

OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS

SUBMISSION OF COMPREHENSIVE LIST OF GOVERNMENT SERVICES OFFERED

1. Receiving, Checking and Signing of the Actual Teaching Loads of Regular Faculty and Part-time/Special Lecturers

Office or Division:	By College			
Classification	Complex Transaction			
Type of Transaction:	com			
Who may avail:	Regular and Part-time/Special Lecturers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prepare and submit Actual Teaching Loads in respective colleges		College to where the faculty is assigned/organic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty secure and fill-up the hardcopy or e-copy of the ATL form accomplishing 8 copies after they receive their respective load assignments.	1. Faculty complete their ATLs and submit it to their respective colleges	None	20-30 minutes	<ul style="list-style-type: none"> ▪ Faculty concerned by college
2. Faculty submit the ATL to their mother college for the Dean's signature.	2. The office of the Dean by college will receive the ATL forms for checking and signature	None		<ul style="list-style-type: none"> ▪ College Dean
3. The college will forward the ATL copies to the Registrar's Office and DFI Office for checking and signature and will forward it to the OVPAA for signature	3. The University Registrar will sign the ATL and forward it to the DFI for checking and signature of their load/load requirements.	None		<ul style="list-style-type: none"> ▪ Registrar's Office ▪ Office of the Director for Instruction
4. OVPAA receive the ATL's. The	5. Office of the DFI will forward it to the	None	5-10 minutes	<ul style="list-style-type: none"> ▪ VP for Academic

VP for Academic Affairs re-checks and sign it before forwarding it to the Office of the President for approval.	OVPAA for rechecking and signature of the faculty load requirements. 6. OVPAA will submit all signed ATL's in a bunch to the Office of the President for approval			Affairs
7. Once the University President approves all ATL's, it will be forwarded back again to the OVPAA for distribution to the respective colleges and offices concerned.	8. OP will approve the ATL's of the faculty by college and will return it back to the OVPAA in a bunch for distribution to the concerned offices and colleges.	None		<ul style="list-style-type: none"> ▪ University President ▪ VP for Academic Affairs

2. Chairman of the Faculty, Scholarship, Fellowship, Training & Development Committee of the University

Office or Division:	By College			
Classification	Complex Transaction			
Type of Transaction:				
Who may avail:	Regular Faculty and Faculty on Temporary Status			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submit a letter request to the Office of the President in applying graduate school scholarship offered by the University and other government and private agency.		College / HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OP will forward the request to the OVPAA for evaluation then will communicate to HRMO for the documents required	1. OP will forward it to OVPAA for evaluation. 2. Action will be relayed to the HRMO for dissemination to the applicant.	None	10-20 minutes	<ul style="list-style-type: none"> • President • VPAA • HRMO
2. HRMO as	2. HRMO prepares	None	20-30	• HRMO

FSFTDC secretariat furnishes the VPAA a list of faculty scheduled for FSFTDC deliberation.	the pertinent documents for deliberation of the committee.		minutes	
3. HRMO as FSFTDC secretariat inform the faculty/employee applicant on the deliberation schedule.	3. The meeting is set and will be attended by the FSFTDC members and the applicant	None	1-2 hours	<ul style="list-style-type: none"> • VPAA • HRMO
4. Attend the FSTDFTDC deliberation	4. After a thorough evaluation the client will wait for the report after the favourable recommendation is forwarded to the Office of the President.	None		<ul style="list-style-type: none"> • VPAA • HRMO • FSTDFTDC Committee

3. Chairman of the Screening Committee for Part-time Lecturer Applicants in the Different Colleges

Office or Division:	By College			
Classification	Complex Transaction			
Type of Transaction:				
Who may avail:	Part-time and Special Lecturers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application letters addressed to the University President. List of part-time and special lecturers as recommended by the college deans		Part-time and Special Lecturers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Part-time and Special Lecturers will submit an application letter to the Office of the President for recommendation/evaluation to the screening committee.	1. HRMO will receive all application of the part-time and special lecturers and all pertinent documents will be forwarded to the OVPAA	None	20-30 minutes	<ul style="list-style-type: none"> • President • Office of the President

	for evaluation.			
3. The VPAA requests all college deans to prepare a list of their part-time/special lecturer for evaluation.	2. VPAA informs all deans to prepare the workload of their proposed special/part-time lecturers noting that names should not appear on the request.	None	20-30 minutes	<ul style="list-style-type: none"> • VPAA • College Deans
4. All colleges will prepare a list of their part-time/special lecturers for hiring and submit it to the VPAA.	3. List of part-time and special lecturers will be forwarded to the OVPAA and will be evaluated by the committee based on their submitted documents.	None	1-2 hours	<ul style="list-style-type: none"> • College Deans • VPAA

5. The screening committee will evaluate all application letters forwarded by the HRMO and finalize the list of recommended applicants	4. Summary workload of the special and part-time lecturer with remarks of the evaluation will be forward to the OP.	None	1-2 days	<ul style="list-style-type: none"> • VPAA • Screening Committee • HRMO
6. All recommended applicants by the screening committee will be submitted to the OP for further evaluation and	5. Recommendation based from the evaluation and the dean will be forward to the OP for final approval	None	1-2 hours	<ul style="list-style-type: none"> • VPAA • DFI • College Deans • Screening Committee

approval.				
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4. Chairman of the Faculty Selection Board

Office or Division:	By College			
Classification	Complex Transaction			
Type of Transaction:				
Who may avail:	Regular Faculty and Faculty on Temporary Status			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		College / HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRMO furnishes a copy of the list of faculty on temporary status for deliberation	1. HRMO prepares the list of faculty on temporary status to be presented to the meeting	None	20-30 minutes	• HRMO
7. Then, a meeting will be scheduled by the FSB Committee to further evaluate the documents of the faculty	3. The meeting is set and will be attended by the panel members and the applicant	None	20-30 minutes	• VPAA • HRMO
8. Members of the FSB Committee will come to a decision regarding the temporary status of the applicant	4. After the meeting status of the faculty will be decided.	None	1-2 hours	• VPAA • HRMO • FSB Members

5. Chairman of the University Library Board

Office or Division:	By College			
Classification	Complex Transaction			
Type of Transaction:				
Who may avail:	All Stakeholders of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library rules and procedures		University Library		
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON

	ACTIONS	TO BE PAID	TIME	RESPONSIBLE	
	Prepare a job description for the library in-charge and its staff and provide regular periodic evaluations				
	Through Strategic Planning, determine the mission of the Library and adopt written policies, consistent with that mission, to govern the operation of the Library				
	1. The University Library Board will set library rules and procedures to assist colleges prepare for the accreditation	1. The committee will meet to set a standard guidelines of the library rules and procedures.	None	1- 2 hours	<ul style="list-style-type: none"> University Library Board (VPAA, OIC Librarian, Academic Deans, DFI, Dean, OSA, USC President, FU President.
	Secure adequate funds to carry out the Library's plans and participate in the annual budgeting process for the Library				
	Advocate for legislation favorable to libraries on the local, and national levels as well as to the community and its constituents .		2-	•	
	Regularly self-evaluate personal performance on the Board and determine areas where improvement is needed.				
			3-	•	
				•	
	2. Once approve, the University Library Board will see to it that all development	2. The University Library Board will oversee all programs be accomplished and	None		

and programs as well as library services will be accomplished as task.	used by the whole university.			

6. Signing of University Clearance

Office or Division:	By College/offices			
Classification	Simple Transaction			
Type of Transaction:				
Who may avail:	Faculty & Staff/Part-time/ Special Lecturer/			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will secure the form from the HRMO and will completely fill up the necessary information.	1. Client will completely fill up the required details signatures.	None	20-30 minutes	- Client - HRMO
2. Once almost all signatories are completely signed, the client will secure the signature of the VPAA.	6. OVPAA will check if there are requirements needed before requesting the signature of the VPAA 7. VPAA will sign the clearance form if found cleared for any obligations. 8. VPAA staff will take a copy of the form for record purposes.	None	3-5 minutes	-VPAA
9. Once signed by the VPAA, the clearance form will be returned to the HRMO for the next action.	4. Client will personally forward his/her form to the HRMO for further processing.	None	3-5 minutes	-HRMO

7. Signing of Leave Forms

Office or Division:	By College/offices
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Classification	Simple Transaction			
Type of Transaction:				
Who may avail:	Deans of the Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave form to be completely filled-up by the faculty		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will secure the form from the HRMO and will completely fill up the necessary information.	1. Client will completely fill up the required details signatures.	None	20-30 minutes	<ul style="list-style-type: none"> • Client • HRMO
2. Client will secure the signature of the VPAA with the attachment of his previous approved leave	4. Client will personally forward his/her form to the HRMO for further processing.	None	3-5 minutes	<ul style="list-style-type: none"> • HRMO
3. Client will forward the leave form for update of his/her leave credits and filing in the HRMO	4. Client will personally forward his/her form to the HRMO for further processing.	None	3-5 minutes	<ul style="list-style-type: none"> • HRMO



OFFICE OF THE DIRECTOR FOR ADMISSION

Office or Division	Office of the Director for Admission	
Classification	Simple to Highly Technical	
Type of Transaction	New Normal Process G2C	
Who may avail	Students	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Application for Admission (Incoming Freshmen, Transfer, and Re-Admission Applicants)	Office of the Director for Admission and FB Page (electronic copy)	
<ul style="list-style-type: none"> ▪ Expression of Intent for Admission/To Transfer/For Re-Admission ▪ Student Personal Data Sheet 		
Incoming Freshmen	Client's previous school	
<ul style="list-style-type: none"> ▪ 3 copies of Form 138 or its equivalent (original and authenticated photocopies) ▪ 3 copies of Good Moral Certificate (original and authenticated photocopies) ▪ 3 copies of Transcript of Records for Second Coursers (original and authenticated photocopies) ▪ 3 copies of SHS Diploma or its equivalent (authenticated photocopies) 		
<ul style="list-style-type: none"> ▪ 3 copies of NSO/PSA certified Birth Certificate (original and photocopies) 	PSA Office	
<ul style="list-style-type: none"> ▪ 3 copies of Physical/Medical Examination (original and photocopies) 	Government Physician	
<ul style="list-style-type: none"> ▪ 2 pcs 2x2 ID Picture 	Client	
Transfer Applicants	Client's previous school	
<ul style="list-style-type: none"> ▪ 3 copies of Transcript of Records (original and photocopies) ▪ 3 copies of Certificate of Honorable Dismissal (original and photocopies) ▪ 3 copies of Certificate of Good 		



Moral Character (original and photocopies) ▪ 3 copies of Physical/Medical Examination (original and photocopies) Re-Admission Applicants ▪ 2 copies of Evaluation of Grades (original and photocopy)		Government Physician Management Information System (MIS) Office		
Shiftee Applicants ▪ 2 copies of Request to Shift to Other Course Form (original and photocopy) ▪ 2 copies of Evaluation of Grades (original and photocopy)		Office of the Director for Admission (ODFA) Department Chair		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE
1. The student applicant submits the documentary requirements for admission Note: For incoming freshmen, they have to write/indicate their 5 preferred courses (ranked from 1 st to fifth) in the Expression of Intent for Admission	1.1 The ODFA staff checks the completeness of the documents.	None	15 minutes	Any ODFA staff
	1.2 Texts/calls/e-mails to confirm receipt of the documents			
	1.3 Informs the applicant with lacking documents for immediate compliance			
	1.4 Transmits to the College/ Degree Program Admission Committee		10 days	Any ODFA staff



	for evaluation			
2. The student applicant waits for the text/call/e-mail from the College/ Degree Program Admissions Committee for interview and other requirements.	2.1 Admission Committee calls the applicant and requests pertinent information written in the application for admission	None	30 minutes	College Degree Program Admission Committee (CDPAC) Member
	2.2 Interviewer assesses the applicant's qualification through a set of questions		30 minutes	CDPAC Member
3. The applicant waits for the result.	3.1 Interviewer calls/texts/e-mails the qualified applicant to confirm enrolment	None	10 minutes	CDPAC Member
	3.2 Each degree program committee summarizes the list of qualified student applicants.		10 minutes	CDPAC Member
	3.3 A list of successfully qualified applicants is forwarded to the ODFA.		10 minutes	CDPAC Member
	3.4 A list of disqualified applicants is forwarded to the ODFA.		10 minutes	ODFA staff
	3.5 The ODFA posts (online) the roster of the successfully		15 minutes	ODFA staff



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	qualified documents			
4. The qualified applicant submits the required documents for enrolment through the University-Municipal Link Officers	4.1 University-Municipal Link Officers collect the documents.		10 minutes	University-Municipal Link Officers
	4.2 Documents are forwarded to the ODFA.		10 minutes	ODFA staff
	4.3 Complete documents are forwarded to the Registrar's Office		10 minutes	ODFA staff
	4.4 The program chair enrolls the qualified applicant for student number registration.		(See enrolment services of the College)	Program Chair
	4.5 The program chair encodes the subject for the semester and process the enrolment of the students		(See enrolment services of the College)	Program Chair
	Total	None	10 days and 3 hours	

PROPOSED COMPREHENSIVE LIST OF GOVERNMENT SERVICES OFFERED

<i>Office or Division</i>	College of Arts and Communication
<i>Classification</i>	Evaluation on Admission of New Students, Returnees, Transferees and Shifters (new normal)
<i>Type of Transaction</i>	Complex
<i>Client who may Avail</i>	Students
Checklist of Requirements	
Where to Secure	
<p><u>For New Students</u></p> <ul style="list-style-type: none"> • Transmittal Letter/ Endorsement from the UEP Admissions office with attached documents including: <ul style="list-style-type: none"> ○ Expression of Intent for Admission ○ Personal Data Sheet ○ Authenticated Copy of Form 138 ○ Authenticated Copy of School Principal Certification as a Candidate for SHS Graduation ○ Photocopy of NSO/PSA/Local Birth Certificate ○ 2 copies of latest and colored 2x2 ID picture ○ 1 Long Brown Envelope 	Office of the Director for Admission
<p><u>For Shifters</u></p> <ul style="list-style-type: none"> • Transmittal Letter/Endorsement from the Office of Admissions with attached documents including: <ul style="list-style-type: none"> ○ Approved Shifting Form ○ Evaluation of Grades 	Office of the Director for Admission Office of the Registrar/Previous College Previous College
<p><u>For Transferees</u></p> <ul style="list-style-type: none"> • Transmittal Letter/Endorsement from the Office of Admissions with attached documents including: <ul style="list-style-type: none"> ○ Expression of Intent to Transfer ○ Personal Data Sheet ○ Photocopy of Certificate of Honorable Dismissal ○ Photocopy of Certificate of Good Moral Character ○ Photocopy of Physical Examination (conducted by Government Physician from the applicant's place of origin) ○ 2 copies of latest and colored 2x2 ID pictures ○ 1 long brown envelope 	Office of the Director for Admission
<p><u>For Returnees/Re-admission</u></p> <ul style="list-style-type: none"> • Transmittal Letter/Endorsement from the Admissions 	Office of the Director for Admission

