



DAVAO DE ORO STATE COLLEGE
CITIZEN'S CHARTER
2026





**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.

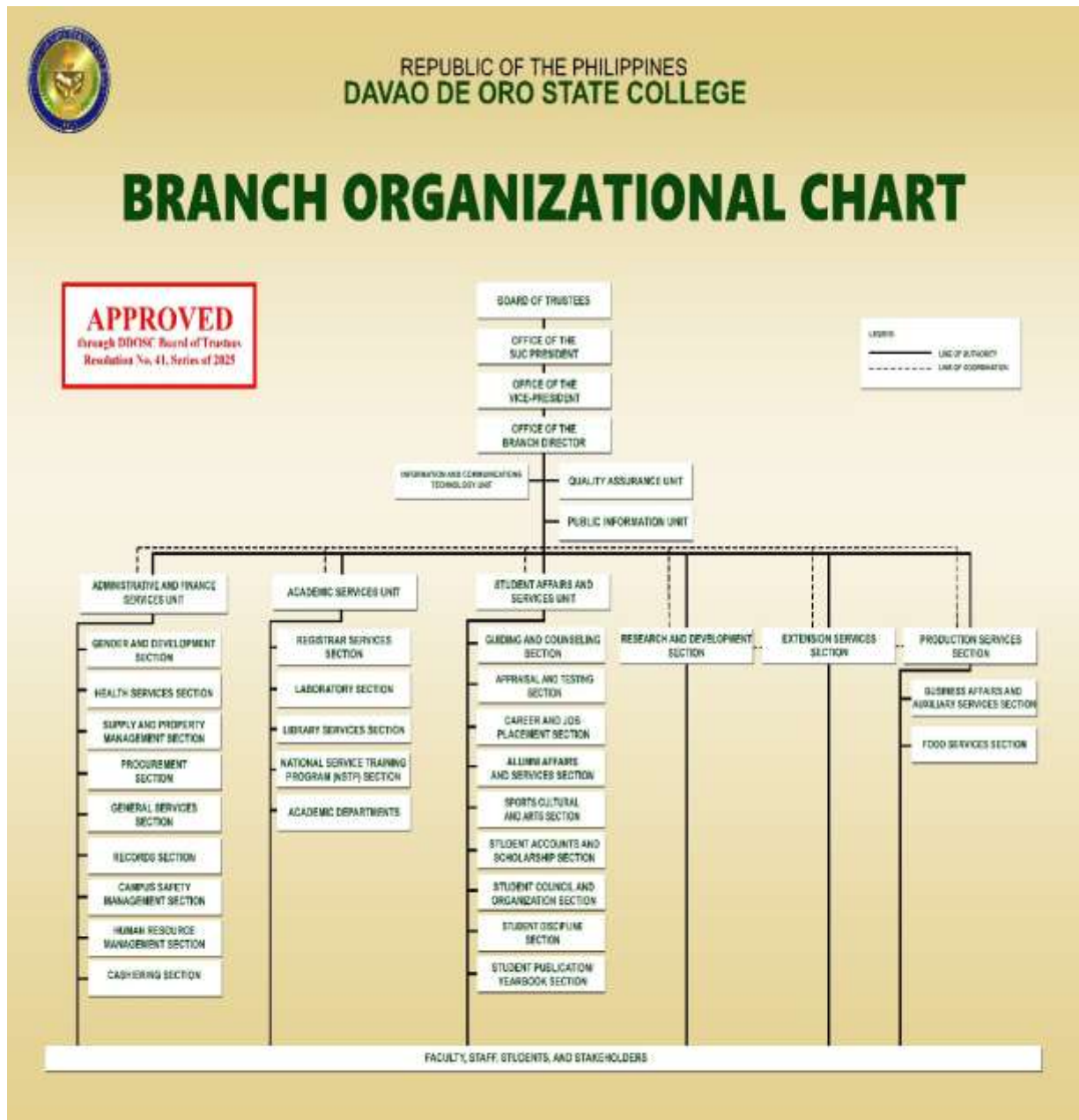
II. Organizational Structure

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.



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 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 standards".

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 72-73 |
| Issuance for Service Record for Active Employee | Page 73-74 |
| | |
| LIBRARY SERVICES UNIT | 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 |
| Borrowing of Resources | Page 79 |
| Borrowing of Resources | Page 80-81 |
| Returning of Borrowed Library Resources | Page 81-82 |
| Returning of Borrowed Library Resources (Outside Researcher) | Page 82-84 |
| | |
| LIBRARY AND LEARNING RESOURCE CENTER SECTION | Page 85 |
| (Internal Services) | |
| Open Database Electronic Access Services (Employees) | Page 86 |
| Borrowing of Resources | Page 87-88 |
| Returning of Borrowed Library Resources | Page 88-89 |
| | |
| PROCUREMENT UNIT | Page 90 |
| (External Services) | |
| Issuance of Acquiring Bidding Documents | Page 91 |
| | |
| PROCUREMENT UNIT | Page 92 |
| (Internal Services) | |
| Processing of Purchase Orders for Alternative Mode of Procurement | Page 93-94 |
| | |
| STUDENT AFFAIRS AND SERVICES DIVISION | Page 95 |
| (External Services) | |
| Issuance of Student Travel Permit for Curricular and Non-curricular Off-Campus Activities | Page 96-97 |

