

	4.2 The Guidance Coordinator will accompany the client to the University Guidance Office if the client needs an expert assistance.	None	10 minutes	University Guidance Counselor
The student being referred regularly visits the University Guidance Office for his/her counseling session	Start of counselling session	None	30 minutes	College Guidance Coordinator University Guidance Counselor
The student being referred continues to attend session until such time that his/her case will be terminated.	5.1 the University Guidance Counselor through the College Guidance Coordinator will inform the student and evaluated of his/her progress.	None	30 minutes	College Guidance Coordinator University Guidance counselor
	6.2 The client who meets the agreed target goal will now be subject for closure of the case.			
The student being referred is asked to visit the College Guidance office for follow up sessions after the closure of the case	7. The student will be evaluated of his/her progress after the closure of the case	None	30 minutes	College Guidance Coordinator University Guidance Counselor
	Total	None	2 hours and 15 minutes	

Office or Division	College of Science Guidance and Students Services			
Classification	Simple			
Type of Transaction	New Normal 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 Facebook Page	College Guidance Office Facebook Page	
B. 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 of Science Guidance office Facebook page to get the counseling referral form	1. Allows the referring person to fill out the referral form which will be emailed or sent through messenger by the College Guidance Office	None	15 minutes	College Guidance Coordinator

The referring person sends the filled-out form to College of Science Guidance Office Facebook page	2. Sends the referral form to the Guidance Coordinator through the CS Guidance Office page for assessment of the urgency of referral	None	5 minutes	College Guidance Coordinator
The student or client visits the Guidance Office for start of counselling based on the assigned schedule.	4.1 The student is oriented on the process and upon agreement on the process, the counseling session will start.	None	30 minutes	College Guidance Coordinator
	4.2 The Guidance Counselor will accompany the student or client to the University Guidance office if the client needs an expert assistance.	None	45 minutes	University Guidance Counselor
The student being referred regularly received a call for his/her counseling session	Start of counselling session	None	30 minutes	University Guidance Counselor
The student being referred continues to attend session (virtual or call) until such time that his/her case will be terminated.	5.1 the University College guidance Counselor through the College Guidance Coordinator will inform the student and evaluated of his/her progress.	None	30 minutes	College Guidance Coordinator
	5.2 The client who meets the agreed target goal will now be subject for closure of the case.			University Guidance counselor
The student being referred is asked to visit the College Guidance office for follow up sessions after the closure of the case	7. The student will be evaluated of his/her progress after the closure of the case	None	30 minutes	College Guidance Coordinator and University Guidance Counselor
	Total	None	3 hours and 20 minutes	

II. Request for Counselling Session (Walk-in) (If only allowed)

Office or Division	College of Science Guidance and Students Services			
Classification	Simple			
Type of Transaction	Regular Process			
Client who may avail	Students			
B. Checklist of Requirements		Where to Secure	Where to Submit	
1 Counseling Log Sheet 1 Interview Form		College Guidance Office	College Guidance Office	
B. Client Step	Agency's Actions	Fees	Processing Time	Office/Person Responsible
A student or client who wishes to avail the CS Guidance services visits the office.	1. The College Guidance coordinator let the client fill out the interview form.	None	5 minutes	College Guidance Coordinator
The student or client gives the filled-out form to College of Science Guidance coordinator.	2.1 The client is given a schedule of the counselling session.	None	5 minutes	College Guidance Coordinator
	2.2 For urgency of the case, the Guidance Coordinator will assess and immediately start the counselling session. (Immediate Case)	None	30 minutes	
	2.3 If the client needs an expert assistance, the Guidance coordinator will accompany the client to the University Guidance Office	None	10 minutes	University Guidance Counselor
The student or client visits the Guidance Office based on the schedule of her or his counselling session.	3. The student or client is oriented on the process and be requested to sign the consent form if he/she go for counselling session.	None	10 minutes	College Guidance Coordinator University Guidance Counselor
The student will regularly visit the Guidance office for his/her counseling	4. Start of counselling session.	None	30 minutes	College Guidance Coordinator University Guidance Counselor
The student will continue to attend session until such time that his/her case will be terminated.	4.1 The student will be informed of her or his progress.	None	30 minutes	College Guidance Coordinator
	4.2 Upon agreement between the client and Guidance counselor, the case will be terminated if the agreed goal was achieved.			University Guidance Counselor

The student being referred is asked to visit the College Guidance office for follow up sessions after the closure of the case	5. The student will be evaluated of his/her progress after the closure of the case	None	30 minutes	College Guidance Coordinator University Guidance Counselor
	Total	None	2 hours and 30 minutes	

III. Request of Good Moral Certificate

Office or Division	College of Science Guidance and Students Services			
Classification	Simple			
Type of Transaction	Regular Process			
Client who may avail	Students			
C. Checklist of Requirements				
Good Moral Certificate		Where to Secure College Guidance Office	Where to Submit	
B. Client Step	Agency's Actions	Fees	Processing Time	Office/Person Responsible
A student or client who wishes to avail the CS Guidance services visits the office.	1. The College Guidance coordinator let the client fill out the information form.	None	5 minutes	Guidance Coordinator or any Staff
The Guidance Coordinator or any staff checked the information given by student or client and prepare the document.	2. The student or client waits for the release of the document	None	5 minutes	College Guidance Coordinator or any staff
The student or client receives the document.	3. The Guidance coordinator or staff gives the document and let the student signed in the logbook.	None	5 minutes	College Guidance Coordinator or any staff
	Total	None	15 minutes	

Office or Division	College of Science Guidance and Students Services			
Classification	Simple			
Type of Transaction	New Normal Process			
Client who may avail	Students			
D. Checklist of Requirements				
Good Moral Certificate		Where to Secure College Guidance Office	Where to Submit	
B. Client Step	Agency's Actions	Fees	Processing Time	Office/Person Responsible

A student or client who wishes to avail the CS Guidance services visit the CS Guidance office page and message her or his information.	1. The College Guidance coordinator or staff evaluate the client information form.	None	5 minutes	Guidance Coordinator or any Staff
The Guidance Coordinator or any staff checked the information given by University Main link staff and prepare the document.	2. The staff release of the document in pdf form through the CS Guidance Office Page or email.	None	10 minutes	College Guidance Coordinator or any staff
	Total	None	15 minutes	

IV. Students Discipline

Office or Division	College of Science Guidance and Students Services			
Classification	Complex			
Type of Transaction	Regular Process			
Client who may avail	Students, Parents			
A. Checklist of Requirements		Where to Secure	Where to Submit	
Copy of complaint or report (1 copy) Notices of meetings (1 copy per involved party) Minutes of meetings (2 copies) Investigation report (2 copies) Acknowledgement receipts (2 copies)		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 for investigation visits the College Guidance office following the standard health protocol.	1. Allows the referring person to fill out the referral form which one can get from the College Guidance Office	None	10 minutes	Guidance Coordinator
The Guidance coordinator will interview the concerned person or faculty.	2. Listen to the side of the concerned person.	None	10 minutes	College Guidance Coordinator
The student being referred receives a call slip from the Guidance Coordinator indicating the investigating schedule. A guardian or parents is also given a call slip. The	3.1 The Guidance Coordinator will issue a call slip to student/s being referred for discipline and indicates the time and date of the schedule of investigation.	None	5 minutes	College Guidance Coordinator

complainant is also given a call slip.	3.2 The Guidance Coordinator will refer the student to the College Grievance Committee if the urgency of the referral needs an expert assistance	None	10 minutes	College Grievance Committee
The student being referred to or the client (together with the guardian or parents if needed) visits the office based on the schedule of the investigation indicated on the call slip by the Guidance Coordinator following the standard health protocol. The complainant is also present.	4.1 The student, complainant and parents are oriented on the process and is requested to sign the attendance form.	None	30 minutes	College Guidance Coordinator
	4.2 The College Grievance Committee will meet the client and complainant together with his or her guardian or parents.	None	60 minutes	College Grievance Committee
The student and the complainant give their sides of story.	5. Start of the investigation session	None	30 minutes	Guidance Coordinator College Grievance Committee
The student being referred and the complainant will mutually agree for the result of the investigation and resolved the problem.	6. The guidance Coordinator will terminate the case.	None	30 minutes	College Guidance Coordinator College Grievance Committee
	Total	None	3 hours and 10 minutes	

College Research and Extension Services

Submission of proposals, implementation of approved activities, monitoring, and submission of completed activities and terminal reports.

CLIENTS	OFFICE ACTION	FEES	PROCESSING TIME	PERSONS RESPONSIBLE
1. submits proposal -proposal using prescribed format	1. Evaluates proposals	None	2 hours per proposal	College Dean College Research or Extension Coordinator Program Research or Extension Coordinators
2. Submits revised proposals following comments and suggestions of college TWG	2. Endorsement of proposals to URDS or UEDS	None	1 hour	College Dean and College Research or Extension Coordinator
3. Revise proposals following the comments and suggestions from URDS or UEDS proposal hearing	3. Distributes proposal hearing findings to respective proponent	none	8 hours	College Research or Extension Coordinator
4. Submits revised proposals	4. Endorse proposals to URDS/UEDS	None	1 hour	College Dean and College Research or Extension Coordinator
5. Starts implementation of approved Research or Extension Activities	5. Distributes Notice to Proceed and copy of Special Order to proponents	None	8 hours	College Research or Extension Coordinator
6. Submits quarterly progress report	6. Facilitates quarterly monitoring of approved research or extension activities	None	8 hours	College Research or Extension Coordinator
7. Submits completed research or extension report for presentation in annual In-house Review	7. Endorse completed research or extension reports for presentation	None	1 hour	College Dean College Research or Extension Coordinator
8. Submits Terminal Report (following suggestions of the panel of evaluators of the In-house Review)	8. Endorse terminal report for claim of honorarium of program/project/	None	1 hour	College Dean College Research or Extension Coordinator

College Faculty Expert Services

Submission of the Letter of Request for Faculty Expert Services, MOA/MOU signing, plan and conduct the Faculty Expert Service Activities, evaluation of the activities, and submission of the report to the college.

Office or Division:		College of Science		
Classification:		Simple		
Type of Transaction:		Regular Process		
Who may avail:		External Organizations, Colleges of UEP, Faculty members, and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter of request		Office of the President		
Program of Activities MOA/MOU		At the College of Science, University of Eastern Philippines		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting entity submits letter of request for faculty expert service to the Office of the President	The Office of the President evaluates request and approves request, then routed the letter to the college where the request is intended	None	2 hours per request	Offie of the President College Dean College Department Chairs Concerned Faculty Requesting entity
2. The college conducts meeting for proper delivery of the faculty expert service	With the present of the dean, department chair, faculty involved and representative of the requesting body, they may discuss and agree the terms and conditions of the conduct of the faculty expert service	None	4 hours	College Dean College Department Chairs Concerned Faculty Requesting entity
3. If it involves outside organization, either of the parties, the UEP or the requesting entity may draft the MOU/MOA	MOU/MOA submission, examination, correction, and signing	none	2 hours	Offie of the President College Dean College Department Chairs Concerned Faculty Requesting entity

	must be approved by the Office of the President upon the endorsement of the dean			Concerned Faculty Requesting entity
5. The Office of the President creates special order for the proposed faculty expert service	An endorsement will be submitted to the Office of the President for the creation of special order of the said faculty expert activities	None	4 hours	Office of the President College Dean
5. Starts of the implementation of approved Faculty Expert Service Activities	The organizer distributes the approved program of activities and copy of Special Order to concerned individuals of UEP (if required)	None	2 hours	College Dean College Department Chairs Concerned Faculty Requesting entity
6. Submits evaluation report	After the conduct of the scheduled faculty expert service activities, the organizer facilitates an evaluation of the activities by distributing an evaluation form to the recipient of the said event.	None	1 hours	Organizer of the activities (Concerned Faculty)
7. The organizer submits completed report to the college dean	The completed report of the faculty expert service activities will be included in the monthly accomplishment report of the college	None	1 hour	College Dean College Research or Extension Coordinator
Total		None	18 hours	

LIST OF GOVERNMENT SERVICES OFFERED (New Normal)

