enrollment Process Slip/Student Enrollment Form, advising slip Shiftee Referral/Recommendation Slip and Shifting Form and confirms the encoded courses.</p>	<p>7. Encodes the courses based on the Advising Slip.</p> <p>7.1 Signs the Enrollment Process Slip/Student Enrollment Form.</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Faculty In-charge</i> <i>Department (Accepting Program)</i></p>
<p>Presents Enrollment Process Slip/Student Enrollment Form.</p>	<p>8. Assesses the accounts, verify/approves students loaded courses, and prints the Certificate of Registration (COR).</p> <p>8.1 Signs the Enrollment Process Slip/Student Enrollment Form.</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Cashiering Unit</i></p>
<p>9. Submits Certificate of Registration, Advising Slip, Shiftee Referral Slip, Shiftee Recommendation Slip, Enrollment Process Slip/Student Enrollment Form and Shifting Form to the Registrar.</p> <p>Secures validation sticker for ID.</p>	<p>9. Receives documents and checks Advising Slip versus Certificate of Registration.</p> <p>9.1 Stamps Certificate of Registration (COR) with "OFFICIALLY ENROLLED".</p> <p>9.2 Issues sticker for ID validation and releases validated Certificate of Registration.</p> <p>9.3. Signs the Enrollment Process</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Staff In-charge Admission and Student Records Unit</i></p>



	Slip/Student Enrollment Form.			
. Submits the validated Certificate of Registration (COR).	10. Receives the validated Certificate of Registration (COR). 10.1. Tags student scholarship in the system.	None	5 Minutes	<i>Staff In-charge</i> <i>Student Accounts and Scholarship Unit</i>
TOTAL:		P40.00	3 Hours & 45 Minutes	

6.Procedure for Enrollment Withdrawal with Leave of Absence (LOA)

This procedure covers all activities that are undertaken for the withdrawal of enrollment or registration of a student from the program within the prescribed timeline.

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	All DDOSC Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Dropping Form (1 original)		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
Accomplished Leave of Absence Form (1 original)		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
Consent Letter from the Parents or Guardian (1 original)		To client will provided		
Medical certificate, if the reason for Leave of Absence is health related (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pays the corresponding fees and secures the forms.	Issues Official receipt and provides the forms.	20.00 <i>per form</i>	10 Minutes	<i>Staff In-charge</i> <i>Cashiering Unit</i> <i>Admission and</i> <i>Student Records Unit</i>
Proceeds to the Guidance and Counseling Unit and presents the forms and other related documents.	Checks the submitted forms and documents. Provides Exit Questionnaire. 1.1 A counseling will be done with the student.	None	30 Minutes	<i>Staff In-charge</i> <i>Guidance and</i> <i>Counseling Unit</i>



	1.2 Counter-signs the Forms.			
3.Proceeds to the Department. Submits the accomplished Forms, Medical Certificate, and Consent Letter from the Parents or Guardian to the Associate Dean and Dean for approval.	Receives, verifies, and signs the submitted forms. 1 Returns the signed forms and informs the student to proceed to the Admission and Student Records Unit.	None	30 Minutes	<i>Associate Dean and Dean Department</i>
4. Proceeds to the Admission and Student Records Unit. Submits the approved forms and other related documents.	4.Checks and evaluates the submitted forms and other documents. 4.1 Signs the Forms.	None	30 Minutes	<i>Staff In-charge and the Registrar Admission and Student Records Unit</i>
5. Receives the duly signed forms.	5. Processes the withdrawal of enrollment or registration. 5.1 Documents the withdrawal and Leave of Absence of the student. 5.2 Issues the duly signed forms to the student.	None	5 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
TOTAL:		P40.00	1 Hour and 45 Minutes	

7. Issuance of Academic Credentials

(This service refers to the process of issuance of scholastic records to students/ alumni for any legal purposes, provided that he/she has no pending obligation from the College and complied the academic and non-academic requirements.)

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Student/Alumni/Duly Authorized Representative
CHECKLIST OF REQUIREMENTS	
Records Request Slip (1 original)	Admission and Student Records Unit
Records Claim Slip (1 original)	Admission and Student Records Unit



Official Receipt (1 original)		Cashiering Unit		
Duly Signed Student Clearance Form		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
Transcript of Records (1 Colored Photocopy)		To client will provided		
Diploma (1 Colored Photocopy)				
Documentary Stamps (30.00/copy)				
Mailing Stamp (depends on the location)				
Additional Requirement for Duly Authorized Representative				
Authorization Letter (1 original)				
Any Valid ID (1 original for verification, 1 photocopy with 3 signatures)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requirements.	Receives and checks requirements.	None	5 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
1. Fills-out and submits Records Request Slip and Claim Slip.	1. Provides Records Request Slip and Claim Slip.			
2. Presents Records Request Slip and pays the corresponding fees.	2. Processes the payment and issues the Official Receipt.	See table below	10 Minutes	<i>Staff In-charge Cashiering Unit</i>
Presents the Official Receipt to the Admission and Student Records Unit and secures the Records Claim Slip.	3. Receives and checks the Official Receipt. 1. Issues the Student Records Claim Slip indicating the date of release. 2. Processes the requested document/s.	None	5 Minutes 3 Days	<i>Staff In-charge Admission and Student Records Unit</i>
Presents the Records Claim Slip, logs-in to monitoring logbook and receives the credential.	4. Receives the Records Claim Slip. 4.1. Provides the monitoring logbook. 4.2. Issues the requested credential.	None	10 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
TOTAL:		See table below	3 Working Days & 30 Minutes	



Academic Credential	Amount
Transcript of Records (TOR) <i>(for Graduates, first copy of Transcript of Records for Employment is free of charge.)</i>	₱70.00/page
Diploma	₱180.00 (for 2 nd Issuance)
Certification, Authentication and Verification (CAV)	₱20.00
General Weighted Average (GWA)	₱20.00
Honorable Dismissal	₱20.00
Authentication of Credentials	₱20.00/copy
Any Certification from the Registrar	₱20.00
Certificate of Enrollment	₱20.00 (for 2 nd Issuance)
Certificate of Grades	₱20.00 (for 2 nd Issuance)
Certificate of Registration	₱20.00 (for 2 nd Issuance)



APPRAISAL AND TESTING UNIT

EXTERNAL SERVICES



1. College Admission Screening Process for Senior High School Applicants (This procedure defines the application for the college admission test for first-year and transferee students' admission to the institution.)				
Office/Division:		Appraisal and Testing Unit		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who May Avail:		Senior High School graduating students and Senior High School graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DDOSC Admission Test Application Form		To be provided by the Appraisal and Testing Unit <i>(Available as well on the college's website under the transparency seal section: www.ddosc.edu.ph)</i>		
One piece of 2x2 ID picture		The client will provide		
Original Copy of Form 138/Diploma		The client will provide		
Photocopy of Form 138/Diploma		The client will provide		
Original Certification as Proof of being a Graduating Senior High School Student <i>(for graduating students only)</i>		The client will provide		
Photocopy of Certification as Proof of being a Graduating Senior High School Student <i>(for graduating students only)</i>		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Applies for the College Admission Test.	1. Receive supporting document/s and verify information indicated in the application form. 1.5 Issues an acknowledgment slip to the client. 1.6 Inform the client that the individual exam schedule will be posted through the Facebook page of the Section: DDOSC Maragusan	None	5 Minutes	Appraisal and Testing Unit Head Appraisal and Testing Unit Staff Student Welfare Unit Personnel



	Student Welfare Unit two (2) working weeks after the end of the application period. https://www.facebook.com/ddoscmaragusanSWU			
2. The client takes the College Admission Test in their assigned schedule	2. Provides the client with the test questionnaire and answer sheet.	None	1 hour and 15 minutes	Appraisal and Testing Unit Head
			1 hour and 20 minutes	

2. College Admission Screening Process for Transferee Applicants (This procedure defines the application for the college admission test for first-year and transferee students' admission to the institution.)				
Office/Division:		Appraisal and Testing Unit		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who May Avail:		Transferee students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DDOSC Admission Test Application Form		To be provided by the Appraisal and Testing Unit <i>(Available as well on the college's website under the transparency seal section: www.ddosc.edu.ph)</i>		
One piece of 2x2 ID picture		The client will provide		
Original Copy of Transcript of Records (TOR)		The client will provide		
Photocopy of Transcript of Records (TOR)		The client will provide from his/her last school attended		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>2. Applies for the College Admission Test.</p>	<p>1. Receive supporting document/s and verify information indicated in the application form.</p> <p>1.5 Issues an acknowledgment slip to the client.</p> <p>1.6 Inform the client that the individual exam schedule will be posted through the Facebook page of the Section: DDOSC Maragusan Student Welfare Unit two (2) working weeks after the end of the application period.</p> <p>https://www.facebook.com/ddoscmaragusanSWU</p>	<p>None</p>	<p>5 Minutes</p>	<p>Appraisal and Testing Unit Head</p> <p>Appraisal and Testing Unit Staff</p> <p>Student Welfare Unit Personnel</p>
<p>2. The client takes the College Admission Test in their assigned schedule</p>	<p>2. Provides the client with the test questionnaire and answer sheet.</p>	<p>None</p>	<p>1 hour and 15 minutes</p>	<p>Appraisal and Testing Unit Head</p>
			<p>1 hour and 20 minutes</p>	



3. College Admission Screening Process for High School Applicants (<i>Old curriculum graduates</i>)				
(This procedure defines the application for the college admission test for first-year and transferee students' admission to the institution.)				
Office/Division:		Appraisal and Testing Unit		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who May Avail:		High School Graduates (<i>old curriculum</i>)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DDOSC Admission Test Application Form		To be provided by the Appraisal and Testing Unit (<i>Available as well on the college's website under the transparency seal section: www.ddosc.edu.ph</i>)		
One piece of 2x2 ID picture		The client will provide		
Original Copy of Form 138/Diploma		The client will provide		
Photocopy of Form 138/Diploma		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Applies for the College Admission Test.	1. Receive supporting document/s and verify information indicated in the application form. 1.5 Issues an acknowledgment slip to the client. 1.6 Inform the client that the individual exam schedule will be posted through the Facebook page of the Section: DDOSC Maragusan Student Welfare Unit two (2) working weeks after the end of the application	None	5 Minutes	Appraisal and Testing Unit Head Appraisal and Testing Unit Staff Student Welfare Unit Personnel



	period. https://www.facebook.com/ddoscmaragusanSWU			
2. The client takes the College Admission Test in their assigned schedule.	2. Provides the client with the test questionnaire and answer sheet.	None	1 hour and 15 minutes	Appraisal and Testing Unit Head
			1 hour and 20 minutes	

4. College Admission Screening Process for ALS Applicants (Eligible for College) (This procedure defines the application for the college admission test for first-year and transferee students' admission to the institution.)				
Office/Division:		Appraisal and Testing Unit		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who May Avail:		ALS Graduates who are Eligible for College (<i>old curriculum</i>)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DDOSC Admission Test Application Form		To be provided by the Appraisal and Testing Unit (Available as well on the college's website under the transparency seal section: www.ddosc.edu.ph)		
One piece of 2x2 ID picture		The client will provide		
Original Certificate of Eligibility to proceed college		The client will provide		
Photocopy of Certificate of Eligibility to proceed to college		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>3. Applies for the College Admission Test.</p>	<p>1. Receive supporting document/s and verify information indicated in the application form.</p> <p>3.1 Issues an acknowledgment slip to the client.</p> <p>3.2 Inform the client that the individual exam schedule will be posted through the Facebook page of the Section: DDOSC Maragusan Student Welfare Unit two (2) working weeks after the end of the application period.</p> <p>https://www.facebook.com/ddoscmaragusanSWU</p>	<p>None</p>	<p>5 Minutes</p>	<p>Appraisal and Testing Unit Head</p> <p>Appraisal and Testing Unit Staff</p> <p>Student Welfare Unit Personnel</p>
<p>2. The client takes the College Admission Test in their assigned schedule.</p>	<p>2. Provides the client with the test questionnaire and answer sheet.</p>	<p>None</p>	<p>1 hour and 15 minutes</p>	<p>Appraisal and Testing Unit Head</p>
			<p>1 hour and 20 minutes</p>	

<p>5. College Admission Screening Process – Processing of Test Results</p>	
<p>(This procedure defines the application for the college admission test for first-year and transferee students' admission to the institution.)</p>	
<p>Office/Division:</p>	<p>Appraisal and Testing Unit</p>
<p>Classification:</p>	<p>Highly Technical</p>
<p>Type of Transaction:</p>	<p>G2C-Government to Citizen</p>
<p>Who May Avail:</p>	<p>All College Admission Test-takers</p>
<p>CHECKLIST OF REQUIREMENTS</p>	<p>WHERE TO SECURE</p>
<p>Acknowledgment Slip, any valid IDs, or present school ID</p>	<p>The client will present</p>



Proof of attendance during the examination (based on the logbook/log sheet)		The Appraisal and Testing Section will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. The client waits for the processing of test results.	3. Scoring and interpretation of test results. 3.1 Makes an announcement on the Section's Facebook page regarding the release of the college admission test results. https://www.facebook.com/ddoscmaragusanSWU	None	Three (3) working weeks after the scheduled examination	Appraisal and Testing Unit Head
2. The client receives his/her college admission test result.	2. Releases the college admission test results to the client.	None	10 minutes	Appraisal and Testing Unit Head
			15 working days and 10 minutes	



CASHIER UNIT

External Services



1. Collection of School Fees

(This service intends to issue an Official Receipt to an individual after paying his/her outstanding balance to the College. Outstanding balances refer to old accounts payable of students not covered by Free Higher Education and Special Class.)

Office/Division:	Cashiering Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Existing DDOSC Students and Alumni

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College Identification Card / Class Schedule and Assessment/ Certificate of Registration marked Officially Enrolled. Any valid identification card for not officially enrolled students.		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present Valid I.D/CSA/COR and Inquire outstanding balance.	3. Verify outstanding balance.	None	5 minutes	<i>Cashiering Unit – Head / Collecting Officer</i>
4. Pay the required fees.	4. Issue official receipt.	Total Outstanding Balance	3 Minutes	<i>Cashiering Unit – Head / Collecting Officer</i>
TOTAL		Total Outstanding Balance	8 Minutes	

2. Process of Claiming Cash Benefits (OVER-THE-COUNTER)

(This service allows the students with cash benefits from scholarships, refunds, and allowances to claim their cash in the Cashiering Unit by Over the-Counter processing.)

Office/Divis	Cashiering Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Existing DDOSC Students and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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<p>For the students: College Identification Card / Class Schedule and Assessment/ Certificate of Registration marked Officially Enrolled.</p> <p>Any valid identification card for not officially enrolled students.</p>		The client will provide		
<p>For Authorized Representative:</p> <p>a. Authorization Letter - (1 Original Copy)</p> <p>b. One (1) Valid ID of Representative with Three (3) Specimen Signature (1 photocopy/scanned copy)</p> <p>c. One (1) Valid ID of Payee with Three (3) Specimen Signature (1 photocopy/scanned copy)/d</p>		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID or needed requirements if transacting as authorized representative.	Check and Verify the submitted documents	None	3 Minutes	Cashiering Unit – Head / Disbursing Officer
4 Sign on the payroll.	Requires the student to sign the payroll.	None	3 Minutes	Cashiering Unit – Head / Disbursing Officer
5 Receive cash.	Releases cash benefits to the student or representative.	None	2 Minutes	Cashiering Unit – Head / Disbursing Officer
TOTAL		None	8 Minutes	



CASHIERING UNIT

Internal Services



1. Collection of Unexpended Funds

(This service intends to issue an Official Receipt to an individual after paying his/her outstanding obligation to the College. This refers to return of funds for Cash advances of travelling expense and other activities and overpayment of salaries and wages.)

Office/Division:	Cashiering Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All DDOSC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Order Slip (1 original)		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Present the payment order slip.	3. Check and verify the Payment Order Slip.	None	5 minutes	<i>Cashiering Unit – Head / Collecting Officer</i>
4. Pay the indicated amount to be returned.	6. Receive the payment.	Cash Advance/Amount Paid Less Expenditures/ Adjustments	3 Minutes	<i>Cashiering Unit – Head / Collecting Officer</i>
7. Receive the Official Receipt and sign on the outgoing logbook.	8. Issue Official Receipt.	None	2 Minutes	<i>Cashiering Unit – Head / Collecting Officer</i>
TOTAL		Cash Advance/Amount Paid Less Expenditures/ Adjustments	10 Minutes	



GUIDANCE AND COUNSELING UNIT

External Service



1. Intake Interview				
(An intake interview is the initial interview with a client by the Guidance and Counseling Unit Coordinator/ Guidance Staff as means to profile the issues or problems that have brought the client into counseling.)				
Office/Division:	Guidance and Counseling Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	DDOSC officially enrolled students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip			To be provided by the Guidance and Counseling Unit	
Intake Interview Form			To be provided by the Guidance and Counseling Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Guidance and Counseling Unit Coordinator/ Guidance Staff will confer with the client's concern.	1. Guidance and Counseling Unit Coordinator/ Guidance Staff will let the client fill out the Intake Interview Logbook.	None	5 Minutes	Guidance and Counseling Unit Coordinator/ Guidance Staff
2. Guidance and Counseling Unit Coordinator/ Guidance Staff will start the Intake Interview.	2. Guidance and Counseling Unit Coordinator/ Guidance Staff will ask the client's concern.	None	3 Minutes	Guidance and Counseling Unit Coordinator/ Guidance Staff
3.Guidance and Counseling Unit Coordinator/ Guidance Staff will ask the client to fill out the Client's Feedback Form.	3. Guidance and Counseling Unit Coordinator/ Guidance Staff will let the client drop the Client's Feedback Form in the Suggestion Box.	None	2 Minutes	Guidance and Counseling Unit Coordinator/ Guidance Staff
			10 minutes	



HUMAN RESOURCE MANAGEMENT UNIT

Internal Services



1. Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-time Personnel)

(The process pertains to the issuance of pay slip to DDOSC Employees to give them information about their gross and net salaries for a specific period.)

Office/Division:	Human Resource Management Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	DDOSC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form via Google Form		Human Resource Management Unit https://tinyurl.com/ddoschrpaysliprequestform		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request form	1.4 Checks, and verifies submitted request	None	10 minutes	<i>HRMU Personnel</i>
	1.5 Prepares the requested Pay Slip		5 Minutes	
	1.6 Forwards the Pay Slip to the Office of the Branch Director for approval.			<i>HRMU Personnel Branch Director</i>
2. Receives the Pay Slip, and signs in the Logbook for Pay Slip	2. Releases the document	None	3 Minutes	<i>HRMU Personnel</i>
TOTAL			18 Minutes	

2. Application for Travel Order (within the region and not exceeding 3-Days)

(This process pertains to the Application of Travel Order of DDOSC Employee/s who has an official travel within the region and with a duration not exceeding 3-days.)

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	All Branch personnel



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order Application Form (2 original)		Human Resource Management Unit (The Travel Order Form is also downloadable at https://tinyurl.com/DDOSCHRFoms)		
Certificate of Notification (<i>for all personnel with two (2) or more immediate heads</i>)		The client will provide.		
If applicable, documents supporting the necessity of Travel (<i>Invitation Letter, Office Order, Memoranda, etc.</i>)		The client will provide.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.3 Fills out the Travel Order form, and secure immediate supervisor's recommending approval (Note: See OSUCP MC 0930-01, s. 2024 for updated list of signatories for Travel Order.)	1.5 Receives the Travel Order Form and checks as to completeness of the filled document.	None	15 Minutes	HRMU Personnel
1.4 Submits the Travel Order form and its attachments to the Human Resource Management Unit	1.6 Affixes Travel Order Number and countersign 1.7 Forwards the Travel Order to the Office of the Branch Director for final approval			HRMU Personnel Branch Director
	1.8 Informs the Client/s with the update of the requested document			HRMU Personnel
2.1 Receives the Travel Order and signs in the Travel Order Logbook	2.1 Releases the Travel Order	None	1 Minute	HRMU Personnel
TOTAL:		None	16 Minutes	



3. Application for Travel Order (outside the Region, and/or exceeding 3-days)

(This process pertains to the application of Travel Orders of DDOSC employees with official travel exceeding 3 days or outside the region, regardless of the number of travel days.)

