CITIZEN'S CHARTER

CARAGA STATE UNIVERSITY
CABADBARAN CAMPUS
Cabadbaran City

http://www.csucc.carsu.edu.ph

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Vision

A globally-engaged University excelling in science, engineering, and the arts.

Mission

Caraga State University endeavors to produce globally-competitive and socially responsible human capital towards the sustainable and inclusive development of Caraga Region and beyond.

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Competence

Service

Uprightness

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FEEDBACK AND REDRESS MECHANISMS

Please let us know how we have served you by doing any of the following:

Accomplish our Feedback Form available in the offices and submit it to the Public Assistant and Complaints Help Desk. If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by:

AILENE B. BUDIONGAN   **or**   **LOURYGEAN N. BITCO**
In-charge, Public Assistance   In-charge, Public Assistance
& Complaints Center   & Complaints Center
09207359480   09481266264

FILING A COMPLAINT

The Complainant may submit a letter or affidavit of complaint against an administrative official or staff of CSUCC addressed to the Campus Director. The Campus Director shall endorse the complaint to the Fact- Finding Committee for investigation and disposition. If the complaint is against a faculty member or academic official, a letter or affidavit of complaint shall be addressed to the Office of the Head of Academic Affairs (OHAA) and shall endorse it to the Department Chairman concerned for investigation and appropriate action before the same shall be indorsed to higher investigating body/committee for appropriate action. If the complaint is against a student, the Complainant may submit a letter or affidavit of complaint addressed to the Head of the Office of Student Affairs and the same shall schedule a meeting/preliminary investigation with the student/s concerned for appropriate action/settlement.

For any inquiries or complaints, you may call us at the following telephone numbers:

DR. MARILYN B. CASTILLO
Campus Director
09988530931

GLADYS B. AVE
OIC-HRMO
09100894974

BERMUDEZ, ALMA LIGAYA A.
Campus Secretary
09988530931

GIGI A. MIÑOZA
Head of Student Affairs and Services
09484600683

OFFICE OF THE UNIVERSITY REGISTRAR

Head of Office   : Registrar

Service Title   :**REQUESTING OF DOCUMENTS**
(Transcript of Records (TOR), Form 137, Diploma, Honorable Dismissal, Certifications and Authentication of Documents)

Office Address   :Office of the Registrar, Caraga State University Cabadbaran Campus, Cabadbaran City
Tel. No. (085) 818-7459

Who can avail of the services : Students and Graduates of the University

Requirements   :
1. Duly accomplished request form
2. Duly signed clearance
3. Official receipt of payment for the request made
4. Documentary stamp(s) needed
5. NSO Birth Certificate
6. TOR/Form-137 from previous school
7. Exit interview *(for those who wish to transfer)*

Schedule of availability of service   :Monday – Friday (8:00 AM to 5:00 PM)

How to Avail of the Service: **Requesting of Documents**

Steps	Client	Service Provider	Duration	Amount of Fees	Responsible Person/s
1. Request	- Secures and fills up request form	- Provides request form to be filled –up by the clients	5 minutes	None	Admin. Staff
2. Payment of fees	- Pays needed fees to the cashier's office	- Receives request form and official receipt * Transcript of Records / Form 137 * Honorable Dismissal/Certificates * Authentication of Documents	3 minutes	Php50.00/ page Php50.00/ page Php10.00/ page	Cashier's Office
3. Verification of needed documents	- Inquires for any lacking documents required by the office of the registrar	- Checks submitted documents: • NSO Birth Cert., • Duly signed clearance • Form 137/TOR	5-19 minutes	None	

		• Exit interview *(if necessary)*			Admin. Staff
4. Issuance of Claim Stub / Documents	- Waits for issuance of claim stub / documents.	- Issues documents / claim stub indicating date and time of release. *(TOR/Form 137/Re-issuance of Diploma – 5 working days, Diploma/Certifications/ Authentication of documents – 1 hour)*	3 minutes	None	
-End of Transaction-					