<i>Office or Division</i>	College of Education	
<i>Classification</i>	Admission of New Students, Returnees, Transferees and Shifters	
<i>Type of Transaction</i>	Complex	
<i>Client who may Avail</i>	Students	
	Checklist of Requirements	Where to Secure
	<p>For New Students</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 ➤ Student 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>For Shifters</p> <ul style="list-style-type: none"> ▪ Transmittal Letter/Endorsement from the Office of Admission 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
	<p>For Transferees</p> <ul style="list-style-type: none"> ▪ Transmittal Letter/Endorsement from the Office of Admission with attached documents including: <ul style="list-style-type: none"> ➤ Expression of Intent to Transfer ➤ Student 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 	Office of the Director for Admission

Pictures ➤ 1 Long Brown Envelope				
For Returnees/Re-admission ■ Transmittal Letter/Endorsement from the Admission Office with attached documents including: ➤ 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 transmitted from the Office of the Director for Admission to the College.	The College through the Office of the Dean receives the documents and distributes to the concerned department/discipline.	None	10 minutes	-Office of the Dean -Enrolment Committee -College Secretary
2. The applicant's documents are evaluated.	The respective Program Chairs and Discipline Chairs undergo evaluation of the documents based on the guidelines and rubric for evaluation.	None	3 – 5 days depending on the number of applicants	-Enrolment Committee -Discipline Chairs
3. The qualified applicant's are called for confirmation if they are still interested to enrol of the program where he/she is qualified.	The Degree Program Chairs will contact the applicant's if they are willing to enrol.	None	3 minutes per applicant	-Degree Program Chair
4. The documents of the disqualified applicants are submitted back to the Admission Office.	The Enrolment Committee transmits the documents, and submit a report of disqualified applicants.	None	30 minutes	-Enrolment Committee
5. The qualified applicants are determined.	The Enrolment Committee will prepare the report of the qualified.	None	1 hour	-Office of the Dean -Enrolment Committee

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 ID Number.	None	5 minutes per qualified applicants	-Degree Program Chair
TOTAL			3 days, 1 hour, and 48 minutes	
<i>For Transferees, Shifters, and Returnees</i>				
1.The applicant's documents are transmitted from the Office of the Director for Admission to the College.	The College receives the documents and distributes to the concerned department/discipline.	None	10 minutes	-Office of the Dean -Enrolment Committee
2.The applicant's documents are evaluated.	The respective Program Chairs and Discipline Chairs undergo evaluation of the documents based on the guidelines and rubric for evaluation.	None	1 hour	-Enrolment Committee -Discipline Chairs
3.The applicant's are determined if accepted or not.	The applicant is determined if he/she is accepted or not in program where he/she applied and submits a report on this to the Office of the Director for Admission.	None	15 minutes	-Enrolment Committee -Discipline Chair
TOTAL			1 hour and 25 minutes	

Office or Division	College of Education			
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				
▪ Proof of Admission			Office of the Director for Admission	
For Old Students				
▪ Confirmation of Enrolment			Degree Program Chairs	
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
For New Students				
1. The qualified incoming freshmen submit original credentials through municipal link.	The College receives the documents.	None	10 minutes	-Office of the Dean -Enrolment Committee -College Secretary
2. Encoding of subjects.	After confirmation of the qualified applicant, the Degree Program Chairs will encode the corresponding subjects.	None	10 minutes	-Degree Program Chairs
3. COR releasing.	The Degree Program Chairs will prepare the COR's and have them signed and forward them to the Municipal Link for release.	None	30 minutes	-Degree Program Chairs -Municipal Link
4. Students accepts the COR from the Municipal Link.				
TOTAL			50 minutes	

For Old Students

1. The students confirm if he/she will enrol.	The Degree Program Chairs will ask for the confirmation of their enrolment through their GC (Group Chats).	None	5 minutes	-Degree Program Chairs
2. Encoding of subjects.	After confirmation, the Degree Program Chairs will encode the corresponding subjects.	None	10 minutes	-Degree Program Chairs
3. COR releasing.	The Degree Program Chairs will prepare the COR's and have them signed and forward them to the Municipal Link for release.	None	30 minutes	-Degree Program Chairs -Municipal Link
4. Students accepts the COR from the Municipal Link.				
TOTAL			45 minutes	

Office or Division	College of Education
Classification	Request for Evaluation of Grades/Report of Grades
Type of Transaction	Simple
Client who may Avail	Students

Checklist of Requirements			Where to Secure	
<ul style="list-style-type: none"> Student ID 			Degree Program Chairs College Secretary	
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. The student contacts his/her respective Degree Program Chairs and makes a request for a copy of his/her evaluation of grades/report of grades.	Acceptance of the request. Retrieval of the student's record in the system, printing, and signing of the document.	None	10 minutes	-Degree Program Chairs -College Secretary
2. Receipts of the requested document.	An e-copy is sent through email or messenger. And a hardcopy is sent through the Municipal Link.	None	10 minutes	-Degree Program Chairs -College Secretary
TOTAL			20 minutes	

Office or Division	College of Education
Classification	Research, Extension and Instructional Materials Development
Type of Transaction	Simple
Client who may Avail	Faculty

Checklist of Requirements			Where to Secure	
<ul style="list-style-type: none"> ▪ Research Proposal ▪ Extension Proposal ▪ Developed Instructional Material 			Research Coordinator Extension Coordinator Instruction Coordinator	
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsible
1. Receipt of research proposal, extension proposal and developed instructional materials.	The unit coordinators will receive the proposal.	None	10 minutes	-Research Coordinator -Extension Coordinator -Instruction Coordinator
2. Evaluation of proposal.	The unit coordinators will designate committee to evaluate.	None	30 minutes	-College Dean -Research Coordinator -Extension Coordinator -Instruction Coordinator -Evaluation Committee
3. Revision of proposal.	The unit coordinators will return the proposal	None	1 day	-Research Coordinator -Extension Coordinator -Instruction Coordinator -Faculty
4. Submission to the university level.	The unit coordinators will forward the revised proposal to the university level.	None	10 minutes	-Unit Coordinators -University Research, Extension and Instruction Office
TOTAL			1 day and 50 minutes	

LIST OF GOVERNMENT OFFERED (New Normal)

Office or Division	UEP Laboratory Elementary School		
Classification	Admission of New Pupils and Transferees		
Type of Transaction	Complex		
Client who may Avail	Pupils		
Checklist of Requirements		Where to Secure	
<p><i>For New Pupils (Incoming Grade 1)</i></p> <ul style="list-style-type: none"> • Must have Complete Kindergarten from DepEd accredited schools and centers, preferably from UEP-KLC, and have valid credentials with a GPA of 85% and above. • Legitimate or legally adopted children of UEP main campus faculty members and employees who have been in the service for at least two (2) years whether on temporary or permanent status or at least five (5) years of continuous service as casual employees are the first priority. • Must be six (6) years old and above by August 31st of the school year they will enroll in. <ul style="list-style-type: none"> ✓ Kindergarten Report Card with LRN (original copy) ✓ Kindergarten Certificate of Completion (original copy) ✓ PSA Certificate of Live Birth (original copy) ✓ Latest Service Record of parent employed in UEP main campus (for dependents of UEP employees) 		<p>UEP Laboratory Elementary School</p>	
<p><i>For Transferees</i></p> <ul style="list-style-type: none"> • Must have a GWA of 85% in the last grade attended (for none dependent child). • Legitimate or legally adopted children of UEP main campus faculty members and employees who have been in the service for at least two (2) years whether on temporary or permanent status or at least five (5) years of continuous service as casual employees are the first priority. <ul style="list-style-type: none"> ✓ Report Card with LRN (original copy) ✓ PSA Certificate of live birth (original copy) ✓ Latest Service Record of parent employed in UEP main campus (for dependents of UEP employees) 		<p>UEP Laboratory Elementary School</p>	

Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsibility
<i>For Incoming Grade 1</i>				
1. The parents/guardians will submit the needed requirements for Incoming Grade 1 to the UEPLES Guidance Coordinator	The UEPLES Admission/Enrolment Committee receives the documents for screening	None	2 minutes per qualified pupil	2 nd UEPLES Admission/Enrolment Committee
<i>For Transferees</i>				
2. The parents/guardians will submit the needed requirements for Incoming Grade 1 to the UEPLES Guidance Coordinator	The UEPLES Admission/Enrolment Committee receives the documents	None	2 minutes per qualified pupil	2 nd UEPLES Admission/Enrolment Committee

Office or Division	UEP Laboratory Elementary School		
Classification	Enrolment of New/Old Pupils and Transferees		
Type of Transaction	Complex		
Client who may Avail	Pupils		
Checklist of Requirements		Where to Secure	
<i>For New Pupils (Incoming Grade 1)</i>			
<ul style="list-style-type: none"> ✓ Accomplished Application/Enrolment Form ✓ Kindergarten Report Card with LRN (original copy) ✓ Kindergarten Certificate of Completion (original copy) ✓ PSA Certificate of Live Birth (original copy) ✓ Latest Service Record of parent employed in UEP main campus (for dependents of UEP employees) ✓ Recent Medical Certificate (conducted by any Government Physician from the applicant's place of origin) ✓ ID pictures (2 pcs. 2X2 with name tag) ✓ Parent's active cellphone number ✓ One (1) long brown envelope 		UEP Laboratory Elementary School	
<i>For Old Pupils (Grades 2-6)</i>			
<ul style="list-style-type: none"> ✓ Accomplished Application/Enrolment Form ✓ Report Card with LRN (original copy) ✓ One (1) long brown envelope 		UEP Laboratory Elementary School	
<i>For Transferees</i>			
<ul style="list-style-type: none"> ✓ Accomplished Application/Enrolment Form ✓ Report Card with LRN (original copy) ✓ PSA Certificate of live birth (original copy) ✓ Latest Service Record of parent employed in UEP main campus (for dependents of UEP employees) ✓ Recent Medical Certificate (conducted by any Government Physician from the applicant's place of origin) ✓ ID pictures (2 pcs. 2X2 with name tag) ✓ Parent active cellphone number ✓ One (1) long brown envelope 		UEP Laboratory Elementary School	

Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsibility
<i>For Incoming Grade 1, Grades 2-6 and Transferees Pupils</i>				
1. The parents/guardians will secure a copy of Application/Enrolment Form (downloadable or UEPLS Guidance Coordinator)	Through FB Page for downloadable form or get to the Office of Guidance Coordinator	None	2 minutes per qualified pupil	or Office of the Guidance Coordinator or UEPLS Front Desk Officer
2. Assessment for Enrolment Form	The UEPLS Admission/Enrolment Committee will assess the pupil's enrolment form	None	3 minutes per qualified pupil	or UEPLS Admission/Enrolment Committee
3. The parents/guardians will submit the application/ enrolment form and the parent's pledge of commitment to the UEPLS Admission/Enrolment Committee (Guidance Coordinator Office)	The Guidance Coordinator receives the documents and distributes to the Class Adviser	None	5 minutes per qualified pupil	or UEPLS Admission/Enrolment Committee
TOTAL			10 minutes	

Note: Enrolment shall be done by the parents/guardians of the qualified pupils.

Office or Division	UEP Laboratory Elementary School			
Classification	Request for Form 137			
Type of Transaction	Complex			
Client who may Avail	UEPLES Alumni			
Checklist of Requirements			Where to Secure	
School Letter Request / Personal Letter Request			UEP Laboratory Elementary School	
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/Office Responsibility
The pupils will present letter request from the requesting school or agency	Acceptance of the request	None	10 minutes	UEPLES Front Desk Officer
TOTAL			10 minutes	



Issuance of certification

Issuance of certification to the UEPLHS students and graduates.