| | |
|---|-----------------|
| Issuance of Student Travel Permit for Educational Tours/Field Trips | Page 97-98 |
| Issuance of Good Moral Certificate | Page 98-99 |
| STUDENT DISCIPLINARY AND GRIEVANCE (External Service) | Page 100 |
| Student Disciplinary And Grievance | Page 101-102 |
| SPORTS CULTURAL AND ARTS DEVELOPMENT (External Service) | Page 103 |
| Screening/Try-Out Of Applicants In Sports, Cultural And Arts Events | Page 104 |
| Borrowing Of Sports, Cultural And Arts Equipments | Page 105 |
| STUDENT PUBLICATION YEARBOOK SECTION (External Service) | Page 106 |
| Screening Of Applicants for Student Publication | Page 107 |
| Publication Of Newsletter/Literary Folio | Page 108-109 |
| STUDENT ORGANIZATION SECTION (External Service) | Page 110 |
| Processing of Application for Accreditation of Student Organization | Page 111-112 |
| SUPPLY AND PROPERTY MANAGEMENT UNIT (External Services) | Page 113 |
| Processing of Request for the Receipt, Inspection, and Acceptance of Deliveries of Supplies, Materials, and Equipment | Page 114-115 |
| SUPPLY AND PROPERTY MANAGEMENT UNIT (Internal Services) | Page 116 |
| Processing of Request for Requisition and Issuance of Supplies, Materials, and Equipment | Page 117-119 |
| Processing of Request for Clearance of Employee Availing Leave Beyond 30 days, or Employee Tendering Resignation | Page 119-121 |
| Processing of Request for Physical Inventory of Property Accountabilities | Page 121-122 |
| MARAGUSAN BRANCH | Page 123 |
| ADMISSION AND STUDENT RECORDS SECTION (External Services) | Page 124 |
| Enrollment Procedure for Freshmen | Page 125-127 |
| Enrollment Procedure for Transferees | Page 127-129 |
| Enrollment Procedure for Returning Students | Page 129-130 |
| Enrollment Procedure for Incoming 2 nd Year to 4 th Year Students | Page 131-132 |
| Enrollment Procedure for Shifters | Page 132-135 |
| Procedure for Enrollment Withdrawal with Leave of Absence (LOA) | Page 135-136 |
| Issuance of Academic Credentials | Page 136-138 |
| APPRAISAL AND TESTING UNIT (External Services) | Page 139 |
| College Admission Screening Process for Senior High School Applicants | Page 140-141 |
| College Admission Screening Process for Transferee Applicants | Page 141-142 |
| College Admission Screening Process for High School Applicants (Old Curriculum Graduates) | Page 143-144 |
| College Admission Screening Process for ALS Applicants (Eligible for College) | Page 144-145 |
| College Admission Screening Process - Processing of Test Results | Page 145-146 |

| | |
|---|-----------------|
| CASHIER UNIT | Page 147 |
| (External Services) | |
| Collection of School Fees | Page 148 |
| Process of Claiming Cash Benefits (OVER-THE-COUNTER) | Page 148-149 |
| | |
| CASHIER UNIT | Page 150 |
| (Internal Services) | |
| Collection of Unexpended Funds | Page 151 |
| | |
| GUIDANCE AND COUNSELING UNIT | Page 152 |
| (External Services) | |
| Intake Interview | Page 153 |
| | |
| HUMAN RESOURCE MANAGEMENT SECTION | Page 154 |
| (Internal Services) | |
| Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-time Personnel) | Page 155 |
| Application of Travel Order (within the Region and not exceeding 3-days) | Page 155-156 |
| Application for Travel Order (outside the Region, and/or exceeding 3-days) | Page 157-158 |
| | |
| HEALTH SERVICES UNIT | Page 159 |
| (External Services) | |
| Application of Insurance Claims for Students | Page 160-161 |
| Dental Services for Students | Page 161-162 |
| Issuance of Medical Certificate for Students | Page 162-163 |
| Medical Consultation and Treatment for Students | Page 163-164 |
| Medical Profiling and Physical Examination for Enrollment | Page 164 |
| | |
| HEALTH SERVICES UNIT | Page 165 |
| (Internal Services) | |
| Application of Insurance Claims for Employees | Page 166-167 |
| Dental Services for Employees | Page 167-168 |
| Issuance of Medical Certificate for Employees | Page 168-169 |
| Medical Consultation and Treatment for Employees | Page 169-170 |
| | |
| LIBRARY AND LEARNING RESOURCE CENTER SECTION | Page 171 |
| (External Services) | |
| Application for Library Card | Page 172 |
| Open Database Electronic Access Services (Students) | Page 173 |
| Open Database Electronic Access Services (Outside Researcher) | Page 174 |
| Reading and Circulation Services (Inside Reading, and Borrowing) (Students) | Page 175-176 |
| Reading and Circulation Services (Inside Reading, and Borrowing) (Outside Researcher) | Page 176-177 |
| Returning of Borrowed Library Resources (Students) | Page 177-179 |
| Returning of Borrowed Library Resources (Outside Researcher) | Page 179-180 |
| | |
| LIBRARY AND LEARNING RESOURCE CENTER SECTION | Page 181 |
| (External Services) | |
| Open Database Electronic Access Services (Employees) | Page 182 |
| Reading and Circulation Services (Inside Reading, and Borrowing) | Page 183-184 |
| Returning of Borrowed Library Resources | Page 184-185 |
| Application for the Utilization of Audio-Visual Room | Page 185-186 |
| | |
| STUDENT AFFAIRS AND SERVICES DIVISION | Page 187 |
| (External Services) | |
| Issuance of Student Travel Permit for Curricular and Non-curricular Off-Campus | Page 188-189 |

| | |
|---|-----------------|
| Activities | |
| Issuance of Student Travel Permit for Educational Tours/Field Trips | Page 189-191 |
| Issuance of Good Moral Certificate | Page 191-192 |
| STUDENT DISCIPLINARY AND GRIEVANCE (External Service) | Page 193 |
| Student Disciplinary And Grievance | Page 194-195 |
| SPORTS CULTURAL AND ARTS DEVELOPMENT (External Service) | Page 196 |
| Screening/Try-Out Of Applicants In Sports, Cultural And Arts Events | Page 197 |
| Borrowing Of Sports, Cultural And Arts Equipments | Page 198 |
| STUDENT PUBLICATION YEARBOOK SECTION (External Service) | Page 199 |
| Screening Of Applicants for Student Publication | Page 200 |
| Publication Of Newsletter/Literary Folio | Page 201-202 |
| STUDENT ORGANIZATION SECTION (External Service) | Page 203 |
| Processing of Application for Accreditation of Student Organization | Page 204-205 |
| MONTEVISTA BRANCH | Page 206 |
| ADMISSION AND STUDENT RECORDS SECTION (External Services) | Page 207 |
| Enrollment Procedure for Freshmen | Page 208-210 |
| Enrollment Procedure for Transferees | Page 210-212 |
| Enrollment Procedure for Returning Students | Page 212-213 |
| Enrollment Procedure for Incoming 2 nd Year to 4 th Year Students | Page 214-215 |
| Enrollment Procedure for Shifters | Page 215-218 |
| Procedure for Enrollment Withdrawal with Leave of Absence (LOA) | Page 218-219 |
| Issuance of Academic Credentials | Page 219-221 |
| APPRAISAL AND TESTING UNIT (External Services) | Page 222 |
| College Admission Screening Process for Senior High School Applicants | Page 223-224 |
| College Admission Screening Process for Transferee Applicants | Page 224-225 |
| College Admission Screening Process for High School Applicants (Old Curriculum Graduates) | Page 226-227 |
| College Admission Screening Process for ALS Applicants (Eligible for College) | Page 227-228 |
| College Admission Screening Process - Processing of Test Results | Page 228-229 |
| CASHIER UNIT (External Services) | Page 230 |
| Collection of School Fees | Page 231 |
| Process of Claiming Cash Benefits (OVER-THE-COUNTER) | Page 231-232 |
| CASHIER UNIT (Internal Services) | Page 233 |
| Collection of Unexpended Funds | Page 234 |
| GUIDANCE AND COUNSELING UNIT | Page 235 |
| External Services | |
| Intake Interview | Page 236 |