RELEASING OF DOCUMENT

Steps	Client	Office/Section	Duration	Amount of Fees	Responsible Person/s
1	- Presents the claim stub	- Checks the documents for release	3 minutes	None	Admin. Staff
2	- Provides documentary stamp(s) *(the number of required documentary stamps should corresponds to the number of documents requested, except authentication)*	- Receives documentary stamp(s) and stamps to the document	2 minutes	None	
3	- Receives the document	- Records the document in the logbook and releases the document to the client	5 minutes	None	
		-End of Transaction-			

Service Title   : **ISSUANCE OF CERTIFICATE OF REGISTRATION (COR)**

Office Address   : Office of the Registrar, Caraga State University Cabadbaran Campus, Cabadbaran City
Tel. No. (085) 818-7459

Who can avail of the services : Students who wish to enroll in the University
Requirements in requesting of documents   :
1. Official Receipt (OR) of student's tuition fee
2. Enrolment draft
3. Duly signed clearance *(for old students)*

Schedule of availability of service: Monday – Friday (8:00 AM to 5:00 PM)
Duration   : 5 minutes

How to Avail of the Service:

Step	Client	Service Provider	Duration	Amount of Fees	Responsible Person/s
1	- Presents the OR, accomplished enrolment draft and duly signed clearance	- Checks the encoded subjects in the enrolment information system vis-à-vis subjects in the enrolment draft	3 minutes	None	Admin. Staff
2	- Wait for the processing to be completed	- Validates the name of the student and prints the COR	1 minute	None	
3	- Receives the COR	- Releases the COR to the student	1 minute	None	
-End of Transaction-					

OFFICE OF STUDENT AFFAIRS AND SERVICES (OSAS)

Head of Office   : OSAS Head

1. Type of service   : **Student ID Validation**
   Documentary requirements   :
   - Student ID
   - Validated Certificate of Registration (COR) for the current semester

Schedule of Availability: **Monday to Friday (8:00 A.M. – 5:00 P.M.)**

| Steps | Activity | | Duration | Amount of Fees | Responsible |
	Client	Office/ Service Provider			
1	-Presents all requirements	- Receives and evaluates all requirements presented. -Examines the student's ID - Stamps the COR with ID validation mark. - Places a validation sticker to the Student's ID card.	3 min.	None	OSAS Personnel
2	-Receives the COR and the validated ID card.	- Reminds the student to visibly wear his/her student ID card at all times while inside the University	1 min.	None	OSAS Personnel
3	-Sign Logbook		1 min.	None	OSAS Personnel
-End of Transaction-					

2. Type of service: **Student ID Application**
   Documentary requirements:
   - Validated COR
   - Old ID (for re-application)

Steps	Activity		Duration	Amount of Fees	Responsible Person/s
	Client	**Office/ Service Provider**			
1	- Presents all requirements	-Receives and evaluates all requirements presented. - Gives ID Application Form 01-A	1 min.		OSAS Personnel
2	-Accomplishes ID Application Form-Student (F-ACD-001)	-Evaluates the application -Approves the application -Advices the client to pay the ID Fee at the Cashier's Office	5 min.		OSAS Personnel
3	-Pays the ID Fee at the Cashier's Office	-Issues official receipt of ID payment	1 min.	Php 150	Cashier's Office
4	-Returns the Application Form with the official receipt of the ID	-Evaluates the documents presented -Advise the client to the ICT for picture taking	1 min.		OSAS Personnel
5	-Submits the Application to the ICT	-Takes picture of the client -Advices the client on the date of claiming the ID	3 min.		ICT Staff
	-End of Transaction-				

3. Type of Service: **Application for the Issuance of a Certificate of Good Moral Character (CGMC)**

Documentary requirements:
   Primary requirements:
   - Duly accomplished CGMC Request Form
   - Valid Identification Card
   - Official receipt as proof of payment for the issuance of CGMC

   Secondary Requirements: *(in case, a second person files the request)*
   - Duly accomplished **Authorization Form**
   - One (1) photocopy of student's ID card, and presents the original ID for verification purpose only.
   - One (1) photocopy of the Authorized person's ID, and presents the Original ID for verification purpose only.