Office or Division:		UEPLHS		
Who may avail:		UEPLHS students and graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID, Authorization letter or SPA, Request Form		Respective requestee/ UEPLHS Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students present ID and request for issuance of certification. For parents and siblings entrusted to claim the said document, s/he presents authorization letter; other than parents and siblings present special power of attorney.	The office will check the request and other relevant documents.	None	5 minutes	Prof. Rita D. Gordo
2. Fill out the Request Form and submit for retrieval/verification of school records and preparation of documents.	The office issues the request form and processes the document.	None	15 minutes	Diether James C. Patilan
3. Clerk will process and print the document.	3.1 The UEPLHS Secretary will check the documents processed. 3.2 The Academic Chair verifies the documents 3.3 The Principal approves the certification.	None	10-20 minutes	Diether James C. Patilan
3.1 Checking of the documents			4 minutes	Prof. Rita D. Gordo
3.2 Verification of documents			5 minutes	Prof. Liza B. Calixtro
3.3 Approval of documents			3 minutes	Dr. Fe C. Andarino
5. Student/client receives the certification by affixing his/her signature in the Logbook.		None	5 minutes	Prof. Rita D. Gordo



Issuance of Form 137/Permanent Record

Issuance of Form 137/Permanent Record to the UEPLHS students and graduates.

Office or Division:		UEPLHS		
Who may avail:		UEPLHS students and graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Request Form from School/University Valid ID Authorization Letter 		<ol style="list-style-type: none"> Requesting Agency Requestee Requestee 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The students present ID, request from school/university and request for issuance of a copy of Form 137. For parents and siblings entrusted to claim the said document, s/he presents authorization letter and the request from school/university. Other than parents and siblings, presents and siblings, present Special Power of Attorney and the request for school/university.	The office will check the request and other relevant documents.	None	5 minutes	Prof. Rita D. Gordo
2. Fill out the Request Form and submit for retrieval/verification of school records and preparation of documents.	The office issues the request form and processes the document.	None	15 minutes	Diether James C. Patilan
3. Clerk will process and print the document.		None	10-20 minutes	Diether James C. Patilan
3.1 Checking of the documents	3.1 The UEPLHS Secretary will check the documents processed.		4 minutes	Prof. Rita D. Gordo
3.2 Verification of documents	3.2 The Academic Chair verifies the documents		5 minutes	Prof. Liza B. Calixtro
3.3 Approval of documents	3.3 The Principal approves the certification.		3 minutes	Dr. Fe C. Andarino
5. Student/client receives the certification by affixing his/her signature in the Logbook.		None	5 minutes	Prof. Rita D. Gordo



Admission of Incoming Grade 7

Screening of incoming Grade 7 students from different elementary schools

Office or Division:		UEPLHS		
Who may avail:		Grade 6 graduates of different elementary schools		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Form 137 (Card) Certificate of Good Moral Character Rank list Certification of Upper 10 % Service Record of dependent of UEP Employee PSA Birth Certificate 		<ol style="list-style-type: none"> School the applicant graduated from School the applicant graduated from School the applicant graduated from School the applicant graduated from School the applicant graduated from Philippine Statistics Authority 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent/Guardian submit required documents for assessment	1. Acceptance by the Guidance Counselor of the following requirements: Form 137 (Card) Certificate of Good Moral Character Rank list Certification of Upper 10% Service Record of dependent of UEP Employee PSA Birth Certificate	None	1 month	Mrs. Rhea R. Poche
2. Committee on Admission will assess the documents submitted.	1. The Admission Committee will assess the documents submitted.	None	1 week	Admission Committee
3. List of admitted students will be posted at the UEPLHS bulletin board and Facebook page of UEPLHS	2. The Guidance Counselor will post in Facebook page and UEPLHS Bulletin.	None	1 day	Mrs. Rhea R. Poche



Enrollment

Enrollment of all UEPLHS Students

Office or Division:		UEPLHS		
Who may avail:		All UEPLHS Students and transferees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Form 138 (Report Card) 2. 2 pcs 2x2 Picture 3. 4 Pcs 1x1 Picture 4. Birth Certificate 5. Form 137 6. Enrolment Form 		<ol style="list-style-type: none"> 1. School the applicant graduated from 2. Applicant 3. Applicant 4. PSA 5. School the applicant graduated from 6. Management Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent/Guardian presents their student's school I.D. and Form 138 and ask for an enrollment form.	1. Assigned faculty checks the requirements.	None	5 minutes	Mr. Perfecto L. Anquilo
2. Submit the filled out Enrolment Form to assessment Committee for Assessment of Fees.	2. Assigned faculty checks the correctness of filled out forms.	None	5 minutes	Prof. Arnold A. Sales Prof. Arnold E. Basilo
3. Parents/Guardian reports to the Guidance office for a pledge on behalf of their students.	3. Guidance Counselor takes lead in the oath.	None	5 minutes	Mrs. Rhea Poche
4. Proceed to Cashier's Office and pay the authorized school fees.	4. Acceptance of payment by the cashier office.	None	20-30 minutes	Ms. Marites N. Gatongay
5. Submit the Enrolment Slip to the Secretary for Verification	5. Secretary verifies payment done.	None	5 minutes	Prof. Rita D. Gordo
6. Submit the Enrolment Form and Official Receipts to the Recorder.	6. Assigned faculty records OR numbers.	None	5-10 minutes	Mrs. Jessielyn B. Labitag Dr. Florence T. Caceres



7. Submit the Enrolment Form to ICT Coordinator for encoding.	7. ICT Coordinator encodes the Learner's Information to DepEd Online System.	None	20 minutes	Mr. Clemente T. Pujante
8. Submit the Enrolment Slip to the Academic Chair for Recommendation.	9. Academic Chair recommends for the approval of the enrollment.	None	3 minutes	Prof. Liza B. Calixtro
9. Submit the Enrolment Form to the School Head for approval.	9. The principal approves the enrollment of the student.	None	3 minutes	Dr. Fe C. Andarino



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the feedback form and drop it in the designated drop box in the UEPLHS Management Office Or e-mail at ueplaboratoryhighschoolmain@gmail.com
How feedbacks are processed	Feedbacks are checked every Friday and are compiled and recorded. Feedback that requires answer are forwarded to the responsible person or agency.
How to file a complaint	Answer the complaint forms or e-mail at ueplaboratoryhighschoolmain@gmail.com
How complaints are processed	The Secretary open the complaints on a daily basis. Feedbacks will be given to the client.
Contact Information	ueplaboratoryhighschoolmain@gmail.com



COLLEGE OF LAW

College Admission Services

Admission Services refer to the services that take care of the processing of students' entrance to the College of Law. This service manages the effective administration of entrance examinations (LAT) for all incoming students, maintains a profile of students based on their personal information and examination results.

Office or Division	College of Law			
Classification	Application for LAT Exam			
Type of Transaction	Simple			
Who may avail	Incoming First Year JD-students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
*CL LAT Registration Form		*College of Law (assigned staff)		
Procedures for the Client	Agency Actions	Fees to be Paid	Processing Time	Person/ Office Responsible
1. Student applicant asks for LAT Application form	1. Assigned staff issues form	None	5 minutes	Any CL staff
2. Student Applicant fills up and submits the form	2. Assigned staff accepts the form and schedule the date & time for the exam.	None	5 minutes	Any CL staff
3. Student Applicant pays the LAT Fee	3. Assigned staff collects the fee	Php1, 000.00	3 minutes	Assigned CL staff
4. Student Applicant takes the LAT	4. Asks the student to present his/her permit	None	4 hours	Assigned CL staff

5. Client waits for the result of the LAT	5. Results are written on the Answer Booklet	None	2-3 days	Assigned CL staff/Dean
6. Client applicant claims the LAT results	6. Dean explains the result to the applicant	None	5 minutes	Assigned CL staff/Dean
7. Clients who qualify waits for the interview schedule	7. Dean interviews the applicant	None	3-5 minutes	Dean
8. Applicants who passed the interview are required to proceed to the CL staff to inquire for the requirements to be submitted	8. CL staff gives the list of required documents	None	2-3 minutes	Assigned CL staff
9. Applicants comply with the requirements and submit on enrolment day	9. CL staff accepts the requirements (TOR, Brgy certification and long brown envelop) then evaluates the undergraduate TOR for: 18 units English, 18 units Soc Sci 6 units Math	None	5 minutes	Assigned CL staff
Total			4hours/24min.	

Enrolment Process

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

CL plotting form, waiver, and Agreement (for 1st year)		Assigned CL staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. The applicant submits all the requirements, then s/he waits for the issuance of enrolment form	1. CL staff issues enrolment form	None	2-3 minutes	Assigned CL staff
2. Student enrollee plots the subject and its schedule from the class schedule posted on the bulletin board	2. CL staff evaluates the load for its proper class ID, schedule time, room and professor and/or prerequisites	None	3-5 minutes	Assigned CL staff
3. Enrollee requests for determination of load	3. CL staff determines the load whether under/overloaded and prerequisite/s is/ are taken.	None	3-5 minutes	Assigned CL staff

4. Assessment of load units and payment of college fees (SAF) and ALAS (by ALAS Officer)	4. CL staff assesses fees and collects college fees (SAF) & ALAS fee.	Php 1,500.00 1,500.00	5-10 minutes	Assigned CL staff and ALAS officer
5. Enrollee requests for approval of load	4. Dean approves if load is already determined and fees are paid.	None	2-5 minutes	Dean
6. Enrollee pays tuition fees at Cashier's office	5. Cashier's office receives fees and issues receipt	Amount depends on the number of units enrolled	2-4 minutes	Cashier's office personnel
7. Enrollee proceeds to the CCS for encoding of enrolled subjects. If signal is accessible, with in the CL.	5. CCS staff or CL staff encodes the enrolled subjects and prints COR.	None	5-10 minutes	CCS staff or CL staff
Total			42 minutes	

ISSUANCE OF BAR DOCUMENTS


Issuance of bar documents refers to the services that take care of the processing of an alumni or a JD graduate student of the College of Law who is willing to take the Bar Examination. This service manages the effective release of pertinent documents for the Bar exams such as but not limited to the following: 1) LEB student Number and LEB Certification notarized, 2) Testimonial of Good Moral Character signed by a lawyer, 3) Certification of No Derogatory Record signed by the Dean and other related forms.

Office or Division:	College of Law
Classification:	Request for Bar Documents
Type of Transaction:	Regular Class/ Old Process
Who may avail:	JD Graduate Students/Barristers/Representatives
CHECKLIST OF REQUIREMENTS	
Request for the needed bar documents	WHERE TO SECURE College of Law (assigned staff)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. The requester/ applicant/ representative submits the request for the needed document, then s/he waits for the issuance of bar documents	1. CL staff verifies the request and told the requester/ applicant/ representative to log in his/her in the logbook. None		2-5 minutes	Assigned CL staff

2. The requester/ applicant/representative waits for the instruction of the CL staff	2. CL staff evaluates the request. If a representative is the one who brings the request, s/he will be asked for an authorization from the concerned JD graduate.	None	3-5 minutes	Assigned CL staff
3. The requester/ applicant/representative is told to go to the Cashier's office to pay for the certification fees.	3. Cashier's office receives the fee and issues the official receipt.	Php60.00	3-5 minutes	Cashier
4. The requester/ applicant/representative is told to wait/return to the CL office after the certification/s is/are signed by the Dean	4. After the certification/s are signed by the Dean, the said document/s is/are given to the requester/ applicant/ representative then s/he will sign in the logbook as proof that s/he took said bar documents	None	3-5 minutes	Dean/Assigned CL staff
Total			20 minutes	

Prepared by:


ALFREDO D. TICO, Jr.
 CL Secretary



Republic of the Philippines
UNIVERSITY OF EASTERN PHILIPPINES
 University Town, Northern Samar
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GRADUATE STUDIES

LIST OF GOVERNMENT SERVICES OFFERED

Office or Division	Graduate Studies	
Classification	Complex	
Type of Transaction	Enrollment Process	
Who may Avail	New Students (Master's and Doctoral Levels)	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
New Students 1. Transcript of Records (1 Original and 2 Photocopies) 2. GWA Certification (1 Original and 2 Photocopies) 3. Certificate of Good Moral Character 4. Letter of Intent for Admission 5. ID (3 pcs Passport size) 6. Long Brown Envelope (3 pcs)	Accomplished by the student –(from former school) Accomplished by the student – (from the Registrar) Certificate of Good Moral Character (from previous school) Accomplished by the student –Accomplished by the student Provided by the student Provided by the student	
New Students (for Probationary Status or those with grades lower than 2.0 for Master's and 1.75 for Doctoral) 1. Transcript of Records (1 Original and 2 Photocopies) 2. GWA Certification (1 Original and 2 Photocopies) 3. Certificate of Good Moral Character 4. Letter of Intent for Admission 5. ID (3 pcs Passport size) 6. Long Brown Envelope (3 pcs) 7. Board Exam Results (if applicable)	Accomplished by the student –(from former school) Accomplished by the student –(from the Registrar) Accomplished by the student – (from previous school) Accomplished by the student Provided by the student Provided by the student Accomplished by the student –Accomplished by the student (for those with GWA below 2.0 for Master's and 1.75 for Doctoral)	