Office with attached documents including:				
<ul style="list-style-type: none"> o Original Copy of Grades o Expression of Intent for Re-admission o Student Personal Data Sheet o 1 copy of latest and colored 2x2 ID picture 				
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
For New Students				
1. The applicant's documents are transmitted from the Office of the Director for Admissions to the College	The College through the Office of the Dean receives the documents and distributes to the concerned department	None	10 minutes	Office of the Dean -College Secretary -College Clerk -office staff
2. The applicant's documents are evaluated	The respective Department Chairpersons instruct the program coordinator/s to undergo evaluation of the documents based on the guidelines and rubric for evaluation	None	3 – 5 days depending on the number of applicants/ 10 minutes per applicant	Admissions Committee -Admissions Coordinator -Department Chairpersons
3. The applicants are called for confirmation if they are still interested to apply for the respective program	The Department Chairperson contact to program coordinator/s the applicants to confirm his/her interest in enrolling for the respective program	None	3 minutes per applicant	Department Chairpersons
4. The documents of the disqualified applicants are submitted back to the Admissions Office	The Admissions Committee transmits the documents, prepares and submits a report of disqualified students at the end of each working day while on the evaluation process	None	30 minutes	Admissions Committee -Admissions Coordinator -Department Chairpersons
5. The accepted applicants are determined	The respective department chairpersons instruct the program coordinator/s to prepare a report of qualified students and submits it to the Admissions Committee Chair	None	1 hour	Department Chairpersons
	Reports on Qualified	None	30 minutes	Admissions

	Applicants are collected and a transmittal is prepared together with the documents of the applicants admitted for submission to the Admissions Office			Committee Chair
6. Students' Profile and Student ID Number is generated for the qualified applicants	Encoding of the basic profile of the qualified students and generation of Student ID Number	None	5 minutes/ qualified applicant	Department Chairperson
TOTAL			3 days, 1 hour, and 18 minutes	
For Transferees, Shifters, and Returnees				
1. The applicant's documents are transmitted from the Office of the Director for Admissions to the College	The College through the Office of the Dean receives the documents and distributes to the concerned department	None	10 minutes	Office of the Dean -College Secretary -College Clerk
2. The applicant's documents are evaluated	The respective Department Chairpersons instruct the program coordinator/s to conduct an evaluation of the documents based on the guidelines, and subject to availability of slots of the program and year level	None	1 hour	Department Chairperson
3. The applicants are determined if accepted or otherwise	The applicant is determined if he is accepted or otherwise in the respective program and submits a report on this to the Office of the Director for Admissions	None	15 minutes	Department Chairpersons
TOTAL			1 hour and 25 minutes	

Office or Division	College of Arts and Communication			
Classification	Enrolment of Students			
Type of Transaction	Complex			
Client who may Avail	Students			
Checklist of Requirements			Where to Secure	
For New Students/Transferees/Shifters/Returnees			Office of the Director for Admissions	
<ul style="list-style-type: none"> • Proof of Admission or Acceptance in the Program 				
For Old Students			College Guidance Office Department Chairperson	
<ul style="list-style-type: none"> • College Clearance • Evaluation of Grades 				
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
For New Students				
1. Applicant submits his/her admission requirements to ADFO	Retrieval and filing of the college copy of admission requirements from the ODFA	none	5 minutes	Department Chairpersons/ Program Coordinators Guidance/Admissions Coordinator
2. Admitted student confirms that he/she will enroll the course	Determination of student's academic load and encoding of subjects to be enrolled by the new students	None	5 minutes	Department Chairperson/ Program Coordinators
3. Student confirms enrolment of the subjects encoded	Verification with the student concerned on the subjects encoded	None	15 minutes	Department Chairperson/ Program Coordinators
	Printing of the Certificate of Registration	None	3 minutes	Department Chairperson/ Program Coordinators
	Approval of the Enrolment	None	1 minute	College Dean
	Transmittal of CORs to the Office of the Registrar for signature and validation of enrolment	None	15 minutes	Department Chairperson and College Clerk/ Program Coordinators
	Upon receipt of the signed CORs, sending of e-copy of COR to students and transmittal of actual copies of COR to the University Links	None	30 minutes	Department Chairperson
4. Student accepts				

the COR from the University Link				
TOTAL		1 hour and 14 minutes		
For Old Students				
1. Student coordinates with the Department Chairperson for the completion of clearance	Facilitating of the clearance in behalf of their students	None	1 day	Department Chairperson/ Program Coordinators
2. Student answers the survey for the incoming semester whether he/she will enroll or not	Conduct of the survey for incoming semester on students who will enroll or not	None	10 minutes	Department Chairperson/ Program Coordinators
	Evaluation of student grades	None	5 minutes per student	Department Chairperson/ Program Coordinators
	Determination of student's academic load and encoding of subjects to be enrolled by the new students	None	5 minutes per student	Department Chairperson/ Program Coordinators
3. 5. Student confirms enrolment of the subjects encoded	Verification with the student concerned on the subjects encoded	None	15 minutes	Department Chairperson/ Program Coordinators
	Printing of the Certificate of Registration	None	3 minutes	Department Chairperson/ Program Coordinators
	Approval of the Enrolment	None	1 minute	College Dean
	Transmittal of CORs to the Office of the Registrar for signature and validation of enrolment	None	15 minutes	Department Chairperson and College Clerk
	Upon receipt of the signed CORs, sending of e-copy of COR to students and transmittal of actual copies of COR to the University Links	None	30 minutes	Department Chairperson
6. Student accepts the COR from the University Link				
TOTAL		1 day, 1 hour, and 24 minutes		

<i>Office or Division</i>	College of Arts and Communication
<i>Classification</i>	Request for Reprinting of COR (new normal)
<i>Type of Transaction</i>	Simple
<i>Client who may Avail</i>	Students

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> • Student ID 	<ul style="list-style-type: none"> • Office of the Registrar (in case student has no ID yet)

Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The student contacts his/her respective Department Chairperson/program Coordinator and makes a request for reprinting of COR	Acceptance of the request and recording in the logbook	none	2 minutes	Department Chairperson/program coordinators
	Retrieval of the student's record in the system and printing of the COR	none	3 minutes	Department Chairperson/program coordinators
2. Receipt of the reprinted COR and acknowledgment of receipt	An e-copy is sent through email, messenger or its equivalent, or a hardcopy is sent through the University Link	none	10 minutes	Department Chairperson
TOTAL			15 minutes	

<i>Office or Division</i>	College of Arts and Communication			
<i>Classification</i>	Request for Reprinting of COR			
<i>Type of Transaction</i>	Simple			
<i>Client who may Avail</i>	Students			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • Student ID 		<ul style="list-style-type: none"> • Office of the Registrar (in case student has no ID yet) 		
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The student reports to the Office of the College of Arts and Communication and makes a request for reprinting of COR	Acceptance of the request and recording in the logbook	none	2 minutes	College Clerk/Secretary
	Transmittal/Referral of the request to concerned Department Chairperson	none	2 minutes	College Clerk/College Secretary
	Retrieval of the student's record in the system and printing of the COR	none	5 minutes	College Chairperson
2. Receipt of the reprinted COR and signing the acknowledgment in the logbook	The reprinted COR is handed to the requesting student and makes him/her sign the acknowledgement in the logbook	None	1 minute	College Chairperson
TOTAL			10 minutes	

<i>Office or Division</i>	College of Arts and Communication			
<i>Classification</i>	Request for Certificate of Good Moral Character			
<i>Type of Transaction</i>	Simple			
<i>Client who may Avail</i>	Students, Alumni			
Checklist of Requirements			Where to Secure	
<ul style="list-style-type: none"> • Student ID • Valid ID 			<ul style="list-style-type: none"> • Office of the Registrar (in case student has no ID yet) • 	
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The client reports to the Office of the College of Arts and Communication and makes a request for issuance of the certification	Acceptance of the request and recording in the logbook	none	2 minutes	College Clerk/Secretary
	Verification of the student's record to ensure there is no pending disciplinary case	none	15 minutes	Department Chairperson College Guidance Coordinator
	Encoding of the information in the certification template and printing of the document	none	5 minutes	College Clerk
	Affixing of Signature of the College Dean in the certification	none	1 minute	College Dean
	Recording of the certification issued in the college logbook	none	1 minute	College Clerk
2. Receipt of the reprinted COR and signing the acknowledgment in the logbook	The requested certification is given to the requesting party	None	1 minute	College Clerk
TOTAL			25 minutes	

<i>Office or Division</i>	College of Arts and Communication
<i>Classification</i>	Request for Certificate of Good Moral Character (new normal)
<i>Type of Transaction</i>	Simple
<i>Client who may Avail</i>	Students, Alumni

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> • Student ID • Valid ID 	<ul style="list-style-type: none"> • Office of the Registrar (in case student has no ID yet) •

Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The client requests through his/her Department for issuance of the certification	Acceptance of the request and recording in the logbook	none	2 minutes	College Clerk/Secretary
	Verification of the student's record to ensure there is no pending disciplinary case	none	15 minutes	Department Chairperson College Guidance Coordinator
	Encoding of the information in the certification template and printing of the document	none	5 minutes	College Clerk
	Affixing of Signature of the College Dean in the certification	none	1 minute	College Dean
	Recording of the certification issued in the college logbook	none	1 minute	College Clerk
2. Receipt of the reprinted COR and signing the acknowledgment in the logbook	Transmittal of the certification to the University Link for sending to requesting party/sending through online platforms of e-copy	none	5 minutes	College Clerk/Secretary
TOTAL			29 minutes	

Office or Division	College of Arts and Communication
Classification	Request for Recommendation Letter
Type of Transaction	Complex
Client who may Avail	Students, Alumni

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> • Student ID • Valid ID • Accomplished Request Form 	<ul style="list-style-type: none"> • Office of the Registrar (in case student has no ID yet) • College Clerk

Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The client submits a request for a recommendation letter to the Office of the College of Arts and Communication either thru email/online or actual request	Receipt of request and recording in the appropriate logbook	none	2 minutes	Office of the Dean -College Clerk/Secretary
	Referral of the request to the concerned Department Chairperson or/ program coordinator to the College Dean depending on the requested recommendation	none	2 minutes	College Clerk/Secretary
	Preparation, encoding, and signing of the Recommendation Letter	none	1 day	College Dean or Department Chairperson (depending on the request)
2. The client receives the document requested	Releasing of the Recommendation Letter and recording of the receipt in the logbook or sending through email or other online means in case the request is an e-copy	none	5 minutes	College Clerk/Secretary
TOTAL			1 day and 9 minutes	

<i>Office or Division</i>	College of Arts and Communication			
<i>Classification</i>	Request for Copies of Evaluation of Grades/Report of Grades			
<i>Type of Transaction</i>	Simple			
<i>Client who may Avail</i>	Students			
Checklist of Requirements			Where to Secure	
<ul style="list-style-type: none"> • Student ID 			<ul style="list-style-type: none"> • Office of the Registrar (in case student has no ID yet) 	
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The student reports to the Office of the College of Arts and Communication and makes a request a copy of his/her evaluation or report of grades	Acceptance of the request and recording in the logbook	none	2 minutes	College Clerk/Secretary
	Transmittal/Referral of the request to concerned Department Chairperson	none	1 minute	College Clerk/College Secretary
	Retrieval of the student's record in the system and printing of the Evaluation of Grades or Report of Grades	none	5 minutes	College Chairperson
2. Receipt requested document and signing the acknowledgment in the logbook	The reprinted COR is handed to the requesting student and makes him/her sign the acknowledgement in the logbook	None	2 minutes	College Chairperson
TOTAL			10 minutes	

<i>Office or Division</i>	College of Arts and Communication
<i>Classification</i>	Request for Copies of Evaluation of Grades/Report of Grades (new normal)
<i>Type of Transaction</i>	Simple
<i>Client who may Avail</i>	Students

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> • Student ID 	<ul style="list-style-type: none"> • Office of the Registrar (in case student has no ID yet)

Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The student contacts his/her respective Department Chairperson and makes a request for a copy of his/her evaluation of grades/report of grades	Acceptance of the request and recording in the logbook	none	2 minutes	Department Chairperson
	Retrieval of the student's record in the system, printing, signing, and scanning of the document	none	5 minutes	Department Chairperson
2. Receipt of the requested document	An e-copy is sent through email, messenger or its equivalent, or a hardcopy is sent through the University Link	none	10 minutes	Department Chairperson
TOTAL			17 minutes	

<i>Office or Division</i>	College of Arts and Communication
<i>Classification</i>	Request for Subject Offerings
<i>Type of Transaction</i>	Complex
<i>Client who may Avail</i>	Students, Departments from Other Colleges

Checklist of Requirements	Where to Secure
For Students: <ul style="list-style-type: none"> • Evaluation of Grades • Letter Request For Other Departments <ul style="list-style-type: none"> • Letter Request • Class Details (size, course, year level) 	<ul style="list-style-type: none"> • Department Chairperson

Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The student/department chairperson/program coordinator submits a letter request for offering of subject with attached evaluation of grades (for students), details of class (for departments)	Acceptance of request	none	2 minutes	College Secretary
	Evaluation and approval of the request based on university guidelines	none	30 minutes	College Dean
	Identification of faculty, schedule, and room assignment, plotting and encoding of the class schedule	none	1 day	College Secretary
2. The client is informed of the details of the requested subject	Printing and transmittal of the class schedule and other details of the requested subject	none	30 minutes	College Secretary College Clerk
TOTAL			1 day, 1 hour, and 2 minutes	