Schedule of Service Availability: Monday to Friday (8:00 a.m. – 5:00 p.m.)

Step	Activity		Duration	Amount of Fees	Responsible Person/s
	Client	**Office/ Service Provider**			
1	- Presents all the documentary requirements.	- Receives and evaluates all documentary requirements presented -Refers to the Record of Student's Violations**.**	10 min.	None	OSAS Personnel
2	- Receives the CGMC - Logs in the CGMC Logbook	-Issues the CGMC	3 min.	none	OSAS Personnel
-End of Transaction-					

4. Type of Service: **Signing of Clearance**
                    CSG Clearance
                    Validated ID

Schedule of Availability: Monday to Friday (8:00am – 5:00pm)

Steps	Activity		Duration	Amount of Fees	Responsible Person/s
	Client	**Office/ Service Provider**			
1	-Secures CSG	-	1 min.	None	CSG President
2	-Presents CSG clearance -Presents validated ID	-Examines all required documents	1 min.	None	OSAS Personnel
3	-Recites the University Vision and Mission -Sings the CSU Hymn	-Listens to the recitation of the University Vision and mission and the singing of the CSU Hymn -Corrects any omission or addition made	6 min.	None	OSAS Personnel
4	-Renders two-hour community service (for late ID validation and late ID application)	-Imposes the policy of the university on mandatory two-hour community service for late ID validation and late ID application	2 hours	none	OSAS Head
	- End of Transaction -				

OFFICE OF ADMISSION, SCHOLARSHIP AND FINANCIAL AID UNIT (OASFAU)

Type of Service : **BOLD (Barangay Officials' Legal Dependents) Scholarship Application and Academic & Non-Academic Scholarship Application**

Client : Legal dependents of Incumbent Barangay Officials, Dean's Listers and Interested Students

Documentary Requirements:
- A. BOLD Scholarship Application
  - a. Application Letter/ Letter of Intent
  - b. DILG Certification that the parent of applicant is an incumbent barangay official
  - c. Latest Income Tax Return of parents
  - d. Photocopy of the Certificate of Registration (COR)
  - e. Report Card (freshmen) or Evaluation of Grades of the previous semester (old students)
  - f. Photocopy of applicant's birth certificate
  - g. List of qualified dependents of parents who are below 21 yrs. old

- B. Academic and Non-Academic Scholarship Applications
  - a. Application Letter/Letter of Intent
  - b. Photocopy of the Certificate of Registration (COR)
  - c. Report Card (freshmen) or Evaluation of Grades of the previous semester (old students)

Schedule of Service Availability: Monday to Friday (7:30 A.M. – 4:00 P.M.)

Steps	Activity		Duration	Amount of Fees	Responsible Person/s
	Client	**Office/ Service Provider**			
1	- Submits all documentary requirements	- Receives and verifies documentary requirements submitted - Evaluates and ranks scholarship application according to grade, family income and number of dependents - Notifies qualified applicants and post announcement of qualified applicants	2 minutes 2 hours (from the date of the deadline of submission)	None	OASFAU In-Charge/Staff

2	- Presents original Certificate of Registration (COR), if qualified - Fills-up Master list of Scholars' form	- Stamps COR with the identified scholarship program, period of validity and amount of scholarship grant	2 minutes	none	OASFAU In-Charge/Staff
		-End of Transaction-			

2. Type of Service : **Confirmation of Sponsored Scholarship Grant**

Client : Scholars of Sponsoring Agencies
Documentary Requirements :
      1. Notice of Award/Certificate of Scholarship/ Enrolment Letter from respective sponsors
      2. Certificate of Registration (COR)

Schedule of Service Availability : Monday to Friday (7:30 AM – 4:00 PM)