8. Certificates of Trainings/Seminars (1 Photocopy)	Accomplished by the student (for those with GWA below 2.0 for Master's and 1.75 for Doctoral)			
9. Service Record (1 Original)	Accomplished by the student (for those with GWA below 2.0 for Master's and 1.75 for Doctoral - from the employer/employment agency)			
10. Written Essay	Accomplished by the student (with the Dean)			
11. Interview	Accomplished by the student (with the Dean)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
<u>Admission</u>				
1. Incoming student checks the GS FB Page for the requirements and schedule then comes to the GS Office for submission of the documents, then accomplish the forms.	Accepting submissions and Evaluation of the documents	None	1 week	Dr. Analiza Salazar (Secretary) and Ena Rose Barojabo (Staff)
2. Students whose GWA qualifies will be notified (those for Regular Admission)	Post the result of the evaluation in bulletin board and on GS the FB page	None	Within 1 day	Ms Ena Rose Barojabo
3. Students who did not qualify will have further evaluation (for Probationary Admission)	Students are asked to submit additional documents those identified above *interview via Zoom *write brief essay via Google form	None	Within 3 days	Dr. Virginia G. (Dean)
4. Students are informed of the	Communicate results to the students via GS FB	None	Within 1 day	Ms Ena Rose Barojabo

result of further validation	page and/posting at the bulletin boards/personal messages			
<u>Enrolment</u>				
1. Filling out of student information form, Program of Study, Plotting Form (online)	GS office provides all the forms and instructions. Sends forms thru links. They are also available at the GS	None	With 1 day	Supervised by Ms Ena Rose Barojabo
2. Pay College Fees (via GCash)	GS office gives instructions	Admission of 150 (Master's/200 for Doctoral); GSSA Membership of 100, and Development Fee of 300	Within 1 day	Thru Dr Analiza Salazar, Prof Ena Rose Barojabo, Prof Jay Neil Verano (all GS staff)
3. Pay tuition to the Cashier's Office	Accepts payment of student	Per unit cost (Php250 for Master's and 300 for Doctoral) plus Php50 during Summer Term	Within 1 day	Person in-charge at Cashier's Office
4. Student obtain printed Certificate of Registration (COR)	GS office or the Registrar prints COR	None	Within 1 day	Any of the GS Staff
<u>Instruction</u>				
1. Students receive instruction in all courses leading to the degree sought	GS office provides details on the selection and offering of courses	None	Semester period	All teachers

2. Teachers are given the notice for the subjects to handle along with their line of specialization	GS office serves notice of teaching assignment	None	Within 1 week	Dean Virginia G. Balanon thru the staff
3. Students attend classes according to schedule	Assigned faculty meet the students virtually	None	Semester period	All teachers
<u>Validation</u>				
4. Conduct examinations and other validation activities in class (until the students finish the program)	Assigned faculty conducts all examinations and activities for the class based on the course syllabus	None	Within the semester	All teachers

Office or Division	Graduate Studies			
Classification	Complex			
Type of Transaction	Enrollment Process			
Who may Avail	Continuing Students (Master's and Doctoral Levels)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Continuing Students</i>				
1. Student Clearance (all continuing students)		All accomplished by the student with the concerned personnel		
2. Grade Evaluation		Office of the Registrar or GS		
3. Compre Exam Results of New Enrollees (for Thesis/Dissertation Writing)		GS Office		
4. COR of previous enrolment of Old or Continuing enrollees (for Thesis/Dissertation Writing)		Accomplished by the student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<u>Pre-enrolment</u>				
1. Student gets clearance form	Releases clearance before enrolment thru the satellite campuses and/the GS office	None	Within 1 day	Any of the GS Staff
2. Student secures the signature of concerned personnel/official	Concerned personnel/office checks student records and signs clearance	None	Within 1 day	Accounting Office for clearance of tuition fees
3. Student pays unpaid fees (if any)	Concerned personnel/office receives payment	None	Within 1 day	Cashier's Office
4. Submits clearance for the Dean's signature	GS checks records	None	Within 1 day	GS Dean thru the GS Staff for checking of grades and other curricular evaluation need
5. Uploads clearance thru the link	GS checks clearance and records it	None	Within 1 day	Prof. Ena Rose Barojabo
<u>Enrolment</u>				
1. Student enrolls the needed courses	Checks submission and determine status of student	None	Within 1 day	Dr. Analiza Salazar, Prof. Ena Rose Barojabo, and Prof Jay Neil Barojabo
1. Pays GSSA Membership fee, Development fee	Sends the link and receives payment	PhP100.00 and PhP300.00	Within 1 day	Dr. Analiza Salazar, Prof. Ena Rose

<u>Validation</u>				
1. Conduct examinations and other validation activities in class (until the students finish the program)	GS gives schedule	None	Within a semester period	All teachers

Office or Division	Graduate Studies			
Classification	Complex			
Type of Transaction	Comprehensive Examination			
Who may Avail	Students who have completed all the academic units leading to the program (Both for the Master's and the Doctoral Levels)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Continuing Students				
<ul style="list-style-type: none"> 1. Certification from the Office of the Registrar that all courses leading to the degree are taken and with grades that qualify for the taking of the Comprehensive Examination (GWA 2.0) 		All accomplished by the student with the concerned personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student applies for examination and gets evaluation and Certification of GWA of courses taken based on the Program of Study	GS Office announces schedule of exam and its requirements	None	1 day	Office of the Registrar
2. Student gets notified of the qualified examinees	GS announces the results thru the FB page/bulletin boards/personal message	None	Within 1 week	Dr. Analiza Salazar and/ Prof Ena Rose Barojabo

3. Student pays the required fees	GS receives fees via GCash	Examination Fee of PhP250 and PhP2,750 Committee Fee for Master's and PhP200 Admin Fee Examination Fee of PhP250 and PhP5,100 Committee Fee for Doctoral and PhP200 for Admin Fee	Within 1 day	Examination Fee at Cashier's Office Committee Fee at the GS Office
4. Faculty are notified of their Committee membership	Dean checks the Program of Study of students as basis in the assignment of committee members	None	On the average of 3 days depending on the number of applicants	Dean assigns committee members and assigned staff sends notices to faculty
5. Faculty submit test questions	Dean checks the potential and fitness of the exams to the online administration of the test	None	On the average of 3 days depending on the number of applicants	Dean approves test that fit with the criteria and returns to the faculty those that need enhancement and/or revision
6. Student attends orientation for Compre Exam takers	GS conducts orientation to examinees at least within 5 days prior to the examination.	None	Within 2 to 3 hours (announcement is given within 5 days before the schedule)	GS Dean and Staff for the Orientation Program via zoom

7. Student joins the GC after being notified	GS prepares GC per program to facilitate sending of links for the Compre Exam	None	Depending on the number of examinee by program	Prof Ena Rose Barojabo (GS Staff and supervised by Dr Analiza Salazar, GS Secretary
8. Student takes the Comprehensive Examination	GS office supervises the conduct of exam	None	3 days for Master's and 6 days for Doctoral	Prof Ena Rose Barojabo supervised by Dr Analiza Salazar
9. Exam Committee checks exams	GS office prints and distribute exams to the committee	None	Distribution is with 2 weeks after the exam Checking within 1 month after the exam (depending on the number of students under a certain faculty)	Prof Ena Rose Barojabo and Prof Jay Neil Verano All Committee members
10. Student gets results of the test	GS office releases the results of the exam after the committee's report	None	Within 1 month after the exam	Prof Ena Rose Barojabo
<u>In case of Re-Examination</u>				
1. Student with Conditional Rating takes the re-examination of the course/s (without application)	GS office provides schedule and administers the re-examination	None	Schedule is given within the semester that follows	Prof Ena rose Barojabo upon approval of Dean Virginia Balanon (exam can be the same or a new one depending on

				the need and decision of the faculty)
2. Student with Failed Rating will apply for a re-examination of the course/s	GS office provides schedule and administers the re-examination	Depending on the number of courses with Failed Rating and for re-examination	Schedule is given within the following semester	Prof Ena rose Barojabo upon approval of Dean Virginia Balanon (exam can be the same or a new one depending on the need and assessment of the faculty)
3. Student gets the results of the re-exam	GS office releases report of re-examination	None	Within 2 to 4 weeks after the re-examination	Prof Ena Rose Barojabo

Office or Division	Graduate Studies			
Classification	Complex			
Type of Transaction	Qualifying Examination			
Who may Avail	Doctoral students who have completed 12 or 18 units academic courses with GWA of not lower than 2.0			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Continuing Students</i>				
1. Certification for the Office of the Registrar of 12 to 18 units of courses leading to the degree		All accomplished by the student with the concerned personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Student applies for examination and gets evaluation and Certification of GWA of courses taken	GS Office announces schedule of exam and its requirements Exam is administered in groups (usually fusing applicant for all programs depending on the number of examinees)	Exam Fee of PhP200 and 3,400 for all the Committee members	Within 1 day	Office of the Registrar
2. Students are given orientation about the exam	GS office sends link thru the GC of examinees for the orientation schedule	None	Within 1 day	GS Dean Virginia G. Balanon
3. Faculty members are notified of their membership in the exam committee	GS office composes the committee and notifies them	None	Within 1 week before the exam	GS Dean Virginia G. Balanon
4. Student takes the examination	GS office administers the exam	None	Within 1 day	GS Dean Virginia G. Balanon and committee members usually chaired by the Univ President and Dr. Analiza Salazar, GS Secretary as recorder
5. Students gets results of the examination	GS releases results of the exam	None	Within the same day of the examination	Prof Ena Rose Barojabo

6. Student present the results of the Qualifying Exam for enrolment purposes	GS checks on the result	None	Within 1 day	Prof Ena Rose Barojabo
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Office or Division	Graduate Studies			
Classification	Complex			
Type of Transaction	Approval of Title and Pre-oral and Final Examination/Defense of Thesis/Dissertation			
Who may Avail	Students who Passed the Comprehensive Examination			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Thesis/Dissertation Writing Students</i>				
Results of Comprehensive Examination (for new enrolment in Thesis/Dissertation Writing)		All accomplished by the student with the concerned personnel		
COR of previous semester (for re-enrolment in Thesis/Dissertation Writing)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Student applies for Approval of Thesis/Dissertation Title and Adviser <ul style="list-style-type: none"> Student looks for adviser or GS may recommend Students submits to GS 3 titles with rationale and literature matrix Student goes to DepEd (for those employed in DepEd) for recommendation of Research Coordinator if title is 	GS releases form GS Dean approves title and adviser	None	Depending on the quality of submission 1 day if it meets the criteria	Dean Virignia G. Balanon

<p>within the research of DepEd</p> <p>- If there is a need for revision, student does the revisions based on comments and resubmits it for approval with the Permit to Study from his/her agency</p>				
<p>2. Student works on proposal; applies for defense and presents Thesis/Dissertation Proposal</p>	<p>GS checks completeness of paper</p> <p>Schedules Proposal or Final Defense</p>	<p>Exam Fee of PhP400 * For Committee Members of 6,400 (for Master's)</p> <p>Exam Fee of PhP700 * PhP9,000 for Doctoral</p>	<p>Depending on the number of students seeking schedule (normally 1 student each day)</p>	<p>GS Dean Virginia G. Balanon, Secretary Analiza Salazar, Prof Jay Neil Verano, Prof Ena Rose Barojabo and panel members</p>
<p>3. Student does revisions based on the minutes of the proceedings</p>	<p>GS checks revised manuscript after the review of panel members</p>	<p>None</p>	<p>Depending on the capability of the student (the average is 2 weeks to 1 month)</p>	<p>Adviser, panel members, GS office (Secretary and the Dean)</p>
<p>4. Student is given the go signal for data gathering (granting that all the recommendations are already satisfied)</p>	<p>Adviser recommends the data gathering and approved by the Dean</p> <p>Office provides the Informed Consent Form to the student for data gathering purposes</p>	<p>None</p>	<p>Depending on the nature of the study</p>	<p>GS Dean Virginia G. Balanon</p> <p>Thru GS Secretary Dr Analiza Salazar</p>