<i>Office or Division</i>	College of Arts and Communication			
<i>Classification</i>	Request for Expert Services (Trainings/Seminars, Consultancy, Research, others)			
<i>Type of Transaction</i>	Highly-Technical			
<i>Client who may Avail</i>	Partner Agencies/ LGUs, NGOs/NGAs/POs/ Government Agencies			
Checklist of Requirements			Where to Secure	
Letter Request				
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. Client sends a letter request to the Office of the President thru the College	Receipt of Letter request and recording in the log book	none	2 minutes	College Clerk
	Review of request and transmittal to the respective coordinators concerned	none	5 minutes	College Dean
	Identification of faculty member/s to be assigned of the request	none	30 minutes	College Dean and concerned Coordinator
	Communication and transmittal of the assignment to the faculty member/s assigned	None	1 day	College Dean and concerned coordinator
3. Coordinating with the College on the updates of the request	Coordination with the requesting client for updates on the request and referral of the faculty assigned	None	1 day	Coordinator concerned
4. Coordinating with the faculty assigned to conduct the expert service	Coordination with the requesting client for further details of the expert service requested	none	1 day	Faculty Member identified to conduct expert service
	Preparation of materials and other resources for use in the conduct of expert service	none	3 to 5 days depending on the amount of time before the actual conduct	Faculty Member identified to conduct expert service
5. The client received actual expert service conducted	Actual conduct of expert service	none	1 day or more depending on the kind of expert service requested	Faculty Member identified to conduct expert service
6. Provides	Retrieval of	None	1 day	Faculty

feedback /evaluation of the expert services conducted	feedback/evaluation from clients served and submission to the office			Member identified to conduct expert service
7.	Preparation and submission of reports pertaining to the expert service conducted	none	1 day	Office of the Dean through coordinator concerned
TOTAL			9 days and 37 minutes or longer	

Prepared by:


MARIA ALFE G. BANAWIS, DALL
 Dean

PROPOSED COMPREHENSIVE LIST OF GOVERNMENT SERVICES OFFERED

<i>Office or Division</i>	College of Business Administration
<i>Classification</i>	Evaluation on Admission of New Students, Returnees, Transferees and Shifters (new normal)
<i>Type of Transaction</i>	Complex
<i>Client who may Avail</i>	Students
Checklist of Requirements	
Where to Secure	
<p><u>For New Students</u></p> <ul style="list-style-type: none"> • Transmittal Letter/ Endorsement from the UEP Admissions office with attached documents including: <ul style="list-style-type: none"> ○ Expression of Intent for Admission ○ Personal Data Sheet ○ Authenticated Copy of Form 138 ○ Authenticated Copy of School Principal Certification as a Candidate for SHS Graduation ○ Photocopy of NSO/PSA/Local Birth Certificate ○ 2 copies of latest and colored 2x2 ID picture ○ 1 Long Brown Envelope 	Office of the Director for Admissions
<p><u>For Shifters</u></p> <ul style="list-style-type: none"> • Transmittal Letter/Endorsement from the Office of Admissions with attached documents including: <ul style="list-style-type: none"> ○ Approved Shifting Form ○ Evaluation of Grades 	Office of the Director for Admissions Office of the Registrar/Previous College Previous College
<p><u>For Transferees</u></p> <ul style="list-style-type: none"> • Transmittal Letter/Endorsement from the Office of Admissions with attached documents including: <ul style="list-style-type: none"> ○ Expression of Intent to Transfer ○ Personal Data Sheet ○ Photocopy of Certificate of Honorable Dismissal ○ Photocopy of Certificate of Good Moral Character ○ Photocopy of Physical Examination (conducted by Government Physician from the applicant's place of origin) ○ 2 copies of latest and colored 2x2 ID pictures ○ 1 long brown envelope 	Office of the Director for Admissions
<p><u>For Returnees/Re-admission</u></p> <ul style="list-style-type: none"> • Transmittal Letter/Endorsement from the Admissions Office with attached documents including: <ul style="list-style-type: none"> ○ Original Copy of Grades 	Office of the Director for Admissions

- o Expression of Intent for Re-admission
- o Student Personal Data Sheet
- o 1 copy of latest and colored 2x2 ID picture

Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
For New Students				
1. The applicant's documents are transmitted from the Office of the Director for Admissions to the College	The College through the Office of the Dean receives the documents and distributes to the concerned department	None	10 minutes	Office of the Dean -College Secretary -College Clerk
2. The applicant's documents are evaluated	The respective Department Chairpersons undergo evaluation of the documents based on the guidelines and rubric for evaluation	None	3 – 5 days depending on the number of applicants/ 10 minutes per applicant	Admissions Committee -Admissions Coordinator -Department Chairpersons
3. The applicants are called for confirmation if they are still interested to apply for the respective program	The Department Chairperson contacts the applicants to confirm his/her interest in enrolling for the respective program	None	3 minutes per applicant	Department Chairpersons
4. The documents of the disqualified applicants are submitted back to the Admissions Office	The Admissions Committee transmits the documents, prepares and submits a report of disqualified students at the end of each working day while on the evaluation process	None	30 minutes	Admissions Committee -Admissions Coordinator -Department Chairpersons
5. The accepted applicants are determined	The respective department chairpersons prepares a report of qualified students and submits it to the Admissions Committee Chair	None	1 hour	Department Chairpersons
	Reports on Qualified Applicants are collected and a transmittal is prepared together with the documents of the applicants admitted for submission to the Admissions Office	None	30 minutes	Admissions Committee Chair
6. Students' Profile and Student ID	Encoding of the basic profile of the qualified	None	5 minutes/ qualified	Department Chairperson

Number is generated for the qualified applicants	students and generation of Student ID Number		applicant	
TOTAL			3 days, 1 hour, and 18 minutes	
For Transferees, Shifters, and Returnees				
1. The applicant's documents are transmitted from the Office of the Director for Admissions to the College	The College through the Office of the Dean receives the documents and distributes to the concerned department	None	10 minutes	Office of the Dean -College Secretary -College Clerk
2. The applicant's documents are evaluated	The respective Department Chairpersons undergo evaluation of the documents based on the guidelines, and subject to availability of slots of the program and year level	None	1 hour	Department Chairperson
3. The applicants are determined if accepted or otherwise	The applicant is determined if he is accepted or otherwise in the respective program and submits a report on this to the Office of the Director for Admissions	None	15 minutes	Department Chairpersons
TOTAL			1 hour and 25 minutes	

<i>Office or Division</i>	College of Business Administration
<i>Classification</i>	Enrolment of Students
<i>Type of Transaction</i>	Complex
<i>Client who may Avail</i>	Students

Checklist of Requirements	Where to Secure
For New Students/Transferees/Shifters/Returnees <ul style="list-style-type: none"> • Proof of Admission or Acceptance in the Program 	Office of the Director for Admissions
For Old Students <ul style="list-style-type: none"> • College Clearance • Evaluation of Grades 	College Guidance Office Department Chairperson

Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
For New Students				
1. Applicant submits his/her admission requirements to ADFO	Retrieval and filing of the college copy of admission requirements from the ODFA	none	5 minutes	Department Chairpersons Guidance/Admissions Coordinator
2. Admitted student confirms that he/she will enroll the course	Determination of student's academic load and encoding of subjects to be enrolled by the new students	None	5 minutes	Department Chairperson
3. Student confirms enrolment of the subjects encoded	Verification with the student concerned on the subjects encoded	None	15 minutes	Department Chairperson
	Printing of the Certificate of Registration	None	3 minutes	Department Chairperson
	Approval of the Enrolment	None	1 minute	College Dean
	Transmittal of CORs to the Office of the Registrar for signature and validation of enrolment	None	15 minutes	Department Chairperson and College Clerk
	Upon receipt of the signed CORs, sending of e-copy of COR to students and transmittal of actual copies of COR to the University Links	None	30 minutes	Department Chairperson
4. Student accepts the COR from				

the University Link				
	TOTAL			1 hour and 14 minutes
For Old Students				
1. Student coordinates with the Department Chairperson for the completion of clearance	Facilitating of the clearance in behalf of their students	None	1 day	Department Chairperson
2. Student answers the survey for the incoming semester whether he/she will enroll or not	Conduct of the survey for incoming semester on students who will enroll or not	None	10 minutes	Department Chairperson
	Evaluation of student grades	None	5 minutes per student	Department Chairperson
	Determination of student's academic load and encoding of subjects to be enrolled by the new students	None	5 minutes per student	Department Chairperson
5. Student confirms enrolment of the subjects encoded	Verification with the student concerned on the subjects encoded	None	15 minutes	Department Chairperson
	Printing of the Certificate of Registration	None	3 minutes	Department Chairperson
	Approval of the Enrolment	None	1 minute	College Dean
	Transmittal of CORs to the Office of the Registrar for signature and validation of enrolment	None	15 minutes	Department Chairperson and College Clerk
	Upon receipt of the signed CORs, sending of e-copy of COR to students and transmittal of actual copies of COR to the University Links	None	30 minutes	Department Chairperson
6. Student accepts the COR from the University Link				
	TOTAL			1 day, 1 hour, and 24 minutes

<i>Office or Division</i>	College of Business Administration			
<i>Classification</i>	Request for Reprinting of COR (new normal)			
<i>Type of Transaction</i>	Simple			
<i>Client who may Avail</i>	Students			
Checklist of Requirements			Where to Secure	
<ul style="list-style-type: none"> • Student ID 			<ul style="list-style-type: none"> • Office of the Registrar (in case student has no ID yet) 	
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The student contacts his/her respective Department Chairperson and makes a request for reprinting of COR	Acceptance of the request and recording in the logbook	none	2 minutes	Department Chairperson
	Retrieval of the student's record in the system and printing of the COR	none	3 minutes	Department Chairperson
2. Receipt of the reprinted COR and acknowledgment of receipt	An e-copy is sent through email, messenger or its equivalent, or a hardcopy is sent through the University Link	none	10 minutes	Department Chairperson
TOTAL			15 minutes	

<i>Office or Division</i>	College of Business Administration			
<i>Classification</i>	Request for Reprinting of COR			
<i>Type of Transaction</i>	Simple			
<i>Client who may Avail</i>	Students			
Checklist of Requirements			Where to Secure	
<ul style="list-style-type: none"> Student ID 			<ul style="list-style-type: none"> Office of the Registrar (in case student has no ID yet) 	
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The student reports to the Office of the College of Business Administration and makes a request for reprinting of COR	Acceptance of the request and recording in the logbook	none	2 minutes	College Clerk/Secretary
	Transmittal/Referral of the request to concerned Department Chairperson	none	2 minutes	College Clerk/College Secretary
	Retrieval of the student's record in the system and printing of the COR	none	5 minutes	College Chairperson
2. Receipt of the reprinted COR and signing the acknowledgment in the logbook	The reprinted COR is handed to the requesting student and makes him/her sign the acknowledgement in the logbook	None	1 minute	College Chairperson
TOTAL			10 minutes	

<i>Office or Division</i>	College of Business Administration
<i>Classification</i>	Request for Certificate of Good Moral Character
<i>Type of Transaction</i>	Simple
<i>Client who may Avail</i>	Students, Alumni

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> • Student ID • Valid ID 	<ul style="list-style-type: none"> • Office of the Registrar (in case student has no ID yet) •

Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The client reports to the Office of the College of Business Administration and makes a request for issuance of the certification	Acceptance of the request and recording in the logbook	none	2 minutes	College Clerk/Secretary
	Verification of the student's record to ensure there is no pending disciplinary case	none	15 minutes	Department Chairperson College Guidance Coordinator
	Encoding of the information in the certification template and printing of the document	none	5 minutes	College Clerk
	Affixing of Signature of the College Dean in the certification	none	1 minute	College Dean
	Recording of the certification issued in the college logbook	none	1 minute	College Clerk
2. Receipt of the reprinted COR and signing the acknowledgment in the logbook	The requested certification is given to the requesting party	None	1 minute	College Clerk
TOTAL			25 minutes	

<i>Office or Division</i>	College of Business Administration			
<i>Classification</i>	Request for Certificate of Good Moral Character (new normal)			
<i>Type of Transaction</i>	Simple			
<i>Client who may Avail</i>	Students, Alumni			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • Student ID • Valid ID 		<ul style="list-style-type: none"> • Office of the Registrar (in case student has no ID yet) • 		
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The client requests through his/her Department for issuance of the certification	Acceptance of the request and recording in the logbook	none	2 minutes	College Clerk/Secretary
	Verification of the student's record to ensure there is no pending disciplinary case	none	15 minutes	Department Chairperson College Guidance Coordinator
	Encoding of the information in the certification template and printing of the document	none	5 minutes	College Clerk
	Affixing of Signature of the College Dean in the certification	none	1 minute	College Dean
	Recording of the certification issued in the college logbook	none	1 minute	College Clerk
2. Receipt of the reprinted COR and signing the acknowledgment in the logbook	Transmittal of the certification to the University Link for sending to requesting party/sending through online platforms of e-copy	none	5 minutes	College Clerk/Secretary
TOTAL			29 minutes	

<i>Office or Division</i>	College of Business Administration			
<i>Classification</i>	Request for Recommendation Letter			
<i>Type of Transaction</i>	Complex			
<i>Client who may Avail</i>	Students, Alumni			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • Student ID • Valid ID • Accomplished Request Form 		<ul style="list-style-type: none"> • Office of the Registrar (in case student has no ID yet) • College Clerk 		
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The client submits a request for a recommendation letter to the Office of the College of Business Administration either thru email/online or actual request	Receipt of request and recording in the appropriate logbook	none	2 minutes	Office of the Dean -College Clerk/Secretary
	Referral of the request to the concerned Department Chairperson or to the College Dean depending on the requested recommendation	none	2 minutes	College Clerk/Secretary
	Preparation, encoding, and signing of the Recommendation Letter	none	1 day	College Dean or Department Chairperson (depending on the request)
2. The client receives the document requested	Releasing of the Recommendation Letter and recording of the receipt in the logbook or sending through email or other online means in case the request is an e-copy	none	5 minutes	College Clerk/Secretary
TOTAL			1 day and 9 minutes	