Steps	Client	Office or Service Provider	Duration	Amount of Fees	Responsible Person/s
1	-Presents documentary requirements	- Receives and verifies documentary requirements submitted - Check certificate of scholarship against Master list of Scholars from Sponsor (if available) - Acknowledge receipt of the documents submitted by affixing the date and time of receipt and signature of receiver	3 minutes	none	OASFAU In-Charge/Staff
2	- Presents original Certificate of Registration (COR), - Fills-up Master list of Scholars' form	- Stamps COR with the identified scholarship program, period of validity and amount of scholarship grant	3 minutes	none	OASFAU In-Charge/Staff
		-End of Transaction-			

3. Type of Service   : **Availment of Student Loan**

   Client   : Qualified third year and fourth year college students

  Documentary Requirements   :
1. Letter of Intent
2. 1 pc. 2x 2 ID picture
3. Photocopy of guarantor's ID
4. Community Tax Certificate (Cedula)
5. Photocopy of COR
6. Latest Income Tax Return of Parents
7.

  Form   : Student Loan Application Form

  Schedule of Service Availability: Monday to Friday (7:30 A.M. – 4:00 P.M.)

Steps	Client	Office or Service Provider	Duration	Amount of Fees	Responsible Person/s
1	- Presents documentary requirements - Fills-up student application form	- Receives and verifies documentary requirements submitted - Checks student application form - Have the forms photocopied and signed by school authorities - Have the form notarized by a notary public	3 minutes 1 week	None	OASFAU In-Charge/Staff
2	- Presents original Certificate of Registration (COR)	- Stamps COR with the identified scholarship loan program, period of validity and amount of loan granted	3 minutes	none	OASFAU In-Charge/Staff
		-End of Transaction-			

4. Type of Service   : **CSUCC Scholarship and Admission Examination**

Service Description   :

    All incoming students who would like to enroll in CSU- Cabadbaran Campus for high school and college programs are required to take the scholarship and admission.

    Students should complete the requirements for easy processing and application. The actual examination time allotment for high school examinees is 40 minutes and college examinees is 2 hours.

Requirements for the examination:
1. Report Card (Photocopy), high school students should have a general average of 80 and above.
2. Two (2) copies 1x1 ID pictures which will be attached to the mark places in the application form
3. Duly accomplished application form (online) visit the website, www.carsu.edu.ph

Schedule of Service Availability: Monday to Friday (8:00 A.M. – 5:00 P.M.)

HOW TO AVAIL THE SERVICE:

Steps	Client	Office or Service Provider	Duration	Amount of Fees	Responsible Person/s
1	Fills-up application form for JHS only SHS & College-Log in & Fill up online application form.	Provide the application form to the applicants Inform clients the website	5 minutes or depending upon the pace of the client	None	OASFAU/OSAS Personnel
2	JHS and non-scholars pays amount	Issue official receipt	Maximum of 5 minutes from the time payment is received	JHS-Php 100.00 SHS and Non-Scholars College Php 250.00	Cashier's Office

	Scholars proceed to the Guidance Office			None	OSAS/OASFAU Personnel
3	-Submits the Requirements	Evaluate requirements	Maximum of 5 minutes from the time requirements were handed to the OASFAU/OSAS personnel	None	OASFAU/OSAS Personnel
4	Actual Examination	Conduct the examination	40 minutes for high school students College students 2 hours for college students	None	Guidance Counselor/ Psychometrician
5	Claim examination result	Release the results	Maximum of 10 working days for both high school and college students after actual date of examination.	None	OASFAU Personnel
-End of Transaction-					

OFFICE OF GUIDANCE AND COUNSELING CENTER (GCC)

Head of Office   : Guidance Counselor

Service Title   : Counseling Services

Office Address   : Guidance and Counseling Center
                        CSU – Cabadbaran Campus
                        City of Cabadbaran
                        Tel. No. (085) 343-1881 and (085) 343-1020

SCHEDULE OF AVAILABILITY OF SERVICES:
Monday to Friday   7:30 a.m. to 5:00 p.m.
NO NOON BREAK

HOW TO AVAIL THE SERVICE?