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	All Branch personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Travel Order Application Form (2 original)	Human Resource Management Unit (The Travel Order Form is also downloadable at https://tinyurl.com/DDOSCHRFoms)
Certificate of Notification (<i>for all personnel with two (2) or more immediate heads</i>)	The client will provide. (The Certificate of Notification is also downloadable at https://tinyurl.com/DDOSCHRFoms)
If applicable, other document supporting the necessity of travel (<i>Invitation Letter, Office Order, Memoranda, etc.</i>)	The client will provide.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the Travel Order form and submit it to the Human Resource Management Unit with its attachments (<i>Must be at least 5 working days before the official travel</i>)	1.1 Receives and checks as to completeness of the filled document.	None	5 Minutes	<i>HRMU Personnel</i>
	1.7 Affixes Travel Order Number and Countersign the Travel Order.		5 Minutes	<i>HRMU Personnel</i>
	1.8 Forwards the Travel Order to the Office of the Branch Director for recommendation		1 Day	<i>HRMU Personnel Branch Director</i>



	1.9 Forwards to the Office of the College President for Approval	None	1 Day	<i>HRMU Personnel</i>
	1.10 Receives the approved Travel Order from the Office of the College President	None	1 Day	<i>HRMU Personnel College President</i>
	1.11 Informs the client/s on the update of the requested document		1 Minute	<i>HRMU Personnel</i>
2. Receives Travel Order and signs the Travel Order Logbook	2. Releases the Travel Order	None	5 Minutes	<i>HRMU Personnel</i>
TOTAL:		None	3 Working Days, 16 Minutes	



HEALTH SERVICES UNIT

External Services



1. Application of Insurance Claims for Students (This is for the processing of insurance claim and provide financial assistance.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College ID/Certificate of Registration to be presented by the Client – (1 Original)		College ID provided by (SASD) Certificate of Registration provided by Registrar		
Insurance Forms – (1 Original)		Health Services Unit		
Medical Certificate – (1 Original)		Provided by the Hospital where the claimant admitted		
Hospital bills (If Confined) – (1 Original)		Provided by the Hospital where the claimant admitted		
Prescription of medicine – (1 Original)		Provided by the Hospital where the claimant admitted		
Receipts, Invoice or other evidences of expenses – (1 Original)		Pharmacy		
Police Report (for Vehicular Accident ONLY) – (1 Original)		Police Station		
Funeral Contract – (1 Original)		Funeral Homes		
Death Certificate with PSA Certification of the Claimant (For deceased case ONLY) – (1 Original)		Office of the Local Civil Registrar / PSA		
Certificate from the Bureau of fire (Fire Claim) – (1 Original)		Bureau of Fire and Protection Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents ID, verbalize the history of event/accident and sign client's logbook	1.Conducts initial assessment and health history of illness and confinement or nature of incident		3 minutes	<i>Nurse</i>
2.Secures insurance forms, checklist and submit the requirements	2.Provides forms with checklists and assess the requirements for completeness and accuracy	None	7 minutes	<i>Nurse</i>
3.Fill out insurance forms	3.Instruct and give assistance in filling up the forms to avoid errors	None	3 minutes	<i>Nurse</i>
4.Receives proper instruction on insurance processes depending on the case	4.Gives instruction on the possible duration as when the client claims his/her insurance	None	3 minutes	<i>Nurse</i>



	<i>Note:</i> Submit the documents to Insurance Company for assessment of requirements and evaluation of claims			
5. Gets update by leaving his/her contact details to the school nurse	5. Inform and gives claimant updates about his/her insurance status	None	1 – 2 working months	<i>Nurse</i>
6. Presents Valid ID and fill up the claim form in claiming Insurance check/cash and receives instruction for encashment of check	6. Gives the Insurance Claim (check/cash) with voucher presented indicating the full details of claim signed by the claimant <i>Note:</i> All claims (check/cash) ready for release are given directly to claimant with valid ID presented and sign the logbook for recording	None	3 minutes	<i>Nurse</i>
TOTAL		None	2 working Months and 19 Minutes	

2. Dental Services for Students

(This is to provide oral-dental health services, identifies oral-dental problems and possible remedies recommended by the Dentist.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
WHO MAY AVAIL	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College ID/Certificate of Registration to be presented by the Client – (1 Original)		College ID provided by (SASD) Certificate of Registration provided by Registrar		
Dental Record Form – (1 Original)		Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents ID, sign the dental logbook and undergo initial consultation	1. Gives the logbook to client and signs the logbook for recording.	None	3 Minutes	<i>Nurse</i>
2. Undergoes Oral Dental check-up, consultation and tooth extraction	2. Conducts oral dental examination and tooth extraction	None	25 Minutes	<i>Dentist</i>



recommended by the Dentist	Note: Tooth extraction may perform by Dentist's recommendation with the approval of client			
3.Wait for post dental care instruction	3.Gives instruction on proper post dental care	None	3 Minutes	<i>Dentist</i>
4.Secures prescription of medicine	4.Prescribes medicine if necessary	None	3 minutes	<i>Dentist</i>
5.Claims referral to specialist if necessary	5.Refers patient with special cases for laboratory examination if necessary to specialists	None	3 minutes	<i>Dentist</i>
TOTAL		None	5. Minutes	

3. Issuance of Medical Certificate for Students

(This is to provide medical certificate after complying all the requirements needed and completed the procedural steps.)

Office/Division:	HEALTH SERVICES UNIT
Classification:	Simple
Type of Transaction:	G2G – Government to Government
WHO MAY AVAIL	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
College ID/Certificate of Registration to be presented by the Client – (1 Original)	College ID provided by (SASD) Certificate of Registration provided by Registrar
Updated Laboratory Results (CBC, UA, SE)- (1 Original)	Clinic or Hospital of Choice
Medical Record Form – (1 Original)	Health Services Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The client presents ID, sign the medical logbook and verbalize chief complaint or present illness	1.Gives the logbook to client and signs the logbook for recording. Conduct health history and assessment of present illness	None	3 Minutes	<i>Nurse</i>
2.Undergoes for vital signs taking, height and weight measurement	2.Conducts height and weight measurement and taking of temperature, BP, RR, PR	None	5 Minutes	<i>Nurse</i>
3.Submits for medical consultation and physical examination	3.Conducts physical examination and/or medical consultation	None	10 Minutes	<i>Physician</i>



4.Submits Updated laboratory results (X-ray, CBC, etc.)	4.Interprets and assess Lab results by the school physician Note: Client will be given lab request by the physician when necessary	None	5 Minutes	<i>Physician</i>
5.Receives instructions and medical certificate	5.Gives instruction, health advise, provide the medical certificate	None	3 Minutes	<i>Physician Nurse</i>
TOTAL		None	26 Minutes	

4. Medical Consultation and Treatment for Students (This service allows students in seeking assistance on their health-related concerns by providing assessment, intervention, and treatment services from a medical practitioner.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
WHO MAY AVAIL	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
College ID/Certificate of Registration to be presented by the Client – (1 Original)			College ID provided by (SASD) Certificate of Registration provided by Registrar	
Medical Record Form – (1 Original)			Health Services Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents ID, sign the medical logbook and verbalize chief complaints/ illness	1.Gives the logbook to client and signs the logbook for recording. Conducts initial assessment and health history of illness		3 minutes	<i>Nurse</i>
2.Undergo measuring of vital signs	2.Conducts height and weight and taking Temp., BP, RR, PR	None	5 Minutes	<i>Nurse</i>
3.Submits for medical consultation and physical examination	3.Conducts physical examination and/or medical consultation	None	10 Minutes	<i>Physician</i>
4.Secures medicine of illness with medical advice	4.Gives medicine/medical advice	None	3 Minutes	<i>Physician</i>
5.Receives proper health care, instruction and referral to specialist or hospital depending on the case	5.Gives instruction on dosage of medicine and gives health advise and instruction or referrals to nearby hospital	None	3 Minutes	<i>Physician Nurse</i>



6. Gets Medical Certificate/ excuse slip	6. Gives medical certificate/excuse slip	None	3 Minutes	Physician Nurse
TOTAL			27 Minutes	

5. Medical Profiling and Physical Examination for Enrollment (To conduct medical profiling upon entering the college and to submit the requirements needed indicating physically fit to study.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
WHO MAY AVAIL	New Students and Returnees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Results (CBC, Urinalysis, and Stool Exam) - (1 Original copy each)		Hospital or Clinic of Choice		
Annual Drug Test Result – (1 Original)		DOH Certified Drug Testing Centers		
Medical Certificate – (1 Original)		Hospital or Clinic of Choice		
Physical Examination Form – (1 Original)		Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Client presents ID, sign the medical logbook and present requirements needed, secures students medical record	1. Gives the logbook to client and signs the logbook for recording. Inspects validity of requirements needed	None	3 Minutes	Nurse
2. Fill-outs Physical Examination Form	2. Provides the form and guides in filling up by giving instructions	None	5 Minutes	Nurse
3. Undergoes measurement of height, weight, BP, respiratory rate, pulse rate, temperature and pertinent past and present medical history	3. Conducts accurate measurements, interview and follow up questions for health history.	None	5 Minutes	Nurse
4. Submits for physical examination	4. Conducts Physical examination	None	10 Minutes	Physician
5. Secures Medical Certificate/ Clearance	5. Provides Medical Clearance	None	2 Minutes	Physician
TOTAL		None	25 Minutes	



HEALTH SERVICES UNIT

Internal Services



1.Application of Insurance Claims for Employees (This is for the processing of insurance claim and provide financial assistance.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employees ID (Faculty/Staff) to be presented - (1 Original)		Human Resource Management Unit		
Insurance Forms – (1 Original)		School Clinic		
Medical Certificate – (1 Original)		Provided by the Hospital where the claimant admitted		
Hospital bills (If Confined) – (1 Original)		Provided by the Hospital where the claimant admitted		
Prescription of medicine – (1 Original)		Provided by the Hospital where the claimant admitted		
Receipts, Invoice or other evidences of expenses – (1 Original)		Pharmacy		
Police Report (for Vehicular Accident ONLY) – (1 Original)		Police Station		
Funeral Contract – (1 Original)		Funeral Homes		
Death Certificate with PSA Certification of the Claimant For deceased case ONLY) – (1 Original)		Office of the Local Civil Registrar / PSA		
Certificate from the Bureau of fire (Fire Claim) – (1 Original)		Bureau of Fire and Protection Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents ID, verbalize the history of event/accident, and sign client's logbook	1.Conducts initial assessment and health history of illness and confinement or nature of incident		3 minutes	<i>Nurse</i>
2.Secures insurance forms, checklist and submit the requirements	2.Provide forms with checklists and assess the requirements for completeness and accuracy	None	7 minutes	<i>Nurse</i>
3.Fill out insurance forms	3.Instruct and give assistance in filling up the forms to avoid errors	None	3 minutes	<i>Nurse</i>
4.Receives proper instruction on insurance processes depending on the case	4.Gives instruction on the possible duration as when the client claims his/her insurance <i>Note: Submit the</i>	None	3 minutes	<i>Nurse</i>



	documents to Insurance Company for assessment of requirements and evaluation of claims			
5. Gets update by leaving his/her contact details to the school nurse	5. Inform and gives claimant updates about his/her insurance status	None	1 – 2 working months	<i>Nurse</i>
6. Presents Valid ID and fill up the claim form in claiming Insurance check/cash and receives instruction for encashment of check	6. Gives the Insurance Claim (check/cash) with voucher presented indicating the full details of claim signed by the claimant <i>Note: All claims (check/cash) ready for release are given directly to claimant with valid ID presented and sign the logbook for recording</i>	None	3 minutes	<i>Nurse</i>
TOTAL		None	2 working months and 19 Minutes	

2. Dental Services for Employees
(This is to provide oral-dental health services, identifies oral-dental problems and possible remedies recommended by the Dentist.)

Office/Division:	HEALTH SERVICES UNIT
Classification:	Simple
Type of Transaction:	G2G – Government to Government
WHO MAY AVAIL	Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Employees ID (Faculty/Staff) to be presented - (1 Original)	Human Resource Management Unit
Dental Record Form – (1 Original)	Health Services Unit

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents ID, sign the dental logbook and undergo initial consultation	1. Gives the logbook to client and signs the logbook for recording.	None	3 Minutes	<i>Nurse</i>
2. Undergoes Oral Dental check-up,	2. Conducts oral dental examination and tooth	None	25 Minutes	<i>Dentist</i>



consultation and tooth extraction recommended by the Dentist	extraction Note: Tooth extraction may perform by Dentist's recommendation with the approval of client			
3.Wait for post dental care instruction	3.Gives instruction on proper post dental care	None	3 Minutes	<i>Dentist</i>
4.Secures prescription of medicine	4.Prescribes medicine if necessary	None	3 minutes	<i>Dentist</i>
5.Claims referral to specialist if necessary	5.Refers patient with special cases for laboratory examination if necessary to specialists	None	3 minutes	<i>Dentist</i>
TOTAL		None	39 Minutes	

3.Issuance of Medical Certificate for Employees

(This is to provide medical certificate after complying all the requirements needed and completed the procedural steps.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
WHO MAY AVAIL	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employees ID to be presented - (1 Original)			Employees ID Provided by Human Resource Management Unit	
Updated Laboratory Results (CBC, UA, SE)- (1 Original)			Clinic or Hospital of Choice	
Medical Record Form – (1 Original)			Health Services Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. The client presents ID, sign the medical logbook and verbalize chief complaint or present illness	1.Gives the logbook to client and signs the logbook for recording. Conduct health history and assessment of present illness	None	3 Minutes	<i>Nurse</i>
6. Undergoes for vital signs taking, height and weight measurement	2.Conducts height and weight measurement and taking of temperature, BP, RR, PR	None	5 Minutes	<i>Nurse</i>



7. Submits for medical consultation and physical examination	3. Conducts physical examination and/or medical consultation	None	10 Minutes	Physician
4. Submits Updated laboratory results (X-ray, CBC, etc.)	4. Interprets and assess Lab results by the school physician Note: Client will be given lab request by the physician when necessary	None	5 Minutes	Physician
5. Receives instructions and medical certificate	5. Gives instruction, health advise, provide the medical certificate	None	3 Minutes	Physician Nurse
TOTAL		None	26 Minutes	

4. Medical Consultation and Treatment for Employees
(This service allows students in seeking assistance on their health-related concerns by providing assessment, intervention, and treatment services from a medical practitioner.)

Office/Division:	HEALTH SERVICES UNIT
Classification:	Simple
Type of Transaction:	G2G – Government to Government
WHO MAY AVAIL	Faculty and Staff

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employees ID to be presented - (1 Original)		Human Resource Management Unit		
Medical Record Form – (1 Original)		Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents ID, sign the medical logbook and verbalize chief complaints/ illness	1. Gives the logbook to client and signs the logbook for recording. Conducts initial assessment and health history of illness		3 minutes	Nurse
2. Undergoes measuring of vital signs	2. Conducts height and weight and taking Temp., BP, RR, PR	None	5 Minutes	Nurse
3. Submits for medical consultation and physical examination	3. Conducts physical examination and/or medical consultation	None	10 Minutes	Physician



4. Secures medicine of illness with medical advice	4. Gives medicine/medical advice	None	3 Minutes	<i>Physician</i>
5. Receives proper health care, instruction and referral to specialist or hospital depending on the case	5. Gives instruction on dosage of medicine and gives health advice and instruction or referrals to nearby hospital	None	3 Minutes	<i>Physician Nurse</i>
6. Gets Medical Certificate/ excuse slip	6. Gives medical certificate/excuse slip	None	3 Minutes	<i>Physician Nurse</i>
TOTAL			27 Minutes	



LIBRARY AND LEARNING RESOURCE CENTER UNIT

External Services



1. Application for Library Card

(This process involves validating student's access to library services and providing the secure circulation of resources, such involves acquiring a library card, enabling resource use, and fostering responsible borrowing.)

Office/Division:	Library and Learning Resource Center Unit- Reference Desk
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1x1 Picture, White Background (1 Original)	The client will provide
Library Card Form (1 original)	Library and Learning Resource Center Unit -Reference Desk
Library Card Registration Form (1 original)	Online Application: https://docs.google.com/forms/d/1r0GKCSxJhUDeRXwG5vDOX_5kq8KvdpdBH1WRAQ54KtdE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the necessary information in the logbook at the reference desk or in the online application, and then presents the required documents to the person in charge.	1. Reviews the submitted requirements of the client.	None	2 Minutes	Library and Learning Resource Center Unit, Personnel
2. Completes the Library Card Registration form to be register in the KOHA Library Management System.	2. Encodes, generates the barcode, and issues the Library Card for the client.	None	45 minutes	Library and Learning Resource Center Unit, Personnel
3. For durability purposes, the client is advised to laminate his/her ID.	3. Verifies the authenticity of the laminated Library Card presented by the client.	None	3 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
TOTAL:		None	50 Minutes	



2. Open Database Electronic Access Services

(This process pertains to the effective monitoring of both online and offline electronic resource access, this service is designed for students, ensuring comprehensive oversight and security in utilizing digital and physical resources.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Registration Form (1 original)	Library and Learning Resource Center Unit-Electronic Library
Reservation Form (1 original)	Library and Learning Resource Center Unit-Electronic Library
Library Card (1 laminated)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inputs the Library Card in the entrance Logger System and signs in the E-Library/Data base Logbook.	1. Assists the client upon registration.	None	2 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
2. Fills in the 'Reservation Form' and submits it to the designated In-Charge before availing the services.	2. Receives the Reservation Form to be submitted by the client.	None	3 Minutes	<i>Library and Learning Resource Center Unit-Personnel</i>
3. Registers in the designated database to create a unique 'User Account,' if applicable	3. Assists the client in the registration process and guides them in using the system.	None	10 Minutes	<i>Library and Learning Resource Center Unit-Personnel</i>
4. Navigates the available resources.	4. If necessary, provides the client with information about the requested resources.	None	40 Minutes	<i>Library and Learning Resource Center Unit-Personnel</i>
TOTAL:		None	55 Minutes	



3. Open Database Electronic Access Services

(This process pertains to the effective monitoring of both online and offline electronic resource access, this service is designed for outside researcher, ensuring comprehensive oversight and security in utilizing digital and physical resources.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Outside Researcher

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Registration Form (1 original)	Library and Learning Resource Center Unit-Electronic Library
Reservation Form (1 original)	Library and Learning Resource Center Unit-Electronic Library
Library Card (1 laminated)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inputs the Library Card in the entrance Logger System and signs in the E-Library/Dat abase Logbook.	1. Assists the client upon registration.	None	2 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
2. Fills in the 'Reservation Form' and submits it to the designated In-Charge before availing the services.	2. Receives the Reservation Form to be submitted by the client.	None	3 Minutes	<i>Library and Learning Resource Center unit-Personnel</i>
3. Registers in the designated database to create a unique 'User Account,' if applicable	3. Assists the client in the registration process and guides them in using the system.	None	10 Minutes	<i>Library and Learning Resource Center Unit-Personnel</i>
4. Navigates the available resources.	4. If necessary, provides the client with information about the requested resources.	None	40 Minutes	<i>Library and Learning Resource Center Unit-Personnel</i>
TOTAL:		None	55 Minutes	



4. Reading and Circulation Services (Inside Reading, and Borrowing)

(This process pertains to the inside reading and borrowing by students for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through borrowing for home use purposes or for photocopying.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Inside Reading:	
Entrance Logbook	Library and Learning Resource Center Unit-Reference Desk
Library Card (1 Laminated)	The client will provide
Borrowing:	
Online Reservation for out of campus clients	Library and Learning Resource Center Unit-Reference Desk Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHdCg24qIAy0v1YMWtyyxQzv17B5vYaQcIJQ
Borrower's Card/ Borrower's Logbook	Library and Learning Resource Center Unit-Reference Desk
Library Card (1 laminated)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inputs Library Card in the Entrance Logger System or signs in the logbook located at the reference desk; then presents the requirement.	1. Assists the client during the registration process.	None	6 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
2.Locates the reference resources on the shelves.	2. If needed, assists the client in locating the reference resources in the shelves.	None	6 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>



For borrowing: 2.1. Verifies the library card and assists the client in completing the necessary information in the logbook or borrower's card. 2.2. Subsequently, releases the resources to the client for the intended purpose.	None	7 Minutes	Library and Learning Resource Center Unit, Personnel
	2.3. Keeps and secures the necessary document handed over by the client in the File Cabinet.		
TOTAL:	None	17 Minutes	

5. Reading and Circulation Services (Inside Reading, and Borrowing)

(This process pertains to the inside reading, and borrowing by outside researcher for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through photocopying.)