| | |
|---|-----------------|
| HUMAN RESOURCE MANAGEMENT SECTION | Page 237 |
| (Internal Services) | |
| Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-time Personnel) | Page 238 |
| Application of Travel Order (within the Region and not exceeding 3-days) | Page 238-239 |
| Application for Travel Order (outside the Region, and/or exceeding 3-days) | Page 240-241 |
| HEALTH SERVICES UNIT | Page 242 |
| (External Services) | |
| Application of Insurance Claims for Students | Page 243-244 |
| Dental Services for Students | Page 244-245 |
| Issuance of Medical Certificate for Students | Page 245-246 |
| Medical Consultation and Treatment for Students | Page 246-247 |
| Medical Profiling and Physical Examination for Enrollment | Page 247 |
| HEALTH SERVICES UNIT | Page 248 |
| (Internal Services) | |
| Application of Insurance Claims for Employees | Page 249-250 |
| Dental Services for Employees | Page 250-251 |
| Issuance of Medical Certificate for Employees | Page 251-252 |
| Medical Consultation and Treatment for Employees | Page 252-253 |
| LIBRARY AND LEARNING RESOURCE CENTER SECTION | Page 254 |
| (External Services) | |
| Application for Library Card | Page 255 |
| Open Database Electronic Access Services (Students) | Page 256 |
| Open Database Electronic Access Services (Outside Researcher) | Page 257 |
| Reading and Circulation Services (Inside Reading, and Borrowing) (Students) | Page 258-259 |
| Reading and Circulation Services (Inside Reading, and Borrowing) (Outside Researcher) | Page 259-260 |
| Returning of Borrowed Library Resources (Students) | Page 260-262 |
| Returning of Borrowed Library Resources (Outside Researcher) | Page 262-263 |
| LIBRARY AND LEARNING RESOURCE CENTER SECTION | Page 264 |
| (External Services) | |
| Open Database Electronic Access Services (Employees) | Page 265 |
| Reading and Circulation Services (Inside Reading, and Borrowing) | Page 266-267 |
| Returning of Borrowed Library Resources | Page 267-268 |
| Application for the Utilization of Audio-Visual Room | Page 268-269 |
| STUDENT AFFAIRS AND SERVICES DIVISION | Page 270 |
| (External Services) | |
| Issuance of Student Travel Permit for Curricular and Non-curricular Off-Campus Activities | Page 271-272 |
| Issuance of Student Travel Permit for Educational Tours/Field Trips | Page 272-274 |
| Issuance of Good Moral Certificate | Page 274-275 |
| STUDENT DISCIPLINARY AND GRIEVANCE | Page 276 |
| (External Service) | |
| Student Disciplinary And Grievance | Page 277-278 |
| SPORTS CULTURAL AND ARTS DEVELOPMENT | Page 279 |
| (External Service) | |
| Screening/Try-Out Of Applicants In Sports, Cultural And Arts Events | Page 280 |
| Borrowing Of Sports, Cultural And Arts Equipments | Page 281 |

| | |
|---|-----------------|
| STUDENT PUBLICATION YEARBOOK SECTION | Page 282 |
| (External Service) | |
| Screening Of Applicants for Student Publication | Page 283 |
| Publication Of Newsletter/Literary Folio | Page 284-285 |
| | |
| STUDENT ORGANIZATION SECTION | Page 286 |
| (External Service) | |
| Processing of Application for Accreditation of Student Organization | Page 287-288 |
| | |
| NEW BATAAN | Page 289 |
| | |
| ADMISSION AND STUDENT RECORDS SECTION | Page 290 |
| (External Services) | |
| Enrollment Procedure for Freshmen | Page 291-293 |
| Enrollment Procedure for Transferees | Page 293-295 |
| Enrollment Procedure for Returning Students | Page 295-296 |
| Enrollment Procedure for Incoming 2 nd Year to 4 th Year Students | Page 297-298 |
| Enrollment Procedure for Shifters | Page 298-301 |
| Procedure for Enrollment Withdrawal with Leave of Absence (LOA) | Page 301-302 |
| Issuance of Academic Credentials | Page 302-304 |
| | |
| APPRAISAL AND TESTING UNIT | Page 305 |
| (External Services) | |
| College Admission Screening Process for Senior High School Applicants | Page 306-307 |
| College Admission Screening Process for Transferee Applicants | Page 307-308 |
| College Admission Screening Process for High School Applicants (Old Curriculum Graduates) | Page 309-310 |
| College Admission Screening Process for ALS Applicants (Eligible for College) | Page 310-312 |
| College Admission Screening Process - Processing of Test Results | Page 311-112 |
| | |
| CASHIER UNIT | Page 313 |
| (External Services) | |
| Collection of School Fees | Page 314 |
| Process of Claiming Cash Benefits (OVER-THE-COUNTER) | Page 314-315 |
| | |
| CASHIER UNIT | Page 316 |
| (Internal Services) | |
| Collection of Unexpended Funds | Page 317 |
| | |
| GUIDANCE AND COUNSELING UNIT | Page 318 |
| External Services | |
| Intake Interview | Page 319 |
| | |
| HUMAN RESOURCE MANAGEMENT SECTION | Page 320 |
| (Internal Services) | |
| Issuance of Pay Slip (Job Order Personnel, Contract of Services Personnel, Part-time Personnel) | Page 321 |
| Application of Travel Order (within the Region and npot exceeding 3-days) | Page 321-322 |
| Application for Travel Order (outside the REgion, and/or exceeding 3-days) | Page 323-324 |
| | |
| HEALTH SERVICES UNIT | Page 325 |
| (External Services) | |
| Application of Insurance Claims for Students | Page 326-327 |
| Dental Services for Students | Page 327-328 |
| Issuance of Medical Certificate for Students | Page 328-329 |
| Medical Consultation and Treatment for Students | Page 329-330 |