Type of Client	Documentary Requirement
Referred	• Call Slip • School I.D
Walk-In	• School I.D

Steps	Activities		Duration of Activity (upon actual contact of the Student and the College In-Charge)	Persons Responsible	Forms
	Client	Service Provider			
1	Present all the documentary Requirements Register in the Counseling Log sheet	Receive Students	At most 5 min.	Guidance Counselors	Referral Form Call Slip
2	Undergo Counseling Proper	Conduct Counseling	Maximum of 55 minutes	Guidance Counselors	Case Notes

					Student's Appointment Log
3	Evaluate Counseling Service	Facilitate Evaluation Procedure	At most 5 min.	Guidance Counselors	Counseling Service Evaluation
4	Evaluate Service	Customer Feedback Generation	3 min	QUAMS Staff	Customer Feedback Form

End of Transaction

Service Title   :   Psychological Testing

Type of Client	Documentary Requirement	Amount of Fees
Enrolled Students	1. Referral Form (for referred students only) 2. School ID	Php. 150.00 (payment included in the Miscellaneous Fees)
CSU Employee/Applicant	1. Testing Slip Form HRMO 2. Valid I.D.	

HOW TO AVAIL THE SERVICE?

Steps	Activities		Duration of Activity (upon actual contact of the Student and the College In-Charge)	Persons Responsible	Forms
	Client	Service Provider			
1	Request for Psychological Testing	Receive and Identify Clients	At most 5 min.	Psychometrician Office Staff (only for receiving documents and identification of type of client) Guidance Counselors	Referral Form(for referred clients only)
	Receive Testing Slip	Issue Testing Slip where the amount to be paid		Psychometrician Office Staff (only for receiving documents and identification of type of client) Guidance Counselors	Testing Slip

2	Register on the Psychological Testing Logbook	Receive all documentary requirements for Psychological testing Regular testing schedule follows the Testing Program	5 minutes	Psychometrician Office Staff (only for receiving documents and identification of type of client) Guidance Counselors	
3	Take the Test	Administer the Test	As prescribed (maximum of 3 hours).	Psychometrician Guidance Counselors	Attendance Sheet
4	Claim test result	Release and interpret test result	10 minutes	Psychometrician Guidance Counselors	Psychological Test Profile
5	Evaluate Services	Receive and consolidate Customer Feedback form	5 minutes	Quality Assurance and Monitoring Services	Customer Feedback Form

End of Transaction

HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)

Head of Office   : HRMO Head

1. **Type of Service: Application for Leave (CSC – Form 6)**

Step	Activity		Duration	Amount of Fees	Responsible Person/s
	Client	**Office/ Service Provider**			
1	- Submits Application for Leave	- Receives / records and classifies leave of applications	3 minutes	None	Admin. Staff
		- Computes, processes and verifies leave document	10 minutes	None	Admin. Staff
		- Reviews, examines and certifies as to leave balance and checks as to entries and computation	5 minutes	None	Head of Office
		- Submits application for Leave to the Office of the Campus Director	5 minutes	None	Campus Director
		- Returns approved Application for Leave to the HRMO Office	5 minutes	None	Admin. Staff
2	- Claims copy of approved - Application for Leave	- Segregates and releases approved Application	10 minutes	none	Admin. Staff
End of Transaction					

2. **Type of Service : Document Request**

(Certificate of Employment, Service Record, Documents, etc. at the HRMO Office)

Steps	Activity		Duration	Amount of Fees	Responsible Person/s
	Client	**Office/ Service Provider**			
1	- Fills up document request form - Pays to Cashier's Office	- Provides document request form to be filled- up by requisitioner - Issues official receipt	5 minutes	 Php20.00	Admin. Staff Cashier's office
2	Presents official receipt to the HRMO	- Prepares the document requested - Signs the official document - Affixes dry seal to the document (for certificate/s)	10 minutes 5 minutes 3 minutes		Admin. Staff Head of Office Admin. Staff
3	- Claims the requested document	Serves/releases the document/s request	5 minutes		Admin. Staff
	-End of Transaction-				

LIBRARY

1. Title of Library Frontline Services: **Activation of Student Account in the Library**

Head of Office :   Librarian
Schedule   :   Monday – Friday, 7:30 A.M. - 5:30 P.M.
Clients   :   Students, Faculty and Staff
Duration   :   4 Minutes