Office/Division:	Library and Learning Resource Center Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Outside Researcher			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Reservation for out of campus clients		Library and Learning Resource Unit-Online Reservation Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHDcG24qIAy0v1YMWtyyxQzv17B5vYaQcIJQ		
Recommendation Letter from their School Librarian or Administrator (1 original)		The client will provide		
Any government-issued identification card (1 original)		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Signs the visitor's logbook located at the reference desk and presents the document required by the Librarian.	1. Conducts interview, verifies, and accepts the necessary requirement as specified by the Librarian.		6 Minutes	Library and Learning Resource Center Unit, Personnel
2. Locates the reference resources on the shelves.	2. If needed, assists the client in locating the reference resources in the shelves.	None	6 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
	For photocopying: 2.1. Verifies the Government Card and assists the client in completing the necessary information in the logbook. 2.2. Subsequently, releases the resources to the client for the intended purpose. 2.3. Keeps and secures the necessary document handed over by the client in the File Cabinet.	None	5 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
TOTAL:		None	17 Minutes	

6. Returning of Borrowed Library Resources	
(This process pertains to the recalling and safekeeping of library resources that have been borrowed by the students, offering a service aimed at efficient management.)	
Office/Division:	Library and Learning Resource Center
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Borrower's Card/Borrower's Logbook (1 original)	Library and Learning Resource Center Section - Reference Desk



Library Card (1 laminated)		Library and Learning Resource Center Section - Reference Desk		
Borrowed Resources		Client		
Official Receipt		Cashiering Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inputs Library Card in the Entrance Logger System or signs in the logbook located at the reference desk.	1. Assists the client during the registration process.	None	2 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
2. Presents the borrowed resources at the Reference Desk for verification and return.	2. Checks the condition of the resources and verifies any discrepancies in the 'permissible time' recorded in the borrower's card or borrower's logbook. m. If the transaction is settled, returns the documents handed over by the client (such as Library Card). n. Returns the resources into its proper place.	None	5 Minutes	Library and Learning Resource Center Unit, Personnel
3. For overdue or damage resources, complies the corresponding sanction or fines. a. For payments, obtains the payment slip from the Librarian, then pays the exact amount directly to the Cashier In-Charge	3. Safely keeps the item being sanctioned or the official receipt for the amount being paid. 3.1 Receives the payment from the client and issues an Official Receipt.	The duration of the sanction or fine depends on the number of minutes/hours.	2 Minutes 3 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i> <i>Head/Cashiering Section</i> <i>Library and Learning Resource Center Unit, Personnel</i>
	3.2 If the transaction is settled, returns the document handed over by the client, such as Library Card.		1 Minute	



TOTAL:	Depending on the number of minutes/ hours being sanctioned/ fined.	13 Minutes		
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7. Returning of Borrowed Library Resources (Photocopying Only)				
(This process pertains to the recalling and safekeeping of library resources that have been borrowed by the outside researcher, offering a service aimed at efficient management.)				
Office/Division:	Library and Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Outside Researcher			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Library and Learning Resource Center Unit - Reference Desk		
Borrowed Resources		Client		
Official Receipt		Cashiering Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the logbook located at the reference desk.	1. Assists the client during the registration process.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Presents the borrowed resources at the Reference Desk for verification and return.	2. Checks the condition of the resources and verifies any discrepancies in the 'permissible time' recorded in the borrower's card or borrower's logbook. o. If the transaction is settled, returns the documents handed over by the client (such as Government ID). p. Returns the resources into its proper place.	None	5 Minutes	Library and Learning Resource Center Unit ,Personnel



<p>3. For overdue or damage resources, complies the corresponding sanction or fines.</p>	<p>3. Safely keeps the item being sanctioned or the official receipt for the amount being paid.</p>		<p>2 Minutes</p>	<p><i>Library and Learning Resource Center Unit, Personnel</i></p>
<p>a. For payments, obtains the payment slip from the Librarian, then pays the exact amount directly to the Cashier In-Charge</p>	<p>3.1 Receives the payment from the client and issues an Official Receipt. 3.2 If the transaction is settled, returns the document handed over by the client, such as Government ID.</p>	<p>The duration of the sanction or fine depends on the number of minutes/hours.</p>	<p>3 Minutes 1 Minute</p>	<p><i>Head/Cashiering Section</i> <i>Library and Learning Resource Center Unit, Personnel</i></p>
	<p>TOTAL:</p>	<p>Depending on the number of minutes/hours being sanctioned/ fined.</p>	<p>13 Minutes</p>	



LIBRARY AND LEARNING RESOURCE CENTER UNIT

Internal Services



1. Open Database Electronic Access Services

(This process pertains to the effective monitoring of both online and offline electronic resource access, this service is designed for faculty and staff ensuring comprehensive oversight and security in utilizing digital and physical resources.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who May Avail:	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Registration Form (1 original)	Library and Learning Resource Center Unit-Electronic Library
Reservation Form (1 original)	Library and Learning Resource Center Unit-Electronic Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inputs the Library Card in the entrance Logger System and signs in the E-Library/Database Logbook.	1. Assists the client upon registration.	None	2 Minutes	<i>Library and Learning Resource Center unit, Personnel</i>
2. Fills in the 'Reservation Form' and submits it to the designated In-Charge before availing the services.	2. Receives the Reservation Form to be submitted by the client.	None	3 Minutes	<i>Library and Learning Resource Center Unit-Personnel</i>
3. Registers in the designated database to create a unique 'User Account,' if applicable	3. Assists the client in the registration process and guides them in using the system.	None	10 Minutes	<i>Library and Learning Resource Center Unit - Personnel</i>
4. Navigates the available resources.	4. If necessary, provides the client with information about the requested resources.	None	40 Minutes	<i>Library and Learning Resource Center Unit-Personnel</i>
TOTAL:		None	55 Minutes	



2. Reading and Circulation Services (Inside Reading, and Borrowing)

(This process pertains to the inside reading and borrowing by faculty and staff for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through borrowing for home use purposes or for photocopying.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who May Avail:	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Inside Reading:	
Entrance Logbook	Library and Learning Resource Center Unit-Reference Desk
Borrowing:	
Borrower's card (1original)	Library and Learning Resource Center Unit-Reference Desk Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHDcG24gIAy0v1YMWtyyxQzv17B5vYaQclJQ
Any government-issued identification card (1 original)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Signs in the logbook located at the reference desk; then presents the requirement.	1. Assists the client during the registration process.	None	6 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
2.Locates the reference resources on the shelves.	2.. If needed, assists the client in locating the reference resources in the shelves. For borrowing: 2.1. Verifies the Government Card and assists the client in completing the necessary information in the logbook or borrower's card. 2.2. Subsequently, releases the resources to the client for the intended purpose.	None	6 Minutes 5 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i> <i>Library and Learning Resource Center Unit, Personnel</i>



	2.3. Keeps and secures the necessary document handed over by the client in the File Cabinet.			
	TOTAL:	None	17 Minutes	

3. Returning of Borrowed Library Resources

(This process pertains to the recalling and safekeeping of library resources that have been borrowed by the faculty and staff offering a service aimed at efficient management.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who May Avail:	Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Card (1 original)		Library and Learning Resource Center Unit- Reference Desk		
Any government-issued identification card (1 original)		Library and Learning Resource Center Unit - Reference Desk		
Borrowed Resources		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the logbook located at the reference desk.	1. Assists the client during the registration process.	None	2 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
2. Presents the borrowed resources at the Reference Desk for verification and return.	2. Checks the condition of the resources and verifies any discrepancies in the 'permissible time' recorded in the borrower's card. q. If the transaction is settled, returns the document handed over by the client (such as Government ID). r. Returns the resources into	None	5 Minutes	Library and Learning Resource Center Unit, Personnel



	its proper place.			
3. For overdue or damage resources, complies the corresponding sanction or fines.	3. Safely keeps the item being sanctioned or photocopy the official receipt for the amount being paid.	The duration of the sanction or fine depends on the number of minutes/hours.	2 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
a. For payments, obtains the payment slip from the Librarian, then pays the exact amount directly to the Cashier In-Charge	3.1 Receives the payment from the client and issues an Official Receipt.		3 Minutes	<i>Head/Cashiering Section</i>
	3.2 If the transaction is settled, returns the documents handed over by the client, such as the Government ID.		1 Minute	<i>Library and Learning Resource Center Unit, Personnel</i>
TOTAL:	Depending on the number of minutes/ hours being sanctioned/ fined.	13 Minutes		

4. Application for the Utilization of Audio-Visual Room

(This process pertains to the effective management of audio-visual resources for faculty and staff. The process is dedicated to monitoring the Audio-Visual Room and ensuring the safekeeping of audio-visual resources during utilization.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who May Avail:	Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Reservation Form (1 original)	Library and Learning Resource Center Unit- Reference Desk
Any government-issued identification card (1 original)	The client will provide



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the logbook located at the reference desk.	1. Assists the client during the registration process.	None	2 Minutes	<i>Library and Learning Resource Center Unit, Personne l</i>
2. Fills out the required information in the Reservation Form.	2. If there is query, assists the client.	None	3 Minutes	<i>Library and Learning Resource Center Unit, Personne l</i>
3. Presents the additional requirements for booking or borrowing.	3. Checks and safely keeps the presented requirements, then hand over the key or resources for the intended purpose.	None	2 Minutes	<i>Library and Learning Resource Center Unit, Personnell</i>
TOTAL		None	7 Minutes	



STUDENT AFFAIRS AND SERVICES SECTION

External Services



1. Issuance of Student Travel Permit for Curricular and Non-curricular Off-Campus Activities

The College ensures sustainable teaching and learning delivery process through the conduct of non-curricular off-campus activities. These are activities intended to broaden the students' learning opportunities and allow them the feeling of the real world, and therefore serve as powerful motivator to strengthen the academy-industry linkage. Before attending such activities, issuance of the Student Travel Permit is required.

Office/Division:	Student Affairs and Services Division/Section
Classification:	COMPLEX
Type of Transaction:	G2G - Government to Government
Who may avail:	Employees/Personnel-In-Charge of the Student's Travel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Representative	
For Curricular Off-Campus Activities only	
Approved Course Syllabus (1 photocopy)	Personnel-in-Charge
For both Curricular and Non-Curricular Activities	
Accomplished SAS Request Form (1 original)	Student Affairs and Services Division/Section (Blank Form) For online transactions, the request form can be accessed through this link https://bit.ly/3A3hPW2 Personnel-in-Charge (Accomplished Form)
Notarized Affidavit of Consent of Parents (2 original)	Student Affairs and Services Division (Blank Form) Participant/s of the Activity (Notarized Form)
Updated Medical Certificate (1 original)	Health Services Unit / DOH Accredited Health Facility
Accomplished Annexes A and B (2 original) attached with Means of Verifications (MOVs)	Student Affairs and Services Division/Section (Blank Form) Personnel-in-Charge (MOVs)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill-out the SAS Request Form and submit all the required documents to the Student Affairs and Services Division/Section.	1.4 Receive the documents submitted	None	3 Minutes	<i>SASS Staff</i>
	1.5 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents		3 Hours and 55 Minutes	<i>SASS Head</i>
	1.6 Prepare and endorse the Student Travel Permit for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the		2 Days and 2 Minutes	<i>SASS Head, Branch Director, and College President</i>



	College President.			
6. Receive 1 original of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents, and log into the Student Travel Permit Logbook	2.3 Issue and record the Student Travel Permit No.	None	2 Minutes	SASS Staff
	2.4 Provide the client a routing slip as to the approval/disapproval of the travel. If approved, original copies of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents will be given to the client.			3 Minutes
TOTAL		None	2 Days, 4 Hours, and 5 Minutes	

2. Issuance of Student Travel Permit for Educational Tours/Field Trips

This process involves securing official approval for student participation in educational tours and field trips. In accordance with CMO 63, S. 2017 or the Policies and Guidelines on Local Off-campus Activities, Higher Education Institutions (HEIs) are required to submit comprehensive reports for all travels related to educational tours and field trips. The issuance of a Student Travel Permit ensures compliance with institutional and regulatory guidelines, covering aspects such as safety, academic relevance, risk assessment, and logistical arrangements. This permit serves as official authorization, confirming that all necessary requirements have been met before students engage in off-campus learning experiences.

Office/Division:	Student Affairs and Services Division/Section
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	Employees/Personnel-In-Charge of the Student's Travel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Representative	
Accomplished SAS Request Form (1 original)	Student Affairs and Services Division/Section (Blank Form) Student Affairs and Services Division/Section (Blank Form) For online transactions, the request form can be accessed through this link https://bit.ly/3A3hPW2 Personnel-in-Charge (Accomplished Form)
Approved Course Syllabus (1 photocopy)	Personnel-in-Charge
Notarized Affidavit of Consent of Parents (2 original)	Student Affairs and Services Division (Blank Form) Participant/s of the Activity (Notarized Form)
Updated Medical Certificate (1 original)	Health Services Unit / DOH Accredited Health Facility
Accomplished Annexes A and B (2 original) attached with Means of Verifications (MOVs)	Student Affairs and Services Division/Section (Blank Form) Personnel-in-Charge (MOVs)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill-out the SAS Request Form and submit all the required documents to the Student Affairs and Services Division/Section.	6.1 Receive the documents submitted	None	3 Minutes	<i>SASS Staff</i>
	6.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents		3 Hours and 55 Minutes	<i>SASS Head</i>
	6.3 Prepare and endorse the Student Travel Permit, and Annex A and B for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.		2 Days and 2 Minutes	<i>SASS Head, Branch Director, and College President</i>
4. Wait for the approval from CHED	2.3 Submit documents to CHED 2.4 Make follow-up as to status of documents		15 Days	<i>SASS Head and CHED personnel</i>
4. Receive 1 original of controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and approved Annex A and B, and Certificate of Compliance from CHED, and log into the Student Travel Permit Logbook	4.1 Issue and record the Student Travel Permit No.	None	2 Minutes	<i>SASS Staff</i>
	4.2 Provide the client a routing slip as to the approval/disapproval of the travel. If approved, original copies of the controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and approved Annex A and B, and		3 Minutes	<i>SASS Staff</i>



	Certificate of Compliance from CHED will be given to the client.			
TOTAL		None	17 Days, 4 Hours, and 5 Minutes	

3. Issuance of Good Moral Certificate

This process involves the issuance of a Good Moral Certificate as proof of a student's good conduct and ethical behavior during their stay at the institution. The certificate is typically required for graduation, transfer, scholarship applications, employment, or other official purposes. The SAS Division verifies the student's disciplinary record before granting the request, ensuring compliance with institutional policies and standards.

Office/Division:	Student Affairs and Services Division/Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All Students and alumni

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Accomplished SAS Request Form		Student Affairs and Services Division/Section (Blank Form) Student Affairs and Services Division/Section (Blank Form) For online transactions, the request form can be accessed through this link https://bit.ly/3A3hPW2 Requesting student/alumni (Accomplished Form)		
For Graduates/Request for Transfer Transcript of Records		The client will provide.		
For currently enrolled students Student's Identification Card and Accomplished Clearance Form (previous semester)		The client will provide.		
Official Receipt		Cashiering Unit		
Representative				
Accomplished SAS Request Form		Student Affairs and Services Division/Section (Blank Form) Requesting representative (Accomplished Form)		
Authorization Letter (1 original)		Student/Alumni being represented		
Official Receipt		Cashiering Unit		
Government-issued identification card of the person being represented (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)		The client will provide.		
Government-issued identification card of the representative (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)		The client will provide.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill out the SAS Request Form.	1. Approve the request and provide client with the list of requirements.	None	5 Minutes	<i>Student Affairs and Services Section Head</i>
2. Present the approved request form and pays certification fee at the Cashiering Unit.	2. Check the approved request form, receive payment and issue official receipt	Php. 20.00	5 Minutes	<i>Cashiering unit Head/Campus Cashier</i>
3. Present the Official Receipt (OR) and other requirements to the SAS Division/Section Head.	3. Receive and check the completeness of the submitted documents.	None	5 Minutes	<i>Student Affairs and Services Section Head</i>
	3.1 Check the Students' Derogatory Record which name/s of student/s who has/have record of misbehavior are listed through the Student Discipline Unit/Section Head.		5 Minutes	<i>Student Discipline Section/Unit Head</i>
4. Receive the Good Moral Certificate and sign in the office logbook	4. Issue the Good Moral Certificate and record in the logbook.	None	5 Minutes	<i>Student Affairs and Services Section Head</i>
TOTAL		None	25 Minutes	



STUDENT DISCIPLINARY AND GRIEVANCE

External Services



1. Student Disciplinary and Grievance

This procedure defines the student disciplinary and grievance. This covers from the submission of a complaint letter until its referral to the Guidance and Counseling Unit Head and completed of sanction given.

Office/Division:	Student Discipline Unit
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Report and/or submit letter of behavioral complaint to the Student Discipline Section	3. Receive the letter of complaint from the client	None	3 minutes	<i>Student Discipline Coordinator/ Section Head</i>
	1.1 Perform Initial assessment of the complaint	None	5 minutes	<i>Student Discipline Coordinator/ Section Head</i>
2. Receive the call slip	2. Sends call slip to the respondent/s	None	5 minutes	<i>Student Discipline Coordinator/ Section Head</i> <i>and</i> <i>Dean/Program Head/ Dept. Chair</i>
3. Respond to the demand	7. Interview the respondent for verification of the complaint	None	30 minutes	<i>Student Discipline Coordinator/ Section Head</i>
	3.1 Conduct Investigation	None	20 days	<i>Student Discipline Coordinator/ Section Head</i>
8. Present their selves for reconciliation and/or further investigation.	4. Conduct Initial Settlement	None	1 hour	<i>Student Discipline Coordinator/ Section Head</i>
	4.1 Submit initial incident report to the committee on Student Discipline (CSD)	None	5 minutes	<i>Student Discipline Coordinator/ Section Head</i>
	4.2 Approve the agreement/ conducts further inquisition and investigation	None	30 days	<i>Members of the CSD</i>
	4.2 Discuss and deliberate on the appropriate sanction(s)	None	1 hour	<i>Student Discipline Coordinator/ Section Head</i>
5. Accept/reject the decision of the CSD	5. Present the decision of the CSD	None	5 minutes	<i>Student Discipline Coordinator/ Section Head</i>



6. File an appeal of the CSD's ruled decision	6. Receives letter of appeal	None	5 days	<i>Office of the President</i>
7. Accomplish the given sanction/s	11. Monitor the action of the guilty	None	30 days	<i>Student Discipline Coordinator/ Section Head</i>
10. Appear to Guidance and Counseling Unit for counseling/coaching	12. Refer the parties to the Guidance and Counseling Unit	None	5 minutes	<i>Student Discipline Coordinator/ Section Head</i> <i>And</i> <i>Guidance Counselor</i>
TOTAL		None	85 days, 2 hours and 58 minutes	



SPORTS CULTURAL AND ARTS DEVELOPMENT SECTION

External Services



1.SCREENING/TRY-OUT OF APPLICANTS IN SPORTS, CULTURAL AND ARTS EVENTS

This procedure defines the screening/tryout process of Sports, Cultural and Arts events. This covers from the application to final deliberation of the selection result.