| | |
|---|---------------------|
| Medical Profiling and Physical Examination for Enrollment | Page 330 |
| HEALTH SERVICES UNIT | Page 331 |
| (Internal Services) | |
| Application of Insurance Claims for Employees | Page 332-333 |
| Dental Services for Employees | Page 333-334 |
| Issuance of Medical Certificate for Employees | Page 334-335 |
| Medical Consultation and Treatment for Employees | Page 335-336 |
| LIBRARY AND LEARNING RESOURCE CENTER SECTION | Page 337 |
| (External Services) | |
| Application for Library Card | Page 338 |
| Open Database Electronic Access Services (Students) | Page 339 |
| Open Database Electronic Access Services (Outside Researcher) | Page 340 |
| Reading and Circulation Services (Inside Reading, and Borrowing) (Students) | Page 341-342 |
| Reading and Circulation Services (Inside Reading, and Borrowing) (Outside Researcher) | Page 342-343 |
| Returning of Borrowed Library Resources (Students) | Page 343-345 |
| Returning of Borrowed Library Resources (Outside Researcher) | Page 345-346 |
| LIBRARY AND LEARNING RESOURCE CENTER SECTION | Page 347 |
| (Internal Services) | |
| Open Database Electronic Access Services (Employees) | Page 348 |
| Reading and Circulation Services (Inside Reading, and Borrowing) | Page 349-350 |
| Returning of Borrowed Library Resources | Page 350-351 |
| Application for the Utilization of Audio-Visual Room | Page 351-352 |
| STUDENT AFFAIRS AND SERVICES DIVISION | Page 353 |
| (External Services) | |
| Issuance of Student Travel Permit for Curricular and Non-curricular Off-Campus Activities | Page 354-355 |
| Issuance of Student Travel Permit for Educational Tours/Field Trips | Page 355-357 |
| Issuance of Good Moral Certificate | Page 357-358 |
| STUDENT DISCIPLINARY AND GRIEVANCE | Page 359 |
| (External Service) | |
| Student Disciplinary And Grievance | Page 360-361 |
| SPORTS CULTURAL AND ARTS DEVELOPMENT | Page 362 |
| (External Service) | |
| Screening/Try-Out Of Applicants In Sports, Cultural And Arts Events | Page 363 |
| Borrowing Of Sports, Cultural And Arts Equipments | Page 364 |
| STUDENT PUBLICATION YEARBOOK SECTION | Page 365 |
| (External Service) | |
| Screening Of Applicants for Student Publication | Page 366 |
| Publication Of Newsletter/Literary Folio | Page 367-368 |
| STUDENT ORGANIZATION SECTION | Page 369 |
| (External Service) | |
| Processing of Application for Accreditation of Student Organization | Page 370-371 |
| FEEDBACK AND COMPLAINTS MECHANISM | Page 372-373 |
| LIST OF OFFICES | Page 374-376 |



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 | 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. | 2.1 Issues and signs the Enrollment Process Slip/Student Enrollment Form. | None | 10 Minutes | <i>Faculty In-charge Department Guidance and Testing Unit</i> |
| 3. 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. | | | Admission and Student Records Unit |
| 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 | Staff In-charge Student Accounts and Scholarship Unit |
| TOTAL FOR TRANSFEREES: | | P20.00 | 2 Hours and 35 Minutes | |

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|--|---|---|------------------------|--|
| 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 | 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 | 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 | 1 Hour | <i>Faculty In-charge</i> <i>Dean and Associate Dean</i> <i>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</i> <i>Faculty In-charge</i> <i>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</i> <i>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</i> <i>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 | |

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|---|---|
| 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 | Staff In-charge Student Accounts and Scholarship Unit |
| 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 | Staff In-charge Cashiering Unit Admission and Student Records Unit |
| 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 | Staff In-charge Guidance and Counseling Unit |



| | | | | |
|--|--|--------|-----------------------|---|
| | 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. | <p>Receives, verifies, and signs the submitted forms.</p> <p>1 Returns the signed forms and informs the student to proceed to the Admission and Student Records Unit.</p> | 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. | <p>4. Checks and evaluates the submitted forms and other documents.</p> <p>4.1 Signs the Forms.</p> | None | 30 Minutes | <i>Staff In-charge and the Registrar Admission and Student Records Unit</i> |
| 5. Receives the duly signed forms. | <p>5. Processes the withdrawal of enrollment or registration.</p> <p>5.1 Documents the withdrawal and Leave of Absence of the student.</p> <p>5.2 Issues the duly signed forms to the student.</p> | 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 | Cashiering Unit – Head / Collecting Officer |
| 2. Pay the required fees. | 2. Issue official receipt. | Total Outstanding Balance | 3 Minutes | Cashiering Unit – Head / Collecting Officer |
| 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 | EES 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 .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 | | | Accounting Unit Personnel |
| 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 | Cashiering Unit Personnel |
| 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 | EES 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 out-going 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 | EES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits all necessary documents to the Budget Unit | <p>1. Receives the documents from client</p> <p>.1 Checks the appropriateness, completeness and legality of the claim</p> <p>1.2 Starts processing of payment of cash advance for travelling expenses</p> | None | 3 Working Days | <p><i>Budget Unit Personnel</i></p> <p><i>Accounting Unit Personnel</i></p> |
| 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 | EES 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 <i>*If the payment for reimbursement is through ATM, the reimbursement will automatically</i> | 2. Releases the check to the client. | None | 10 Minutes | <i>Cashiering Unit Head, Cashiering Unit Personnel</i> |



| | | | | |
|--|--------------|------|-----------------------------|--|
| <i>be credited to his/her account.</i> | | | | |
| | TOTAL | None | 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 | 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 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 | EES 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.Undergo 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 | 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 | EES 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 | 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 | 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 | <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 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 | EES 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.Undergoes 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</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 | <i>HRMU Staff</i> |
| 2. None | 2.1. Prepares the Certificate of Employment and forward to proper authorities for approval | None | 1 Working Day | <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 | 3 Minutes | <i>HRMU Staff</i> |
| 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 | |



| 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/DDOSCHRFoms .) |

| 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 | HRMU Staff HRMU Head |
| 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 | HRMU Staff VPAA CAF Administrative Division Director Finance Division Director College President |
| 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 | HRMU Staff |
| 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/DDOSCHRFoms.)</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 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 |
|---------------------------|-----------------|
|---------------------------|-----------------|



| 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 SERVICES 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 Services 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 Services Unit - 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 Services 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 Services 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 | Library Services Unit Personnel |
| 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 Services 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 Services Unit - Electronic Library | | |
| Reservation Form (1 original) | | Library Services 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/Database Logbook. | 1. Assists the client upon registration. | None | 2 Minutes | Library Services Unit Personnel |
| 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 | Library Services Unit Personnel |
| 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 | Library Services Unit Personnel |
| 4.Navigates the available resources. | 4.If necessary, provides the client with information about the requested resources. | None | 40 Minutes | Library Services Unit Personnel |
| 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 Services 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 Services Unit – Electronic Library | | |
| Reservation Form (1 original) | | Library Services 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/Database Logbook. | 1. Assists the client upon registration. | None | 2 Minutes | Library Services Unit Personnel |
| 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 | Library Services Unit Personnel |
| 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 | Library Services Unit Personnel |
| 4. Navigates the available resources. | 4. If necessary, provides the client with information about the requested resources. | None | 40 Minutes | Library Services Unit Personnel |
| TOTAL: | | None | 55 Minutes | |