<i>Office or Division</i>	College of Business Administration			
<i>Classification</i>	Request for Copies of Evaluation of Grades/Report of Grades			
<i>Type of Transaction</i>	Simple			
<i>Client who may Avail</i>	Students			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Student ID 		<ul style="list-style-type: none"> Office of the Registrar (in case student has no ID yet) 		
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The student reports to the Office of the College of Business Administration and makes a request a copy of his/her evaluation or report of grades	Acceptance of the request and recording in the logbook	none	2 minutes	College Clerk/Secretary
	Transmittal/Referral of the request to concerned Department Chairperson	none	1 minute	College Clerk/College Secretary
	Retrieval of the student's record in the system and printing of the Evaluation of Grades or Report of Grades	none	5 minutes	College Chairperson
2. Receipt requested document and signing the acknowledgment in the logbook	The reprinted COR is handed to the requesting student and makes him/her sign the acknowledgement in the logbook	None	2 minutes	College Chairperson
TOTAL			10 minutes	

<i>Office or Division</i>	College of Business Administration
<i>Classification</i>	Request for Copies of Evaluation of Grades/Report of Grades (new normal)
<i>Type of Transaction</i>	Simple
<i>Client who may Avail</i>	Students

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> • Student ID 	<ul style="list-style-type: none"> ▪ Office of the Registrar (in case student has no ID yet)

Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The student contacts his/her respective Department Chairperson and makes a request for a copy of his/her evaluation of grades/report of grades	Acceptance of the request and recording in the logbook	none	2 minutes	Department Chairperson
	Retrieval of the student's record in the system, printing, signing, and scanning of the document	none	5 minutes	Department Chairperson
2. Receipt of the requested document	An e-copy is sent through email, messenger or its equivalent, or a hardcopy is sent through the University Link	none	10 minutes	Department Chairperson
TOTAL			17 minutes	

<i>Office or Division</i>	College of Business Administration
<i>Classification</i>	Request for Subject Offerings
<i>Type of Transaction</i>	Complex
<i>Client who may Avail</i>	Students, Departments from Other Colleges

Checklist of Requirements	Where to Secure
<p>For Students:</p> <ul style="list-style-type: none"> • Evaluation of Grades • Letter Request <p>For Other Departments</p> <ul style="list-style-type: none"> • Letter Request • Class Details (size, course, year level) 	<ul style="list-style-type: none"> • Department Chairperson

Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The student/department chairperson submits a letter request for offering of subject with attached evaluation of grades (for students), details of class (for departments)	Acceptance of request	none	2 minutes	College Secretary
	Evaluation and approval of the request based on university guidelines	none	30 minutes	College Dean
	Identification of faculty, schedule, and room assignment, plotting and encoding of the class schedule	none	1 day	College Secretary
2. The client is informed of the details of the requested subject	Printing and transmittal of the class schedule and other details of the requested subject	none	30 minutes	College Secretary College Clerk
TOTAL			1 day, 1 hour, and 2 minutes	

<i>Office or Division</i>	College of Business Administration			
<i>Classification</i>	Request for Expert Services (Trainings/Seminars, Consultancy, Research, others)			
<i>Type of Transaction</i>	Highly-Technical			
<i>Client who may Avail</i>	Partner Agencies/ LGUs, NGOs/NGAs/POs/ Government Agencies			
Checklist of Requirements			Where to Secure	
Letter Request				
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. Client sends a letter request to the Office of the President thru the College	Receipt of Letter request and recording in the log book	none	2 minutes	College Clerk
	Review of request and transmittal to the respective coordinators concerned	none	5 minutes	College Dean
	Identification of faculty member/s to be assigned of the request	none	30 minutes	College Dean and concerned Coordinator
	Communication and transmittal of the assignment to the faculty member/s assigned	None	1 day	College Dean and concerned coordinator
3. Coordinating with the College on the updates of the request	Coordination with the requesting client for updates on the request and referral of the faculty assigned	None	1 day	Coordinator concerned
4. Coordinating with the faculty assigned to conduct the expert service	Coordination with the requesting client for further details of the expert service requested	none	1 day	Faculty Member identified to conduct expert service
	Preparation of materials and other resources for use in the conduct of expert service	none	3 to 5 days depending on the amount of time before the actual conduct	Faculty Member identified to conduct expert service
5. The client received actual expert service conducted	Actual conduct of expert service	none	1 day or more depending on the kind of expert service	Faculty Member identified to conduct expert

			requested	service
6. Provides feedback /evaluation of the expert service conducted	Retrieval of feedback/evaluation from clients served and submission to the office	None	1 day	Faculty Member identified to conduct expert service
7.	Preparation and submission of reports pertaining to the expert service conducted	none	1 day	Office of the Dean through coordinator concerned
TOTAL			9 days and 37 minutes or longer	

PROPOSED COMPREHENSIVE LIST OF GOVERNMENT SERVICES OFFERED

<i>Office or Division</i>	College of Agriculture, Fisheries, and Natural Resources (CAFNR)
<i>Classification</i>	Evaluation on Admission of New Students, Returnees, Transferees and Shifters (new normal)
<i>Type of Transaction</i>	Complex
<i>Client who may Avail</i>	Students
Checklist of Requirements	
Where to Secure	
<p><u>For New Students</u></p> <ul style="list-style-type: none"> • Transmittal Letter/Endorsement from the UEP Admissions office with attached documents including: <ul style="list-style-type: none"> ◦ Expression of Intent for Admission ◦ Personal Data Sheet ◦ Authenticated Copy of Form 138 ◦ Authenticated Copy of School Principal Certification as a Candidate for SHS Graduation. ◦ Photocopy of NSO/PSA/Local Birth Certificate ◦ 2 copies of latest and colored 2x2 ID picture ◦ 1 long Brown Envelope 	Office of the Director for Admission
<p><u>For Shifters</u></p> <ul style="list-style-type: none"> • Transmittal Letter/Endorsement from the UEP Admissions office with attached documents including: <ul style="list-style-type: none"> ◦ Approved Shifting Form ◦ Evaluation of Grades 	Office of the Director for Admission Office of the Registrar/Previous College Previous College
<p><u>For Transferees</u></p> <ul style="list-style-type: none"> • Transmittal Letter/Endorsement from the UEP Admissions office with attached documents including: <ul style="list-style-type: none"> ◦ Expression of Intent to Transfer ◦ Personal Data Sheet ◦ Photocopy of Certificate of Honorable Dismissal ◦ Photocopy of Certificate of Good Moral Character ◦ Photocopy of Physical Examination (conducted by Government Physician from the applicant's place of origin) ◦ 2copies of latest and colored 2x2 ID pictures ◦ 1 long brown envelope 	Office of the Director for Admission
<p><u>For Returnees/Re-admission</u></p> <ul style="list-style-type: none"> • Transmittal Letter/Endorsement from the UEP Admissions office with attached documents including: <ul style="list-style-type: none"> ◦ Original Copy of Grades ◦ Expression of Intent for Re-admission ◦ Student Personal Data Sheet ◦ 1 copy of latest and colored 2x2 ID picture 	Office of the Director for Admission

Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
For New Students				
1. The applicant's documents are transmitted from the Office of the Admissions to the College's Guidance Coordinators	The College through the College Guidance Coordinator receives the documents and distributes to the concerned department	None	10 minutes	College Guidance Coordinators and Department Chairpersons
2. The applicant's documents are evaluated	The respective Department Chairperson/ College Guidance Coordinators evaluate the documents based on the guidelines and rubric for evaluation	None	3 – 5 days depending on the number of applicants/10 minutes per applicant	Admissions Committee - College Guidance Coordinators - Department Chairpersons
3. The applicants are called for confirmation if they are still interested to apply for the respective program	The Department Chairperson instructs the college guidance coordinators to contact the applicant to confirm his/her interest in enrolling for the respective program	None	3 minutes per applicant	Department Chairpersons and College Guidance Coordinators
4. The documents of the disqualified applicants are submitted back to the Admissions Office	The Admissions Committee transmits the documents, prepares and submits a report of disqualified students at the end of each working day while on the evaluation process	None	30 minutes	Department Chairpersons and College Guidance Coordinators
5. The accepted applicants are determined	The respective department chairpersons instruct the college guidance coordinator/s to prepare a report of qualified students and submits it to the Admission Committee Chair	None	1 hour	Department Chairpersons and College Guidance Coordinators
	Reports on Qualified Applicants are collected and a transmittal is prepared together with the documents of the applicants admitted for submission to the Admissions Office	None	30 minutes	College Guidance Coordinators
6. Students' Profile and Student ID Number is	Encoding of the basic profile of the qualified	None	5 minutes /qualified	Department Chairperson

generated for the qualified applicants	students and generation of Student ID Number		applicant	
TOTAL			3 Days, 1 hour, and 18 minutes	
For Transferees, Shifters, and Returnees				
1. The applicant's documents are transmitted from the Office of the Director for Admissions to the College	The College through the College Guidance Coordinators receives the documents and distributed to the concerned department	None	10 minutes	Department Chairpersons and College Guidance Coordinators
2. The applicant's documents are evaluated	The respective Department Chairpersons instruct the college guidance coordinators to conduct as evaluation of the documents based on the guidelines, and subject to availability of slots of the program and year level	None	1 hour	Department Chairpersons and College Guidance Coordinators
3. The applicants are determined if accepted or otherwise	The applicant is determined if he/she is accepted or otherwise in the respective program and submits a report on this to the Office of the Director for Admissions	None	15 minutes	Department Chairpersons and College Guidance Coordinators
TOTAL			1 hour and 25 minutes	

<i>Office or Division</i>	College of Agriculture, Fisheries, and Natural Resources (CAFNR)			
<i>Classification</i>	Enrolment of Students			
<i>Type of Transaction</i>	Complex			
<i>Client who may Avail</i>	Students			
Checklist of Requirements			Where to Secure	
For New Students/Transferees/Shifters/Returnees • Proof of Admission or Acceptance in the Program			Office of the Director for Admissions	
For Old Students • Evaluation of Grades			Department Chairperson	
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
For New Students				
1. Applicant submits his/her admission requirements to ODFA	Retrieval and filing of the college copy of admission requirements from the ODFA	None	5 minutes	Department Chairpersons and College Guidance Coordinators
2. Admitted student confirms that he/she will enroll in the program	Determination of student's academic load and encoding of subjects to be enrolled by the new students	None	5 minutes	Department Chairpersons
3. Student confirms enrolment of the subjects encoded	Verification with the student concerned on the subjects encoded	None	15 minutes	Department Chairpersons
	Printing of the Certificate of Registration (COR)	None	3 minutes	Department Chairpersons
	Approval of the Enrolment	None	1 minute	College Dean
	Transmittal of CORs to the Office of the Registrar for signature and verification of enrolment	None	15 minutes	Department Chairperson and College Clerk
	Upon receipt of the signed CORs, sending of e-copy of COR to students and transmittal of actual copies of COR to the University Links	None	30 minutes	Department Chairperson
4. Student accepts the COR from the University Link				
TOTAL			1 hour and 14 minutes	
For Old Students				
1. Student coordinates with the Department Chairperson for the completion of clearance	Facilitating of the clearance in behalf of their students	None	1 day	Department Chairpersons
2. Student answers the survey for the incoming semester whether he/she will enroll or not	Conduct of the survey for incoming semester on students who will enroll or not	None	10 minutes	Department Chairpersons
	Evaluation of student grades	None	5 minutes per student	Department Chairpersons

				Program Coordinators
	Determination of student's academic load and encoding of subjects to be enrolled by the student	None	5 minutes per student	Department Chairpersons
3. Student confirms enrolment of the subjects encoded	Verification with the students concerned on the subjects encoded	None	15 minutes	Department Chairpersons
	Printing of the Certificate of Registration (COR)	None	3 minutes	Department Chairpersons
	Approval of the Enrolment	None	1 minute	Department Chairpersons
	Transmittal of CORs to the Office of the Registrar for signature and validation of enrolment	None	15 minutes	Department Chairperson and College Clerk
	Upon receipt of the signed CORs, sending of e-copy of COR to students and transmittal of actual copies of COR to the University Links	None	30 minutes	Department Chairperson
4. Student accepts the COR from the University Link				University Link
TOTAL			1 day, 1 hour, and 24 min.	

<i>Office or Division</i>	College of Agriculture, Fisheries, and Natural Resources (CAFNR)			
<i>Classification</i>	Request for Reprinting of COR (new normal)			
<i>Type of Transaction</i>	Simple			
<i>Client who may Avail</i>	Students			
Checklist of Requirements			Where to Secure	
• Student ID			• Office of the Registrar (in case student has no ID yet)	
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The student contacts his/her respective Department Chairperson and makes a request for reprinting of COR	Acceptance of the request and recording in the logbook	None	2 minutes	Department Chairpersons
	Retrieval of the student's record in the system and printing of the COR	None	3 minutes	Department Chairpersons
2. Receipt of the reprinted COR and acknowledgment of receipt	An e-copy is sent through email, messenger or its equivalent, or a hardcopy is sent through the University Link	None	10 minutes	Department Chairpersons
TOTAL			15 minutes	

<i>Office or Division</i>	College of Agriculture, Fisheries, and Natural Resources (CAFNR)
<i>Classification</i>	Request for Reprinting of COR
<i>Type of Transaction</i>	Simple
<i>Client who may Avail</i>	Students

Checklist of Requirements	Where to Secure
• Student ID	• Office of the Registrar (in case student has no ID yet)

Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The student reports to the Office of the college and makes a request for reprinting of COR	Acceptance of the request	None	2 minutes	College Clerk/Secretary
	Transmittal/Referral of the request to concerned department chairperson	None	2 minutes	College Clerk/Secretary
	Recording in the logbook	None	5 minutes	College Chairpersons
	Retrieval of the student's record in the system and printing of the COR			
2. Receipt of the reprinted COR and signing the acknowledgment in the logbook	The reprinted COR is handed to the requesting student and makes him/her sign the acknowledgment in the logbook	None	1 minute	College Chairpersons
TOTAL			10 minutes	

<i>Office or Division</i>	College of Agriculture, Fisheries, and Natural Resources (CAFNR)
<i>Classification</i>	Request for Certificate of Good Moral Character
<i>Type of Transaction</i>	Simple
<i>Client who may Avail</i>	Students and Alumni

Checklist of Requirements	Where to Secure
For Scholarship, Transferees & Shifters <ul style="list-style-type: none"> • Student ID • Valid ID 	<ul style="list-style-type: none"> • Office of the Registrar (in case student has no ID yet and TOR)
For Employment, Further Studies & Board Examination <ul style="list-style-type: none"> • Photocopy of TOR • Accomplished Request Form 	<ul style="list-style-type: none"> • Guidance Office

Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
For Scholarship, Transferees & Shifters				
1. The client reports to the office of the College Guidance Coordinators	Client will fill up request form after presenting their valid school ID	None	1 minute	Respective College Guidance Coordinator
	Acceptance of the request form	None	1 minute	Respective College Guidance Coordinator
	Verification of the student's record to ensure there is no pending disciplinary case	None	15 minutes	Department Chairperson College Guidance Coordinator
	Encoding of the information in the certificate template and printing of the document	None	5 minutes	Respective College Guidance Coordinator
	Affixing of Signature of the Respective Guidance Coordinators in the certification	None	1 minute	College Dean
	Recording of the certification issued in the college logbook	None	1 minute	Respective College Guidance Coordinator
2. Receipt of the reprinted certificate of good moral character and signing the acknowledgment in the logbook	The requested certification is given to the requesting party	None	1 minute	Respective College Guidance Coordinator
TOTAL			25 minutes	
For Employment, Further Studies & Board Examination				
1. The client reports to the office of the dean of the college and makes a request for issuance of the certification	Client will present the photocopy of the TOR	None	1 minute	College Clerk /College Secretary
	Client will fill up the request form			

	Acceptance of the request form	None	1 minute	College Clerk /College Secretary
	Verification of the student's record to ensure there is no pending disciplinary case	None	15 minutes	Department Chairperson College Guidance Coordinator
	Encoding of the information in the certificate template and printing of the document	None	5 minutes	College Clerk
	Affixing of Signature of the College Dean (Employment and Further Studies), Signature of the Respective College Guidance Coordinator (Scholarship)and Signature of one of the Senior Faculty Members of respective program (Board Examination) in the certification	None	1 minute	College Dean College Guidance Coordinator Senior Faculty member of respective program
	Compilation of the request form, photocopy of TOR & copy of the certification	None	1 minute	College Clerk
2. Receipt of the reprinted certificate of good moral character and signing the acknowledgment in the logbook	The requested certification is given to the requesting party	None	1 minute	College Clerk
TOTAL			25 minutes	

<i>Office or Division</i>	College of Agriculture, Fisheries, and Natural Resources (CAFNR)			
<i>Classification</i>	Request for Certificate of Good Moral Character (new normal)			
<i>Type of Transaction</i>	Simple			
<i>Client who may Avail</i>	Students and Alumni			
Checklist of Requirements			Where to Secure	
<ul style="list-style-type: none"> • Student ID • Valid ID 			<ul style="list-style-type: none"> • Office of the Registrar (in case student has no ID yet) 	
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The client requests through his/her Department for issuance of certification	Acceptance of the request and recording in the logbook	None	2 minutes	Guidance Office (for scholarship, transferees and shelter College Clerk (board exams., further studies and employment)
	Verification of the student's record to ensure there is no pending disciplinary case	None	15 minutes	Department Chairperson College Guidance Coordinator
	Encoding of the information in the certificate template and printing of the document	None	5 minutes	College Clerk
	Affixing of Signature of the College Dean (Employment and Further Studies), Signature of the Respective College Guidance Coordinator (Scholarship) and Signature of one of the Senior Faculty Members of respective program (Board Examination) in the certification	None	1 minute	College Dean College Guidance Coordinator Senior Faculty member of respective program
	Recording of the certification issued in the college logbook	None	1 minute	College Clerk
2. Receipt of the reprinted certificate of good moral character and signing the acknowledgment in the logbook	Transmittal of the certification to the University Link for sending to requesting party or sending through online platform of e-copy	None	5 minute	College Guidance Coordinator College Clerk/College Secretary
TOTAL			29 minutes	

<i>Office or Division</i>	College of Agriculture, Fisheries, and Natural Resources (CAFNR)
<i>Classification</i>	Request for Recommendation Letter
<i>Type of Transaction</i>	Complex
<i>Client who may Avail</i>	Students and Alumni

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> • Student ID • Valid ID • Accomplished Request Form 	<ul style="list-style-type: none"> • Office of the Registrar (in case student has no ID yet) • College Clerk

Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The client submits a request for a recommendation letter to the office of the dean of the college through email/online or actual request	Receipt of request and recording in the appropriate logbook	None	2 minutes	Office of the Dean - College Clerk/College Secretary
	Referral of the request to the concerned department chairperson or/program coordinator to the college dean depending on the requested recommendation	None	2 minutes	College Clerk/College Secretary
	Preparation, encoding, and signing of the Recommendation Letter	None	1 day	College Dean or Department Chairperson (depending on the request)
2. The client receives the document requested	Releasing of the Recommendation Letter and recording of the receipt in the logbook or sending through email or other online means in case the request is an e-copy	None	5 minutes	College Clerk/College Secretary
TOTAL			1 day and 9 minutes	

<i>Office or Division</i>	College of Agriculture, Fisheries, and Natural Resources (CAFNR)			
<i>Classification</i>	Request for Copies of Evaluation of Grades/Report of Grades			
<i>Type of Transaction</i>	Simple			
<i>Client who may Avail</i>	Students			
Checklist of Requirements			Where to Secure	
• Student ID			• Office of the Registrar (in case student has no ID yet)	
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The client requests through his/her Department	Acceptance of the request and recording in the logbook	None	2 minutes	Department Chairpersons
	Retrieval of the student's record in the system and printing of the evaluation of grades or report of grades	None	6 minutes	Department Chairpersons
2. Receipt requested document and signing the acknowledgment in the logbook	The printed evaluation of grades or report of grades handed to the requesting student and makes him/her sign the acknowledgment in the logbook	None	2 minutes	Department Chairpersons
TOTAL			10 Minutes	

<i>Office or Division</i>	College of Agriculture, Fisheries, and Natural Resources (CAFNR)			
<i>Classification</i>	Request for Copies of Evaluation of Grades/Report of Grades (new normal)			
<i>Type of Transaction</i>	Simple			
<i>Client who may Avail</i>	Students			
Checklist of Requirements			Where to Secure	
• Student ID			• Office of the Registrar (in case student has no ID yet)	
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The student contacts his/her respective department chairperson and makes a request	Acceptance of the request and recording in the logbook	None	2 minutes	Department Chairperson
	Retrieval of the student's record in the system, printing, signing, and scanning of the document	None	5 minutes	Department Chairperson
2. Receipt of the requested document	An e-copy is sent through email, messenger or its equivalent, or a hardcopy is sent through the University Link	None	10 minutes	Department Chairperson
TOTAL			17 minutes	

<i>Office or Division</i>	College of Agriculture, Fisheries, and Natural Resources (CAFNR)
<i>Classification</i>	Request for Subject Offerings
<i>Type of Transaction</i>	Complex
<i>Client who may Avail</i>	Students , Departments and Other Colleges

Checklist of Requirements	Where to Secure
For Students: <ul style="list-style-type: none"> • Evaluation of Grades • Letter Request For Other Departments <ul style="list-style-type: none"> • Letter Request • Class Details (size, course, & year level) 	<ul style="list-style-type: none"> • Department Chairperson

Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The student or Department chairperson/program coordinator submits a letter request for offering of subject with attached evaluation of grades (for students), details of class (for department)	Acceptance of request	None	2 minutes	Department Chairperson
	Evaluation and approval of the request based on university guidelines	None	30 minutes	Department Chairperson
	Identification of faculty, schedule, and room assignment, plotting and encoding of the class schedule	None	1 day	College Dean Department Chairperson
2. The client is informed of the details of the requested subject	Printing and transmittal of the class schedule and other details of the requested subject	None	30 minutes	Department Chairperson
TOTAL			1 day, 1 hour, and 2 minutes	

<i>Office or Division</i>	College of Agriculture, Fisheries, and Natural Resources (CAFNR)			
<i>Classification</i>	Request for Expert Services (Trainings/Seminars, Consultancy, Research, and Others)			
<i>Type of Transaction</i>	Highly-Technical			
<i>Client who may Avail</i>	Partner Agencies/LGUs, NGOs/NGAs/POs/Government Agencies			
Checklist of Requirements			Where to Secure	
Letter Request				
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. Client sends a letter request to the Office of the President thru the College	Receives letter request and records in the log book	None	2 minutes	College Clerk
	Review of the request and transmittal to the concerned coordinators	None	5 minutes	College Dean
	Assign faculty member/s to respond to the request	None	30 minutes	College Dean and concerned Coordinator
	Communication and transmittal of the assignment to the faculty member/s concerned	None	1 day	College Dean and concerned Coordinator
2. Coordinating with the College on updates of the request	Coordination with the requesting client for updates on the request and referral of the faculty assigned	None	1 day	Coordinator concerned
3. Coordinating with the faculty assigned to conduct the expert service	Coordination with the requesting client for further details of the expert service requested	None	1 day	Faculty Member identified to conduct expert service
	Preparation of materials and other resources for use in the conduct of expert service.	None	3 to 5 days depending on the amount of time before the actual conduct	Faculty Member identified to extend expert service
4. The client received actual expert service conducted	Actual extension of expert service	None	1 day or more depending on the kind of expert service requested	Faculty Member identified to extend expert service
5. Provides feedback/ evaluation of the expert services conducted	Retrieval of feedback/ evaluation from clients served and submission to the office	None	1 day	Faculty Member identified to conduct expert service
	Preparation and submission of reports pertaining to the expert service extended	None	1 day	Office of the Dean through the coordinator concerned
TOTAL			9 days and 37 minutes or longer	

PROPOSED COMPREHENSIVE LIST OF GOVERNMENT SERVICES OFFERED

Office of Division	College of Engineering	
Classification	Evaluation on Admission of New Students, Returnees, Transferees and Shifters (new normal)	
Type of Transaction	G2C	
Who may avail	Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p><u>For New Students</u></p> <p>* Transmittal Letter/Endorsement from the UEP Admission Office with attached documents including :</p> <ul style="list-style-type: none"> • Expression of Intent for Admission • Personal Data Sheet • Authenticated Copy of Form 138 • Authenticated copy of School Principal Certification as a candidate for SHS Graduation • Photocopy of NSO/ PSA/Local Birth Certificate • 2 copies of latest and colored 2x2 ID picture • 1 Long Brown envelope 		Office of the Director for Admission
<p><u>For Shifters</u></p> <p>* Transmittal Letter/ Endorsement from the Office of Admission with attached documents including:</p> <ul style="list-style-type: none"> • Approved Shifting Form • Evaluation of grades 		Office of the Director for Admission Office of the Registrar/ Previous College
<p><u>For Transferees</u></p> <p>* Transmittal Letter/Endorsement from the Office of Admission with attached documents including:</p> <ul style="list-style-type: none"> • Expression of Intent to Transfer • Personal data Sheet • Photocopy of Certificate of Honorable Dismissal • Photocopy of Certificate of Good Moral Character • Photocopy of Physical Examination (conducted by Government Physician) • 2 copies of latest and colored 2x2 ID pictures • 1 long brown envelope 		Office of the Director for Admission

For Returnees/Re-admission				
* Transmittal Letter/ Endorsement from the Admission Office with attached documents including: <ul style="list-style-type: none"> • Original Copy of grades • Expression of Intent for Re-admission • Student Personal data Sheet • 1 copy of latest and colored 2x2 ID picture 		Office of the Director for Admission		
Procedure for the Client	Agency Actions	Fees to be Paid	Processing Time	Persons/Office Responsible
For New Students				
1. The applicant's documents are transmitted from the Office of the Director for Admissions to the College.	The College through the Office of the Dean receives the documents and distributes to the concerned department	None	10 minutes	Office of the Dean - College Secretary - College Clerk - Office staff
2. The applicant's documents are evaluated.	The respective department chairpersons evaluates documents based on the guidelines and rubric for evaluation	None	3-5 days depending on the number of applicants/ 10 min. per applicants	-College Admission committee -Department Chairman
3. The applicants are called for interview	The department chairman contacts the applicant for interview as part the evaluation	None	0.10 min.	Department Chairmen
4. The documents of the disqualified applicants are submitted back to the Admission Office	The admission committee transmits the documents, prepares and submits a report of disqualified students at the end of each working day while on the evaluation process.	None	30 minutes	-College Admission committee -Department Chairman

5. The accepted applicants are determined	The department chairman to prepare a report of qualified students and submits it to the Office of the Director for Admission	None	1 hour	Department Chairmen
6. Student's Profile and Student ID Number is generated for the qualified applicants	Encoding of the basic profile of the qualified students and generation of Student's ID Number	None	5 minutes per applicant	Department Chairmen
TOTAL		3days, 1hour and 55 minutes		
For Transferees, Shifter and Returnees				
1. The applicant's documents are transmitted from the Office of the Director for Admissions to the college	The College through the Office of the Dean receives the documents and distributes to the concerned department	None	10 minutes	Office of the Dean - College Secretary - College Clerk - Office staff
2. The applicant's documents are evaluated	The respective department chairman evaluates the documents based on the guidelines, and subject to availability of slots of the program and year level	None	1 hour	Department Chairmen
3. The applicants are determined	The applicant is determined if he/she is accepted in the respective program and submits a report on this to the Office of the Director for Admission	None	15 minutes	Department Chairmen
TOTAL		1 hour and 25 minutes		

Office of Division	College of Engineering			
Classification	Enrolment of Students			
Type of Transaction	Complex			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For New Students/ Transferees/ Shifters/Returnees			Office of the Director for Admission	
<ul style="list-style-type: none"> • Proof of Admission or Acceptance in the Program 				
For Old Students			Department Chairman FB Page of every program of the college	
<ul style="list-style-type: none"> • Accomplished Registration form uploaded in the Group Chat and Facebook Page of every department • Reports of Grades of the previous semester 				
Procedure for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/ Office Responsible
For New Students				
1. Applicants submits his/her admission requirements to the Office of the Director for Admission	Retrieval and filing of the college copy of admission requirements from the ODFA	None	5 minutes	Department Chairman
2. Admitted student confirms that he/she will enroll the course	Determination of student's academic load and encoding of subjects to be enrolled by the new students	None	5 minutes	Department Chairman
3. Student confirms enrolment of the subjects encoded	Verification of the students concerned subject to be enrolled as per accomplished registration	None	15 minutes	Department Chairman
	Approval of the registration of the students	None	3 minutes	Department Chairman
	Encoding of subjects	None	3 minutes	Department Chairman