Office/Division:	Sports Cultural and Arts Development Section
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Screening/Tryout Tri-form	Socio-cultural/Sports Coordinator
For Off-campus Screening/tryouts	
Medical Certificate	Health Services Unit / DOH Accredited Health Facility
Notarized Parent Consent	Student Affairs and Services Division (Blank Form) Participant/s of the Activity (Notarized Form)
Student Travel Permit	Student Affairs and Services Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
21. Receives announcement as to the schedule of the screening/tryout through posters and Facebook Page posts.	8. Posts announcements as to the schedule of the screening/tryout through posters and Facebook Page posts.	None	1 Day	Socio-cultural/Sports Coordinator/Sports, Cultural and Arts Development Section Head
22. Accomplishes and submits the screening/tryout tri-form to	9. Receives the accomplished screening/tryout tri-form from the client.	None	5 Days	Socio-cultural/Sports Coordinator/Sports, Cultural and Arts Development Section Head
23. Receives application confirmation from the Socio-cultural/Sports Coordinator	5. Facilitates the screening of documents prior to the conduct of the selection process	None	1 Day	Socio-cultural/Sports Coordinator/Sports, Cultural and Arts Development Section Head
24. Participates in the actual Screening/ Tryout	4. Facilitates the conduct of screening/tryout	None	2 Days	Socio-cultural/Sports Coordinator/Sports, Cultural and Arts Development Section Head
25. Receives Announcements as to Results of the Screening/Tryout	5. Posts Announcement as to Results of the Screening/Tryout	None	1 Day	Socio-cultural/Sports Coordinator/Sports, Cultural and Arts Development Section Head
TOTAL		None	10 Days	



2. BORROWING OF SPORTS, CULTURAL AND ARTS EQUIPMENT

This procedure defines the borrowing of SCAD equipment. This covers from the submission of request letter to the release and returning of SCAD equipment.

Office/Division:	Sports Cultural and Arts Development Section
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Newsletter, Literary Folio, and other publications	Student Publication/Yearbook Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
25. Submits duly signed requests letter from the Instructor/Organization Adviser reflecting the actual equipment to borrow.	1. Receives the request letter from the client.	None	15 minutes	Socio-cultural/Sports Coordinator/Sports,
26. Fills-out the borrowing Slip and submits the photocopy of school ID	2. Provides the Borrowing Slip and receives the accomplished Borrowing Slip and photocopy of school ID from the client	None	15 minutes	Socio-cultural/Sports Coordinator/Sports,
10. Records the borrowed equipment in the log borrower' book	27. Checks Availability of the Requested Equipment	None	20 minutes	Socio-cultural/Sports Coordinator/Sports,
4. Receives the SCAD equipment	28. Releases the SCAD equipment to the client	None	10 minutes	Socio-cultural/Sports Coordinator/Sports,
5. Returns the borrowed equipment	29. Receives and checks the returned SCAD equipment	None	1 Day	Socio-cultural/Sports Coordinator/Sports,
TOTAL		None	1 Day and 1 hour	



STUDENT PUBLICATION YEARBOOK SECTION

External Services



1. Screening of Applicants for Student Publication

This procedure defines the screening of student applicants for student publication. This covers from the application to final deliberation.

Office/Division:	Student Publication/Yearbook Section
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Application Form (1 original)	Requesting Person
Written Examination	Student Publication/Yearbook Section
Practical Examination	Student Publication/Yearbook Section
Oral Examination	Student Publication/Yearbook Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
26. Receives announcement as to the schedule of the submission of screening forms, written exam, practical exam, and oral examination	11. Posts announcements as to the schedule of the submission of screening forms, written exam, practical exam, and oral examination	None	1 Day	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
27. Fills-out and submits to the Student Publication/Yearbook Unit the Application Form	12. Receives the Accomplished Application Form from the client.	None	2 Days	<i>Student Publication/Yearbook Section Head/Coordinator</i>
28. Undergoes written examination given by the editorial board	6. Facilitates the Written Examination of Applicants 6.1 Checks the Test Questionnaires 6.2 Prepares List of Applicants who will qualify for the Oral and Practical Examinations.	None	2 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
29. Undergoes Practical and Oral Examinations	4. Facilitates the Practical and Oral Examinations of Applicants 4.5 Provides Rubrics for the Practical and Oral Examinations 4.6 The editorial board and staff together with the adviser will conduct deliberation of applicants	None	3 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
30. Receives Announcements as to Results of the Screening	5. Posts Announcement as to Results of the Screening	None	1 Day	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
TOTAL		None	9 Days	



2.Publication of Newsletter/Literary Folio

This procedure defines the publication of student publication. This covers from the announcement for the call of contributors to the release of the college newsletter, literary folio, and other publications of the Student Publication/Yearbook Unit.

Office/Division:	Student Publication/Yearbook Section
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Newsletter, Literary Folio, and other publications		Student Publication/Yearbook Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives assignment of what event to document, what article and literary text to write, and artwork to submit	30. Assigns Photojournalist, Writer, and Editorial Cartoonist for Coverage	None	1 Day	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
2. Submits photos, articles, literary texts, and artworks, etc.	31. Receives the submitted photos, articles, literary texts, and artworks, etc.	None	7 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
3. Conducts First Editing of Contents/Outputs	32. Receives edited articles and literary texts	None	7 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
4. Sends Contents/Outputs for Lay-outing	33. Monitors the Lay-outing of Articles	None	21 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
5. Conducts Proofreading of Mock-Up Newsletter/Literary Folio	34. Proofreads the layout of Newsletter/Literary Folio and submit corrections to layout artist	None	21 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
35. Proofreads the corrected layout	6. Receives and proofreads the corrected layout	None	7 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>



8. Approval of the Final Lay-out	36. Editorial Board and Staff will approve the Final Lay-out	None	3 days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
8. Receives and/or access Printed or E-copy of Newsletter/Literary Folio	8. Publish Printed or E-copy Newsletter/Literary Folio through the official FB Page of the student publication	None	1 day	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
TOTAL		None	68 Days	



STUDENT ORAGANIZATION SECTION

External Services



1. Processing of Application for Accreditation of Student Organization

This service allows student organizations to apply or renew the accreditation of their student organization and prepare required documents for the Academic Year as stipulated in the Student Manual.

Office/Division:	Student Organization Section
Classification:	Highly Technical
Type of Transaction:	G2C -Government to Citizen
Who may avail:	Enrolled Students in the College

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For new and Existing Student Organizations:	
13. Letter of Intent	Provided by the Client
14. List of Officers	Provided by the Client
15. List of Members	Provided by the Client
16. Constitution and By-Laws	Provided by the Client
17. Calendar of Activities	Provided by the Client
18. Certification/Certificate of Willingness of Adviser	Provided by the Client
Additional Requirements for Existing Student Organizations:	
7. Community Service Narrative Report	Provided by the Client
8. Bank Account	Provided by the Client
9. Financial Report	Provided by the Client

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
11. Submit all pertinent documents to the Student Organization Section	Receives the accomplished forms and other requirements	None	5 Minutes	Student Organization Section Head
12. Scrutiny of the documents submitted	Reviews and check the submitted documents as to completeness. <i>Note: For incomplete requirements and corrections, student organization is given 15 days to comply.</i>	None	45 Days	Student Organization Section Head
13. Deliberate and Endorse Application documents for approval	1.5. The Committee of Student Organizations will review and deliberate the application documents. Then, it will be endorsed to the Vice President for Academic Affairs for Approval.	None	1 Day	Committee of Student Organizations
	1.6. The Vice President for Academic Affairs shall approve/disapprove the applications of the student organizations.	None	1 Day	Vice President for Academic Affairs
14. Issuance of Routing Slip	1.5. The Student Affairs and Services Division Head shall	None	5 minutes	Student Affairs and Services Division Director



	issue a Routing Slip to the concerned Student Organization regarding the re-accreditation of the student organization.			
	1.6. Routing Slip shall be given to the Student Council and Organizations office for document duplication and filing.	None	5 Minutes	Student Organization Section Head
15. Conduct of Officers and Advisers Oath Taking	1.5. The Student Organization Section shall schedule and conduct the Oath Taking of Officers and Advisers with the VPAA.	None	1 Hour	Student Organization Section Head, Vice President for Academic Affairs
	1.6. The Student Organization Section Head will issue a Certificate of Accreditation to the student organization.	None	5 Minutes	Student Organization Section Head
TOTAL		None	47 days, 1 hour, and 20 minutes	



NEW BATAAN BRANCH



ADMISSION AND STUDENT RECORDS UNIT

EXTERNAL SERVICES



1. Enrollment Procedure for Freshmen

This procedure covers all activities that are undertaken for the registration of qualified first-year students to their chosen program.

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Incoming Freshmen Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Admission Examination Result (1 original)	Guidance and Testing Unit
Senior High School Form 138-A / ALS Certificate of Rating (1 original)	Previous School
Certificate of Good Moral Character (1 original)	Previous School
PSA Copy of Birth Certificate (1 colored photocopy) If the PSA copy is not readable, a locally issued Birth Certificate must be presented for verification purposes. (1 colored photocopy) Bring Original Copy for verification only.	To client will provide
PSA Copy of Marriage Certificate (for married women – 1 colored photocopy) If the PSA copy is not readable, a locally issued Marriage Certificate must be presented for verification purposes (1 colored photocopy) Bring Original Copy for verification only.	
2x2 recent ID picture with white background and name tag (2 pcs.)	
Long Brown Envelope (1pc.)	
Medical Certificate (1 original)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the required documents. 2. Secures priority number.	1.Receives and checks the submitted documents. 1.1 Issues priority number.	None	5 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>



2. Secures Enrollment Process Slip/Student Enrollment Form.	2. Issues and signs the Enrollment Process Slip/Student Enrollment Form.	None	10 Minutes	<i>Faculty In-charge Department Guidance and Testing Unit</i>
3. Presents Enrollment Process Slip/Student Enrollment Form and secures Advising Slip.	3. Assess courses and issues Advising Slip to the student. 3.1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	15 Minutes	<i>Faculty In-charge Dean and Associate Dean Department</i>
4. Presents Enrollment Process Slip/Student Enrollment Form, advising slip and confirms the encoded courses.	4. Encodes the courses based on the Advising Slip. 4.1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	<i>Faculty In-charge Department</i>
Presents Enrollment Process Slip/Student Enrollment Form.	5. Assesses the accounts, verify/approved students loaded courses, and prints the Certificate of Registration (COR). 5.1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	15 Minutes	<i>Cashiering Unit</i>
6. Submits Certificate of Registration, Advising Slip, and Enrollment Process Slip/Student Enrollment Form to the Registrar.	6. Receives and checks Advising Slip versus Certificate of Registration. 6.1 Stamps Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 6.2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>



7. Submits the validated Certificate of Registration (COR).	7. Receives the validated Certificate of Registration (COR). 7.2 Tags student scholarship in the system.	None	5 Minutes	<i>Staff In-charge</i> <i>Student Accounts and Scholarship Unit</i>
TOTAL FOR FIRST YEAR:		None	1 Hour and 50 Minutes	

2. Enrollment Procedure for Transferees

This procedure covers all activities that are undertaken for the registration of qualified transferee students to their chosen program.

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Incoming Transferee Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transfer of Credentials or Honorable Dismissal (1 original)		Previous School/ University		
Transcript of Records (TOR) Informative Copy or Certificate of Grades (1 original)		Previous School/ University		
Certificate of Good Moral Character (1 original)		Previous School/ University		
Validation Form for Credited Courses (3 original)		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
PSA Copy of Birth Certificate (1 colored photocopy) If the PSA copy is not readable, a locally issued Birth Certificate must be presented for verification purposes. (1 colored photocopy) Bring Original Copy for verification only.		To client will provide		
PSA Copy of Marriage Certificate (for married women – 1 colored photocopy) If the PSA copy is not readable, a locally issued Marriage Certificate must be presented for verification purposes (1 colored photocopy) Bring Original Copy for verification only.				
2x2 recent ID picture with white background and name tag (2 pcs.)				
Long Brown Envelope (1 pc.)				
Medical Certificate (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits all the required documents. Secures priority number.	1.Receives and checks the submitted documents. 1.1 Issues priority number.	None	5 Minutes	<i>Staff In-charge Admission and Student Records Unit Staff In-charge</i>
2. Secures Enrollment Process Slip/Student Enrollment Form.	2.1Issues and signs the Enrollment Process Slip/Student Enrollment Form.	None	10 Minutes	<i>Faculty In-charge Department Guidance and Testing Unit</i>
3. Presents Enrollment Process Slip/Student Enrollment Form and Transcript of Records from previous school. Fills-out the Validation Form and secures signature of the Dean and Associate Dean. Secures Advising Slip.	3. Evaluates Transcript of Records for course validation and issues Validation Form. 3.1 Assesses courses and issues Advising Slip to the student. 3.2 Signs the Enrollment Process Slip/Student Enrollment Form.	P20.00	1 Hour	<i>Faculty In-charge Dean and Associate Dean Department</i>
4. Presents Enrollment Process Slip/Student Enrollment Form, advising slip and confirms the encoded courses.	4. Encodes the courses based on the Advising Slip. 4.1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	<i>Staff In-charge Faculty In-charge Department</i>
Presents Enrollment Process Slip/Student Enrollment Form.	4. Assesses the accounts, verify/approves students loaded courses, and prints the Certificate of Registration (COR). 1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	15 Minutes	<i>Cashiering Unit Head</i>
5. Submits Certificate of Registration,	5. Receives and checks Advising Slip versus Certificate of	None	30 Minutes	<i>Staff In-charge</i>



Advising Slip, and Enrollment Process Slip/Student Enrollment Form to the Registrar.	Registration. 5.1 Stamps Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 5.2 Signs the Enrollment Process Slip/Student Enrollment Form.			<i>Admission and Student Records Unit</i>
6. Submits the validated Certificate of Registration (COR).	6. Receives the validated Certificate of Registration (COR). 6.1 Tags student scholarship in the system.	None	5 Minutes	<i>Staff In-charge Student Accounts and Scholarship Unit</i>
TOTAL FOR TRANSFEREES:		P20.00	2 Hours and 35 Minutes	

3.Enrollment Procedure for Returning Students

This procedure covers all activities that are undertaken for the registration of returning students to their chosen program.

Office/Division:	Admission and Student Records Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Returning DDOSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance of the Semester last attended		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
Evaluation of Grades		Admission and Student Records Unit / Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Clearance of the last Semester attended. 1.1 Secures priority number.	1.Issues priority number.	P20.00 (if clearance form was lost)	5 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
2. Secures Enrollment Process Slip/Student Enrollment Form.	2.1Issues and signs the Enrollment Process Slip/Student Enrollment Form.	None	10 Minutes	<i>Faculty In-charge Department Guidance and Testing Unit</i>



3. Secures Advising Slip.	3.1. Assesses courses based on the Evaluation of Grades and issues Advising Slip to the student. 2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	1 Hour	<i>Faculty In-charge Dean and Associate Dean Department</i>
4. Presents Enrollment Process Slip/Student Enrollment Form, advising slip and confirm the encoded courses.	4.1. Encodes the courses based on the Advising Slip. 2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	<i>Staff In-charge Faculty In-charge Department</i>
5. Presents Enrollment Process Slip/Student Enrollment Form.	5. Assesses the accounts, verify/approves students loaded courses, and prints the Certificate of Registration (COR). 5.1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	15 Minutes	<i>Cashiering Unit</i>
6. Submits Certificate of Registration, Advising Slip, and Enrollment Process Slip/Student Enrollment Form to the Registrar. Secures validation sticker for ID.	6.1 Receives and checks Advising Slip versus Certificate of Registration. 6.2 Stamps Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 6.3 Issues sticker for ID validation and releases validated Certificate of Registration. 6.4. Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
Submits the validated Certificate of Registration (COR).	7.1. Receives the validated Certificate of Registration (COR). 7.2 Tags student scholarship in the system.	None	5 Minutes	<i>Staff In-charge Student Accounts and Scholarship Unit</i>
TOTAL FOR RETURNEES:		P20.00	2 hours and 35 minutes	



4. Enrollment Procedure for Incoming 2nd Year to 4th Year Students

This procedure covers all activities that are undertaken for the registration of Incoming 2nd year to 4th year students to their chosen program.

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Incoming 2 nd year to 4 th Year DDOSC Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Clearance of the Previous Semester	Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submits Clearance of the Previous Semester. 1.1 Secures priority number.	1. Issues priority number.	P20.00 (if clearance form was lost)	5 Minutes	Staff In-charge Admission and Student Records Unit
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2. Secures Enrollment Process Slip/Student Enrollment Form.	2.1 Issues and signs the Enrollment Process Slip/Student Enrollment Form.	None	10 Minutes	Student Faculty In-charge Department Guidance and Testing Unit
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3. Secures Advising Slip.	3.1. Assesses courses based on the Evaluation of Grades and issues Advising Slip to the student. 2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	Faculty In-charge Dean and Associate Dean Department
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4. Presents Enrollment Process Slip/Student Enrollment Form, advising slip and confirms the encoded courses.	4.1. Encodes the courses based on the Advising Slip. 2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	Faculty In-charge Department
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5. Presents Enrollment Process Slip/Student Enrollment Form.	5. Assesses the accounts, verify/approves students loaded courses, and prints the Certificate of Registration (COR). 5.1 Signs the Enrollment Process Slip/Student Enrollment Form.	None	15 Minutes	Cashiering Unit
6. Submits Certificate of Registration, Advising Slip, and Enrollment Process Slip/Student Enrollment Form to the Registrar. Secures validation sticker for ID.	6.1 Receives and checks Advising Slip versus Certificate of Registration. 6.2 Stamps Certificate of Registration (COR) with "OFFICIALLY ENROLLED". 6.3 Issues sticker for ID validation and releases validated Certificate of Registration. 6.4. Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	Staff In-charge Admission and Student Records Unit
Submits the validated Certificate of Registration (COR).	7.1. Receives the validated Certificate of Registration (COR). 7.2. Tags student scholarship in the system.	None	5 Minutes	Staff In-charge Student accounts and Scholarship Unit
TOTAL FOR 2nd Year to 4th YEAR STUDENTS:		P20.00	2 hours and 5 Minutes	

5.Enrollment Procedure for Shifters

This procedure covers all activities that are undertaken for the change of program of a student within the College.