4. Borrowing of Resources

(This process pertains to the 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 Services 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 Services Unit - Reference Desk |
| Library Card (1 Laminated) | The client will provide |
| Borrowing: | |
| Online Reservation for out of campus clients | Library Services Unit - Reference Desk Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHDcG24qI_Ay0v1YMW/tyyxQzv17B5vYaQclJQ |
| Borrower's Card/ Borrower's Logbook | Library Services 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 | Library Services 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 | Library Services Unit Personnel |
| | 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 | Library Services Unit Personnel |



| | | | | |
|---------------|--|------|------------|--|
| | 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. Borrowing of Resources

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

| | |
|-----------------------------|---------------------------|
| Office/Division: | Library Services 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 Services Unit - 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 Services 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 | Library Services Unit Personnel |
| 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 | Library Services Unit Personnel |
| 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 Services Unit | | | |
|---|---------------------------|--|-----------------|--------------------|
| 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 Services Unit - Reference Desk | | |
| Library Card (1 laminated) | | Library Services Unit - 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 | Library Services Unit Personnel |
| 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 Services Unit 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 | Library Services Unit Personnel |
| 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 | Head/Cashiering Section |
| | | | 1 Minute | Library Services Unit Personnel |
| TOTAL: | | Depending on the number of minutes/hours being sanctioned/ fined. | 13 Minutes | |

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 Services Unit |
|-------------------------|-----------------------|



| | | | | |
|---|---|--|------------------------|---------------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who May Avail: | Outside Researcher | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Valid ID | | Library Services Unit - Reference Desk | | |
| Borrowed Resources | | Client | | |
| Official Receipt | | Cashiering Section | | |
| CLIENT STEPS | AGENCY ACTION | FEE 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 | Library Services Unit Personnel |
| 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 Services Unit 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 | Library Services Unit Personnel |



| | | | | |
|---|--|---|------------------|--|
| <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>Head/ Cashiering Section</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>Library Services Unit Personnel</p> |
| <p>TOTAL:</p> | <p>Depending on the number of minutes/hours being sanctioned/ fined.</p> | <p>13 Minutes</p> | | |



LIBRARY SERVICES 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 Services 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 Services Unit - Electronic Library | | |
| Reservation Form (1 original) | | Library Services 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 | Library Services Unit Personnel |
| 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 | Library Services Unit Personnel |
| 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 | Library Services Unit Personnel |
| 4. Navigates the available resources. | 4. If necessary, provides the client with information about the requested resources. | None | 40 Minutes | Library Services Unit Personnel |
| TOTAL: | | None | 55 Minutes | |



2. Borrowing of Resources

(This process pertains to the 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 Services 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 Services Unit - Reference Desk | | |
| Borrowing: | | | | |
| Borrower's card (1original) | | Library Services Unit - Reference Desk Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHDcG24gIAy0v1YMW/tyyxQzv17B5vYaQclJQ | | |
| 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 | Library Services Unit Personnel |
| 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 | None | 6 Minutes 5 Minutes | Library Services Unit Personnel Library Services Unit Personnel |



| | | | | |
|--|--|------|------------|--|
| | 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. | | | |
| | 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 Services 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 Services Unit - Reference Desk | |
| Any government-issued identification card (1 original) | | | Library Services 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 | Library Services Unit Personnel |



| | | | | |
|--|---|---|---|--|
| <p>2. Presents the borrowed resources at the Reference Desk for verification and return.</p> | <p>2. Checks the condition of the resources and verifies any discrepancies in the 'permissible time' recorded in the borrower's card.</p> <p>e. If the transaction is settled, returns the document handed over by the client (such as Government ID).</p> <p>f. Returns the resources into its proper place.</p> | <p>None</p> | <p>5 Minutes</p> | <p>Library Services Unit Personnel</p> |
| <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>Library Services Unit Personnel</p> <p>Head/Cashiering Section</p> <p>Library Services Unit Personnel</p> |
| <p>TOTAL:</p> | <p>Depending on the number of minutes/ hours being sanctioned/ fined.</p> | <p>13 Minutes</p> | | |



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 | | | | |
| ACCOMPLISHED PURCHASE REQUESTS (3 copies) | | WHERE TO SECURE | | |
| 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 | SASD Staff |
| | 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 | SASD Director/SAS Section Head |
| | 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 | SASD Director/SAS Section Head, VPAA/Branch Director, and College President |
| 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 | SASD Staff |
| | 2.2 Provide the client a routing slip as to | | 3 Minutes | SASD Staff |



| | | | | |
|--|---|------|--------------------------------|--|
| 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 | SASD Staff |
| | 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 | SASD Director/SAS Section Head |
| | 1.3 Prepare and endorse the Student Travel Permit, and Annex A and B | | 2 Days and 2 Minutes | SASD Director/SAS Section Head, VPAA/Branch Director, and College President |



| | | | | |
|--|--|------|---------------------------------|---|
| | 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. 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. | None | 5 Minutes | <i>Student Affairs and Services Division Director/Section Head</i> |
| | | | 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 | |
| Complaint Letter (1 original) | 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 | Office of the President |
| 7. Accomplish the given sanction/s | 7. Monitor the action of the guilty | None | 30 days | Student Discipline Coordinator/ Section Head |
| 8. Appear to Guidance and Counseling Unit for counseling/coaching | 8. Refer the parties to the Guidance and Counseling Unit | None | 5 minutes | Student Discipline Coordinator/ Section Head And Guidance Counselor |
| 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 | PROCE SSING 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 | FEES 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 | 3.1 Checks, approves, and records the availability of the item. | None | 1 hour | Supply and Property Management |



| | | | | |
|---|--|------|---------------|---|
| Requisition and Issuance Slip for supplies, materials, and equipment. | 3.2 For construction materials: Validates the items requested for construction/fabrication /repair by administration. | | 1 hour | Unit Personnel Supply and Property Management Unit Personnel |
| | 3.3 For semi-expendable Property: Prepares and signs the Inventory Custodian Slip (ICS) and place a property sticker. For PPE: Prepares and signs the Property Acknowledgment Receipt (PAR) and place a property sticker. | | 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/DDOSCHRFoms). | | |
| 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 | |
|---|-------------------------------------|----------------|--|