STEPS TO AVAIL THE SERVICES:

Steps	Applicant/Client Activity	Service Provider/ Unit Activity	Duration of Activity During Normal Conditions	Amount of Fees	Responsible Person/s	Forms	Output from the Service Provider
1	- Presents Student Certificate of Registration (COR) and Individual Faculty Loading	Library	2 minutes	None	Librarian/ Admin. Staff	None	Profiling of library patrons
2	- Request for New Student Borrowers Card (including transferees)	Library	2 minutes	None if replacement of old BC/ Php 10.00 for freshmen and transferee student	Librarian	Borrowers Card	Borrowers Card activated and ready to use

End of Transaction

2. Title of Library Frontline Services: **Library Reference Assistance/Guidance**

Schedule   :   Monday – Friday, 7:30 A.M. - 5:30 P.M.
Clients   :   Students, Faculty and Staff
Duration   :   6 Minutes

STEPS TO AVAIL THE SERVICES:

Steps	Applicant/Client Activity	Service Provider / Unit Activity	Duration of Activity During Normal Conditions	Amount of Fees	Responsible Person/s	Forms	Output from the Service Provider
1	- Log-in at the counter provided for daily library users	Library	1 Minute	None	Admin. Staff	Log-In Form	Provides daily statistical data of library user
2	- Requests Assistance on the location of materials to use or borrow	Library	2 minutes	None	Librarian/ Admin. Staff	None	Needs assisted by the Librarian
3	- Locates the book in the shelves	Library	2 minutes	None	Librarian/ Admin. Staff	None	Books are identified in the location
4	- Pulls out the books in the shelves	Library	1 Minute	None	Student/ User	None	Book is read/ browsed by the client

End of Transaction

3. Title of Library Frontline Services: **Photocopy of Library Materials/Free online Printing**

Schedule   :   Monday – Friday, 7:30 A.M. - 3:00 P.M.
Clients   :   Students, Faculty and Staff
Duration   :   6 minutes

STEPS TO AVAIL THE SERVICES:

Steps	Applicant / Client Activity	Service Provider / Unit Activity	Duration of Activity During Normal Conditions	Amount of Fees	Responsible Person/s	Forms	Output from the Service Provider
1	- Select material for photocopying	Library	2 Minutes	None	Admin. Staff	None	Provide materials to be photocopy
2	- Presents Materials for checkout for photocopying	Library	1 Minute	None	Admin. Staff	Photocopying form	Provide Materials to be photocopy
3	- Fills up photocopying slip for the material	Library	1 Minute	None	Admin. Staff	None	Filled up form is checked
4	- Checks out the book	Library	1 Minute	None	Admin. Staff	Book Card Borrowers Card	Book has been check out to the student maximum of 30 minutes out in the library
5	Returning of the book from	Library	1 Minute	None	Admin. Staff	None	Book Card returned to the

	Photocopying						book pocket and Borrowers card to the clients. Book is returned in the shelves
6	- Online Printing	Library	1 Minute	Free	Library Staff	Log book	Send email to csucclibrary@gmail.com/Provide personal paper for printing

End of Transaction

4. Title of Library Frontline Services: **Circulation – Borrowing Services**

       Schedule   : Monday – Thursday, 3:00 P.M., Friday- Starts at 10:00 A.M.
       Clients   : Students, Faculty and Staff
       Duration   : 5 Minutes

STEPS TO AVAIL THE SERVICES:

Steps	Applicant/Client Activity	Service Provider/ Unit Activity	Duration of Activity During Normal Conditions	Amount of Fees	Responsible Person/s	Forms	Output from the Service Provider
1	- Client select the material for borrowing up to 2 books for the period of 2 days - For faculty, Individual Faculty Loading (IFL) is presented and books can be borrowed for the whole semester	Library	2 Minutes	None	Library Staff	None	Book is checked
2	- Presents Material and Borrowers Card at the counter	Library	2 Minutes	None	Library Staff	Fill Up the Book Card	Book is check out to the client
3	- Borrowers Card presented and leaved at the counter with the borrowed books	Library	1 Minute	None	Library Staff	None	Book card inserted in the Borrowers card indicating the due date of the book