5. Student consults on matters concerning the study (if needed, for concerns that cannot be settled with the adviser)	GS office entertains/provides schedule for consultation	None	Depending on the concerns	Dean Virginia G. Balanon or Dr Analiza Salazar
6. Student seeks schedules for the Final Oral Defense (granting that the paper is defense worthy)	GS sets schedule and sends notice of defense to panel members	None	Within 1 day	Dean Virginia G. Balanon thru Prof. Ena Rose Barojabo
7. Student presents paper for Final Oral Defense	GS conducts defense via zoom	None	Within 1 day (usually 4 hours)	All GS Staff: Dean Virginia G. Balanon, Dr. Analiza Salazar, Prof. Jay Neil Verano and Prof Ena Rose Barojabo (with adviser and panel members)
8. Student does revisions	GS office checks (as needed for concerns that cannot be settled within the adviser or panel members level)	None	Depending on the nature of the concern	Dean Virginia G. Balanon and/ Dr. Analiza Salazar
9. Submits revised manuscript for editing and proofreading - Student does revisions and submits copy for proofreading - Finalizes paper	GS assigns editor and proofreader	Editing fee of Php10 per page Proofreading Fee of Php900 for Master's and Php1000 for Doctoral	Depending on the number of pages and number of students handled by the editor and proofreader.	Editor and proofreader (from among the qualified GS faculty)

<ul style="list-style-type: none"> - Prints final copy and produces required number of hard bound copies - Submits hard bound copies and e copies of research 		Reading Fee of PhP2,400 for all the panel members for Doctoral and PhP2,100 for Master's		
10. Student request for Certification as requirement for Clearance	GS office issues certification on the submission of hard bound copies and e-copies of thesis or dissertation	None	Within 2 hrs	Prof Ena Rose Barojabo/Prof. Jay Neil Verano/Dr Analiza Salazar and Dean Virginia G. Balanon

Office or Division	Graduate Studies			
Classification	Complex			
Type of Transaction	Research Projects			
Who may Avail	Students and/Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty submits proposal for research	GS office reviews proposal (comments and gives back the proposal to the proponent)	None	Within 1 week	Prof Jay Neil Verano
2. Faculty revises the proposal and resubmits to GS	GS submits/endorse the proposal to the University Research and Development Services	None	Within 2 days	Prof Jay Neil Verano and Dean Virginia G. Balanon

3. Faculty is informed of the action taken on the proposal	GS office waits for the issuance of S.O for the proposal	Budget depends on the approved budgetary requirements	Depending on the action taken by the concerned office	URDS VPRDE OP
4. Faculty presents proposal in the In-House Review	(The University Research and Development Services takes care of the process)	None	Depending on the schedule given by the URDS for such purpose	Faculty researcher
5. Faculty works the research	GS office supervises the researcher as needed	None	Depending on the timeframe indicated in the proposal	Faculty researcher
6. Faculty presents ongoing or completed research	(The University Research and Development Services takes care of the process)	None	Depending on the schedule given by URDS for such purpose	Faculty researcher

Office or Division	Graduate Studies			
Classification	Complex			
Type of Transaction	Extension Projects and Linkages			
Who may Avail	Faculty Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty submits proposal for extension (either from the program or across discipline) - Proposal is drawn out of the	GS office reviews proposal (comments and gives back the proposal to the proponent) Can also be presented in the faculty meeting	None	Within 1 week	Prof Jay Neil Verano and Dr. Analiza Salazar

consultations with concerned sector. It could also be a result of the previous engagements or programs the proponent was involved in.				
2. Faculty revises the proposal incorporating the comments and resubmits to GS	GS submits/endorse the proposal to the University Extension Services	None	Depending on the degree of revisions needed	Prof Jay Neil Verano and Dean Virginia G. Balanon
3. Faculty is informed of the action taken on the proposal	GS office waits for the issuance of S.O for the proposal	Budget depends on the approved budgetary requirements	Depending on the action taken by the concerned office	UES VPRDE OP
4. Faculty presents proposal in the In-House Review	(The University Extension Services takes care of the process)	None	Depending on the schedule given by the URDS for such purpose	Faculty researcher
5. Faculty works the extension program according to plan of activities	GS office supervises the researcher as needed or when requested	None	Depending on the timeframe indicated in the proposal	Faculty researcher
6. Faculty presents ongoing or completed extension	(The University Extension Services takes care of the process)	None	Depending on the schedule given by University Extension Services for such purpose	Faculty researcher

Office or Division	Graduate Studies			
Classification	Complex			
Type of Transaction	Extension Projects and Linkages			
Who may Avail	Faculty Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The faculty prepares and submits IMs to the college/unit	GS committee reviews the IMs	None	Depending on the nature of the IMs (ordinarily in 3 days)	Dean Virginia G. Balanon, Dr Analiza Salazar, and Prof Jay Neil Verano and 1 faculty subject matter specialist
2. The faculty does revisions and submits the IM to the GS office	GS indorses the IM to the UIMDU	None	Depending on the nature of the revisions Indorsement is within 1 – 2 days	Dean Virginia G. Balanon, Dr Analiza Salazar, and Prof Jay Neil Verano
3. The faculty waits for the action of the UIMDU	(This part of the review process if done by the UIMDU)	None	Depending on the nature of the IM and the number of IMs to be reviewed	UIMDU
*Details are within the processes of the UIMDU				

Office or Division	Graduate Studies			
Classification	Complex			
Type of Transaction	Request of Subjects to be taken			
Who may Avail	Continuing Doctoral and Master's students who need specific courses to complete their program (usually the finishing ones)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<i>Continuing Students</i>				
Evaluation records showing the needed courses to be enrolled in a certain semester			Accomplished by the student with the concerned personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student applies for examination and gets evaluation and Certification of GWA of courses taken	GS Office announces schedule of exam and its requirements Exam is administered in groups (usually fusing applicant for all programs depending on the number of examinees)	PhP3,400 for all the Committee members	Within 1 day	Office of the Registrar

Office or Division	Graduate Studies			
Classification	Complex			
Type of Transaction	Other Services 1. Request for Subject Offering 2. Request for Shifting of Program 3. Request for Crediting of Course/s 4. Request for LOA 5. Graduation Services 6. Faculty Performance Evaluation			
Who may Avail	Continuing Students (Master's and Doctoral Levels)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<i>Continuing Students</i>				
1. Student Evaluation 2. List of Students intending to take the Course			All accomplished by the student/s	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>Request for Subject Offering</u> 1. Student write letter to the GS identifying the requested course/s and citing reasons for the request 2. The letter must bear the signature and evaluation of all students intending to take the course	The GS office checks records of students Determines the need for the offering of course/s and faculty to handle the course	None	Depending on the number of students and the number of course/s requested	Dr Analiza Salazar Dean Virginia G. Balanon
<u>Request for Shifting of Program</u> 1. Student applies for shifting thru a form from the Registrar's office 2. Student present approved application to the Registrar	GS office checks the application and the reason for the shifting of program, advises the student on the need and possible consequences Dean approves application Registrar changes the student program on record/data base	None	Within 1 day	Dr Analiza Salazar Dean Virginia G. Balanon Prof. Arnold Rapsing
<u>Request for Crediting of Course/s</u> 1. Student applies for crediting of course thru a form from the Office of the Registrar 2. Student presents the approved	The GS office checks on the course description Registrar records the credited course/s	None	Within 1 day	Dr Analiza Salazar Dean Virginia G. Balanon Prof. Arnold Rapsing

application form to the Office of the Registrar				
<u>Application for Leave of Absence</u> 1. Student applies for Leave of Absence if they do not intend to enroll in a certain semester thru a form from the Office of the Registrar. 2. Student submits approved application to the Office of the Registrar	GS office evaluates the application by looking into the reason. (A total of 2 years of LOA is allowed) The Registrar records the student's approved application.	None	Within 1 day	Dr. Analiza Salazar Dean Virginia G. Balanon Prof Arnold Rapsing
<u>Graduation Services</u> 1. Student applies for graduation thru a for from the Office of the Registrar 2. Student submits the approved application to the office of the registrar	GS office checks the records of the student and the correctness of information/entries The Dean approves the application *The Office of the Registrar records the courses the students are enrolled in and checks on other relevant information	None	Within 1 day	Dr. Analiza Salazar Dean Virginia G. Balanon Prof. Arnold Rapsing
<u>Faculty Performance Evaluation</u> 1. Faculty is notified of the most likely evaluation schedule	The ODFI coordinates with the GS office GS Office provides schedule for online evaluation	None	Within 1 day	Dr Analiza Salazar

2. Faculty gets evaluated	ODFI consolidates evaluation and releases results later			
<u>Faculty Clearance and Honorarium Claims Services</u>				
1. Faculty submit the documents as specified in the GS faculty clearance form (which can be obtained online)	GS office furnishes the clearance with the list of requirements	None	Depending of the compliance/ completeness of submissions	Prof. Ena Rose Barajabo Prof Jay Neil Verano Dr. Analiza Salazar Dean Virginia G. Balanon
2. Faculty follows up or being notified	GS office notifies faculty with lacking requirement GS office submits documents for honorarium claim to concerned offices			Submit documents to HR ---Accounting Office ---Budget Office ---Accounting Office

Prepared by:



VIRGINIA G. BALANON, PhD
Dean, Graduate Studies



➤ **Accreditation and Re-Accreditation of Campus Student Organizations**

The purpose of this procedure is to ensure smooth processing of application for operation or renewal of operation of student organizations.

Office	Office of Student Affairs			
Classification	Complex			
Who May Avail	Students			
Checklist of Requirements		Where to Secure		
Acknowledgement Receipt (2 copies)		Office of Student Affairs		
Set of Application for Operation (3 copies)/Renewal of Operation (3 copies)				
Bound copy of documents for Operation/Renewal of Organization (3 copies)				
Clients Steps	Agency Actions	Fees	Processing Time	Persons Responsible
1. Request for downloadable set of forms for operation/Renewal through FB Link or at the OSA Office by appointment	1. Releases forms and orient client with the requirements	none	10 minutes	CUSOA member
2. Submit bound copies of accomplished documents through the Municipal link or at the OSA Office by appointment	2.1 Checks the completeness of documents 2.2 Verifies/evaluates the documents thru a meeting with the CUSOA	none	5 minutes	CUSOA member
3. Issuance of Certificate of Accreditation	3.1 Giving the copy of approved Application form and returning of one bound copy of documents for operation/renewal	none	5 minutes	Office of the OSA Dean
	3.2 Issuing the Certification of Accreditation	none	10 minutes	Office of the OSA Dean.

➤ **Availment of Insurance Benefit Procedures**

The purpose of this procedure is to facilitate the processing of claims for insurance benefits.

Office	Office of Student Affairs	
Classification	Complex	
Who May Avail	Student Organizations	
Attachments	Where to Secure	
<ul style="list-style-type: none"> • Claim for insurance benefit form • Endorsement for claim for insurance benefit form 	Office of Student Affairs	



Key Activities		Reference Document/ Record	Responsible
Submission of requirements for claim	<ul style="list-style-type: none"> Filling up of form for claim Submitting requirement relevant to the claim 	<ul style="list-style-type: none"> Claim for Insurance Benefit Form 	<ul style="list-style-type: none"> Insured/Requestor in behalf of the insured
Evaluation of requirements	<ul style="list-style-type: none"> Checking of requirement as to veracity and completeness 	<ul style="list-style-type: none"> Requirements for Claim 	<ul style="list-style-type: none"> Insurance In-Charge, OSA Insured/Requestor in behalf of the insured
Endorsement of requirements to insurance company	<ul style="list-style-type: none"> Presenting endorsement and requirements to Insurance Agent Giving of feedback of insurance company through insurance agent 	<ul style="list-style-type: none"> Endorsement for Claim for Insurance Benefit Form 	<ul style="list-style-type: none"> Insurance In-Charge, OSA Insurance Agent Insurance Company
Release of benefit	<ul style="list-style-type: none"> Informing the claimant/beneficiary Release of checks 	<ul style="list-style-type: none"> Claim for Insurance Benefit Form 	<ul style="list-style-type: none"> Insurance Agent Insurance In-Charge, OSA Claimant/Beneficiary

➤ **Handling Student Disciplinary Cases Procedure**

The purpose of this procedure is to ensure a smooth flow of handling disciplinary cases involving students.