	Printing of the Certificate of Registration	None	1 minute	Department Chairman
	Transmittal of CORs to the Office of the Registrar for signature and validation of enrolment	None	15 minutes	Department Chairman College Clerk
	Upon receipt of the signed CORs, send e-copy of COR to students and transmittal of the original copies of COR to University Link.	None	1 hour	Department Chairman
4. Student accepts COR from link				
TOTAL			1 hour and 47 minutes	
For Old Students				
1. Students coordinates with the Department Chairman for the registration	Retrieval of the accomplished registration form and plotting form in the Program's facebook page	None	1 day	Department Chairman
	Evaluation of grades of the previous semester	None	5 minutes	Department Chairman
	Determination of student's academic load and encoding of subjects to be enrolled by the new students	None	5 minutes per student	Department Chairman
2. Students confirms enrolment of the subject encoded	Verification with the student concerned on the subject encoded	None	15 minutes	Department Chairman
	Printing of Certificate of registration	None	3 minutes	Department Chairman

	Transmittal of CORs to the Office of the Registrar for signature and validation of enrolment	None	15 minutes	Department Chairman
	Upon receipt of the signed CORs, send e-copy of COR to students and transmittal of the original copies of COR to University Link.	None	30 minutes	Department Chairman
3. Students accept CORs from the University Link				
TOTAL			1day,1hour& 8 minutes	

Office of Division	College of Engineering			
Classification	Request for Reprinting of COR s			
Type of Transaction	Simple			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Student ID 			UEP production Office (in case students have no student ID yet)	
Procedure for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/ Office Responsible
For New Students				
1. Students contacts his/her respective department chairman and request for reprinting of COR	Acceptance of the request and recording in the logbook	None	2 minutes	Department Chairman
	Retrieval of the student's record in the system and printing of the COR	None	3 minutes	Department Chairman
2. Receipt of the reprinted COR	Hard copy of the COR is sent through University Link/ (some of students received their reprinted COR personally)	None	10 minutes	Department Chairman
TOTAL			15 minutes	


Office of Division	College of Engineering			
Classification	Request for Copies of Evaluation of Grades/Reports of Grades			
Type of Transaction	Simple			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Student ID/ students number 			UEP production Office(in case students have no student ID yet)	
Procedure for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/ Office Responsible
1. The student reports to the Office of the College of Engineering and makes a request for a copy of his/her evaluation or reports of grades	Acceptance of the request and recording in the logbook	None	2 minutes	Department Chairman College Secretary
	Retrieval of the student's record in the system and printing of the evaluation of grades or report of grades	None	5 minutes	Department Chairman
2. Receipt requested document and signing in the acknowledgement in the logbook	The reprinted COR is handed to the requesting student and makes him/her sign the acknowledgement in the logbook	None	3 minutes	Department Chairman
TOTAL			10 minutes	

Office of Division	College of Engineering			
Classification	Request of Subject Offering			
Type of Transaction	Complex			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter request approved by the University President Evaluation of grades 			Office of the President(for the approval of the letter request) Department Chairman	
Procedure for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/ Office Responsible
1. The student submits letter request for offering of subject with attached evaluation of grades.	The student makes a letter request to offer particular subject. The letter should be conformed by the professor willing to handle the said subject	None	10 minutes	Professor who will handle the subject to requested to be offered
	The department chairman and the dean to recommend approval of the letter request to the Office of the President	None	10 minutes	Department Chairman Dean
	Evaluation and approval of the request by the University President based on the university guidelines	None	1 day	Office of the University President
	Plotting and encoding of class schedule	None	10 minutes	College Secretary
2. The student is informed of the details of the requested subject	Encoding of the subject and printing of the COR	None	10 minutes	Department Chairman
TOTAL			1 day and 40 minutes	

Office of Division	College of Engineering			
Classification	Request for Expert Services (Trainings/Seminars, Consultancy, Research and others			
Type of Transaction	Highly Technical			
Who may avail	Partner Agencies/ LGUs/NGOs/ Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request 				
Procedure for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/ Office Responsible
1. Client sends a letter request to the Office of the President thru the college	Receipt of the Letter request and recording in the log book	None	2 minutes	College Secretary/ College Clerk
	Review the request and transmit to the respective college coordinator concerned	None	5 minutes	College Dean
	Identification of faculty member/s to be assigned of the request	None	30 minutes	College Dean
	Transmittal of the request to the identified faculty members to be assigned	None	1 day	College Dean
2. Coordinating with the college on the updates of the request	Coordination with the requesting client for updates on the request and referral of the faculty assigned	None	1 day	Coordinator concerned
3. Coordinating with the faculty assigned to conduct the expert services	Coordination with the requesting client for further details of the expert service requested	None	1 day	Faculty members identified to conduct expert services
	Planning and preparation of materials and other resources for use in the conduct of expert services	None	5- 10 days depending on the amount of time before the actual	Faculty members identified to conduct expert services

			conduct	
4. MOA signing	Preparation of MOA on the expert services to be conducted and facilitate signing of it of the concerned agencies.	None	5-10 days	Faculty members identified to conduct expert services
4. The client received actual expert services conducted	Actual conduct of expert services	None	1 day or more depending on the kind of expert services requested	Faculty members identified to conduct expert services
5. Provide feedback/ evaluation of the expert services conducted	Retrieval of feedback/evaluation from clients served and submission to the office	None	1 day	Faculty members identified to conduct expert services
	Preparation and submission of reports pertaining to the expert services	None	1 day	Office of the dean through the coordinator concerned
TOTAL	13 days and 37 minutes or longer depending on the expert services conducted			

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COLLEGE OF NURSING AND ALLIED HEALTH SCIENCES
Issuance of Course Description

Office		College of Nursing and Allied health Sciences		
Classification		Complex		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter/photocopy transcript of records, one (1) long brown envelope and authorization letter if applicable		College of Nursing and Allied Health Sciences Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student presents the request letter and other requirements to the college secretary	1. College secretary receives the request letter and other requirements	none	5 mins	College Secretary
2. Student waits for the course description to be encoded, reviewed, signed and released	2.1 College Secretary encodes the course description then have it reviewed by the Dean. 2.2 College Secretary prints the course description and have it signed by the Dean. 2.3 Dean signs the course description and the college secretary releases the document to the student	none	3 working days	Dean College Secretary
3. Student receives the document from the office of College of Nursing and Allied Health Sciences				
	Total	0	3 days and 5 mins	



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COLLEGE OF NURSING AND ALLIED HEALTH SCIENCES
Issuance of BSN Syllabus (4 years)

Office	College of Nursing and Allied health Sciences			
Classification	Simple to Highly Technical Knowledge			
Who may avail	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter/photocopy transcript of records, one (1) long brown envelope and authorization letter if applicable		College of Nursing and Allied Health Sciences Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student presents the request letter and other requirements to the college secretary	1. College secretary receives the request letter and other requirements	none	5 mins	College Secretary
2. Student waits for the syllabus to be encoded, reviewed, signed and released	2.1 College Secretary encodes the syllabus then have it reviewed by the Dean. 2.2 College Secretary prints the syllabus and have it signed by the Dean. 2.3 Dean signs the syllabus and the college secretary releases the document to the student	none	10 working days	Dean College Secretary
3. Student receives the document from the office of College of Nursing and Allied Health Sciences				
	Total	0	10 days and 5 mins	



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UNIVERSITY OF EASTERN PHILIPPINES

University Town, Northern Samar

Web: <http://uep.edu.ph> Email: uepnsofficial@gmail.com

COLLEGE OF NURSING AND ALLIED HEALTH SCIENCES

Issuance of Academic Record (NNAS, Nurse Form 2F, CGFNS, ACA, etc) ↓

Office		College of Nursing and Allied health Sciences		
Classification		Complex to Highly Technical Knowledge		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter/photocopy transcript of records, academic record form from specific agency original and one (1) photocopy, one (1) long brown envelope and authorization letter/endorsement letter from record office if applicable		College of Nursing and Allied Health Sciences Office/Registrar Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student presents the request letter and other requirements to the college secretary	1. College secretary receives the request letter and other requirements	none		College Secretary
2. Student waits for the accomplished template/form to be computed, reviewed, signed and released	2.1 College Secretary computes, accomplish the template/form then have it reviewed by the Dean. 2.2 College Secretary forward the accomplished forms to the university registrar (clerk in charge for the college of nursing) for encoding and accomplish other questions.	none	7 working days (breakdown of clinical experience which includes theory hours, simulation hours and clinical hours) 15 days the whole document (breakdown of clinical experience, 4 year BSN syllabus, admission requirements course description and program description)	Dean College Secretary
	Total	0	7 -15 working days	

3. Student receives the accomplished document from the office of the registrar			See processing time from the Office of the Registrar	Office of the Registrar (Clerk in charge)
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COLLEGE OF NURSING AND ALLIED HEALTH SCIENCES

Issuance of Recommendation Letter to the Student and Graduates

Office		College of Nursing and Allied health Sciences		
Classification		Simple		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter/Request form		College of Nursing and Allied Health Sciences Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student presents the request letter /request form to the college secretary/college clerk	1. College secretary /college clerk receives the request letter	none	5 mins	College Secretary/college clerk
2. Student waits for the recommendation letter to be encoded, reviewed, signed and released	2.1 College Secretary/Clerk encodes the recommendation letter then have it reviewed by the Dean. 2.2 College Secretary/Clerk prints the recommendation letter and have it signed by the Dean. 2.3 Dean signs the recommendation letter and the college secretary /clerk releases the document to the student	none	1 hour	Dean College Secretary/Clerk
3. Student receives the document from the office of College of Nursing				
	Total	0	1 hour and 5 mins	



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COLLEGE OF NURSING AND ALLIED HEALTH SCIENCES

Issuance of Good Moral Character to the Student and Graduates

Office		College of Nursing and Allied health Sciences		
Classification		Simple		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter/Request form		College of Nursing and Allied Health Sciences Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student presents the request letter /request form to the college secretary/college clerk	1. College secretray /college clerk receives the request letter	none	5 mins	College Secretary/college clerk
2. Student waits for the Good Moral Character to be encoded, reviewed, signed and released	2.1 College Secretary/Clerk encodes the Good Moral Character then have it reviewed by the Dean. 2.2 College Secretary/Clerk prints the Good Moral Character and have it signed by the Dean. 2.3 Dean signs the Good Moral Character and the college secretary /clerk releases the document to the student	none	1 hour	Dean College Secretary/Clerk
3. Student receives the document from the office of College of Nursing				
	Total	0	1 hour and 5 mins	



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COLLEGE OF NURSING AND ALLIED HEALTH SCIENCES
Issuance of College Clearance

Office		College of Nursing and Allied health Sciences		
Classification		Simple		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		College of Nursing and Allied Health Sciences Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student accomplish and presents the request form to the college secretary/college clerk	1. College secretary /college clerk receives the request form	none	5 mins	College Secretary/college clerk
2. Student process/ facilitates the college clearance	2.1 College Secretary/Clerk issues a clearance form to the student	none	5 mins	Secretary/Clerk
	2.2 Faculty members concern and College Dean signs the clearance of the student 2.3 College secretary /clerk releases the said document to the student		1 day	Dean Faculty Members, College Secretary Office Clerk
3. Student receives the document from the office of College of Nursing and allied health Sciences				
	Total	0	1 day and 10 mins	



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COLLEGE OF NURSING AND ALLIED HEALTH SCIENCES

Issuance of Evaluation of Grades

Office		College of Nursing and Allied health Sciences		
Classification		Simple		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter/Request form		College of Nursing and Allied Health Sciences Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student presents the request letter /request form to the program chair/ college secretary/college clerk	1. Program Chair/ College secretary /college clerk receives the request letter	none	5 mins	Program Chair/ College Secretary/ College Clerk
2. Student waits for the Evaluation of Grades to be released	2.1 Program Chair/College Secretary/Clerk access the grades of the students base on the data base of the university 2.2 Program Chair/college secretary /clerk releases the said document to the student	none	30 mins	Program Chair College Secretary/Clerk
3. Student receives the document from the office of College of Nursing				
	Total	0	35 mins	



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College of Nursing and Allied Health Sciences

Admission Process

From Guidance Office to Approval of Enrollment Slip

Office or Division:	College			
Classification:	Simple			
Type of Transaction:	Admission			
Who may avail:	New applicants for admission			
CHECKLIST OF REQUIREMENTS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents admission credentials (university entrance exam results, Form 138).	1. Evaluation of admission credentials.	None	5 minutes	College Guidance Coordinator
2. Applicant gets schedule	2. Issuance of examination permit	None	5 minutes	College Guidance Coordinator
3. Applicant takes Qualifying Examination	3. Administer Qualifying Examination	None	1 hour and 30 minutes	College Guidance Coordinator
4. Check results of Qualifying Examination	4. Posting of Qualifying Examination results	None	14 days	College Guidance Coordinator
5. Sign up for interview	5. Schedule applicant for interview	None	7 days	College Guidance Coordinator
6. Submit self for interview	6.1 Checks admission requirements 6.2 Conducts initial interview 6.3 Directs applicant to proceed to next interviewer	None	20 minutes	College Guidance Coordinator
7. Proceed to the interview room	7.1 Faculty assigned receives and reviews the admission credentials and proceeds to the interview proper 7.2 Faculty issues Enrollment Slip if the applicant pass the interview	None	30 minutes	Program Chairperson/Level Coordinator
8. Proceed to the Dean's Office for approval of the Enrollment Slip	8. Approves the Enrollment Slip	None	5 minutes	College Dean
	Total	None	21 days, 2 hours and 35 minutes	



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College of Nursing and Allied Health Sciences

Admission Process

Office or Division:		College		
Classification:		Simple		
Type of Transaction:		Admission – New Normal		
Who may avail:		New applicants for admission		
CHECKLIST OF REQUIREMENTS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit photocopies of documentary credentials	1.1 Municipal Link receives and brings documentary credentials to UEP Main Link 1.2 Main Link transmits documentary credentials to Office of Admission 1.3 Admission Office forward requirements to colleges 1.4 Evaluation of Documentary requirements	None	7 days	Municipal Link/UEP Link ODFA staff Program Chairperson
2. Wait for the college to contact him/her	2. College contacts the applicant via text, call or Messenger to confirm her enrollment to the course where he/she qualified	None	5 days	Program Chairperson / College Guidance Coordinator
3. Respond to the message indicating his/her confirmation to enroll in the course	3. College contacts the applicant via text, call or Messenger to confirm her enrollment to the course where he/she qualified	None	3 minutes	Program Chairperson / College Guidance Coordinator
4. Wait for text message about the requirements to be submitted	4. College sends text message indicating the requirements to be submitted	None	3 minutes	College Guidance Coordinator
5. Send pertinent information regarding network connectivity and other needed information	5. College records information received	None	5 minutes	Program Chairperson / College Guidance Coordinator
6. Wait for the college to send to him/her the Certificate of Registration	6. Encoding of student number and subjects	None	5 minutes	Program Chairperson
7. Request to be added to the Messenger Chat Group	7. Creation of Messenger Chat Group of new students	None	30 minutes	Program Chairperson/Level I Coordinator
Total		None	12 days and 46 minutes	