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Existing DDOSC Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Shifting Form (1 original)	Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing



Evaluation of Grades (1 original)		Admission and Student Records Unit / Department		
Shiftee Referral Slip (1 original)		Department		
Shiftee Recommendation Slip (1 original)		Guidance and Testing Unit		
Clearance of the Previous Semester (1 original)		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Clearance of the Previous Semester. Secures priority number.	Issues priority number.	P20.00 (if clearance form was lost)	5 Minutes	Staff In-charge Admission and Student Records Unit
2. Inquires to the accepting Department if there is an available slot for the chosen program. 2.1 If slot is available, secures Shifting Form.	2. Attends to the inquiry and checks availability of slot. 2.1 Issues Shifting Form.	P20.00	15 Minutes	Faculty In-charge Department Staff In-charge Admission and Student Records Unit
3 Secures Enrollment Process Slip/Student Enrollment Form.	3. Issues and signs the Enrollment Process Slip/Student Enrollment Form.	None	10 Minutes	Faculty In-charge Department Guidance and Testing Unit
4. Proceeds to the Dean of the current program. Secures Evaluation of Grades. Presents Shifting Form and Enrollment Process Slip/Student Enrollment Form.	4. Issues Evaluation of Grades. 4.1 Checks and signs the Shifting Form for recommendation. 4.2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	Faculty In-charge Dean and Associate Dean Department (Current Program)
5. Presents Evaluation of Grades, Enrollment Process Slip/ Student Enrollment Form and Shifting Form to the Guidance and Counseling Unit.	5. A counseling will be done with the student. 5.1 Issues Shiftee Recommendation/Referral Slip. 5.2 Signs the Enrollment Process Slip/Student Enrollment Form.	None	30 Minutes	Staff In-charge Guidance and Counseling Unit



<p>6. Presents Shiftee Referral/Recommendation Slip, Evaluation of Grades, Enrollment Process Slip/Student Enrollment Form and Shifting Form to the Dean the accepting Department.</p>	<p>6. Receives and checks the documents submitted.</p> <p>6.1 Signs the Shifting Form for approval.</p> <p>6.2 Assesses courses based on the Evaluation of Grades and issue Advising Slip to the student.</p> <p>6.3 Signs the Enrollment Process Slip/Student Enrollment Form.</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Faculty In-charge</i> <i>Dean and Associate Dean</i></p> <p><i>Department (Accepting Program)</i></p>
<p>7. Submist Enrollment Process Slip/Student Enrollment Form, advising slip Shiftee Referral/Recommendation Slip and Shifting Form and confirms the encoded courses.</p>	<p>7. Encodes the courses based on the Advising Slip.</p> <p>7.1 Signs the Enrollment Process Slip/Student Enrollment Form.</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Faculty In-charge</i> <i>Department (Accepting Program)</i></p>
<p>Presents Enrollment Process Slip/Student Enrollment Form.</p>	<p>8. Assesses the accounts, verify/approves students loaded courses, and prints the Certificate of Registration (COR).</p> <p>8.1 Signs the Enrollment Process Slip/Student Enrollment Form.</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Cashiering Unit</i></p>
<p>9. Submits Certificate of Registration, Advising Slip, Shiftee Referral Slip, Shiftee Recommendation Slip, Enrollment Process Slip/Student Enrollment Form and Shifting Form to the Registrar.</p> <p>Secures validation sticker for ID.</p>	<p>9. Receives documents and checks Advising Slip versus Certificate of Registration.</p> <p>9.1 Stamps Certificate of Registration (COR) with "OFFICIALLY ENROLLED".</p> <p>9.2 Issues sticker for ID validation and releases validated Certificate of Registration.</p> <p>9.3. Signs the Enrollment Process</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Staff In-charge Admission and Student Records Unit</i></p>



	Slip/Student Enrollment Form.			
. Submits the validated Certificate of Registration (COR).	10. Receives the validated Certificate of Registration (COR). 10.1. Tags student scholarship in the system.	None	5 Minutes	<i>Staff In-charge</i> <i>Student Accounts and Scholarship Unit</i>
TOTAL:		P40.00	3 Hours & 45 Minutes	

6.Procedure for Enrollment Withdrawal with Leave of Absence (LOA)

This procedure covers all activities that are undertaken for the withdrawal of enrollment or registration of a student from the program within the prescribed timeline.

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	All DDOSC Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Dropping Form (1 original)		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
Accomplished Leave of Absence Form (1 original)		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
Consent Letter from the Parents or Guardian (1 original)		To client will provided		
Medical certificate, if the reason for Leave of Absence is health related (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pays the corresponding fees and secures the forms.	Issues Official receipt and provides the forms.	20.00 <i>per form</i>	10 Minutes	<i>Staff In-charge</i> <i>Cashiering Unit</i> <i>Admission and</i> <i>Student Records Unit</i>
Proceeds to the Guidance and Counseling Unit and presents the forms and other related documents.	Checks the submitted forms and documents. Provides Exit Questionnaire. 1.1 A counseling will be done with the student.	None	30 Minutes	<i>Staff In-charge</i> <i>Guidance and</i> <i>Counseling Unit</i>



	1.2 Counter-signs the Forms.			
3.Proceeds to the Department. Submits the accomplished Forms, Medical Certificate, and Consent Letter from the Parents or Guardian to the Associate Dean and Dean for approval.	Receives, verifies, and signs the submitted forms. 1 Returns the signed forms and informs the student to proceed to the Admission and Student Records Unit.	None	30 Minutes	<i>Associate Dean and Dean Department</i>
4. Proceeds to the Admission and Student Records Unit. Submits the approved forms and other related documents.	4.Checks and evaluates the submitted forms and other documents. 4.1 Signs the Forms.	None	30 Minutes	<i>Staff In-charge and the Registrar Admission and Student Records Unit</i>
5. Receives the duly signed forms.	5. Processes the withdrawal of enrollment or registration. 5.1 Documents the withdrawal and Leave of Absence of the student. 5.2 Issues the duly signed forms to the student.	None	5 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
TOTAL:		P40.00	1 Hour and 45 Minutes	

7. Issuance of Academic Credentials

(This service refers to the process of issuance of scholastic records to students/ alumni for any legal purposes, provided that he/she has no pending obligation from the College and complied the academic and non-academic requirements.)

Office/Division:	Admission and Student Records Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Student/Alumni/Duly Authorized Representative
CHECKLIST OF REQUIREMENTS	
Records Request Slip (1 original)	Admission and Student Records Unit
Records Claim Slip (1 original)	Admission and Student Records Unit



Official Receipt (1 original)		Cashiering Unit		
Duly Signed Student Clearance Form		Admission and Student Records Unit or download at https://drive.google.com/drive/folders/1zk06dFDgccTDCU2xp0Yu95ey3MyBsi0N?usp=sharing		
Transcript of Records (1 Colored Photocopy)		To client will provided		
Diploma (1 Colored Photocopy)				
Documentary Stamps (30.00/copy)				
Mailing Stamp (depends on the location)				
Additional Requirement for Duly Authorized Representative				
Authorization Letter (1 original)				
Any Valid ID (1 original for verification, 1 photocopy with 3 signatures)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits requirements.	Receives and checks requirements.	None	5 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
1. Fills-out and submits Records Request Slip and Claim Slip.	1. Provides Records Request Slip and Claim Slip.			
2. Presents Records Request Slip and pays the corresponding fees.	2. Processes the payment and issues the Official Receipt.	See table below	10 Minutes	<i>Staff In-charge Cashiering Unit</i>
Presents the Official Receipt to the Admission and Student Records Unit and secures the Records Claim Slip.	3. Receives and checks the Official Receipt. 1. Issues the Student Records Claim Slip indicating the date of release. 2. Processes the requested document/s.	None	5 Minutes 3 Days	<i>Staff In-charge Admission and Student Records Unit</i>
Presents the Records Claim Slip, logs-in to monitoring logbook and receives the credential.	4. Receives the Records Claim Slip. 4.1. Provides the monitoring logbook. 4.2. Issues the requested credential.	None	10 Minutes	<i>Staff In-charge Admission and Student Records Unit</i>
TOTAL:		See table below	3 Working Days & 30 Minutes	



Academic Credential	Amount
Transcript of Records (TOR) <i>(for Graduates, first copy of Transcript of Records for Employment is free of charge.)</i>	₱70.00/page
Diploma	₱180.00 (for 2 nd Issuance)
Certification, Authentication and Verification (CAV)	₱20.00
General Weighted Average (GWA)	₱20.00
Honorable Dismissal	₱20.00
Authentication of Credentials	₱20.00/copy
Any Certification from the Registrar	₱20.00
Certificate of Enrollment	₱20.00 (for 2 nd Issuance)
Certificate of Grades	₱20.00 (for 2 nd Issuance)
Certificate of Registration	₱20.00 (for 2 nd Issuance)



APPRAISAL AND TESTING UNIT

EXTERNAL SERVICES



1. College Admission Screening Process for Senior High School Applicants (This procedure defines the application for the college admission test for first-year and transferee students' admission to the institution.)				
Office/Division:		Appraisal and Testing Unit		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who May Avail:		Senior High School graduating students and Senior High School graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DDOSC Admission Test Application Form		To be provided by the Appraisal and Testing Unit <i>(Available as well on the college's website under the transparency seal section: www.ddosc.edu.ph)</i>		
One piece of 2x2 ID picture		The client will provide		
Original Copy of Form 138/Diploma		The client will provide		
Photocopy of Form 138/Diploma		The client will provide		
Original Certification as Proof of being a Graduating Senior High School Student <i>(for graduating students only)</i>		The client will provide		
Photocopy of Certification as Proof of being a Graduating Senior High School Student <i>(for graduating students only)</i>		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Applies for the College Admission Test.	1. Receive supporting document/s and verify information indicated in the application form. 1.7 Issues an acknowledgment slip to the client. 1.8 Inform the client that the individual exam schedule will be posted through the Facebook page of the Section: DDOSC Maragusan	None	5 Minutes	Appraisal and Testing Unit Head Appraisal and Testing Unit Staff Student Welfare Unit Personnel



	Student Welfare Unit two (2) working weeks after the end of the application period. https://www.facebook.com/ddoscmaragusanSWU			
2. The client takes the College Admission Test in their assigned schedule	2. Provides the client with the test questionnaire and answer sheet.	None	1 hour and 15 minutes	Appraisal and Testing Unit Head
			1 hour and 20 minutes	

2. College Admission Screening Process for Transferee Applicants (This procedure defines the application for the college admission test for first-year and transferee students' admission to the institution.)				
Office/Division:		Appraisal and Testing Unit		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who May Avail:		Transferee students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DDOSC Admission Test Application Form		To be provided by the Appraisal and Testing Unit <i>(Available as well on the college's website under the transparency seal section: www.ddosc.edu.ph)</i>		
One piece of 2x2 ID picture		The client will provide		
Original Copy of Transcript of Records (TOR)		The client will provide		
Photocopy of Transcript of Records (TOR)		The client will provide from his/her last school attended		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>3. Applies for the College Admission Test.</p>	<p>1. Receive supporting document/s and verify information indicated in the application form.</p> <p>1.7 Issues an acknowledgment slip to the client.</p> <p>1.8 Inform the client that the individual exam schedule will be posted through the Facebook page of the Section: DDOSC Maragusan Student Welfare Unit two (2) working weeks after the end of the application period.</p> <p>https://www.facebook.com/ddoscmaragusanSWU</p>	<p>None</p>	<p>5 Minutes</p>	<p>Appraisal and Testing Unit Head</p> <p>Appraisal and Testing Unit Staff</p> <p>Student Welfare Unit Personnel</p>
<p>2. The client takes the College Admission Test in their assigned schedule</p>	<p>2. Provides the client with the test questionnaire and answer sheet.</p>	<p>None</p>	<p>1 hour and 15 minutes</p>	<p>Appraisal and Testing Unit Head</p>
			<p>1 hour and 20 minutes</p>	



3. College Admission Screening Process for High School Applicants (<i>Old curriculum graduates</i>)				
(This procedure defines the application for the college admission test for first-year and transferee students' admission to the institution.)				
Office/Division:		Appraisal and Testing Unit		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who May Avail:		High School Graduates (<i>old curriculum</i>)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DDOSC Admission Test Application Form		To be provided by the Appraisal and Testing Unit (<i>Available as well on the college's website under the transparency seal section: www.ddosc.edu.ph</i>)		
One piece of 2x2 ID picture		The client will provide		
Original Copy of Form 138/Diploma		The client will provide		
Photocopy of Form 138/Diploma		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Applies for the College Admission Test.	1. Receive supporting document/s and verify information indicated in the application form. 1.7 Issues an acknowledgment slip to the client. 1.8 Inform the client that the individual exam schedule will be posted through the Facebook page of the Section: DDOSC Maragusan Student Welfare Unit two (2) working weeks after the end of the application	None	5 Minutes	Appraisal and Testing Unit Head Appraisal and Testing Unit Staff Student Welfare Unit Personnel



	period. https://www.facebook.com/ddoscmaragusanSWU			
2. The client takes the College Admission Test in their assigned schedule.	2. Provides the client with the test questionnaire and answer sheet.	None	1 hour and 15 minutes	Appraisal and Testing Unit Head
			1 hour and 20 minutes	

4. College Admission Screening Process for ALS Applicants (Eligible for College) (This procedure defines the application for the college admission test for first-year and transferee students' admission to the institution.)				
Office/Division:		Appraisal and Testing Unit		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who May Avail:		ALS Graduates who are Eligible for College (<i>old curriculum</i>)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DDOSC Admission Test Application Form		To be provided by the Appraisal and Testing Unit (Available as well on the college's website under the transparency seal section: www.ddosc.edu.ph)		
One piece of 2x2 ID picture		The client will provide		
Original Certificate of Eligibility to proceed college		The client will provide		
Photocopy of Certificate of Eligibility to proceed to college		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>4. Applies for the College Admission Test.</p>	<p>1. Receive supporting document/s and verify information indicated in the application form.</p> <p>4.1 Issues an acknowledgment slip to the client.</p> <p>4.2 Inform the client that the individual exam schedule will be posted through the Facebook page of the Section: DDOSC Maragusan Student Welfare Unit two (2) working weeks after the end of the application period.</p> <p>https://www.facebook.com/ddoscmaragusanSWU</p>	<p>None</p>	<p>5 Minutes</p>	<p>Appraisal and Testing Unit Head</p> <p>Appraisal and Testing Unit Staff</p> <p>Student Welfare Unit Personnel</p>
<p>2. The client takes the College Admission Test in their assigned schedule.</p>	<p>2. Provides the client with the test questionnaire and answer sheet.</p>	<p>None</p>	<p>1 hour and 15 minutes</p>	<p>Appraisal and Testing Unit Head</p>
			<p>1 hour and 20 minutes</p>	

<p>5. College Admission Screening Process – Processing of Test Results</p>	
<p>(This procedure defines the application for the college admission test for first-year and transferee students' admission to the institution.)</p>	
<p>Office/Division:</p>	<p>Appraisal and Testing Unit</p>
<p>Classification:</p>	<p>Highly Technical</p>
<p>Type of Transaction:</p>	<p>G2C-Government to Citizen</p>
<p>Who May Avail:</p>	<p>All College Admission Test-takers</p>
<p>CHECKLIST OF REQUIREMENTS</p>	<p>WHERE TO SECURE</p>
<p>Acknowledgment Slip, any valid IDs, or present school ID</p>	<p>The client will present</p>



Proof of attendance during the examination (based on the logbook/log sheet)		The Appraisal and Testing Section will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. The client waits for the processing of test results.	4. Scoring and interpretation of test results. 4.1 Makes an announcement on the Section's Facebook page regarding the release of the college admission test results. https://www.facebook.com/ddoscmaragusanSWU	None	Three (3) working weeks after the scheduled examination	Appraisal and Testing Unit Head
2. The client receives his/her college admission test result.	2. Releases the college admission test results to the client.	None	10 minutes	Appraisal and Testing Unit Head
			15 working days and 10 minutes	



CASHIER UNIT

External Services



1. Collection of School Fees

(This service intends to issue an Official Receipt to an individual after paying his/her outstanding balance to the College. Outstanding balances refer to old accounts payable of students not covered by Free Higher Education and Special Class.)

Office/Division:	Cashiering Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Existing DDOSC Students and Alumni

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College Identification Card / Class Schedule and Assessment/ Certificate of Registration marked Officially Enrolled. Any valid identification card for not officially enrolled students.		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Present Valid I.D/CSA/COR and Inquire outstanding balance.	5. Verify outstanding balance.	None	5 minutes	<i>Cashiering Unit – Head / Collecting Officer</i>
6. Pay the required fees.	6. Issue official receipt.	Total Outstanding Balance	3 Minutes	<i>Cashiering Unit – Head / Collecting Officer</i>
TOTAL		Total Outstanding Balance	8 Minutes	

2. Process of Claiming Cash Benefits (OVER-THE-COUNTER)

(This service allows the students with cash benefits from scholarships, refunds, and allowances to claim their cash in the Cashiering Unit by Over the-Counter processing.)

Office/Divis	Cashiering Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Existing DDOSC Students and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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<p>For the students: College Identification Card / Class Schedule and Assessment/ Certificate of Registration marked Officially Enrolled.</p> <p>Any valid identification card for not officially enrolled students.</p>		The client will provide		
<p>For Authorized Representative:</p> <p>a. Authorization Letter - (1 Original Copy)</p> <p>b. One (1) Valid ID of Representative with Three (3) Specimen Signature (1 photocopy/scanned copy)</p> <p>c. One (1) Valid ID of Payee with Three (3) Specimen Signature (1 photocopy/scanned copy)/d</p>		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID or needed requirements if transacting as authorized representative.	Check and Verify the submitted documents	None	3 Minutes	Cashiering Unit – Head / Disbursing Officer
6 Sign on the payroll.	Requires the student to sign the payroll.	None	3 Minutes	Cashiering Unit – Head / Disbursing Officer
7 Receive cash.	Releases cash benefits to the student or representative.	None	2 Minutes	Cashiering Unit – Head / Disbursing Officer
TOTAL		None	8 Minutes	



CASHIERING UNIT

Internal Services



1. Collection of Unexpended Funds

(This service intends to issue an Official Receipt to an individual after paying his/her outstanding obligation to the College. This refers to return of funds for Cash advances of travelling expense and other activities and overpayment of salaries and wages.)

Office/Division:	Cashiering Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All DDOSC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Order Slip (1 original)		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Present the payment order slip.	5. Check and verify the Payment Order Slip.	None	5 minutes	<i>Cashiering Unit – Head / Collecting Officer</i>
6. Pay the indicated amount to be returned.	10. Receive the payment.	Cash Advance/Amount Paid Less Expenditures/ Adjustments	3 Minutes	<i>Cashiering Unit – Head / Collecting Officer</i>
11. Receive the Official Receipt and sign on the outgoing logbook.	12. Issue Official Receipt.	None	2 Minutes	<i>Cashiering Unit – Head / Collecting Officer</i>
TOTAL		Cash Advance/Amount Paid Less Expenditures/ Adjustments	10 Minutes	



GUIDANCE AND COUNSELING UNIT

External Service



1. Intake Interview				
(An intake interview is the initial interview with a client by the Guidance and Counseling Unit Coordinator/ Guidance Staff as means to profile the issues or problems that have brought the client into counseling.)				
Office/Division:	Guidance and Counseling Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	DDOSC officially enrolled students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip			To be provided by the Guidance and Counseling Unit	
Intake Interview Form			To be provided by the Guidance and Counseling Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Guidance and Counseling Unit Coordinator/ Guidance Staff will confer with the client's concern.	1. Guidance and Counseling Unit Coordinator/ Guidance Staff will let the client fill out the Intake Interview Logbook.	None	5 Minutes	Guidance and Counseling Unit Coordinator/ Guidance Staff
2. Guidance and Counseling Unit Coordinator/ Guidance Staff will start the Intake Interview.	2. Guidance and Counseling Unit Coordinator/ Guidance Staff will ask the client's concern.	None	3 Minutes	Guidance and Counseling Unit Coordinator/ Guidance Staff
3.Guidance and Counseling Unit Coordinator/ Guidance Staff will ask the client to fill out the Client's Feedback Form.	3. Guidance and Counseling Unit Coordinator/ Guidance Staff will let the client drop the Client's Feedback Form in the Suggestion Box.	None	2 Minutes	Guidance and Counseling Unit Coordinator/ Guidance Staff
			10 minutes	



HUMAN RESOURCE MANAGEMENT UNIT

Internal Services



1. Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-time Personnel)

(The process pertains to the issuance of pay slip to DDOSC Employees to give them information about their gross and net salaries for a specific period.)