| 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 |



| | | | | |
|---|--|--|---|---|
| <p>3. If there are missing property accountabilities , prepares and submits a notarized report of lost, stolen, damaged, and/or destroyed semi-</p> | <p>3.1 Prepares and computes the book value of the missing property accountability.</p> <p>3.2 Checks and receives the notarized report of lost, stolen, damaged, and/or destroyed semi-expendable property and PPE.</p> | <p>None</p> | <p>2 working days</p> | <p>Supply and Property Management Unit Personnel</p> |
| <p>expendable property and PPE.</p> | | | | |
| <p>4. Settles missing property accountability and submits the Official Receipt of payment or replacement of lost items as proof of settlement:</p> | <p>4.1 Receives payment for the assessed amount of missing property accountabilities.</p> <p>4.2 Receives and records the proof of settlement.</p> <p>4.3 Drops the property in the inventory record.</p> | <p>Amount of assessed missing property accountability</p> | <p>10 minutes</p> <p>10 minutes</p> <p>10 minutes</p> | <p>Cashier Unit Personnel</p> <p>Supply and Property Management Unit Personnel</p> <p>Supply and Property Management Unit Personnel</p> |
| Total | | <p>Amount of assessed missing property accountability.</p> | <p>5 working days, 2 hours, 40 minutes</p> | |



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. 3.1 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 | 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 |



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



| | | | | |
|--|---|--------|------------------------|--|
| 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. | | | Admission and Student Records Unit |
| 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 | Staff In-charge Student Accounts and Scholarship Unit |
| 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 | 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 | 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 | 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</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 |



| | | | | |
|---|--|------|------------------------------|---------------------------------|
| | Student Welfare Unit two (2) working weeks after the end of the application period. https://www.facebook.com/ddoscmargusanSWU | | | |
| 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>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 (<i>Eligible for College</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: | | 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 (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 |
|---------------------------|-----------------|
|---------------------------|-----------------|



| <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 | Cashiering Unit – Head / Collecting Officer |
| 2. Pay the indicated amount to be returned. | 2. Receive the payment. | Cash Advance/Amount Paid Less Expenditures/ Adjustments | 3 Minutes | Cashiering Unit – Head / Collecting Officer |
| 3. Receive the Official Receipt and sign on the outgoing logbook. | 4. Issue Official Receipt. | None | 2 Minutes | Cashiering Unit – Head / Collecting Officer |
| 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 | FEE 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.) | 1.1 Receives the Travel Order Form and checks as to completeness of the filled document. | None | 15 Minutes | HRMU Personnel |
| 1.2 Submits the Travel Order form and its attachments to the Human Resource Management Unit | 1.2 Affixes Travel Order Number and countersign 1.3 Forwards the Travel Order to the Office of the Branch Director for final approval 1.4 Informs the Client/s with the update of the requested document | | | HRMU Personnel Branch Director 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/DDOSCHRForms) |
| 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/DDOSCHRForms) |
| 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 | 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 | 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 | EES 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 | EES 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: 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 | 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, | 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 | EES 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 SERVICES 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 Services 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 Services Section -Reference Desk Online Application: https://docs.google.com/forms/d/1r0GKCSxJhUDeRXwG5vDOX_5kq8KvdpdBH1WRAQ54KtdE |
| Library Card Registration Form (1 original) | |

| 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 Services 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 Services 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 | Library Services Section, Personnel |
| 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 Services 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 Services Section-Electronic Library | | |
| Reservation Form (1 original) | | Library Services 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/Data base Logbook. | 1. Assists the client upon registration. | None | 2 Minutes | <i>Library Services 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 Services 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 Services 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 Services 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 Services 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 Services Section-Electronic Library | | |
| Reservation Form (1 original) | | Library Services 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 Services 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 Services 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 Services 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 Services 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 Services 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 Services Section- Reference Desk |
| Library Card (1 Laminated) | The client will provide |
| Borrowing: | |
| Online Reservation for out of campus clients | Library Services Section- Reference Desk Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHDcG24qIAy0v1YMWtyyxQzv17B5vYaQclJQ |
| Borrower's Card/ Borrower's Logbook | Library Services 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 Services 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 Services 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. 2.2. Subsequently, releases the resources to the client for the intended purpose. | None | 7 Minutes | <i>Library Services Section, Personnel</i> |
| | 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 Services 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 Services Section-Online Reservation Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHDcG24qIAy0v1YMWtyyxQzv17B5vYaQcJJQ | | |
| 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 Services 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 Services 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. 2.3. Keeps and secures the necessary document handed over by the client in the File Cabinet. | None | 5 Minutes | <i>Library Services Section, 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 Services Section |
| 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 Services Section - Reference Desk |



| Library Card (1 laminated) | | Library Services 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 Services 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. 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 Services Section, 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 Services Section, Personnel</i> <i>Head/ Cashiering Section</i> <i>Library Services Section 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 | | |
|---------------|--|---------------|--|--|

| 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 Services Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who May Avail: | Outside Researcher | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Valid ID | | Library Services Section - 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 Services 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 Services Section, 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>Library Services Section, Personnel</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> Library Services Section, Personnel</p> |
| | <p>TOTAL:</p> | <p>Depending on the number of minutes/hours being sanctioned/ fined.</p> | <p>13 Minutes</p> | |



LIBRARY SERVICES 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 Services 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 Services Section -Electronic Library | | |
| Reservation Form (1 original) | | Library Services 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 | Library Services Section, Personnel |
| 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 | Library Services Section, Personnel |
| 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 | Library Services Section, Personnel |
| 4. Navigates the available resources. | 4. If necessary, provides the client with information about the requested resources. | None | 40 Minutes | Library Services Section, Personnel |
| 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 Services Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G-Government to Government | | | |
| Who May Avail: | Employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Inside Reading: | | | | |
| Entrance Logbook | | | Library Services Section- Reference Desk | |
| Borrowing: | | | | |
| Borrower's card (1original) | | | Library Services Section- 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 | Library Services Section, Personnel |
| 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 | Library Services Section, Personnel Library Services Section, Personnel |



| | | | | |
|--|--|------|------------|--|
| | 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 Services Section |
| 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 Services Section- Reference Desk |
| Any government-issued identification card (1 original) | Library Services Section- 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 | Library Services Section, Personnel |
| 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 Services Section, 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 | Library Services Section, Personnel |
| 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 | Head/Cashiering Section |
| | 3.2 If the transaction is settled, returns the documents handed over by the client, such as the Government ID. | | 1 Minute | Library Services Section, Personnel |
| 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 Services 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 Services 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 | Library Services Section, Personnel |
| 2. Fills out the required information in the Reservation Form. | 2. If there is query, assists the client. | None | 3 Minutes | Library Services Section, Personnel |
| 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 | Library Services Section, Personnel |
| 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 | SASS Staff |
| | 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 | SASS Head |
| | 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 | SASS Head, Branch Director, and College President |



| | | | | |
|---|---|------|--------------------------------|------------|
| | 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 | | | | |
| Complaint Letter (1 original) | | 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 | Office of the President |
| 7. Accomplish the given sanction/s | 9. Monitor the action of the guilty | None | 30 days | Student Discipline Coordinator/ Section Head |
| 9. Appear to Guidance and Counseling Unit for counseling/coaching | 10. Refer the parties to the Guidance and Counseling Unit | None | 5 minutes | Student Discipline Coordinator/ Section Head And Guidance Counselor |
| 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 | | |
| 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). 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 | 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 |