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College of Nursing and Allied Health Sciences

Admission Process

Office or Division:	College			
Classification:	Simple			
Type of Transaction:	Enrollment – New Normal			
Who may avail:	All BSN and BSRT Students			
CHECKLIST OF REQUIREMENTS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirm enrollment for the semester	1. Send message to confirm whether the student is going to enroll for the semester	None	5 minutes	Program Chairperson/ Level Coordinator
2. Update information (e.g., phone number, email address, home address)	2. Encode updated information of student	None	5 minutes	Program Chairperson/ Level Coordinator
3. Wait for the Certificate of Registration	3. Encode subjects of students and send COR through email	None	1 day	Program Chairperson/ Level Coordinator
	Total	None	1 day and 10 minutes	



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College of Nursing and Allied Health Sciences

Issuance of Certificate of Registration (Hard Copy)

Office or Division:	College			
Classification:	Simple			
Type of Transaction:	Enrollment – New Normal			
Who may avail:	All BSN and BSRT Students			
CHECKLIST OF REQUIREMENTS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the hard copy of Certificate of Registration	1. Print the Certificate of Registration	None	5 minutes	Program Chairperson/ Level Coordinator/Administrative Aide
2. Sign the receiving copy of the COR 3.	2. Issuance of COR	None	5 minutes	Program Chairperson/ Level Coordinator/Administrative Aide
	Total	None	10 minutes	



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College of Nursing and Allied Health Sciences

Request for Counseling Session (Referred)

One of the services of the Student Services and considered as the "heart" of the guidance program. The Counseling services are available to students through referral or walk-in. the objective is to help counselee clarify issues, gain insights into feelings and thoughts and help counselee deal with their problems effectively to attain success or sense of well-being.

Office or Division:		College		
Classification:		Simple		
Type of Transaction:		Guidance Services		
Who may avail:		All BSN and BSRT Students		
CHECKLIST OF REQUIREMENTS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A concerned person or faculty contacts the College Guidance Coordinator to get the counseling referral form.	1. Allows the referring person to fill out the referral the referral form	None	10 minutes	Guidance Coordinator / Administrative Aide
2. Referring person gives the filled-out form to Guidance Coordinator or Administrative Aide	2. Assessment of the urgency of referral	None	5 minutes	Guidance Coordinator / Administrative Aide
3. The student being referred receives a call slip indicating the counseling schedule.	3. Issues a call slip to student/s being referred for counseling. Indicates the time and date of the schedule for counseling session.	None	5 minutes	Guidance Coordinator
4. The student being referred or the client visits the office based on the schedule of the counseling session which the Guidance Coordinator indicated on the call slip.	4.1. The student is oriented on the process and is requested to sign the consent form if he or she pursues the counseling session.	None	10 minutes*	Guidance Coordinator
	4.2. Informs the faculty about the status of the student/s referred for counseling (for referred student only)	None	5 minutes*	Guidance Coordinator

	4.3. The referring faculty joins the session for discussion about the problem.	None	15 minutes*	Guidance Coordinator
5. The student being referred regularly visits the Guidance Office for his/her counseling session	5. Start of counseling session.	None	30 minutes*	Guidance Coordinator
6. The student being referred continues to attend session until such time that his/her case will be terminated.	6.1. Student is informed and evaluated of his/her progress.	None	30 minutes*	Guidance Coordinator
	6.2. Client who meets the agreed target goal will now be subject for termination. 6.3. Client who does not meet the target goal will be referred to the University Guidance Office for further evaluation and intervention	None	30 minutes*	Guidance Coordinator
7. The student being referred is asked to visit the office for follow up sessions after the termination of the case.	7. The student will be evaluated of his/her progress after the termination of the case.	None	30 minutes*	Guidance Coordinator
	Total	None	2 hours and 50 minutes	

**Remarks: the referred client will undergo counseling session. The duration of the session is dependent on the case as evaluated by the Guidance Coordinator.*



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College of Nursing and Allied Health Sciences

Request for Counseling Session (Walk-in)
(no walk-in client will be entertained temporarily)

Office or Division:		College		
Classification:		Simple		
Type of Transaction:		Guidance Services		
Who may avail:		All BSN and BSRT Students		
CHECKLIST OF REQUIREMENTS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A student or client who wishes to avail the counseling services contacts the College Guidance Office.	1. Allows the client to fill out the intake interview for counseling form.	None	10 minutes	Guidance Coordinator / Administrative Aide
2. The client gives the filled-out form to the Guidance Coordinator or to Administrative Aide	2. Assessment and scheduling of the counselling session.	None	5 minutes	Guidance Coordinator
3. Show up at the Guidance Office as scheduled	3. The student is oriented on the process and is requested to sign the consent form if he or she pursues the counseling session.	None	10 minutes	Guidance Coordinator
4. The student being referred regularly visits the Guidance Office for his/her counseling session	4. Start of counseling session.	None	30 minutes*	Guidance Coordinator
5. The student continues to attend session until such time that his/her case will be terminated	5.1 Client who meets the agreed target goal will now be subject for termination. 5.2 Client who does not meet the target goal will be referred to the University Guidance Office for further evaluation and intervention	None	30 minutes*	Guidance Coordinator
6. The student being referred is asked to visit the office for	6. The student will be evaluated of his/her progress after the	None	30 minutes*	Guidance Coordinator

after the termination of the case.	termination of the case.			
	Total	None	1 hour and 55 minutes	

**Remarks: The student will undergo counseling session. The duration of the session is dependent on the case as evaluated by the Guidance Coordinator.*



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College of Nursing and Allied Health Sciences

Office or Division:		College		
Classification:		Simple		
Type of Transaction:		Guidance Services – New Normal		
Who may avail:		All BSN and BSRT Students		
CHECKLIST OF REQUIREMENTS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A concerned person or faculty contacts the College Guidance Coordinator to get the counseling referral form.	1. Allows the referring person to fill out the referral the referral form	None	10 minutes	Guidance Coordinator
2. Referring person sends the filled-out form to Guidance Coordinator or Administrative Aide	2. Assessment of the urgency of referral	None	5 minutes	Guidance Coordinator
3. The student being referred receives a call slip indicating the counseling schedule.	3. Issues a call slip to student/s being referred for counseling through e-copy. Indicates the time and date of the schedule for counseling session.	None	5 minutes	Guidance Coordinator
4. The student will wait for the call of the Guidance Coordinator for the start of his/her session.	4.1 The student is oriented on the process and upon agreeing on process of counseling, the session will start.	None	10 minutes*	Guidance Coordinator
	4.2. Informs the faculty about the status of the student/s referred for counseling (for referred student only) through text call or personal message	None	5 minutes*	Guidance Coordinator
	4.3. The referring faculty may join the session for discussion about the problem.	None	15 minutes*	Guidance Coordinator

5. The student being referred attends session as scheduled (virtual/call).	5. Start of counseling sessions (virtual or call)	None	30 minutes*	Guidance Coordinator
6. The student continues to attend session until such time that his/her case will be terminated	6.1 Client who meets the agreed target goal will now be subject for termination. 6.2. Client who does not meet the target goal will be referred to the University Guidance Office for further evaluation and intervention	None	30 minutes*	Guidance Coordinator
8. The student being referred is asked to visit the office for follow up sessions after the termination of the case.	8. The student will be evaluated of his/her progress after the termination of the case.	None	30 minutes*	Guidance Coordinator
	Total	None	2 hours and 20 minutes	

Remarks: The student will undergo an **online counseling session. The duration of the session is dependent on the case as evaluated by the Guidance Coordinator.*

University of Eastern Philippines
College of Science

PROPOSED LIST OF GOVERNMENT SERVICES OFFERED IN THE COLLEGE OF SCIENCE

I. Evaluation of Admission of New Students, Transferees, Shifters, and Returnees

Office or Division	College of Science	
Classification	Simple to Highly Technical	
Type of Transaction	New Normal Process	
Client who may avail	Students	
A. Checklist of Requirements	Where to Secure	Where to Submit
A. 1 for New Students		
a) Expression of Intent for Admission	Office of the Director for Admission (ODFA)	ODFA
b) Personal Data Sheet (PDS)	*printed copy - ODFA *e-copy – Official FB page of the ODFA	
c) Authenticated Copy of Form 138	Client's previous school (SHS)	
d) Authenticated Copy of School Principal Certification as a Candidate for SHS Graduation		
e) Photocopy of NSO/PSA Birth Certificate	client	
f) 2 copies of latest and colored 2 x 2 ID picture with complete name at the front or back of the picture		
g) 1 long brown envelope		
A. 2 for Transferees		
a) Expression of Intent to Transfer	ODFA	ODFA
b) PDS	Client's previous school	
c) Authenticated Copy of Official Transcript of Records (TOR)		
d) Photocopy Certificate of Honorable Dismissal		
e) Photocopy Good Moral Character	RHU/Government Physician	
f) Photocopy of Physical Examination (conducted by Government Physician from the applicant's place of origin)		
g) 2 copies of latest and colored 2 x 2 ID picture with complete name at the front or back of the picture	client	
h) 1 long brown envelope		
A. 3 for Returnees		
a) Expression of Intent for Re-admission	ODFA	ODFA
b) PDS	OUR	
c) Original Copy of Grades		
d) 2 copies of latest and colored 2 x 2 ID picture with complete name at the front or back of the picture	client	
A. 4 for Shifters		
a) approved shifting form	Office of the University Registrar (OUR)	Previous College (thru Municipal Link/University Link)
b) evaluation of grades		

<i>B. Client Step</i>	<i>Agency's Actions</i>	<i>Fees</i>	<i>Processing Time</i>	<i>Office/Person Responsible</i>
B. 1 for New Students				
1) Students submit the requirements to ODFA.	1.1) ODFA checks if all requirements are complete	None	3 – 5 minutes per applicant	ODFA Personnel
	1.2) ODFA transmits the documents to the College	None	5 – 10 minutes	ODFA Personnel
	1.3) College receives the documents	None	5 – 10 minutes	College Secretary
	1.4) College Admission Committee evaluates the documents based on the admission policies of the programs	None	10 – 15 minutes per applicant	College of Science Admission Committee (CSAdCom) <ul style="list-style-type: none"> ▪ CS Guidance Office Coordinator ▪ Program Chairs
2) Qualified students receive the notice/letter of acceptance and fill-out the admission confirmation form (printed or e-copy) (Students should respond within at least 5 days from the day they were notified.)	2.1) CSAdCom sends a notice/letter of acceptance to qualified students thru email and the admission confirmation form (printed or Google Form)	None	5 – 10 minutes	College of Science Admission Committee (CSAdCom) <ul style="list-style-type: none"> ▪ CS Guidance Office Coordinator ▪ Program Chairs
	2.2) Program Chair prepares a report of qualified (confirmed and did not confirm) and disqualified students	None	5 – 10 minutes	Program Chair
	2.3) College consolidates the report of the Program Chairs	None	15 – 20 minutes	College Secretary
	2.4) College submits the consolidated report and returns the documents of the disqualified students and those who did not confirm to the ODFA	None	10 – 15 minutes	College Secretary
	2.5) Posting of qualified applicants	None	10 -1 5 minutes	College Secretary
	3) Qualified students submits pertinent documents to ODFA (see enrollment requirements)	3.1) ODFA checks if all requirements are complete	None	3 – 5 minutes per applicant
3.2) ODFA transmits the documents of the qualified students to the College Guidance Office		None	5 – 10 minutes	ODFA Personnel
3.3) Student's profile and student ID		None	5 – 10 minutes	ODFA Personnel,

	number of qualified students are generated			OUR Clerk-in-Charge, MIS-ICT Personnel
B. 2 for Transferees and Returnees				
1.) Students submit the requirements to ODFA.	1.1) ODFA checks if all requirements are complete	None	3 – 5 minutes per applicant	ODFA Personnel
	1.2) ODFA transmits the documents to the College	None	5 – 10 minutes	ODFA Personnel
	1.3) College receives the documents	None	5 – 10 minutes	College Secretary
	1.4) College Admission Committee evaluates the documents based on the admission policies of the programs and the availability of slots of the program and year level	None	10 – 15 minutes per applicant	College of Science Admission Committee (CSAdCom) <ul style="list-style-type: none"> ▪ CS Guidance Office Coordinator ▪ Program Chair
2.) Student receives an interview schedule and attends the interview and counseling	2.1) Conduct of counseling and interview to the applicant either via call or video conferencing	None	20 - 30 minutes per applicant	CS Guidance Office Coordinator
3) Qualified students receive the notice/letter of acceptance and fill-out the admission or re-admission confirmation form. (Students should confirm within 5 days from the day they were notified.)	3.1) CSAdCom sends a notice/letter of acceptance or re-admission to qualified students thru email and the admission or re-admission confirmation form (printed or Google Form)	None	5 – 10 minutes	College of Science Admission Committee (CSAdCom) <ul style="list-style-type: none"> ▪ CS Guidance Office Coordinator ▪ Program Chair
	3.2) Program Chair prepares a report of qualified students for admission or re-admission	None	5 – 10 minutes	Program Chair
	3.3) College consolidates the report of the Program Chairs	None	15 – 20 minutes	College Secretary
	3.4) College submits the consolidated report and returns the documents of the disqualified students to the ODFA	None	10 – 15 minutes	College Secretary
	3.5) Student's profile and student ID number of qualified students are generated	None	5 – 10 minutes	ODFA Personnel, OUR Clerk-in-Charge, MIS-ICT Personnel