Office/Division:	Human Resource Management Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	DDOSC Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form via Google Form			Human Resource Management Unit https://tinyurl.com/ddoschrpaysliprequestform	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request form	1.7 Checks, and verifies submitted request	None	10 minutes	<i>HRMU Personnel</i>
	1.8 Prepares the requested Pay Slip		5 Minutes	
	1.9 Forwards the Pay Slip to the Office of the Branch Director for approval.			<i>HRMU Personnel Branch Director</i>
2. Receives the Pay Slip, and signs in the Logbook for Pay Slip	2. Releases the document	None	3 Minutes	<i>HRMU Personnel</i>
TOTAL			18 Minutes	

2. Application for Travel Order (within the region and not exceeding 3-Days)

(This process pertains to the Application of Travel Order of DDOSC Employee/s who has an official travel within the region and with a duration not exceeding 3-days.)

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	All Branch personnel



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order Application Form (2 original)		Human Resource Management Unit (The Travel Order Form is also downloadable at https://tinyurl.com/DDOSCHRForms)		
Certificate of Notification (<i>for all personnel with two (2) or more immediate heads</i>)		The client will provide.		
If applicable, documents supporting the necessity of Travel (<i>Invitation Letter, Office Order, Memoranda, etc.</i>)		The client will provide.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.5 Fills out the Travel Order form, and secure immediate supervisor's recommending approval (Note: See OSUCP MC 0930-01, s. 2024 for updated list of signatories for Travel Order.)	1.9 Receives the Travel Order Form and checks as to completeness of the filled document.	None	15 Minutes	HRMU Personnel
	1.10 Affixes Travel Order Number and countersign			HRMU Personnel
1.6 Submits the Travel Order form and its attachments to the Human Resource Management Unit	1.11 Forwards the Travel Order to the Office of the Branch Director for final approval			Branch Director
	1.12 Informs the Client/s with the update of the requested document			HRMU Personnel
2.1 Receives the Travel Order and signs in the Travel Order Logbook	2.1 Releases the Travel Order	None	1 Minute	HRMU Personnel
TOTAL:		None	16 Minutes	



3. Application for Travel Order (outside the Region, and/or exceeding 3-days)

(This process pertains to the application of Travel Orders of DDOSC employees with official travel exceeding 3 days or outside the region, regardless of the number of travel days.)

Office/Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	All Branch personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Travel Order Application Form (2 original)	Human Resource Management Unit (The Travel Order Form is also downloadable at https://tinyurl.com/DDOSCHRFForms)
Certificate of Notification (<i>for all personnel with two (2) or more immediate heads</i>)	The client will provide. (The Certificate of Notification is also downloadable at https://tinyurl.com/DDOSCHRFForms)
If applicable, other document supporting the necessity of travel (<i>Invitation Letter, Office Order, Memoranda, etc.</i>)	The client will provide.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the Travel Order form and submit it to the Human Resource Management Unit with its attachments (<i>Must be at least 5 working days before the official travel</i>)	1.1 Receives and checks as to completeness of the filled document.	None	5 Minutes	<i>HRMU Personnel</i>
	1.12 Affixes Travel Order Number and Countersign the Travel Order.		5 Minutes	<i>HRMU Personnel</i>
	1.13 Forwards the Travel Order to the Office of the Branch Director for recommendation		1 Day	<i>HRMU Personnel Branch Director</i>



	1.14 Forwards to the Office of the College President for Approval	None	1 Day	<i>HRMU Personnel</i>
	1.15 Receives the approved Travel Order from the Office of the College President	None	1 Day	<i>HRMU Personnel College President</i>
	1.16 Informs the client/s on the update of the requested document		1 Minute	<i>HRMU Personnel</i>
2. Receives Travel Order and signs the Travel Order Logbook	2. Releases the Travel Order	None	5 Minutes	<i>HRMU Personnel</i>
TOTAL:		None	3 Working Days, 16 Minutes	



HEALTH SERVICES UNIT

External Services



1. Application of Insurance Claims for Students (This is for the processing of insurance claim and provide financial assistance.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College ID/Certificate of Registration to be presented by the Client – (1 Original)		College ID provided by (SASD) Certificate of Registration provided by Registrar		
Insurance Forms – (1 Original)		Health Services Unit		
Medical Certificate – (1 Original)		Provided by the Hospital where the claimant admitted		
Hospital bills (If Confined) – (1 Original)		Provided by the Hospital where the claimant admitted		
Prescription of medicine – (1 Original)		Provided by the Hospital where the claimant admitted		
Receipts, Invoice or other evidences of expenses – (1 Original)		Pharmacy		
Police Report (for Vehicular Accident ONLY) – (1 Original)		Police Station		
Funeral Contract – (1 Original)		Funeral Homes		
Death Certificate with PSA Certification of the Claimant (For deceased case ONLY) – (1 Original)		Office of the Local Civil Registrar / PSA		
Certificate from the Bureau of fire (Fire Claim) – (1 Original)		Bureau of Fire and Protection Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents ID, verbalize the history of event/accident and sign client's logbook	1.Conducts initial assessment and health history of illness and confinement or nature of incident		3 minutes	<i>Nurse</i>
2.Secures insurance forms, checklist and submit the requirements	2.Provides forms with checklists and assess the requirements for completeness and accuracy	None	7 minutes	<i>Nurse</i>
3.Fill out insurance forms	3.Instruct and give assistance in filling up the forms to avoid errors	None	3 minutes	<i>Nurse</i>
4.Receives proper instruction on insurance processes depending on the case	4.Gives instruction on the possible duration as when the client claims his/her insurance	None	3 minutes	<i>Nurse</i>



	<i>Note:</i> Submit the documents to Insurance Company for assessment of requirements and evaluation of claims			
5. Gets update by leaving his/her contact details to the school nurse	5. Inform and gives claimant updates about his/her insurance status	None	1 – 2 working months	<i>Nurse</i>
6. Presents Valid ID and fill up the claim form in claiming Insurance check/cash and receives instruction for encashment of check	6. Gives the Insurance Claim (check/cash) with voucher presented indicating the full details of claim signed by the claimant <i>Note:</i> All claims (check/cash) ready for release are given directly to claimant with valid ID presented and sign the logbook for recording	None	3 minutes	<i>Nurse</i>
TOTAL		None	2 working Months and 19 Minutes	

2. Dental Services for Students

(This is to provide oral-dental health services, identifies oral-dental problems and possible remedies recommended by the Dentist.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
WHO MAY AVAIL	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College ID/Certificate of Registration to be presented by the Client – (1 Original)		College ID provided by (SASD) Certificate of Registration provided by Registrar		
Dental Record Form – (1 Original)		Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents ID, sign the dental logbook and undergo initial consultation	1. Gives the logbook to client and signs the logbook for recording.	None	3 Minutes	<i>Nurse</i>
2. Undergoes Oral Dental check-up, consultation and tooth extraction	2. Conducts oral dental examination and tooth extraction	None	25 Minutes	<i>Dentist</i>



recommended by the Dentist	Note: Tooth extraction may perform by Dentist's recommendation with the approval of client			
3.Wait for post dental care instruction	3.Gives instruction on proper post dental care	None	3 Minutes	<i>Dentist</i>
4.Secures prescription of medicine	4.Prescribes medicine if necessary	None	3 minutes	<i>Dentist</i>
5.Claims referral to specialist if necessary	5.Refers patient with special cases for laboratory examination if necessary to specialists	None	3 minutes	<i>Dentist</i>
TOTAL		None	6. Minutes	

3. Issuance of Medical Certificate for Students

(This is to provide medical certificate after complying all the requirements needed and completed the procedural steps.)

Office/Division:	HEALTH SERVICES UNIT
Classification:	Simple
Type of Transaction:	G2G – Government to Government
WHO MAY AVAIL	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
College ID/Certificate of Registration to be presented by the Client – (1 Original)	College ID provided by (SASD) Certificate of Registration provided by Registrar
Updated Laboratory Results (CBC, UA, SE)- (1 Original)	Clinic or Hospital of Choice
Medical Record Form – (1 Original)	Health Services Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The client presents ID, sign the medical logbook and verbalize chief complaint or present illness	1.Gives the logbook to client and signs the logbook for recording. Conduct health history and assessment of present illness	None	3 Minutes	<i>Nurse</i>
2.Undergoes for vital signs taking, height and weight measurement	2.Conducts height and weight measurement and taking of temperature, BP, RR, PR	None	5 Minutes	<i>Nurse</i>
3.Submits for medical consultation and physical examination	3.Conducts physical examination and/or medical consultation	None	10 Minutes	<i>Physician</i>



4.Submits Updated laboratory results (X-ray, CBC, etc.)	4.Interprets and assess Lab results by the school physician Note: Client will be given lab request by the physician when necessary	None	5 Minutes	<i>Physician</i>
5.Receives instructions and medical certificate	5.Gives instruction, health advise, provide the medical certificate	None	3 Minutes	<i>Physician Nurse</i>
TOTAL		None	26 Minutes	

4. Medical Consultation and Treatment for Students (This service allows students in seeking assistance on their health-related concerns by providing assessment, intervention, and treatment services from a medical practitioner.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
WHO MAY AVAIL	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
College ID/Certificate of Registration to be presented by the Client – (1 Original)			College ID provided by (SASD) Certificate of Registration provided by Registrar	
Medical Record Form – (1 Original)			Health Services Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents ID, sign the medical logbook and verbalize chief complaints/ illness	1.Gives the logbook to client and signs the logbook for recording. Conducts initial assessment and health history of illness		3 minutes	<i>Nurse</i>
2.Undergo measuring of vital signs	2.Conducts height and weight and taking Temp., BP, RR, PR	None	5 Minutes	<i>Nurse</i>
3.Submits for medical consultation and physical examination	3.Conducts physical examination and/or medical consultation	None	10 Minutes	<i>Physician</i>
4.Secures medicine of illness with medical advice	4.Gives medicine/medical advice	None	3 Minutes	<i>Physician</i>
5.Receives proper health care, instruction and referral to specialist or hospital depending on the case	5.Gives instruction on dosage of medicine and gives health advise and instruction or referrals to nearby hospital	None	3 Minutes	<i>Physician Nurse</i>



6. Gets Medical Certificate/ excuse slip	6. Gives medical certificate/excuse slip	None	3 Minutes	Physician Nurse
TOTAL			27 Minutes	

5. Medical Profiling and Physical Examination for Enrollment (To conduct medical profiling upon entering the college and to submit the requirements needed indicating physically fit to study.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
WHO MAY AVAIL	New Students and Returnees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Results (CBC, Urinalysis, and Stool Exam) - (1 Original copy each)		Hospital or Clinic of Choice		
Annual Drug Test Result – (1 Original)		DOH Certified Drug Testing Centers		
Medical Certificate – (1 Original)		Hospital or Clinic of Choice		
Physical Examination Form – (1 Original)		Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Client presents ID, sign the medical logbook and present requirements needed, secures students medical record	1. Gives the logbook to client and signs the logbook for recording. Inspects validity of requirements needed	None	3 Minutes	Nurse
2. Fill-outs Physical Examination Form	2. Provides the form and guides in filling up by giving instructions	None	5 Minutes	Nurse
3. Undergoes measurement of height, weight, BP, respiratory rate, pulse rate, temperature and pertinent past and present medical history	3. Conducts accurate measurements, interview and follow up questions for health history.	None	5 Minutes	Nurse
4. Submits for physical examination	4. Conducts Physical examination	None	10 Minutes	Physician
5. Secures Medical Certificate/ Clearance	5. Provides Medical Clearance	None	2 Minutes	Physician
TOTAL		None	25 Minutes	



HEALTH SERVICES UNIT

Internal Services



1.Application of Insurance Claims for Employees (This is for the processing of insurance claim and provide financial assistance.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
WHO MAY AVAIL	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employees ID (Faculty/Staff) to be presented - (1 Original)		Human Resource Management Unit		
Insurance Forms – (1 Original)		School Clinic		
Medical Certificate – (1 Original)		Provided by the Hospital where the claimant admitted		
Hospital bills (If Confined) – (1 Original)		Provided by the Hospital where the claimant admitted		
Prescription of medicine – (1 Original)		Provided by the Hospital where the claimant admitted		
Receipts, Invoice or other evidences of expenses – (1 Original)		Pharmacy		
Police Report (for Vehicular Accident ONLY) – (1 Original)		Police Station		
Funeral Contract – (1 Original)		Funeral Homes		
Death Certificate with PSA Certification of the Claimant For deceased case ONLY) – (1 Original)		Office of the Local Civil Registrar / PSA		
Certificate from the Bureau of fire (Fire Claim) – (1 Original)		Bureau of Fire and Protection Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents ID, verbalize the history of event/accident, and sign client's logbook	1.Conducts initial assessment and health history of illness and confinement or nature of incident		3 minutes	<i>Nurse</i>
2.Secures insurance forms, checklist and submit the requirements	2.Provide forms with checklists and assess the requirements for completeness and accuracy	None	7 minutes	<i>Nurse</i>
3.Fill out insurance forms	3.Instruct and give assistance in filling up the forms to avoid errors	None	3 minutes	<i>Nurse</i>
4.Receives proper instruction on insurance processes depending on the case	4.Gives instruction on the possible duration as when the client claims his/her insurance <i>Note: Submit the</i>	None	3 minutes	<i>Nurse</i>



	documents to Insurance Company for assessment of requirements and evaluation of claims			
5. Gets update by leaving his/her contact details to the school nurse	5. Inform and gives claimant updates about his/her insurance status	None	1 – 2 working months	<i>Nurse</i>
6. Presents Valid ID and fill up the claim form in claiming Insurance check/cash and receives instruction for encashment of check	6. Gives the Insurance Claim (check/cash) with voucher presented indicating the full details of claim signed by the claimant <i>Note: All claims (check/cash) ready for release are given directly to claimant with valid ID presented and sign the logbook for recording</i>	None	3 minutes	<i>Nurse</i>
TOTAL		None	2 working months and 19 Minutes	

2. Dental Services for Employees

(This is to provide oral-dental health services, identifies oral-dental problems and possible remedies recommended by the Dentist.)

Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
WHO MAY AVAIL	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employees ID (Faculty/Staff) to be presented - (1 Original)		Human Resource Management Unit		
Dental Record Form – (1 Original)		Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents ID, sign the dental logbook and undergo initial consultation	1. Gives the logbook to client and signs the logbook for recording.	None	3 Minutes	<i>Nurse</i>
2. Undergoes Oral Dental check-up,	2. Conducts oral dental examination and tooth	None	25 Minutes	<i>Dentist</i>



consultation and tooth extraction recommended by the Dentist	extraction Note: Tooth extraction may perform by Dentist's recommendation with the approval of client			
3.Wait for post dental care instruction	3.Gives instruction on proper post dental care	None	3 Minutes	<i>Dentist</i>
4.Secures prescription of medicine	4.Prescribes medicine if necessary	None	3 minutes	<i>Dentist</i>
5.Claims referral to specialist if necessary	5.Refers patient with special cases for laboratory examination if necessary to specialists	None	3 minutes	<i>Dentist</i>
TOTAL		None	40 Minutes	

2. Issuance of Medical Certificate for Employees (This is to provide medical certificate after complying all the requirements needed and completed the procedural steps.)				
Office/Division:	HEALTH SERVICES UNIT			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
WHO MAY AVAIL	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employees ID to be presented - (1 Original)			Employees ID Provided by Human Resource Management Unit	
Updated Laboratory Results (CBC, UA, SE)- (1 Original)			Clinic or Hospital of Choice	
Medical Record Form – (1 Original)			Health Services Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. The client presents ID, sign the medical logbook and verbalize chief complaint or present illness	1.Gives the logbook to client and signs the logbook for recording. Conduct health history and assessment of present illness	None	3 Minutes	<i>Nurse</i>
8. Undergoes for vital signs taking, height and weight measurement	2.Conducts height and weight measurement and taking of temperature, BP, RR, PR	None	5 Minutes	<i>Nurse</i>



9. Submits for medical consultation and physical examination	3. Conducts physical examination and/or medical consultation	None	10 Minutes	Physician
4. Submits Updated laboratory results (X-ray, CBC, etc.)	4. Interprets and assess Lab results by the school physician Note: Client will be given lab request by the physician when necessary	None	5 Minutes	Physician
5. Receives instructions and medical certificate	5. Gives instruction, health advise, provide the medical certificate	None	3 Minutes	Physician Nurse
TOTAL		None	26 Minutes	

4. Medical Consultation and Treatment for Employees
(This service allows students in seeking assistance on their health-related concerns by providing assessment, intervention, and treatment services from a medical practitioner.)

Office/Division:	HEALTH SERVICES UNIT
Classification:	Simple
Type of Transaction:	G2G – Government to Government
WHO MAY AVAIL	Faculty and Staff

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employees ID to be presented - (1 Original)		Human Resource Management Unit		
Medical Record Form – (1 Original)		Health Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents ID, sign the medical logbook and verbalize chief complaints/ illness	1. Gives the logbook to client and signs the logbook for recording. Conducts initial assessment and health history of illness		3 minutes	Nurse
2. Undergoes measuring of vital signs	2. Conducts height and weight and taking Temp., BP, RR, PR	None	5 Minutes	Nurse
3. Submits for medical consultation and physical examination	3. Conducts physical examination and/or medical consultation	None	10 Minutes	Physician



4. Secures medicine of illness with medical advice	4. Gives medicine/medical advice	None	3 Minutes	<i>Physician</i>
5. Receives proper health care, instruction and referral to specialist or hospital depending on the case	5. Gives instruction on dosage of medicine and gives health advice and instruction or referrals to nearby hospital	None	3 Minutes	<i>Physician Nurse</i>
6. Gets Medical Certificate/ excuse slip	6. Gives medical certificate/excuse slip	None	3 Minutes	<i>Physician Nurse</i>
TOTAL			27 Minutes	



LIBRARY AND LEARNING RESOURCE CENTER UNIT

External Services



1. Application for Library Card

(This process involves validating student's access to library services and providing the secure circulation of resources, such involves acquiring a library card, enabling resource use, and fostering responsible borrowing.)