Office	Office of Student Affairs		
Classification	Highly Technical		
Who May Avail	Students and Parents		
Attachments		Where to Secure	
<ul style="list-style-type: none"> Copy of complaint or report (1 copy) Notices of meetings (1 copy per involved party) Minutes of Meeting (2 copies) Acknowledgement Receipts (2 copies) 		<ul style="list-style-type: none"> College Dean College Disciplinary and Grievance Committee (CDGC) 	
<ul style="list-style-type: none"> Endorsement Letter from the University Discipline Board on Confirmation of merit to the investigation and its disciplinary action (2 copies) 		<ul style="list-style-type: none"> University Discipline Board 	
Key Activities		Reference Document/ Record	Responsible
Filing complaints	<ul style="list-style-type: none"> Filing of a complaint by a faculty member, employee or any school authority who apprehends a student committing the misconduct Referring of complaint to the College Disciplinary and Grievance Committee (CDGC) 	<ul style="list-style-type: none"> Copy of complaint under oath Special order of the CDGC 	<ul style="list-style-type: none"> Complainants College Dean College Disciplinary and Grievance Committee



Office		Office of Student Affairs	
Classification		Highly Technical	
Who May Avail		Students and Parents	
Attachments		Where to Secure	
<ul style="list-style-type: none"> • Copy of complaint or report (1 copy) • Notices of meetings (1 copy per involved party) • Minutes of Meeting (2 copies) • Acknowledgement Receipts (2 copies) 		<ul style="list-style-type: none"> • College Dean • College Disciplinary and Grievance Committee (CDGC) 	
<ul style="list-style-type: none"> • Endorsement Letter from the University Discipline Board on Confirmation of merit to the investigation and its disciplinary action (2 copies) 		<ul style="list-style-type: none"> • University Discipline Board 	
Key Activities		Reference Document/ Record	Responsible
Issuing notices	<ul style="list-style-type: none"> • Formulation of guidelines governing conduct of proceedings • Informing parents/ guardian of the student • Requiring student to answer the charge 	<ul style="list-style-type: none"> • Notice to parents/ guardians • Affidavit of student charged 	<ul style="list-style-type: none"> • College Disciplinary and Grievance Committee • Student complained
Conducting hearings	<ul style="list-style-type: none"> • Notifying all concerned of the hearing • Conducting the hearings 	<ul style="list-style-type: none"> • Notice of hearing 	<ul style="list-style-type: none"> • College Disciplinary and Grievance Committee • Student complained
Imposing decisions	<ul style="list-style-type: none"> • Forwarding of the CGDC recommendations to the University Discipline Board for review and for appropriate action • University Discipline Board convenes • Copy of decision imposing disciplinary action served to the student and his/her parent or guardian 	<ul style="list-style-type: none"> • Resolution of the CGDC • Copy of decision of the University Discipline Board 	<ul style="list-style-type: none"> • College Disciplinary and Grievance Committee • University Discipline Board
Appealing	<ul style="list-style-type: none"> • Aggrieved party appeals to the Board of Regents, through the President • Board of Regents reviews decision 	<ul style="list-style-type: none"> • Aggrieved student • Board of Regents 	<ul style="list-style-type: none"> • Appeal of aggrieved party • Copy of Board of Regents decision

➤ **Request for Counseling Session (Referred)**

The Counselling service is one of the basic services of the University Guidance Office. The counseling service is available through referral or walk-in. Its major goal is to help counselee become the person he/she is capable of becoming. The counselor simply facilitates the counselee in knowing how to face his/her on difficulty.

Office or Division	University Guidance Office
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Classification	Simple
Who May Avail	Students
Checklist of Requirements	Where to Secure
1 Copy Referral Form (If client is referred) 1 Copy Call Slip 1 Copy Individual form	University Guidance Office

Client Steps	Agency Actions	Fees	Processing Time	Persons Responsible
1. Faculty or Adviser conducts an interview with his/her student/client after which the faculty or adviser secures a referral form from the University Guidance Office.	1. Referring faculty or adviser fills out the referral form available at the College/University Guidance Office	none	15 Minutes	<ul style="list-style-type: none"> • College Guidance Services Coordinator • Head of University Guidance Office • Guidance Office Personnel
2. If the problem is serious, the faculty or adviser will refer the student to the College Guidance Services Coordinator or the University Guidance Head as the case may be. However, if the situation is manageable the faculty or adviser may resort to a casual conversation.	2. After the referral, student/client will later on be invited to the Guidance Office	none	5 Minutes	
3. Referring faculty or adviser gives the filled-out form to College Guidance Services Coordinator or Head of the University Guidance Office.	3. Gives the referral form to the Guidance Services Coordinator/University Guidance Head or any Guidance Personnel for assessment of the referral.	none	5 Minutes	
4. The student being referred receives a call slip indicating the counseling schedule.	4. A call slip is issued to student/client being referred for counseling indicating the time and date of the counseling session.	none	10 Minutes	
5. The student/client being referred to visits the office based on the schedule of the counseling session set by the College Guidance Services Coordinator or University Guidance Head	5. The said student/client is oriented on the process of counseling and informs the faculty or adviser about the status of the student referred for counseling.	none	30Minutes	
6. The Guidance Services Coordinator or University Guidance Head leads the student/client to know what the problem is, defines its kind and nature. This is the point where the Guidance Services Coordinator od	6. Start of counseling session	none	30 Minutes	



University Guidance Head initiates a session for the client to open up himself, unload his burden and ventilate his problem.				<ul style="list-style-type: none"> • College Guidance Services Coordinator • Head of University Guidance Office • Guidance Office Personnel
7. This student/client continues to attend session until such time when the counselee feels certain and sure of a workable solutions	7. After the counseling, student/client is requested to make a brief visit to the office.	none	30 Minutes	
8. The said student/client is asked to regularly visit the office for follow up session after the termination of the case	8. Follow up is conducted regularly to make sure the problem has been resolved.	none	30 Minutes	
. Total		none	2 hours and 35 minutes	

REMARKS: The referred client will undergo counseling session. The duration of the session is dependent on the case as evaluated by the College Guidance Services Coordinator or Head of the University Guidance Office.

➤ **New Normal/Adjunct Process**

Office or Division	University Guidance Office	
Classification	Simple	
Who May Avail	Students	
Checklist of Requirements		Where to Secure
1 Copy Referral Form (If client is referred) 1 Copy Call Slip 1 Copy Individual form		University Guidance Office (E-copy)

Client Steps	Agency Action	Fees	Processing Time	Persons Responsible
1. A concerned faculty or person who wish to refer a student for virtual counseling visits the UEP main Guidance Office Helpdesk FB page to get the referral form.	1. The referring faculty or person fills out the referral form which will be emailed to the University Guidance Personnel.	none	15 Minutes	
2. The referring faculty or person sends the filled-out to UEP main Guidance Office Helpdesk FB page messenger.	2. Sends the referral form via UEP main Guidance Office Helpdesk FB messenger for assessment of the referral	none	5 Minutes	
3. The student/client being referred receives a call slip	3. The referred student/client is informed of his/her schedule of counseling session and is issued a call slip relative	none	10 Minutes	



	to counseling session through e-copy.			
4. The student will just have to wait for the call of the Guidance Services Coordinator or Head of the University Guidance Office for the start of the counseling session.	4. The referred student/client is oriented on the process of counseling session and the referring faculty is informed about the status of the student through a call or a chat or text.	none	45 Minutes	<ul style="list-style-type: none"> • College Guidance Services Coordinator • Head of University Guidance Office • Guidance Office Personnel
5. The student attends the online counseling session as scheduled	5. Start of a counseling session (virtual/ call)	none	30 Minutes	
6. The student will undergo a series of counseling sessions until such time that his/her case is terminated	6. Student will be evaluated and informed of his/her progress and if the said student meets the agreed target goal will now be subject for termination of the case.	none	30 Minutes	
7. The referred student will be ask to visit the office for a follow up after the termination of the case.	7. The student/client will be evaluated as regards his/her progress after the termination of the case.	none	30 Minutes	
	Total	none	2 Hours 35 Minutes	

REMARKS: The referred student/client will undergo and online counseling session. The duration of the session is dependent on the case as evaluated by the College Guidance Services Coordinator or Head of University Guidance Office.

➤ **Request for Counseling Session (Walk-In)**

Office or Division	University Guidance Office		
Classification	Simple		
Who May Avail	Students		
Checklist of Requirements		Where to Secure	
1 Counseling Log Sheet 1 Intake Interview Form	University Guidance Office		

Client Steps	Agency Action	Fees	Processing Time	Persons Responsible
1. A student/client who wishes to avail of the service visits the College/University Guidance Office	1. The counselee feels out the intake interview form for counseling.	none	15 Minutes	
2. The Student/client gives the filled-out intake interview form through the College Guidance Services Coordinator or Head the University Guidance Office or any Guidance Office Personnel	2. The Student/Client is scheduled for counseling session	none	5 Minutes	



3. The Student/Client visits the office based on the schedule of counseling session	3. The Student/Client is oriented on the process of counseling and is requested to sign the consent form if he/she agrees to be counseled	none	10 Minutes	<ul style="list-style-type: none"> • College Guidance Services Coordinator • Head of University Guidance Office • Guidance Office Personnel
4. The Student/Client regularly visits the College/University Guidance Office for counseling session	4. Start of counseling session	none	30 Minutes	
5. The Student/Client continues to attend counseling session until such time that his/her case is terminated	5. Student/Client will be evaluated and informed and his/her progress and if the said client meets the target goal will now be subject for terminations of the case.	none	30 Minutes	
6. The referred Student/Client will be ask to visit the office for follow up after the termination of the case	6. The Student/Client will be evaluated of his/her progress after the termination of the case	none	30 Minutes	
	Total	none	2 Hours	

REMARKS: The Client will undergo counseling session. The duration of the session is dependent of the case as evaluated by the College Guidance Services Coordinator or Head of University Guidance Office

➤ **Testing Services**

Testing serves all students entering the University from pre-school to college. The unit do the screening of students who would want to enter to the University in all levels and determining the student's ability or readiness to pursue a certain grade level or course. *(This is temporarily not available due to pandemic)*

Office or Division	Office of Student Affairs – University Testing Center			
Classification	Complex			
Who May Avail	Students			
Checklist of Requirements			Where to Secure	
1. Application for Examination 2. 2 pcs 1 x 1 ID picture 3. 2 pcs pencils			Accomplished by applicant: University Testing Center	
Client Steps	Agency Actions	Fees	Processing Time	Person Responsible
1. Request for downloadable Application for Examination through FB Link or at the University Testing Center by appointment.	1. Issues the Application for Examination.	none	5 minutes	<ul style="list-style-type: none"> • UTC Personnel • UTC Applicant
2. Accomplish Application Forms	2.1 Assist the applicants in filling up the application form	none	10 minutes	<ul style="list-style-type: none"> • UTC Personnel • UTC Applicant



	2.2 Scheduling of Examination			
<p>3. Examination Day: The applicant should appear on the examination day and should take note of the following: * Be on time (at least 5 minutes before the time of examination) * Show the permit to the examiner before you enter the Testing Room. * Bring at least 2 pieces pencils * Wearing of shorts, sleeveless blouses and slippers are not allowed. * No examinee shall be allowed to leave the examination room once test had started.</p>	<p>3.1 Checks the entrance examination permit of the examinee.</p> <p>3.2 Checks if the examinee wears the proper attire.</p> <p>3.3 Give important instructions for the test.</p> <p>3.4 Administers the entrance examination test.</p>	none	4 hours (time depends on the type of examination)	<ul style="list-style-type: none"> • Psychometrician • UTC Personnel • UTC Applicant
5. The client is notified of the release of results.	<p>5.1 Checks and interprets the test.</p> <p>5.2 Records and encodes the results</p>	none	1 day	<ul style="list-style-type: none"> • Psychometrician • UTC Personnel
6. Getting of Results: The client get its result according to schedule announced by the Psychometrician. They must bring their examination permit.	6. Releases the result according to schedule announced by the Psychometrician through checking of the client's examination permit.	none	10 minutes	<ul style="list-style-type: none"> • UTC Personnel • UTC Applicant