B.3 for Shifters					
1.) Students submit the requirements to the previous College	1.1) College checks if all requirements are complete	None	3 minutes	College Secretary	
	1.2) Program Chair evaluates the grades	None	5 – 10 minutes	Program Chair	
2.) Student receives an interview schedule and attends the interview and counseling	2.1) Conduct counseling and interview to the applicant either via call or video conferencing	None	20 – 30 minutes per applicant	CS Guidance Office Coordinator	
	2.2) Upon the recommendation of the Program Chair and College Guidance Coordinator, the Dean approves the shifting form	None	3 – 5 minutes	College Dean	
3.) Students await for the status of their application	3.1) If the application is not approved, the College will inform the student.	None	3 – 5 minutes	College Secretary	
	3.2) If the application approved, it will be endorsed to the new College.	None	5 – 10 minutes	College Secretary	
	New College Process:				
	3.3) New College receives the endorsed or recommended shifting form	None	3 minutes	College Secretary	
	3.4) Program Chair evaluates the grades	None	5 – 10 minutes	Program Chair	
Student receives an interview schedule and attends the interview and counseling	3.5) Conduct of counseling and interview to the applicant either via call or video conferencing	None	20 – 30 minutes per applicant	Guidance Office Coordinator	
	3.6) Upon the recommendation of the Program Chair and College Guidance Coordinator, the Dean approves the shifting form	None	3 – 5 minutes	College Dean	
	3.7) New College informs the previous College on the status of the application for shifting	None	5 – 10 minutes	College Secretary	
4.) Students await for the instructions from the	4.1) College informs the students on the	None	3 – 5 minutes	College Secretary (previous and now)	

College on their enrolment If application is disapprove, students should contact the Program Chair for counseling.	status of their application			
	4.2) College prepares a report on the approved shifting applications of students to ODFA.	None	5 – 10 minutes	College Secretary (previous and new)
	4.3) Previous Program Chair change student's course to GEN COURSE	None	3 – 5 minutes	Previous Program Chair
4.4) New Program Chair change student's course to his/her new degree program	None	3 – 5 minutes	New Program Chair	

II. Enrollment of New and Continuing Students, Transferees, Shifters, and Returnees

Office or Division	College of Science			
Classification	Simple to Highly Technical			
Type of Transaction	New Normal Process			
Client who may avail	Students			
A. Checklist of Requirements				
		<i>Where to Secure</i>	<i>Where to Submit</i>	
A. 1 for New Students				
(1) original copy and (1) photocopy of the following documents:	Client's previous school		ODFA	
a) Form 138				
b) Good Moral Certificate				
c) Diploma (photocopy only)	RHU or Government Physician			
d) Medical Certificate				
e) NSO/PSA Birth	PSA			
A. 2 for New and Continuing Students, Transferees, Shifters, and Returnees				
a) Google Form Registration				
B. Client Step				
<i>Client Step</i>	<i>Agency's Actions</i>	<i>Fees</i>	<i>Processing Time</i>	<i>Office/Person Responsible</i>
1) Students submit enrolment requirements and fill-out registration form	1.1) Requirements of new students, transferees, and returnees are checked by the ODFA and transmitted to the College	None	5 – 10 minutes	ODFA Personnel
	1.2) College Guidance Coordinator post thru its FB Page the link for the registration form	None	3 – 5 minutes	CS Guidance Office Coordinator
	1.3) Determination of academic load of continuing students, transferees, and shifters	None	10 – 15 minutes per students	Program Chair
2) Continuing students, transferees, and shifters double check and confirm the subjects to be enrolled	2.1) Program Chair informs the continuing students, transferees, and shifters on their academic load via email	None	5 – 10 minutes per student	Program Chair
	2.2) Encoding of subjects	None	3 – 5 minutes per students	Program Chair
	2.3) Printing of the Certificate of Registration (COR)	None	2 – 3 minutes	Program Chair
	2.4) Approval of enrolment	None	3 minutes	College Dean
	2.5) Transmittal of CORs to OUR for signature and	None	15 – 20 minutes	College Secretary

	validation of enrolment			
3) Students saves and/or print the e-copy of the COR	3.1) Upon receipt of the COR from the OUR, e-copy will sent to students thru email	None	3 – 5 minutes per applicant	Program Chair
	3.2) Printed COR will be transmitted to the University Main Link for its distribution to different Municipal Links		2 – 3 minutes	Program Chair
4) Students receives the COR from the University Main Link or Municipal Link				

University of Eastern Philippines
College of Science

PROPOSED LIST OF GOVERNMENT SERVICES OFFERED IN THE COLLEGE OF SCIENCE

I. Students Evaluation

Office or Division	College of Science Instruction Unit			
Classification	Simple			
Type of Transaction	Regular Process			
Client who may avail	Students, Faculty, OFDI			
A. Checklist of Requirements				
Where to Secure		Where to Submit		
Students Evaluation Form		College Office		
A. Client Step	Agency's Actions	Fees	Processing Time	Office/Person Responsible
The College Instruction Coordinator conducts student evaluation based on the list and schedule given by the Director for instruction	The College Instruction Coordinator visited to the assigned room and schedule of the faculty being evaluated.	None	5 minutes	Instruction Coordinator
The faculty being evaluated will be sent out by the instruction coordinator.	The instruction coordinator explains the purpose and steps of evaluation to the students.	None	5 minutes	
The students conduct the evaluation	Start of the evaluation	None	20 minutes	
The students give the evaluation form to the instruction coordinator	The instruction coordinator collects the evaluation form and leave the room	None	5minutes	
The faculty return to her/his class	The instructor coordinator informed the faculty that the evaluation is already done.	None	5 minutes	
The OFDI received the summary of faculty evaluation.	The instruction coordinator submits the summary of all the student's evaluation to the Office of the Director for Instruction (OFDI)	None		
	Total	None	40 minutes	

Office or Division	College of Science Instruction Unit			
Classification	Simple			
Type of Transaction	New Normal Process			
Client who may avail	Students, Faculty, OFDI			
A. Checklist of Requirements		Where to Secure	Where to Submit	
Students Evaluation Form (e-copy)		College Office	College Office	
A. Client Step	Agency's Actions	Fees	Processing Time	Office/Person Responsible
The faculty is being evaluated in her/his class virtually.	The College Instruction Coordinator conducts student evaluation based on the list and schedule given by the Director for instruction	None	15 minutes	Instruction Coordinator
The students answer the google form.	The instruction coordinator sends the google form of student's evaluation to the students through their email addresses	None	20 minutes	
The OFDI received the summary of evaluation.	The instruction coordinator submits the summary of the students evaluation to the Office of the Director for Instruction	None		
Total		None	35 minutes	

II. Faculty Monitoring and Coaching

Office or Division	College of Science Instruction Unit			
Classification	Simple			
Type of Transaction	Regular Process			
Client who may avail	Faculty			
A. Checklist of Requirements		Where to Secure	Where to Submit	
Class Record Student's list Class syllabus Module or Learning Materials used		Faculty	Department Chairpersons and Instruction Coordinator	
B. Client Step	Agency's Actions	Fees	Processing Time	Office/Person Responsible
The faculty to be monitored is informed the schedule of monitoring and coaching	1. The department chair together with the instruction coordinator conducts a meeting for the organized faculty monitoring and coaching.	None	5 minutes	Department chair Instruction Coordinator
The assigned faculty submits her/his class record, list of students, faculty schedule, syllabus and learning materials.	2. The department chair evaluates the submitted documents of the faculty	None	10 minutes	Department chair

The faculty is being monitored.	3. The department Chair and instruction coordinator conducts the faculty monitoring and coaching on the assigned date and time	None	30 minutes	Department chair and Instruction Coordinator
The faculty is informed about the result of the monitoring.	The department chair had a one -on-one discussion with the faculty concerned.	None	10 minutes	Department Chair
	Total	None	55 minutes	

Office or Division	College of Science Instruction Unit
Classification	Simple
Type of Transaction	New Normal Process
Client who may avail	Faculty

<i>B. Checklist of Requirements</i>	<i>Where to Secure</i>	<i>Where to Submit</i>
Class Record Student's list Class syllabus Module or Learning Materials used	Faculty	Department Chairpersons and Instruction Coordinator

<i>B. Client Step</i>	<i>Agency's Actions</i>	<i>Fees</i>	<i>Processing Time</i>	<i>Office/Person Responsible</i>
The faculty to be monitored is informed of the schedule of monitoring and coaching	1. The department chair together with the instruction coordinator conducts a meeting for an organized online faculty monitoring and coaching.	None	10 minutes	Department chair Instruction Coordinator
The assigned faculty submits her/his class record, list of students, faculty schedule, syllabus and learning materials and the LMS used.	2. The department chair evaluates the submitted documents of the faculty	None	10 minutes	Department chair
The faculty is being monitored online.	3. The department Chair and instruction coordinator conducts the online faculty monitoring and coaching on the assigned date and time	None	20 minutes	Department chair and Instruction Coordinator
The faculty is informed about the result of the monitoring.	The department chair had a one -on-one discussion with the faculty concerned.	None	10 minutes	Department Chair
	Total	None	50 minutes	

III. Teaching Materials and Innovations

Office or Division	College of Science Instruction Unit
Classification	Simple to Highly Technical
Type of Transaction	Regular Process

Client who may avail	Faculty			
C. Checklist of Requirements		Where to Secure	Where to Submit	
Module construction, recorded video		faculty	Department Chair and Instruction Coordinator	
B. Client Step	Agency's Actions	Fees	Processing Time	Office/Person Responsible
The college regularly conducts seminars or webinars in teaching-learning enhancement.	The instruction coordinator meets with the CS Instruction Unit committee to discuss the different seminars/webinars to be conducted to enhance teaching and learning process.	None	60 minutes	Dean, Department Chairs, College coordinators
	Total	None	60 minutes	

IV. Curriculum Review

Office or Division	College of Science Instruction Unit			
Classification	Simple to Highly Technical			
Type of Transaction	Regular Process			
Client who may avail	Department Chair			
D. Checklist of Requirements		Where to Secure	Where to Submit	
Program Curriculum CMO		College Office	University	
B. Client Step	Agency's Actions	Fees	Processing Time	Office/Person Responsible
The College Curriculum Review Committer regularly conduct a curriculum review after accreditation or CHED monitoring visit.	1. The College Instruction coordinator set a meeting with the stakeholders.	None	60 minutes	Instruction coordinator, dean, department chair and faculty
The College of Science curriculum review committee submits the result of the curriculum review to the oversight committee on curriculum review of the university.	2. The University oversight committee conducts a meeting with the stakeholders	None	120 minutes	University Oversight Curriculum Review Committee, College officials and stakeholders
The Oversight Committee submits the findings to the university officials for approval	3. The College Curriculum Review attends the academic council			Academic Council
	Total	None	3 hours	



COLLEGE OF SCIENCE

Laboratory Class Sessions

This procedure describes the simplified transaction process Procedure for Borrowing of Materials (Regular Laboratory Class, following scheduled experiment)

Office or Division:		College of Science		
Who may avail:		SHS, undergraduate, and graduate students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Borrowers slip from the laboratory aid 		Laboratory Complex, College of Science, University of Eastern Philippines		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A group member shall approach the laboratory aide's area and present his or her student ID.	1. The laboratory aide takes the student ID and hands over all pertinent materials for the experiment to the student.	None	15 minutes	Laboratory aide
2. If a regular laboratory session will require additional materials outside of what is listed in the materials list of the said experiment (as authorized by the instructor), a borrower's slip can be availed of from the lab aide, and the additional materials listed by the student.	2. The duly filled-out borrower's slip is given to the Lab aide, along with the student ID of one of the group members. If a student ID has already been given, the borrower's slip is associated with that same student ID. The Lab aide hands out to the student the materials as listed in the borrower's slip.	None	less than 15 minutes	Laboratory Aide
3. The materials borrowed are	3. The Lab aide shall check that all materials	None	Less than 5 minutes	Laboratory Aide

returned at the end of the laboratory session.	returned are in good working order and within specification.			
4. Extended borrowing may be allowed if deemed necessary by the laboratory session instructor.	4. It is not possible, however, to test all materials that all groups return at the same time at the end of the laboratory sessions.	None	1 minutes	Laboratory Aide
5. Students must bring all materials back to the Lab aide in an orderly fashion.	5. The lab aide will receive these materials, and return the student IDs.	None	Less than 5 minutes	Laboratory Aide
6. For unfinished work, individual students or groups may request for free slots to work on unfinished experiments, projects, and the like.	6. The lab aide gives free slots on a first-come, first-served basis. Free slots may be pre-empted by extra or make-up classes, or other reservations such as theses defense.	None	10 minutes	Laboratory aide
7. Letter of Request to bring out Test Equipment and/or Tools. This Letter of Request is addressed to the Dean through the Biosafety Officer.	7. The approved request letter receives the lab aide and hand in the materials.	None	1 day	Dean of the College Biosafety Officer Laboratory Aide

**University of Eastern Philippines
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PROPOSED LIST OF GOVERNMENT SERVICES OFFERED IN THE COLLEGE OF SCIENCE

1. Request for Counselling Session (Referred)

Office or Division	College of Science Guidance and Students Services			
Classification	Simple			
Type of Transaction	Regular Process			
Client who may avail	Students			
A. Checklist of Requirements				
		Where to Secure	Where to Submit	
1 copy Counseling Referral Form (if client is referred) 1 copy Call Slip 1 copy Counseling Log Sheet 1 copy Referral Acknowledgement Form		College Guidance Office	College Guidance Office	
A. Client Step	Agency's Actions	Fees	Processing Time	Office/Person Responsible
A concerned person or faculty who wishes to refer a student visits the College Guidance office to get the counseling referral form	1. Allows the referring person to fill out the referral form which one can get from the College Guidance Office	None	15 minutes	College Guidance Coordinator
The referring person gives the filled-out form to College Guidance Coordinator	2. Gives the referral form to the Guidance Coordinator for assessment of the urgency of referral	None	5 minutes	College Guidance Coordinator
The student being referred receives a call slip from the Guidance Coordinator indicating the counseling schedule.	3.1 The Guidance Coordinator will issue a call slip to student/s being referred for counseling and indicates the time and date of the schedule of counseling. 3.2 The Guidance Coordinator will refer the student to the University Guidance Office if the urgency of the referral needs an expert assistance	None	5 minutes	College Guidance Coordinator University Guidance Counselor
The student being referred to or the client visits the office based on the schedule of the counseling session indicated on the call slip by the Guidance Coordinator	4.1 The student is oriented on the process and is requested to sign the consent form if he/she pursues the counseling session.	None	10 minutes	College Guidance Coordinator