Office/Division:	Library and Learning Resource Center Unit- Reference Desk
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1x1 Picture, White Background (1 Original)	The client will provide
Library Card Form (1 original)	Library and Learning Resource Center Unit -Reference Desk
Library Card Registration Form (1 original)	Online Application: https://docs.google.com/forms/d/1r0GKCSxJhUDeRXwG5vDOX_5kq8KvdpdBH1WRAQ54KtdE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs the necessary information in the logbook at the reference desk or in the online application, and then presents the required documents to the person in charge.	1. Reviews the submitted requirements of the client.	None	2 Minutes	Library and Learning Resource Center Unit, Personnel
2. Completes the Library Card Registration form to be register in the KOHA Library Management System.	2. Encodes, generates the barcode, and issues the Library Card for the client.	None	45 minutes	Library and Learning Resource Center Unit, Personnel
3. For durability purposes, the client is advised to laminate his/her ID.	3. Verifies the authenticity of the laminated Library Card presented by the client.	None	3 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
TOTAL:		None	50 Minutes	



2. Open Database Electronic Access Services

(This process pertains to the effective monitoring of both online and offline electronic resource access, this service is designed for students, ensuring comprehensive oversight and security in utilizing digital and physical resources.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Registration Form (1 original)	Library and Learning Resource Center Unit-Electronic Library
Reservation Form (1 original)	Library and Learning Resource Center Unit-Electronic Library
Library Card (1 laminated)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inputs the Library Card in the entrance Logger System and signs in the E-Library/Data base Logbook.	1. Assists the client upon registration.	None	2 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
2. Fills in the 'Reservation Form' and submits it to the designated In-Charge before availing the services.	2. Receives the Reservation Form to be submitted by the client.	None	3 Minutes	<i>Library and Learning Resource Center Unit-Personnel</i>
3. Registers in the designated database to create a unique 'User Account,' if applicable	3. Assists the client in the registration process and guides them in using the system.	None	10 Minutes	<i>Library and Learning Resource Center Unit-Personnel</i>
4. Navigates the available resources.	4. If necessary, provides the client with information about the requested resources.	None	40 Minutes	<i>Library and Learning Resource Center Unit-Personnel</i>
TOTAL:		None	55 Minutes	



3. Open Database Electronic Access Services

(This process pertains to the effective monitoring of both online and offline electronic resource access, this service is designed for outside researcher, ensuring comprehensive oversight and security in utilizing digital and physical resources.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Outside Researcher

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Registration Form (1 original)	Library and Learning Resource Center Unit-Electronic Library
Reservation Form (1 original)	Library and Learning Resource Center Unit-Electronic Library
Library Card (1 laminated)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inputs the Library Card in the entrance Logger System and signs in the E-Library/Dat abase Logbook.	1. Assists the client upon registration.	None	2 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
2. Fills in the 'Reservation Form' and submits it to the designated In-Charge before availing the services.	2. Receives the Reservation Form to be submitted by the client.	None	3 Minutes	<i>Library and Learning Resource Center unit- Personnel</i>
3. Registers in the designated database to create a unique 'User Account,' if applicable	3. Assists the client in the registration process and guides them in using the system.	None	10 Minutes	<i>Library and Learning Resource Center Unit- Personnel</i>
4. Navigates the available resources.	4. If necessary, provides the client with information about the requested resources.	None	40 Minutes	<i>Library and Learning Resource Center Unit- Personnel</i>
TOTAL:		None	55 Minutes	



4. Reading and Circulation Services (Inside Reading, and Borrowing)

(This process pertains to the inside reading and borrowing by students for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through borrowing for home use purposes or for photocopying.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Inside Reading:	
Entrance Logbook	Library and Learning Resource Center Unit-Reference Desk
Library Card (1 Laminated)	The client will provide
Borrowing:	
Online Reservation for out of campus clients	Library and Learning Resource Center Unit-Reference Desk Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHdCg24qIAy0v1YMWtyyxQzv17B5vYaQcIJQ
Borrower's Card/ Borrower's Logbook	Library and Learning Resource Center Unit-Reference Desk
Library Card (1 laminated)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inputs Library Card in the Entrance Logger System or signs in the logbook located at the reference desk; then presents the requirement.	1. Assists the client during the registration process.	None	6 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
2.Locates the reference resources on the shelves.	2. If needed, assists the client in locating the reference resources in the shelves.	None	6 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>



For borrowing: 2.1. Verifies the library card and assists the client in completing the necessary information in the logbook or borrower's card. 2.2. Subsequently, releases the resources to the client for the intended purpose.	None	7 Minutes	Library and Learning Resource Center Unit, Personnel
	2.3. Keeps and secures the necessary document handed over by the client in the File Cabinet.		
TOTAL:	None	17 Minutes	

5. Reading and Circulation Services (Inside Reading, and Borrowing)

(This process pertains to the inside reading, and borrowing by outside researcher for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through photocopying.)

Office/Division:	Library and Learning Resource Center Unit			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Outside Researcher			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Reservation for out of campus clients		Library and Learning Resource Unit-Online Reservation Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHDcG24qIAy0v1YMWtyyxQzv17B5vYaQcIJQ		
Recommendation Letter from their School Librarian or Administrator (1 original)		The client will provide		
Any government-issued identification card (1 original)		The client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Signs the visitor's logbook located at the reference desk and presents the document required by the Librarian.	1. Conducts interview, verifies, and accepts the necessary requirement as specified by the Librarian.		6 Minutes	Library and Learning Resource Center Unit, Personnel
2. Locates the reference resources on the shelves.	2. If needed, assists the client in locating the reference resources in the shelves.	None	6 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
	For photocopying: 2.1. Verifies the Government Card and assists the client in completing the necessary information in the logbook. 2.2. Subsequently, releases the resources to the client for the intended purpose. 2.3. Keeps and secures the necessary document handed over by the client in the File Cabinet.	None	5 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
TOTAL:		None	17 Minutes	

6. Returning of Borrowed Library Resources	
(This process pertains to the recalling and safekeeping of library resources that have been borrowed by the students, offering a service aimed at efficient management.)	
Office/Division:	Library and Learning Resource Center
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Borrower's Card/Borrower's Logbook (1 original)	Library and Learning Resource Center Section - Reference Desk



Library Card (1 laminated)		Library and Learning Resource Center Section - Reference Desk		
Borrowed Resources		Client		
Official Receipt		Cashiering Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inputs Library Card in the Entrance Logger System or signs in the logbook located at the reference desk.	1. Assists the client during the registration process.	None	2 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
2. Presents the borrowed resources at the Reference Desk for verification and return.	2. Checks the condition of the resources and verifies any discrepancies in the 'permissible time' recorded in the borrower's card or borrower's logbook. s. If the transaction is settled, returns the documents handed over by the client (such as Library Card). t. Returns the resources into its proper place.	None	5 Minutes	Library and Learning Resource Center Unit, Personnel
3. For overdue or damage resources, complies the corresponding sanction or fines. a. For payments, obtains the payment slip from the Librarian, then pays the exact amount directly to the Cashier In-Charge	3. Safely keeps the item being sanctioned or the official receipt for the amount being paid. 3.1 Receives the payment from the client and issues an Official Receipt.	The duration of the sanction or fine depends on the number of minutes/hours.	2 Minutes 3 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i> <i>Head/Cashiering Section</i> <i>Library and Learning Resource Center Unit, Personnel</i>
	3.2 If the transaction is settled, returns the document handed over by the client, such as Library Card.		1 Minute	



TOTAL:	Depending on the number of minutes/ hours being sanctioned/ fined.	13 Minutes		
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7. Returning of Borrowed Library Resources (Photocopying Only)

(This process pertains to the recalling and safekeeping of library resources that have been borrowed by the outside researcher, offering a service aimed at efficient management.)

Office/Division:	Library and Learning Resource Center
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Outside Researcher

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Library and Learning Resource Center Unit - Reference Desk		
Borrowed Resources		Client		
Official Receipt		Cashiering Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the logbook located at the reference desk.	1. Assists the client during the registration process.	None	2 Minutes	<i>Library and Learning Resource Center Section, Personnel</i>
2. Presents the borrowed resources at the Reference Desk for verification and return.	2. Checks the condition of the resources and verifies any discrepancies in the 'permissible time' recorded in the borrower's card or borrower's logbook. u. If the transaction is settled, returns the documents handed over by the client (such as Government ID). v. Returns the resources into its proper place.	None	5 Minutes	Library and Learning Resource Center Unit ,Personnel



<p>3. For overdue or damage resources, complies the corresponding sanction or fines.</p>	<p>3. Safely keeps the item being sanctioned or the official receipt for the amount being paid.</p>		<p>2 Minutes</p>	<p><i>Library and Learning Resource Center Unit, Personnel</i></p>
<p>a. For payments, obtains the payment slip from the Librarian, then pays the exact amount directly to the Cashier In-Charge</p>	<p>3.1 Receives the payment from the client and issues an Official Receipt. 3.2 If the transaction is settled, returns the document handed over by the client, such as Government ID.</p>	<p>The duration of the sanction or fine depends on the number of minutes/hours.</p>	<p>3 Minutes 1 Minute</p>	<p><i>Head/Cashiering Section</i> <i>Library and Learning Resource Center Unit, Personnel</i></p>
	<p>TOTAL:</p>	<p>Depending on the number of minutes/hours being sanctioned/ fined.</p>	<p>13 Minutes</p>	



LIBRARY AND LEARNING RESOURCE CENTER UNIT

Internal Services



1. Open Database Electronic Access Services

(This process pertains to the effective monitoring of both online and offline electronic resource access, this service is designed for faculty and staff ensuring comprehensive oversight and security in utilizing digital and physical resources.)

Office/Division:	Library and Learning Resource Center Unit			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form (1 original)		Library and Learning Resource Center Unit-Electronic Library		
Reservation Form (1 original)		Library and Learning Resource Center Unit-Electronic Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inputs the Library Card in the entrance Logger System and signs in the E-Library/Database Logbook.	1. Assists the client upon registration.	None	2 Minutes	<i>Library and Learning Resource Center unit, Personnel</i>
2. Fills in the 'Reservation Form' and submits it to the designated In-Charge before availing the services.	2. Receives the Reservation Form to be submitted by the client.	None	3 Minutes	<i>Library and Learning Resource Center Unit-Personnel</i>
3. Registers in the designated database to create a unique 'User Account,' if applicable	3. Assists the client in the registration process and guides them in using the system.	None	10 Minutes	<i>Library and Learning Resource Center Unit - Personnel</i>
4. Navigates the available resources.	4. If necessary, provides the client with information about the requested resources.	None	40 Minutes	<i>Library and Learning Resource Center Unit-Personnel</i>
TOTAL:		None	55 Minutes	



2. Reading and Circulation Services (Inside Reading, and Borrowing)

(This process pertains to the inside reading and borrowing by faculty and staff for utilizing and accessing the available resources within the library. Additionally, resources can be circulated through borrowing for home use purposes or for photocopying.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who May Avail:	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Inside Reading:	
Entrance Logbook	Library and Learning Resource Center Unit-Reference Desk
Borrowing:	
Borrower's card (1original)	Library and Learning Resource Center Unit-Reference Desk Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHDcG24gIAy0v1YMWtyyxQzv17B5vYaQclJQ
Any government-issued identification card (1 original)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Signs in the logbook located at the reference desk; then presents the requirement.	1. Assists the client during the registration process.	None	6 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
2.Locates the reference resources on the shelves.	2.. If needed, assists the client in locating the reference resources in the shelves. For borrowing: 2.1. Verifies the Government Card and assists the client in completing the necessary information in the logbook or borrower's card. 2.2. Subsequently, releases the resources to the client for the intended purpose.	None	6 Minutes 5 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i> <i>Library and Learning Resource Center Unit, Personnel</i>



	2.3. Keeps and secures the necessary document handed over by the client in the File Cabinet.			
	TOTAL:	None	17 Minutes	

3. Returning of Borrowed Library Resources

(This process pertains to the recalling and safekeeping of library resources that have been borrowed by the faculty and staff offering a service aimed at efficient management.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who May Avail:	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Borrower's Card (1 original)	Library and Learning Resource Center Unit- Reference Desk
Any government-issued identification card (1 original)	Library and Learning Resource Center Unit - Reference Desk
Borrowed Resources	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the logbook located at the reference desk.	1. Assists the client during the registration process.	None	2 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
2. Presents the borrowed resources at the Reference Desk for verification and return.	2. Checks the condition of the resources and verifies any discrepancies in the 'permissible time' recorded in the borrower's card. w. If the transaction is settled, returns the document handed over by the client (such as Government ID). x. Returns the resources into	None	5 Minutes	Library and Learning Resource Center Unit, Personnel



	its proper place.			
3. For overdue or damage resources, complies the corresponding sanction or fines.	3. Safely keeps the item being sanctioned or photocopy the official receipt for the amount being paid.	The duration of the sanction or fine depends on the number of minutes/hours.	2 Minutes	<i>Library and Learning Resource Center Unit, Personnel</i>
a. For payments, obtains the payment slip from the Librarian, then pays the exact amount directly to the Cashier In-Charge	3.1 Receives the payment from the client and issues an Official Receipt.		3 Minutes	<i>Head/Cashiering Section</i>
	3.2 If the transaction is settled, returns the documents handed over by the client, such as the Government ID.		1 Minute	<i>Library and Learning Resource Center Unit, Personnel</i>
TOTAL:	Depending on the number of minutes/ hours being sanctioned/ fined.	13 Minutes		

4. Application for the Utilization of Audio-Visual Room

(This process pertains to the effective management of audio-visual resources for faculty and staff. The process is dedicated to monitoring the Audio-Visual Room and ensuring the safekeeping of audio-visual resources during utilization.)

Office/Division:	Library and Learning Resource Center Unit
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who May Avail:	Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Reservation Form (1 original)	Library and Learning Resource Center Unit- Reference Desk
Any government-issued identification card (1 original)	The client will provide



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the logbook located at the reference desk.	1. Assists the client during the registration process.	None	2 Minutes	<i>Library and Learning Resource Center Unit, Personne l</i>
2. Fills out the required information in the Reservation Form.	2. If there is query, assists the client.	None	3 Minutes	<i>Library and Learning Resource Center Unit, Personne l</i>
3. Presents the additional requirements for booking or borrowing.	3. Checks and safely keeps the presented requirements, then hand over the key or resources for the intended purpose.	None	2 Minutes	<i>Library and Learning Resource Center Unit, Personnell</i>
TOTAL		None	7 Minutes	



STUDENT AFFAIRS AND SERVICES SECTION

External Services



1. Issuance of Student Travel Permit for Curricular and Non-curricular Off-Campus Activities

The College ensures sustainable teaching and learning delivery process through the conduct of non-curricular off-campus activities. These are activities intended to broaden the students' learning opportunities and allow them the feeling of the real world, and therefore serve as powerful motivator to strengthen the academy-industry linkage. Before attending such activities, issuance of the Student Travel Permit is required.

Office/Division:	Student Affairs and Services Division/Section
Classification:	COMPLEX
Type of Transaction:	G2G - Government to Government
Who may avail:	Employees/Personnel-In-Charge of the Student's Travel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Representative	
For Curricular Off-Campus Activities only	
Approved Course Syllabus (1 photocopy)	Personnel-in-Charge
For both Curricular and Non-Curricular Activities	
Accomplished SAS Request Form (1 original)	Student Affairs and Services Division/Section (Blank Form) For online transactions, the request form can be accessed through this link https://bit.ly/3A3hPW2 Personnel-in-Charge (Accomplished Form)
Notarized Affidavit of Consent of Parents (2 original)	Student Affairs and Services Division (Blank Form) Participant/s of the Activity (Notarized Form)
Updated Medical Certificate (1 original)	Health Services Unit / DOH Accredited Health Facility
Accomplished Annexes A and B (2 original) attached with Means of Verifications (MOVs)	Student Affairs and Services Division/Section (Blank Form) Personnel-in-Charge (MOVs)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill-out the SAS Request Form and submit all the required documents to the Student Affairs and Services Division/Section.	1.7 Receive the documents submitted	None	3 Minutes	<i>SASS Staff</i>
	1.8 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents		3 Hours and 55 Minutes	<i>SASS Head</i>
	1.9 Prepare and endorse the Student Travel Permit for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the		2 Days and 2 Minutes	<i>SASS Head, Branch Director, and College President</i>



	College President.			
7. Receive 1 original of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents, and log into the Student Travel Permit Logbook	2.5 Issue and record the Student Travel Permit No.	None	2 Minutes	SASS Staff
	2.6 Provide the client a routing slip as to the approval/disapproval of the travel. If approved, original copies of controlled Student Travel Permit, and notarized and controlled Affidavit of Consent of Parents will be given to the client.			3 Minutes
TOTAL		None	2 Days, 4 Hours, and 5 Minutes	

2. Issuance of Student Travel Permit for Educational Tours/Field Trips

This process involves securing official approval for student participation in educational tours and field trips. In accordance with CMO 63, S. 2017 or the Policies and Guidelines on Local Off-campus Activities, Higher Education Institutions (HEIs) are required to submit comprehensive reports for all travels related to educational tours and field trips. The issuance of a Student Travel Permit ensures compliance with institutional and regulatory guidelines, covering aspects such as safety, academic relevance, risk assessment, and logistical arrangements. This permit serves as official authorization, confirming that all necessary requirements have been met before students engage in off-campus learning experiences.

Office/Division:	Student Affairs and Services Division/Section
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	Employees/Personnel-In-Charge of the Student's Travel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Representative	
Accomplished SAS Request Form (1 original)	Student Affairs and Services Division/Section (Blank Form) Student Affairs and Services Division/Section (Blank Form) For online transactions, the request form can be accessed through this link https://bit.ly/3A3hPW2 Personnel-in-Charge (Accomplished Form)
Approved Course Syllabus (1 photocopy)	Personnel-in-Charge
Notarized Affidavit of Consent of Parents (2 original)	Student Affairs and Services Division (Blank Form) Participant/s of the Activity (Notarized Form)
Updated Medical Certificate (1 original)	Health Services Unit / DOH Accredited Health Facility
Accomplished Annexes A and B (2 original) attached with Means of Verifications (MOVs)	Student Affairs and Services Division/Section (Blank Form) Personnel-in-Charge (MOVs)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Fill-out the SAS Request Form and submit all the required documents to the Student Affairs and Services Division/Section.	7.1 Receive the documents submitted	None	3 Minutes	<i>SASS Staff</i>
	7.2 Check the correctness and completeness of the documents submitted and issue control numbers to the Notarized Affidavit of Consent of Parents		3 Hours and 55 Minutes	<i>SASS Head</i>
	7.3 Prepare and endorse the Student Travel Permit, and Annex A and B for recommending approval of the Vice President for Academic Affairs/Branch Director and the subsequent approval of the College President.		2 Days and 2 Minutes	<i>SASS Head, Branch Director, and College President</i>
6. Wait for the approval from CHED	2.5 Submit documents to CHED 2.6 Make follow-up as to status of documents		15 Days	<i>SASS Head and CHED personnel</i>
5. Receive 1 original of controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and approved Annex A and B, and Certificate of Compliance from CHED, and log into the Student Travel Permit Logbook	5.1 Issue and record the Student Travel Permit No.	None	2 Minutes	<i>SASS Staff</i>
	5.2 Provide the client a routing slip as to the approval/disapproval of the travel. If approved, original copies of the controlled Student Travel Permit, notarized and controlled Affidavit of Consent of Parents, notarized and approved Annex A and B, and		3 Minutes	<i>SASS Staff</i>



	Certificate of Compliance from CHED will be given to the client.			
TOTAL		None	17 Days, 4 Hours, and 5 Minutes	

3. Issuance of Good Moral Certificate

This process involves the issuance of a Good Moral Certificate as proof of a student's good conduct and ethical behavior during their stay at the institution. The certificate is typically required for graduation, transfer, scholarship applications, employment, or other official purposes. The SAS Division verifies the student's disciplinary record before granting the request, ensuring compliance with institutional policies and standards.