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



| | | | | |
|--|---|--------|------------------------|--|
| 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. | | | Admission and Student Records Unit |
| 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 | Staff In-charge Student Accounts and Scholarship Unit |
| 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 | Staff In-charge Admission and Student Records Unit |
| 2. Secures Enrollment Process Slip/Student Enrollment Form. | 2.1Issues and signs the Enrollment Process Slip/Student Enrollment Form. | None | 10 Minutes | Faculty In-charge Department Guidance and Testing Unit |



| | | | | |
|---|---|---------------|-------------------------------|---|
| <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 | | |
|--|--|---|-----------------|---|
| 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</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/ddoscmara_gusanSWU | | | |
| 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 (<i>Eligible for College</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: | | 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 (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 |
|---------------------------|-----------------|
|---------------------------|-----------------|



| <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 | Cashiering Unit – Head / Collecting Officer |
| 4. Pay the indicated amount to be returned. | 6. Receive the payment. | Cash Advance/Amount Paid Less Expenditures/ Adjustments | 3 Minutes | Cashiering Unit – Head / Collecting Officer |
| 7. Receive the Official Receipt and sign on the outgoing logbook. | 8. Issue Official Receipt. | None | 2 Minutes | Cashiering Unit – Head / Collecting Officer |
| 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 | <i>HRMU Personnel Branch Director</i> |
| | 1.6 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 |
| 1.3 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 | 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 | 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 | EES 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 | EES 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 | <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: 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 | 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, | 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 | EES 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 SERVICES 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 Services 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 Services 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 Services 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 Services 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 | Library Services Section, Personnel |
| 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 Services 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 Services Section-Electronic Library | |
| Reservation Form (1 original) | | | Library Services 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/Data base Logbook. | 1. Assists the client upon registration. | None | 2 Minutes | Library Services Section, Personnel |
| 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 | Library Services Section, Personnel |
| 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 | Library Services Section, Personnel |
| 4. Navigates the available resources. | 4. If necessary, provides the client with information about the requested resources. | None | 40 Minutes | Library Services Section, Personnel |
| 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 Services 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 Services Section-Electronic Library | | |
| Reservation Form (1 original) | | Library Services 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 | Library Services Section, Personnel |
| 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 | Library Services Section, Personnel |
| 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 | Library Services Section, Personnel |
| 4. Navigates the available resources. | 4. If necessary, provides the client with information about the requested resources. | None | 40 Minutes | Library Services Section, Personnel |
| 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 Services 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 Services Section- Reference Desk |
| Library Card (1 Laminated) | The client will provide |
| Borrowing: | |
| Online Reservation for out of campus clients | Library Services Section- Reference Desk Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHDcG24qIAy0v1YMWtyyxQzv17B5vYaQclJQ |
| Borrower's Card/ Borrower's Logbook | Library Services 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 | Library Services 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 | Library Services Section, Personnel |



| | | | | |
|--|--|------|------------|-------------------------------------|
| | 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 Services Section, 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 Services 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 Services Section-Online Reservation Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHDcG24qIAy0v1YMWtyyxQzv17B5vYaQcJJQ | | |
| 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 Services 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 | Library Services Section, Personnel |
| | 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 | Library Services Section, Personnel |
| 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 Services Section- Reference Desk |



| Library Card (1 laminated) | | Library Services 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 | Library Services Section, Personnel |
| 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 Services Section, 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 | Library Services Section, Personnel <i>Head/Cashiering Section</i> Library Services Section, Personnel |
| | 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 | | |
|---------------|--|---------------|--|--|

| 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 Services Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who May Avail: | Outside Researcher | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Valid ID | | Library Services Section - 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 | Library Services Section, Personnel |
| 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 Services Section, 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>Library Services Section, Personnel</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> Library Services Section, Personnel</p> |
| | <p>TOTAL:</p> | <p>Depending on the number of minutes/hours being sanctioned/ fined.</p> | <p>13 Minutes</p> | |



LIBRARY SERVICES 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 Services 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 Services Section-Electronic Library | | |
| Reservation Form (1 original) | | Library Services 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 Services 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 Services 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 Services 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 Services 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 Services Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G-Government to Government | | | |
| Who May Avail: | Employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Inside Reading: | | | | |
| Entrance Logbook | | | Library Services Section- Reference Desk | |
| Borrowing: | | | | |
| Borrower's card (1original) | | | Library Services Section- Reference Desk Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHDcG24qIAy0v1YMWtyxQzv17B5vYaQclJQ | |
| 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 Services 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. 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 Services Section, Personnel</i> <i>Library Services Section, 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 Services Section |
| 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 Services Section- Reference Desk |
| Any government-issued identification card (1 original) | Library Services Section- 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 Services 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. 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 | <i>Library Services Section, Personnel</i> |



| | | | | |
|--|--|--|-----------|--|
| | 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 Services 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 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 Services Section, 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 Services 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 Unit- 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 Services 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 Services 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 Services Section, Personnel</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 | SASS Staff |
| | 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 | SASS Head |
| | 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 | SASS Head, Branch Director, and College President |



| | | | | |
|---|---|------|--------------------------------|------------------------------|
| | 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. 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. | None | 2 Minutes 3 Minutes | SASS Staff SASS Staff |
| 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 | | | | |
| Complaint Letter (1 original) | | 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 themselves 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 | Office of the President |
| 7. Accomplish the given sanction/s | 11. Monitor the action of the guilty | None | 30 days | Student Discipline Coordinator/ Section Head |
| 10. Appear to Guidance and Counseling Unit for counseling/coaching | 12. Refer the parties to the Guidance and Counseling Unit | None | 5 minutes | Student Discipline Coordinator/ Section Head And Guidance Counselor |
| 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</i> <i>Department</i> <i>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</i> <i>Dean and Associate Dean</i> <i>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</i> <i>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</i> <i>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. | 2.1 Issues and signs the Enrollment Process Slip/Student Enrollment Form. | None | 10 Minutes | <i>Faculty In-charge Department Guidance and Testing Unit</i> |
| 3. 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. | | | Admission and Student Records Unit |
| 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 | Staff In-charge Student Accounts and Scholarship Unit |
| 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 | Staff In-charge Admission and Student Records Unit |
| 2. Secures Enrollment Process Slip/Student Enrollment Form. | 2.1Issues and signs the Enrollment Process Slip/Student Enrollment Form. | None | 10 Minutes | Faculty In-charge Department Guidance and Testing Unit |