➤ **Externally Funded Scholarship/Financial Assistance Program Application**

Office or Division	Office of Student Affairs		
Classification	Complex		
Who May Avail	Undergraduate and Graduate Students		
Checklist of Requirements		Where to Secure	
Scholarship/Financial Endorsement	Assistance Program	Accomplished by applicant: Scholarship/Financial assistance sponsoring agency/provider	
1. Certified true copy of grades	2. SF 9 from Senior High School/Certificate of grades COG/Certificate of Registration (COR) 3. Application Form	• Last school attended: Freshmen	
		• Registrar's Office/MIS	
		• Office of Student Affairs	
		• Sponsoring agency/Provider/OSA	



4. 2 pcs 2x2 ID picture				
Client Steps	Agency Actions	Fees	Processing Time	Persons Responsible
1. Visits Scholarship Unit Facebook page or the office of the agency/provider for available scholarship/financial assistance.	1. Provides scholarship/financial assistance program information at the Scholarship Unit Facebook page	none	2 minutes	Mr. Arnold P. Rapsing, Scholarships and Financial Assistance Coordinator
2. Selects the externally funded scholarship/financial assistance program of interest.	2. Checks for online/text message response from the agency/provider	none	2 minutes	Mr. Arnold P. Rapsing, Scholarships and Financial Assistance Coordinator
3. Fills out the online form and upload/print the documentary requirement/s	3.1 Checks the attached documentary requirement	none	5 minutes	Mr. Arnold P. Rapsing, Scholarships and Financial Assistance Coordinator
	3.2 Ascertains whether the applicant is: * officially enrolled * qualified/met scholarship criteria * with complete documentary requirement	none	5 minutes	Mr. Arnold P. Rapsing, Scholarships and Financial Assistance Coordinator
	3.3 Reviews the online accomplished form and contact the application through CP calls/messenger/email the following: * notifies that her/his application was received * requests for any lacking information or varies some date if necessary * orients scholarship/financial assistance application procedure/process * provides options for the submission of required documents	none	10 minutes	Mr. Arnold P. Rapsing, Scholarships and Financial Assistance Coordinator Office of Student Affairs
4. Submits documentary requirements through any of the following: • Courier • Drop box • Personal	4.1 Receives the documentary requirements	none	5 minutes	Mr. Arnold P. Rapsing, Scholarships and Financial Assistance Coordinator
	4.2 Advises student through call, text or messenger to wait for			



	notification as to the availability of the scholarship/financial assistance.			
5. Waits for the notification of the release of scholarship/financial assistance stipend	5.1 Prepare payroll documents and endorses to Accounting Office for payroll processing: * Statement of Account Payroll/Voucher Transmittal Letter	none	1 day	Mr. Arnold P. Rapsing, Scholarships and Financial Assistance Coordinator Mr. Arjay Traqueña, TES Foval Person
	5.2 Payroll documents are then processed by the Accounting Office	none	5 days	Ms. Mary Grace E. Espiño, Accounting Office and Staff
6. Proceeds to the Cashier's Office/Bank and receives the scholarship/financial assistance stipend.	6.1 Notifies applicant on the availability of scholarship/financial assistance stipend	none	5 minutes	Bank/Cashier's/Disbursing Officer (ATM Kiosk/Cashier's Office)
	6.2 Releases the scholarship refund/stipend			

➤ **Issuance of Certificate of No Scholarship**

Office or Division		Office of Student Affairs		
Classification		Simple		
Who May Avail		Students with no existing scholarship/financial assistance		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Application form 		Accomplished by applicant: Scholarship/Financial assistance sponsoring agency/provider <ul style="list-style-type: none"> Office of Student Affairs Sponsoring agency/Provider/OSA 		
Client Steps	Agency Actions	Fees	Processing Time	Person Responsible
1. Visits Scholarship Unit by appointment.	1.1 Checks the name of the applicant from the data base of the scholars/grantees. 1.2 If no other scholarship/financial assistance the client will receive the Certificate of No Scholarship	none	5 minutes	Mr. Arnold P. Rapsing, Scholarships and Financial Assistance Coordinator



➤ **Office of the Director for Admission**

Office or Division	Office of the Director for Admission	
Classification	Simple to Highly Technical	
Who may avail	Students	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Application for Admission (Incoming Freshmen, Transfer, and Re-Admission Applicants)	
	<ul style="list-style-type: none"> ▪ Expression of Intent for Admission/To Transfer/For Re-Admission ▪ Student Personal Data Sheet 	Office of the Director for Admission and FB Page (electronic copy)
	Incoming Freshmen	
	<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) ▪ 3 copies of NSO/PSA certified Birth Certificate (original and photocopies) ▪ 3 copies of Physical/Medical Examination (original and photocopies) ▪ 2 pcs 2x2 ID Picture 	Client's previous school
	Transfer Applicants	
	<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) 	PSA Office
	Re-Admission Applicants	
	<ul style="list-style-type: none"> ▪ 2 copies of Evaluation of Grades (original and photocopy) 	Government Physician
		Government Physician



		Management Information System (MIS) Office		
Shiftee Applicants <ul style="list-style-type: none"> ▪ 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	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 for evaluation		10 days	Any ODFA staff
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 qualified documents		15 minutes	ODFA staff
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	

➤ **Safety and Security Services**

Offline	<ul style="list-style-type: none"> • Provide printed materials on safety and security protocols to reduce disaster risk of the students via courier. • Assist the school DRRM in responding to disaster cases involving students. • Assist the Barangay Local Government Unit (BLGU) and other law enforcement offices in responding to emergency calls.
Online	<ul style="list-style-type: none"> • Provide online materials on the security and safety during disaster and other emergency cases. • Conduct webinars on safety and security during disaster and other emergency cases.

Security Measures for Students, Personnel and Visitors

Client Steps	Agency Actions	Fees	Processing Time	Person Responsible
1. UEP students, personnel and visitors/guest enter at the Administration Building Gate following and observing standard health protocols, body temperature	1.1 Security Guards check the school ID. 1.2 Check for prohibited drugs, guns and deadly weapons and person/s found in possession of these shall not be allowed to enter the premises.	none	3 minutes	Security Guard on duty



scan, disinfects and handwashing.	1.3 Immediately call the police through their hotline of such security concern.			
2. Visitors/guest register at the guard house	2.1 Require visitors/guests to fill out completely the COVID 19 Health Declaration form and individual visitors/guests' log sheet reflecting the time of arrival in the campus. 2.2 Require visitors to leave their personal valid IDs in exchange of a visitor's ID.	none	5 minutes	Security guards on duty Visitors/guest
3. Request for assistance of the route/way or to accompany visitor to the office/unit to be visited or transacted with.	3. Security guards on duty assist visitors as to the route/way or accompany visitor to the office/unit to be visited or transacted with.	none	5 minutes	Security guards on duty Visitors/guests
4. Claim personal IDs.	4. Security guards on duty retrieve the visitor's ID and return the personal ID of the visitors.	none	1 minute	Security guards on duty Visitors/guests
5. Security guards submit accomplished log sheet to the Security Office.	5. Receive accomplished log sheet/s and files the same.	none	2 minutes	Chief Security Officer Security guards on duty

➤ **Student Dormitory Occupant Application**

To provide assistance/mechanism in the accommodation of in-campus student dormitories that is safe, affordable, accessible, and conducive to learning.

Office or Division	Office of Student Affairs			
Classification	Simple			
Who May Avail	Students			
Checklist of Requirements		Where to Secure		
Enrollment Form	Office of the Registrar			
Barangay Clearance	Accomplished by client			
Certificate of Good Moral Character	Accomplished by Client			
Official Receipt	Cashier's Office			
Student Dormitory Application Form	Office of the Student Housing Services – Dormitory Manager			
Client Steps	Agency Actions	Fees	Processing Time	Person Responsible
1. Screening inquiries for admission	1. Corresponds to the admission criteria and confirms as to availability and vacancy.	none	5 minutes	Dormitory Manager
2. Submits the	2. Receives and	none	10 minutes	Dormitory Manager



requirements for admission such as Student Dormitory Application Form, Parent's Consent, ID, Barangay Clearance and Good Moral Character Certification, Certificate of Registration (COR), Medical Certificate-MIATF, Proof of Payment.	verifies the submitted requirements			
3. Presents billing form (Payment)	3. Receives payment stated at the Billing form and issues official receipt	Php 1,000.00 (Advance and deposit payment)	5 minutes	Cashier's Office
4. Presents official receipt to the Dormitory Manager (Accommodation)	4. Accepts the student occupant and conduct initial orientation for every newly accepted student occupants. 4.2 Conducts one (1) Orientation Seminar for student dormitory occupants for every semester and monitoring services is enforced.	none	5 minutes	Dormitory Manager
	Total	Php 1,000.00	25 minutes	

➤ **Food Services**

To serve nutritious and well-balanced meals at reasonable prices, and to provide a clean and comfortable place for serving meals to the students/customers.

Office or Division	Office of Student Affairs - Food Services	
Classification	Simple	
Who May Avail	Students, Employees, and other Stakeholders	
Checklist of Requirements		Where to Secure
1 Bulletin of Menu		UEP Kapihan
Canteen Facilities/Utensils		
Purchased Food Products		
Receipts of Purchased Products (1 copy)		
Storage Room		
Freezer-SCUAAA Property		
Refrigerator-Products on Consignment (Nature Spring)		
Displayed Food		
Health Certificate (1 copy)		



1 File of Records				
Sanitary Permit (1 copy)				
Client Steps	Agency Actions	Fees	Processing Time	Person Responsible
1. Buy displayed/cooked food following standard health protocols.	1.1 Serves food to customers for dinner or take-out service. 1.2 Accepts payment of food.	Meals: Snacks: Php 80.00 (Maximum price) Breakfast: Php 200.00 (max price, with rice and bottled water)	5 minutes	Kapihan In-Charge UEP Kapihan Personnel Student Assistants
2. Ordered Foods	2. Foods delivered	Lunch/Dinner: Php 250.00 (max price, with rice and bottled water)	5 to 10 minutes	Kapihan In-Charge UEP Kapihan Personnel Student Assistants
Total		Depends on the transaction per client	15 minutes	

➤ **Online Publication**

The purpose of this document is to give instructions for the steps on how to get updates on the latest news, stories, and other works on current issues inside and outside the university, specifically those concerning on students being the primary client. To do this, visit the official Facebook page of the Pillar.

Client Steps	Organization Actions	Fees	Processing Time	Person Responsible
1. Login on Facebook via web browser or mobile application and search the official Facebook page of the Pillar.	1. The article to be published will be collected by the Editor-in-Chief and distributes to the Editorial Board for editing.	none	30 minutes	Editorial Board and Staff
2. Scroll down the news feed and find the posted article.	2. The Editorial Board provide their corrections and suggestions.			
	3. The Managing Editor will coordinate with Lay-out Artists, Cartoonist, and Photojournalists for the publication material.			
	4. The final version of the article together with the			



<p>Note: <i>Exercising online etiquettes and professionalism is highly advised.</i></p>	<p>publication material will be posted to the Pillar's official Facebook page.</p> <p>Note: <i>The Editorial Board regularly checks and monitors students' comments and reactions online.</i></p>			
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➤ **Publication of Magazine, Tabloid, and Folio**

The purpose of this document is to give instructions for the steps of accessing magazine, tabloid and folio after they have been produced for public consumption.