Office/Division:	Student Affairs and Services Division/Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All Students and alumni

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Accomplished SAS Request Form		Student Affairs and Services Division/Section (Blank Form) Student Affairs and Services Division/Section (Blank Form) For online transactions, the request form can be accessed through this link https://bit.ly/3A3hPW2 Requesting student/alumni (Accomplished Form)		
For Graduates/Request for Transfer Transcript of Records		The client will provide.		
For currently enrolled students Student's Identification Card and Accomplished Clearance Form (previous semester)		The client will provide.		
Official Receipt		Cashiering Unit		
Representative				
Accomplished SAS Request Form		Student Affairs and Services Division/Section (Blank Form) Requesting representative (Accomplished Form)		
Authorization Letter (1 original)		Student/Alumni being represented		
Official Receipt		Cashiering Unit		
Government-issued identification card of the person being represented (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)		The client will provide.		
Government-issued identification card of the representative (1 original, 1 photocopy back- to- back with affixed three (3) signature specimen)		The client will provide.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill out the SAS Request Form.	1. Approve the request and provide client with the list of requirements.	None	5 Minutes	<i>Student Affairs and Services Section Head</i>
2. Present the approved request form and pays certification fee at the Cashiering Unit.	2. Check the approved request form, receive payment and issue official receipt	Php. 20.00	5 Minutes	<i>Cashiering unit Head/Campus Cashier</i>
3. Present the Official Receipt (OR) and other requirements to the SAS Division/Section Head.	3. Receive and check the completeness of the submitted documents.	None	5 Minutes	<i>Student Affairs and Services Section Head</i>
	3.1 Check the Students' Derogatory Record which name/s of student/s who has/have record of misbehavior are listed through the Student Discipline Unit/Section Head.		5 Minutes	<i>Student Discipline Section/Unit Head</i>
4. Receive the Good Moral Certificate and sign in the office logbook	4. Issue the Good Moral Certificate and record in the logbook.	None	5 Minutes	<i>Student Affairs and Services Section Head</i>
TOTAL		None	25 Minutes	



STUDENT DISCIPLINARY AND GRIEVANCE

External Services



1. Student Disciplinary and Grievance

This procedure defines the student disciplinary and grievance. This covers from the submission of a complaint letter until its referral to the Guidance and Counseling Unit Head and completed of sanction given.

Office/Division:	Student Discipline Unit
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Report and/or submit letter of behavioral complaint to the Student Discipline Section	4. Receive the letter of complaint from the client	None	3 minutes	<i>Student Discipline Coordinator/ Section Head</i>
	1.1 Perform Initial assessment of the complaint	None	5 minutes	<i>Student Discipline Coordinator/ Section Head</i>
2. Receive the call slip	2. Sends call slip to the respondent/s	None	5 minutes	<i>Student Discipline Coordinator/ Section Head</i> <i>and</i> <i>Dean/Program Head/ Dept. Chair</i>
3. Respond to the demand	9. Interview the respondent for verification of the complaint	None	30 minutes	<i>Student Discipline Coordinator/ Section Head</i>
	3.1 Conduct Investigation	None	20 days	<i>Student Discipline Coordinator/ Section Head</i>
10. Present their selves for reconciliation and/or further investigation.	4. Conduct Initial Settlement	None	1 hour	<i>Student Discipline Coordinator/ Section Head</i>
	4.1 Submit initial incident report to the committee on Student Discipline (CSD)	None	5 minutes	<i>Student Discipline Coordinator/ Section Head</i>
	4.2 Approve the agreement/ conducts further inquisition and investigation	None	30 days	<i>Members of the CSD</i>
	4.2 Discuss and deliberate on the appropriate sanction(s)	None	1 hour	<i>Student Discipline Coordinator/ Section Head</i>
5. Accept/reject the decision of the CSD	5. Present the decision of the CSD	None	5 minutes	<i>Student Discipline Coordinator/ Section Head</i>



6. File an appeal of the CSD's ruled decision	6. Receives letter of appeal	None	5 days	<i>Office of the President</i>
7. Accomplish the given sanction/s	13. Monitor the action of the guilty	None	30 days	<i>Student Discipline Coordinator/ Section Head</i>
11. Appear to Guidance and Counseling Unit for counseling/coaching	14. Refer the parties to the Guidance and Counseling Unit	None	5 minutes	<i>Student Discipline Coordinator/ Section Head</i> <i>And</i> <i>Guidance Counselor</i>
TOTAL		None	85 days, 2 hours and 58 minutes	



SPORTS CULTURAL AND ARTS DEVELOPMENT SECTION

External Services



1.SCREENING/TRY-OUT OF APPLICANTS IN SPORTS, CULTURAL AND ARTS EVENTS

This procedure defines the screening/tryout process of Sports, Cultural and Arts events. This covers from the application to final deliberation of the selection result.

Office/Division:	Sports Cultural and Arts Development Section
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Screening/Tryout Tri-form	Socio-cultural/Sports Coordinator
For Off-campus Screening/tryouts	
Medical Certificate	Health Services Unit / DOH Accredited Health Facility
Notarized Parent Consent	Student Affairs and Services Division (Blank Form) Participant/s of the Activity (Notarized Form)
Student Travel Permit	Student Affairs and Services Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
31. Receives announcement as to the schedule of the screening/tryout through posters and Facebook Page posts.	13. Posts announcements as to the schedule of the screening/tryout through posters and Facebook Page posts.	None	1 Day	Socio-cultural/Sports Coordinator/Sports, Cultural and Arts Development Section Head
32. Accomplishes and submits the screening/tryout tri-form to	14. Receives the accomplished screening/tryout tri-form from the client.	None	5 Days	Socio-cultural/Sports Coordinator/Sports, Cultural and Arts Development Section Head
33. Receives application confirmation from the Socio-cultural/Sports Coordinator	7. Facilitates the screening of documents prior to the conduct of the selection process	None	1 Day	Socio-cultural/Sports Coordinator/Sports, Cultural and Arts Development Section Head
34. Participates in the actual Screening/ Tryout	4. Facilitates the conduct of screening/tryout	None	2 Days	Socio-cultural/Sports Coordinator/Sports, Cultural and Arts Development Section Head
35. Receives Announcements as to Results of the Screening/Tryout	5. Posts Announcement as to Results of the Screening/Tryout	None	1 Day	Socio-cultural/Sports Coordinator/Sports, Cultural and Arts Development Section Head
TOTAL		None	10 Days	



2. BORROWING OF SPORTS, CULTURAL AND ARTS EQUIPMENT

This procedure defines the borrowing of SCAD equipment. This covers from the submission of request letter to the release and returning of SCAD equipment.

Office/Division:	Sports Cultural and Arts Development Section
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Principal	
Newsletter, Literary Folio, and other publications	Student Publication/Yearbook Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
37. Submits duly signed requests letter from the Instructor/Organization Adviser reflecting the actual equipment to borrow.	1. Receives the request letter from the client.	None	15 minutes	Socio-cultural/Sports Coordinator/Sports,
38. Fills-out the borrowing Slip and submits the photocopy of school ID	2. Provides the Borrowing Slip and receives the accomplished Borrowing Slip and photocopy of school ID from the client	None	15 minutes	Socio-cultural/Sports Coordinator/Sports,
15. Records the borrowed equipment in the log borrower' book	39. Checks Availability of the Requested Equipment	None	20 minutes	Socio-cultural/Sports Coordinator/Sports,
4. Receives the SCAD equipment	40. Releases the SCAD equipment to the client	None	10 minutes	Socio-cultural/Sports Coordinator/Sports,
5. Returns the borrowed equipment	41. Receives and checks the returned SCAD equipment	None	1 Day	Socio-cultural/Sports Coordinator/Sports,
TOTAL		None	1 Day and 1 hour	



STUDENT PUBLICATION YEARBOOK SECTION

External Services



1. Screening of Applicants for Student Publication

This procedure defines the screening of student applicants for student publication. This covers from the application to final deliberation.

Office/Division:	Student Publication/Yearbook Section
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
Application Form (1 original)	Requesting Person
Written Examination	Student Publication/Yearbook Section
Practical Examination	Student Publication/Yearbook Section
Oral Examination	Student Publication/Yearbook Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
36. Receives announcement as to the schedule of the submission of screening forms, written exam, practical exam, and oral examination	16. Posts announcements as to the schedule of the submission of screening forms, written exam, practical exam, and oral examination	None	1 Day	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
37. Fills-out and submits to the Student Publication/Yearbook Unit the Application Form	17. Receives the Accomplished Application Form from the client.	None	2 Days	<i>Student Publication/Yearbook Section Head/Coordinator</i>
38. Undergoes written examination given by the editorial board	8. Facilitates the Written Examination of Applicants 8.1 Checks the Test Questionnaires 8.2 Prepares List of Applicants who will qualify for the Oral and Practical Examinations.	None	2 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
39. Undergoes Practical and Oral Examinations	4. Facilitates the Practical and Oral Examinations of Applicants 4.7 Provides Rubrics for the Practical and Oral Examinations 4.8 The editorial board and staff together with the adviser will conduct deliberation of applicants	None	3 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
40. Receives Announcements as to Results of the Screening	5. Posts Announcement as to Results of the Screening	None	1 Day	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
TOTAL		None	9 Days	



2.Publication of Newsletter/Literary Folio

This procedure defines the publication of student publication. This covers from the announcement for the call of contributors to the release of the college newsletter, literary folio, and other publications of the Student Publication/Yearbook Unit.

Office/Division:	Student Publication/Yearbook Section
Classification:	SIMPLE
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Newsletter, Literary Folio, and other publications		Student Publication/Yearbook Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives assignment of what event to document, what article and literary text to write, and artwork to submit	42. Assigns Photojournalist, Writer, and Editorial Cartoonist for Coverage	None	1 Day	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
2. Submits photos, articles, literary texts, and artworks, etc.	43. Receives the submitted photos, articles, literary texts, and artworks, etc.	None	7 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
4. Conducts First Editing of Contents/Outputs	44. Receives edited articles and literary texts	None	7 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
4. Sends Contents/Outputs for Lay-outing	45. Monitors the Lay-outing of Articles	None	21 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
5. Conducts Proofreading of Mock-Up Newsletter/Literary Folio	46. Proofreads the layout of Newsletter/Literary Folio and submit corrections to layout artist	None	21 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
47. Proofreads the corrected layout	6. Receives and proofreads the corrected layout	None	7 Days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>



9. Approval of the Final Lay-out	48. Editorial Board and Staff will approve the Final Lay-out	None	3 days	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
8. Receives and/or access Printed or E-copy of Newsletter/Literary Folio	8. Publish Printed or E-copy Newsletter/Literary Folio through the official FB Page of the student publication	None	1 day	<i>Student Publication/Yearbook Section Head/Coordinator & Student Publication Editorial Board and Staff</i>
TOTAL		None	68 Days	



STUDENT ORAGANIZATION SECTION

External Services



1.Processing of Application for Accreditation of Student Organization

This service allows student organizations to apply or renew the accreditation of their student organization and prepare required documents for the Academic Year as stipulated in the Student Manual.

Office/Division:	Student Organization Section
Classification:	Highly Technical
Type of Transaction:	G2C -Government to Citizen
Who may avail:	Enrolled Students in the College

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For new and Existing Student Organizations:	
19. Letter of Intent	Provided by the Client
20. List of Officers	Provided by the Client
21. List of Members	Provided by the Client
22. Constitution and By-Laws	Provided by the Client
23. Calendar of Activities	Provided by the Client
24. Certification/Certificate of Willingness of Adviser	Provided by the Client
Additional Requirements for Existing Student Organizations:	
10. Community Service Narrative Report	Provided by the Client
11. Bank Account	Provided by the Client
12. Financial Report	Provided by the Client

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
16. Submit all pertinent documents to the Student Organization Section	Receives the accomplished forms and other requirements	None	5 Minutes	Student Organization Section Head
17. Scrutiny of the documents submitted	Reviews and check the submitted documents as to completeness. <i>Note: For incomplete requirements and corrections, student organization is given 15 days to comply.</i>	None	45 Days	Student Organization Section Head
18. Deliberate and Endorse Application documents for approval	1.7. The Committee of Student Organizations will review and deliberate the application documents. Then, it will be endorsed to the Vice President for Academic Affairs for Approval.	None	1 Day	Committee of Student Organizations
	1.8. The Vice President for Academic Affairs shall approve/disapprove the applications of the student organizations.	None	1 Day	Vice President for Academic Affairs
19. Issuance of Routing Slip	1.7. The Student Affairs and Services Division Head shall	None	5 minutes	Student Affairs and Services Division Director



	issue a Routing Slip to the concerned Student Organization regarding the re-accreditation of the student organization.			
	1.8. Routing Slip shall be given to the Student Council and Organizations office for document duplication and filing.	None	5 Minutes	Student Organization Section Head
20. Conduct of Officers and Advisers Oath Taking	1.7. The Student Organization Section shall schedule and conduct the Oath Taking of Officers and Advisers with the VPAA.	None	1 Hour	Student Organization Section Head, Vice President for Academic Affairs
	1.8. The Student Organization Section Head will issue a Certificate of Accreditation to the student organization.	None	5 Minutes	Student Organization Section Head
TOTAL		None	47 days, 1 hour, and 20 minutes	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a Feedback?	<p>Please let us know how we have served you by doing any of the following:</p> <p>Accomplish the Client Feedback Form available in the offices and drop this at the drop box located at the Public Assistance and Complaints Desk.</p> <p>You can also send your feedback through the following email addresses:</p> <p>president@ddosc.edu.ph feedback@ddosc.edu.ph</p>
How feedback is processed?	<p>Client files feedback either through accomplishing Client Feedback Form available in the lobby or by sending their feedback through the following email addresses:</p> <p>president@ddosc.edu.ph feedback@ddosc.edu.ph</p> <p>Every Friday, the Human Resource Management Officer-In-Charge opens the drop box and compiles and records all feedback submitted.</p> <p>The Human Resource Management Officer-In-Charge reviews the feedback and forwards this to the appropriate department/unit of the office. Feedback requiring answers shall be acted upon within three (3) days from the receipt of the feedback.</p> <p>The answer of the office is then relayed to the client.</p>
How to file a complaint	<p>Fill out the Client Complaint Form and drop it at the designated drop box located at the Public Assistance and Complaints Desk.</p> <p>Complaints can also be filed through the following email addresses:</p> <p>president@ddosc.edu.ph feedback@ddosc.edu.ph</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none">- Name of person being complained- Incident- Evidence <p>For inquiries and follow-ups, clients may contact the following mobile phone number: +639489534708(Smart) +639176207468 (Globe)</p>



<p>How complaints are processed</p>	<p>Every Friday, the Human Resource Management Officer-In-Charge opens the drop box, compiles and records all complaints submitted.</p> <p>For received complaints related to Personnel, the feedback form will be forwarded to the Grievance Committee for further action. If the complaints are related to Students, it will be forwarded to the Office of the Student Affairs Services for further action.</p> <p>Upon evaluation, the Grievance Committee or the head of the Office of the Student Affairs Services shall start the investigation and forward the complaint to the personnel/student concerned for their explanation.</p> <p>The Grievance Committee or the head of the Office of the Student Affairs Services will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Grievance Committee or the head of the Office of the Student Affairs Services will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following mobile phone number: +639489534708(Smart); +639176207468 (Globe)</p>
<p>Contact information of ARTA, PCC, CCB</p>	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565</p>



List of Offices

Office	Address	Contact Information
DDOSC - COMPOSTELA MAIN CAMPUS		
Office of the College President	Purok 10, Poblacion, Compostela, Davao de Oro	president@ddosc.edu.ph
Admission and Student Records Section	Purok 10, Poblacion, Compostela, Davao de Oro	registrar_compostela@ddosc.edu.ph
Bids and Awards Committee	Purok 10, Poblacion, Compostela, Davao de Oro	procurement@ddosc.edu.ph
Cashier Section	Purok 10, Poblacion, Compostela, Davao de Oro	cashier_compostela@ddosc.edu.ph
Office of the Chief for Administration and Finance	Purok 10, Poblacion, Compostela, Davao de Oro	ocaf@ddosc.edu.ph
Guidance and Counseling Unit	Purok 10, Poblacion, Compostela, Davao de Oro	guidance@ddosc.edu.ph
Health Services Section	Purok 10, Poblacion, Compostela, Davao de Oro	healthservices@ddosc.edu.ph
Human Resource Management Section	Purok 10, Poblacion, Compostela, Davao de Oro	hrms@ddosc.edu.ph
Library and Learning Resource Center Section	Purok 10, Poblacion, Compostela, Davao de Oro	library_compostela@ddosc.edu.ph
Student Affairs and Services Division	Purok 10, Poblacion, Compostela, Davao de Oro	sasd@ddosc.edu.ph
Property and Supply Management Section	Purok 10, Poblacion, Compostela, Davao de Oro	psms@ddosc.edu.ph
DDOSC – MARAGUSAN BRANCH		
Office of the Branch Director	Purok Tambis, Poblacion, Maragusan, Davao de Oro	director.maragusan@ddosc.edu.ph



Admission and Student Records Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	registrar.maragusan@ddosc.edu.ph
Cashiering Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	cashier.maragusan@ddosc.edu.ph
Guidance and Counseling Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	guidance.maragusan@ddosc.edu.ph
Human Resource Management Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	<u>hrmo.maragusan@ddosc.edu.ph</u>
Health Services Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	hsu_maragusan@ddosc.edu.ph
Library and Learning Resource Center Unit	Purok Tambis, Poblacion, Maragusan, Davao de Oro	library_maragusan@ddosc.edu.ph
Student Affairs and Services Section	Purok Tambis, Poblacion, Maragusan, Davao de Oro	osas.maragusan@ddosc.edu.ph
DDOSC – MONTEVISTA BRANCH		
Office of the Branch Director	Purok 4B, San Jose, Montevista, Davao de Oro	director.montevista@ddosc.edu.ph
Admission and Student Records Unit	Purok 4B, San Jose, Montevista, Davao de Oro	registrar.maragusan@ddosc.edu.ph
Cashiering Unit	Purok 4B, San Jose, Montevista, Davao de Oro	cashier_montevista@ddosc.edu.ph
Guidance and Counseling Unit	Purok 4B, San Jose, Montevista, Davao de Oro	guidance.maragusan@ddosc.edu.ph
Human Resource Management Unit	Purok 4B, San Jose, Montevista, Davao de Oro	hrm_montevista@ddosc.edu.ph
Health Services Unit	Purok 4B, San Jose, Montevista, Davao de Oro	hsu_montevista@ddosc.edu.ph
Library and Learning Resource Center Unit	Purok 4B, San Jose, Montevista, Davao de Oro	library_montevista@ddosc.edu.ph



Student Affairs and Services Section	Purok 4B, San Jose, Montevista, Davao de Oro	sas.montevista@ddosc.edu.ph
DDOSC – NEW BATAAN BRANCH		
Office of the Branch Director	Purok 1, Cabinuangan, New Bataan, Davao de Oro	director.newbataan@ddosc.edu.ph
Admission and Student Records Unit	Purok 1, Cabinuangan, New Bataan, Davao de Oro	registrar.maragusan@ddosc.edu.ph
Cashiering Unit	Purok 1, Cabinuangan, New Bataan, Davao de Oro	cashier_newbataan@ddosc.edu.ph
Guidance and Counseling Unit	Purok 1, Cabinuangan, New Bataan, Davao de Oro	guidance.maragusan@ddosc.edu.ph
Human Resource Management Unit	Purok 1, Cabinuangan, New Bataan, Davao de Oro	hrm_newbataan@ddosc.edu.ph
Health Services Unit	Purok 1, Cabinuangan, New Bataan, Davao de Oro	hsu_newbataan@ddosc.edu.ph
Library and Learning Resource Center Unit	Purok 1, Cabinuangan, New Bataan, Davao de Oro	library_newbataan@ddosc.edu.ph
Student Affairs and Services Section	Purok 1, Cabinuangan, New Bataan, Davao de Oro	sas.newbataan@ddosc.edu.ph

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SUC President I