| | | | | |
|---|---|---------------|-------------------------------|---|
| <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 | | |
|--|--|---|-----------------|---|
| 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 | Staff In-charge Student Accounts and Scholarship Unit |
| 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 | Staff In-charge Cashiering Unit Admission and Student Records Unit |
| 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 | Staff In-charge Guidance and Counseling Unit |



| | | | | |
|--|---|--------|-----------------------|---|
| | 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/ddoscmara_gusanSWU | | | |
| 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 question naire 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 (<i>Eligible for College</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: | | 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 (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 |
|---------------------------|-----------------|
|---------------------------|-----------------|



| <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 | <i>HRMU Personnel Branch Director</i> |
| | 1.9 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 |
| 1.5 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 |
| 1.6 Submits the Travel Order form and its attachments to the Human Resource Management Unit | 1.10 Affixes Travel Order Number and countersign 1.11 Forwards the Travel Order to the Office of the Branch Director for final approval 1.12 Informs the Client/s with the update of the requested document | | | HRMU Personnel Branch Director 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/DDOSCHRForms) |
| 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/DDOSCHRForms) |
| 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> |



| | | | | |
|---|---|-------------------------|---|--|
| | <p>1.14 Forwards to the Office of the College President for Approval</p> <p>1.15 Receives the approved Travel Order from the Office of the College President</p> <p>1.16 Informs the client/s on the update of the requested document</p> | <p>None</p> <p>None</p> | <p>1 Day</p> <p>1 Day</p> <p>1 Minute</p> | <p><i>HRMU Personnel</i></p> <p><i>HRMU Personnel College President</i></p> <p><i>HRMU Personnel</i></p> |
| 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 | 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 | 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 | EES 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 | EES 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 | 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, | 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 | EES 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</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 | |



LIBRARY SERVICES 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 Services 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 Services 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 | <i>Library Services Section, Personnel</i> |
| 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 | <i>Library Services Section, Personnel</i> |
| 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 Services 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 Services 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 Services Section-Electronic Library | |
| Reservation Form (1 original) | | | Library Services 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/Data base Logbook. | 1. Assists the client upon registration. | None | 2 Minutes | <i>Library Services 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 Services 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 Services 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 Services 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 Services 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 Services Section-Electronic Library | | |
| Reservation Form (1 original) | | Library Services 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 Services 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 Services 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 Services 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 Services 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 Services 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 Service Section- Reference Desk |
| Library Card (1 Laminated) | The client will provide |
| Borrowing: | |
| Online Reservation for out of campus clients | Library Services Section- Reference Desk Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHDcG24qIAy0v1YMWtyyxQzv17B5vYaQclJQ |
| 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 Services 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 Services 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. 2.2. Subsequently, releases the resources to the client for the intended purpose. | None | 7 Minutes | <i>Library Services Section, Personnel</i> |
| | 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 Services 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 Services Section-Online Reservation Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHDcG24qIAy0v1YMWtyyxQzv17B5vYaQcJJQ | | |
| 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 | <i>Library Services 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 Services 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. 2.3. Keeps and secures the necessary document handed over by the client in the File Cabinet. | None | 5 Minutes | <i>Library Services Section, 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 Services Section |
| 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 Services Section- Reference Desk |



| Library Card (1 laminated) | | Library Services 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 Services 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. 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 | <i>Library Services Section, Personnel</i> |
| 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 Services Section, Personnel</i> <i>Head/Cashiering Section</i> <i>Library Services Section, 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 | | |
|---------------|--|---------------|--|--|

| 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 Services Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who May Avail: | Outside Researcher | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Valid ID | | Library Services Section - 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 Services 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 | <i>Library Services Section, Personnel</i> |



| | | | | |
|---|---|---|------------------------------------|---|
| <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 Services Section, 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 Services Section, Personnel</i></p> |
| | <p>TOTAL:</p> | <p>Depending on the number of minutes/hours being sanctioned/ fined.</p> | <p>13 Minutes</p> | |



LIBRARY SERVICES 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 Services 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 Services Section-Electronic Library | | |
| Reservation Form (1 original) | | Library Services 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 Services 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 Services 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 Services 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 Services 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 Services Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G-Government to Government | | | |
| Who May Avail: | Employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Inside Reading: | | | | |
| Entrance Logbook | | | Library Services Section- Reference Desk | |
| Borrowing: | | | | |
| Borrower's card (1original) | | | Library Services Section- Reference Desk Online Reservation: https://docs.google.com/forms/d/1obS2_HhRHDcG24qIAy0v1YMWtyxQzv17B5vYaQclJQ | |
| 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 Services 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. 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 Services Section, Personnel</i> <i>Library Services Section, 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 Services Section |
| 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 Services Section- Reference Desk |
| Any government-issued identification card (1 original) | Library Services Section- 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 Services 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. 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 | <i>Library Services Section, Personnel</i> |



| | | | | |
|--|--|--|-----------|--|
| | 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 Services 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 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 Services Section, 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 Services 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 Services 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 Services 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 Services 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 Services Section, Personnel</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 | SASS Staff |
| | 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 | SASS Head |
| | 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 | SASS Head, Branch Director, and College President |



| | | | | |
|---|---|------|--------------------------------|------------------------------|
| | 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. 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. | None | 2 Minutes 3 Minutes | SASS Staff SASS Staff |
| 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 | | | | |
| Complaint Letter (1 original) | | | 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 | Office of the President |
| 7. Accomplish the given sanction/s | 13. Monitor the action of the guilty | None | 30 days | Student Discipline Coordinator/ Section Head |
| 11. Appear to Guidance and Counseling Unit for counseling/coaching | 14. Refer the parties to the Guidance and Counseling Unit | None | 5 minutes | Student Discipline Coordinator/ Section Head And Guidance Counselor |
| 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 | | |
| 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 | PROCE SSING 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> |



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|--|--|------|---------|--|
| 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:</p> <p>+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 Services Unit | 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 Services Section | 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 Services Section | 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 Services Section | 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 |


LILYBETH M. MATUNHAY
 SUC President I