End of Transaction

5. Title of Library Frontline Services: **Circulation – Returning of Books**

    Schedule   :   Monday –Friday, 7:30 A.M. - 12:30 P.M.
    Clients   :   Students, Faculty and Staff
    Duration   :   3 Minutes

STEPS TO AVAIL THE SERVICES:

Steps	Applicant/ Client Activity	Service Provider / Unit Activity	Duration of Activity During Normal Conditions	Amount of Fees	Responsible Person/s	Forms	Output from the Service Provider
1	- Present Borrowed books	Library	1 Minute	None	Library Staff	None	Checked Borrower's Card
2	- Books inspected and Book Card inserted back to the book pocket	Library	1 Minute	None if books returned within the next 2 days after borrowing	Library Staff	None	Checked students borrowed item
3	- Pays the penalty for overdue if any	Library	1 Minute	Php 5.00 per day if overdue	Librarian	Logs in the amount paid in the logbook and signed	Record fines in the logbook and the book/s is returned in the shelves

End of Transaction

6. Title of Library Frontline Services: **Computer/Internet Access**

Schedule : Monday –Friday, 9:00 A.M. - 5:00 P.M.
Clients : Students, Faculty and Staff
Duration : minutes

STEPS TO AVAIL THE SERVICES:

Steps	Applicant/ Client Activity	Service Provider / Unit Activity	Duration of Activity During Normal Conditions	Amount of Fees	Responsible Person/s	Forms	Output from the Service Provider
1	- Students queuing	Library Computer area		None	Library Staff	None	Library Assistant overseeing the students activities
2	- Looks for vacant PC	Library Computer area	1 Minute	None	Library Staff	None	Library Assistant overseeing the students activities
3	- Utilizes PC	Library Computer Area	Maximum of 1Hour/ student/ day	None	Library Staff	Log in form	Library Assistant overseeing the students activities

End of Transaction

7. Title of Library Frontline Services: **Library Signing of Clearance**

Schedule   :   Monday – Friday, 7:30 A.M. - 5:30 P.M.
Clients   :   Students, Faculty and Staff
Requirements   :   Students Borrower's Card, Employees ID
Duration   :   7 Minutes- Faculty / 5 Minutes - Students

STEPS TO AVAIL THE SERVICES:

Steps	Applicant/ Client Activity	Service Provider / Unit Activity	Duration of Activity During Normal Conditions	Amount of Fees	Responsible Person/s	Forms	Output from the Service Provider
1	-Presentations of the Clearance Form & Borrowers Card	Library	1 minute	None	Librarian/ Library Staff	Clearance Form Borrower's Card	Check entries of form and validity of Borrower's Card
2	-Checking of student/faculty/staff account in the library	Library	Faculty- 5 minutes Students -3 minutes	Pay account if any , for lost books or overdue account	Librarian Library Staff	None	Unreturned books or overdue accounts are checked
3	-Signing of Clearance	Library	1 minute	None	Librarian	Clearance Form	Signed Clearance
-End of Transaction-							

MEDICAL AND DENTAL SERVICES

Head of Office   : School Nurse

Service Description   : This service aims to provide responsive medical and dental programs so that health problems may be assessed and readily treated or access to treatment is provided.

Clientele   : All students, Faculty and Staff

Schedule   : Monday – Friday 7:30-5:00 pm

How to avail the Service:

Step	Client	Duration	Amount Fees	Responsible Person
Assess the patient	Students, Faculty and Staff	5 minutes	None	School Nurse
Identify type of Service Needed	Students, Faculty and Staff	2-3 minutes	None	School Nurse
Provide Medication/Treatment /Referrals	Students, Faculty and Staff	5 minutes	None	School Nurse
Filling up of Health Services Logbook	Students, Faculty and Staff	2 minutes	None	School Nurse
Update Records				Office Staff

End of Transaction