Client Steps	Organization Actions	Fees	Processing Time	Person Responsible
1. Type www.issuu.com on any web browsers and login via Facebook of Gmail account.	1. The final copy of the publication from the layout team will undergo a thorough scanning of errors.	none	60 minutes	Editorial Board and Staff
2. Search the name of the publication in search box.	2. Once finalized, the Associate Editor takes charge in uploading the copy of the publication in issuu.com			
3. Students could just copy the link given by the Pillar and paste it on the web browser.	3. As the uploaded publication was confirmed, the Editorial Board and staff will release or disseminate the copies (link) to their students.			

➤ **Publication of Newsletter and Special Publication**

The purpose of this document is to give instructions for the steps on how the students could access a copy of newsletter and special publication.

Client Steps	Organization Actions	Fees	Processing Time	Person Responsible
1. Type www.issuu.com on any web browsers and login via Facebook of Gmail account.	1. The final copy of the publication from the layout team will undergo a thorough scanning of errors.	none	30 minutes	Editorial Board and Staff
2. Search the name of the publication in search box.	2. Once finalized, the Associate Editor takes charge in uploading the copy of the publication in issuu.com			
3. Students could just copy the link given by	3. As the uploaded publication was confirmed, the Editorial			



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the Pillar and paste it on the web browser.	Board and staff will release or disseminate the copies (link) to their students.			
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**1. Request for Transcript of Record (TOR)/CAV/Certifications/
 Authentication/diploma**

Office or Division	Office of the registrar			
Classification	Highly Technical			
Type of Transaction	Transcript of Record (TOR)/CAV/Certifications/Authentication/diploma			
Who may avail	Students, Walk-in Clients, Alumni/ Authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student's Clearance		Office of the Registrar/Clerk in charge		
2. Evaluation of Academic Grades		Office of the Registrar/Clerk in charge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. On appointment date, requisitioner/Authorize representative with authorization proceeds to the Office of the Registrar to do the following:	1.1 Issue payment slip		3 minutes	Clerk in-charge
* Approach the assigned clerk for their purpose		₱ 150.00 - BS ₱ 200.00 - GS/Law	5 to 30 minutes	Cashier's Office
*Transcript of Records		Recopy ₱ 75.00 / page (BS) ₱ 100.00 / page (GS/Law)		Cashier's Office
* Issuance of Diploma		₱ 150.00 - BS ₱ 200.00 - GS/Law	5 to 10 minutes	Cashier's Office
* Authentication of Academic Credentials/Records		₱ 30.00 / set	5 minutes	Cashier's Office
* Certification, Authentication and Verification (CAV) of Records required by DFA		₱ 100.00	5 to 30 minutes	Cashier's Office
		₱ 50.00		

for employment abroad			5 to 30 minutes	Cashier's Office
* Certifications e.g., degree finished for employment, claims for Scholarship assistance, etc. etc.				
* Present the OR	Prepares the document/s			Clerk in-charge
* Receive the document/s	Releases the document/s			Releasing officer

2. Transfer Credentials (Honorable Dismissal)

Office or Division	Office of the registrar			
Classification	Highly Technical			
Type of Transaction	Transfer Credentials (Honorable Dismissal)			
Who may avail	Students, Walk-in Clients, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student's Clearance		Office of the Registrar/Clerk in charge		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. On appointment date, requisitioner/ Authorize representative with authorization proceeds to the Office of the Registrar to do the following:	1.1 issue payment slip		3 minutes	The clerk in charge
* Approach the assigned clerk for their purpose				
*Honorable Dismissal	Prepare	P 350.00	5 to 30 minutes	Cashier's Office
* Present the OR				
* Receive the document/s	Releases the HD		3 minutes	Releasing Officer

3. Request for ID Validation

Office or Division	Office of the registrar			
Classification	Simple			
Type of Transaction	ID Validation			
Who may avail	Students, Walk-in Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School ID 2. Certificate of Registration (COR)		Office of the Registrar/Clerk in charge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student requests for ID validation, then waits for processing and instructions	1.1 the clerk in-charge check the authenticity of the COR and forward the ID to the Registrar for validation (signature) 1.2 after the validation, the registrar returns the validated ID to the Clerk	None	3 minutes	The clerk in charge & Registrar
2. Receives validated ID	2. The Clerk In-charge releases the Validated ID to the student.	None	2 minutes	

4. EDUCATIONAL RECORD VERIFICATION

Office or Division	Office of the registrar			
Classification	Simple			
Type of Transaction	ID Validation			
Who may avail	Students, Walk-in Clients, verifier companies, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Consent from the client 2. Request from the verifier company 3. Verification form		Verifier company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. The client/verifier Company send verification request through official email address of UEP (uepnsofficial@gmail.com/ uepregistrarmain@gmail.com/ registrar@uep.edu.ph</p>	<p>1.1 Checks the email daily and print the verification</p> <p>1.2 Verifies the record of the alumni from data base</p> <p>1.3 prepares the documents/fill-up the verification form</p>	None	30 minutes	<p>Arnold Rapsing Registrar</p> <p>Clerk in-charge</p>
<p>2. receives the verified documents through email</p>	<p>2.1 sends back the documents/filled-ups form to the verifier company</p>	None	2 minutes	<p>Arnold Rapsing Registrar</p>

5. Application for Graduation

Office or Division	Office of the registrar			
Classification	Simple			
Type of Transaction	ID Validation			
Who may avail	Graduating Students (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reviewed and cross-checked Evaluation of Grades and Credentials to conform with the Academic requirements for graduation.		Office of the Registrar (Clerk in-charge)		
Application for graduation (UEP-T-15REG-I-019 Version No. v1)		Office of the Registrar (Clerk in-charge)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Student applies for graduation at his/her designated clerk</p>	<p>1.1 The in-charge evaluate the record of the student on the data base and endorses applicant to the registrar for review and Cross checks evaluation of grades and credentials to conform to the academic requirements for graduation.</p>	<p>Payment may vary depending on the agreed contribution spearheaded by the USC/College</p>	<p>30 minutes</p>	<p>Clerk in-charge Arnold Rapsing Registrar</p>
<p>2. Wait for processing and instructions</p>	<p>2.1 if the necessary requirement/s is found to be incomplete, the registrar informs the student of his/her lacking credentials</p> <p>2.2 if the necessary requirement/s is found to be complete, the registrar issues Application Form for graduation (UEP-T-15REG-I-019 Version No. v1)</p>	<p>None</p>	<p>5 minutes</p>	<p>Clerk in-charge Arnold Rapsing Registrar</p>
<p>3. Student fills all the necessary information in the Application for Graduation (UEP-T-15REG-I-019 Version No. v1) and submits it to the Registrar's Office.</p>	<p>3.1. The clerk in-charge checks the necessary information in the Application for Graduation (UEP-T-15REG-I-019 Version No. v1) submitted by the applicant.</p> <p>3.2 If necessary information is found to be incomplete, the in-charge informs the applicant to comply first with required information to be able to proceed to the next step.</p>	<p>None</p>	<p>5 minutes</p>	<p>Clerk in-charge Arnold Rapsing Registrar</p>

	<p>3.3 If necessary information is complete, the in-charge accepts the application for graduation (UEP-T-15REG-I-019 Version No. v1) for consolidation and to be forwarded to the academic council for approval and to the BOR.</p>			
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**OFFICE OF THE UNIVERSITY SCHOLARSHIPS
 AND FINANCIAL ASSISTANCE UNIT**


Externally Funded Scholarship/Financial Assistance Program Application

Office or Division	Office of Student Affairs			
Classification	Complex			
Type of Transaction				
Who may avail	Undergraduate and graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Scholarship/Financial Assistance Program Endorsement		Accomplished by applicant: Scholarship/financial assistance sponsoring agency/provider		
<ol style="list-style-type: none"> 1. Certified true copy of grades 2. SF 9 from senior high school/Certificate of grades COG)/Certificate of Registration (COR) 3. Application Form 4. 2 pcs 2X2 ID picture 		<ul style="list-style-type: none"> • Last school attended: Freshmen • Registrar's office/ MIS • Office of Student Affairs • Sponsoring agency/provider/OSA 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. visits scholarship unit Facebook page or the office of the agency/provider for available scholarship/financial assistance	1. Provides scholarship/financial assistance program information at the scholarship unit Facebook page	None	2 minutes	A. Rapsing Scholarships And Financial Assistance Coordinator
2. selects the externally funded scholarship/financial assistance program of interest	2. Checks for online/text message response from the agency/provider	None	2 minutes	A. Rapsing Scholarships And Financial Assistance Coordinator
3. Fills out the online form and upload/print the documentary requirement/s	3.1 Checks the attached documentary requirement	None	5 minutes	A. Rapsing Scholarships And Financial Assistance Coordinator
	3.2 Ascertain whether the applicant is: * Officially enrolled	None	5 minutes	A. Rapsing Scholarships

	* qualified/met scholarship criteria * with complete documentary requirement			And Financial Assistance Coordinator
	3.3 Reviews the online accomplished form and contact the application through CP calls/Messenger/email the following: * notifies that her/his application was received * requests for any lacking information or varies some date if necessary * orients scholarship/financial assistance application procedure/process * provides options for the submission of required documents	None	10 minutes	A. Rapsing Scholarships And Financial Assistance Coordinator Office of Student Affairs
4. submits documentary requirements through any of the following: • Courier • Drop box • Personal	4.1 Receives the documentary requirements 4.2 Advises student through call, text or messenger to wait for notification as to the availability of the scholarship/financial assistance	None	5 minutes	A. Rapsing Scholarships And Financial Assistance Coordinator
5. Waits for the notification of the release of scholarship/financial assistance stipend	5.1 Prepares payroll documents and endorses to accounting office for payroll processing: * Statement of Account * Payroll/Voucher * Transmittal letter	None	1 day	A. Rapsing Scholarships And Financial Assistance Coordinator A. Traqueña TES Focal person
	5.2 Payroll documents are then processed by the Accounting Office	None	5 days	MARY GRACE E. ESPINO Accounting Office and Staff

5. Proceeds to the Cashier's Office/Bank and receives the scholarship/Financial assistance stipend	6.1 Notifies applicant on the availability of scholarship/financial assistance stipend 6.2 Releases the scholarship refund/stipend	None	5 minutes	Bank/ Cashiers/Disbursing Officer (ATM Kiosk/ Cashier's Office)
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Prepared by:



ARNOLD P. RAPSING
Scholarships and Financial
Assistance Coordinator



SERVICE STANDARD

1. LIBRARY INSTRUCTION

Library instruction is one of the services that aims to familiarize the clients with the library services and collections by giving library tour and orientation on different section of the library and explaining the library rules and regulations.

Office or Division	Library / Office of the Librarian			
Classification	G2C			
Type of Transaction:	Simple			
Who may avail:	All bonafide students of the University, Faculty and Employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Orientation Request Form		Library Information Desk		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the clients Log Book at the Baggage Counter	1. Give the Library Orientation Request Form to the clients.	None	1 minutes	1. Information desk In-charge.
2. Ask for Library Orientation Request form at the information desk.	2. Received the request form from the clients.			
3. Fill up the form with the information needed and submit it to the information desk In-charge.	3. Forwarded request forms to office of the Office of the Librarian.		2 minutes	
TOTAL		none	3 minutes	



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SERVICE STANDARD

2. REFERENCE SERVICE

To give assistance to the library clients when requested for reference queries.

Office or Division	Library / Information Desk In-charge, Circulation Desk In-charge,			
Classification	G2C			
Type of Transaction:	Simple			
Who may avail:	All bonafide students of the University, Faculty and Employees of the University, Visiting Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library ID / Valid ID		School/Agency		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign In the clients Log Book at the Baggage Counter 2. Ask the Information Desk or Circulation Desk In-charge about your reference queries.	1. Direct clients to the resources available.	None	5 minutes	1. Information desk / Circulation Desk In charge.
	TOTAL	none	5 minutes	



SERVICE STANDARD

3. CIRCULATION SERVICES

The Circulation Section is center of borrowing and returning of library materials.

Office or Division	Library / Circulation Section			
Classification	G2C			
Type of Transaction:	Simple			
Who may avail:	All bonafide students of the University, Faculty and Employees of the University, Visiting Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library ID for students/ Agency ID or Any valid ID for visiting scholars		School /Agency		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1. Borrowing				
a. Sign in the clients Log Book at the Baggage Counter	1. Check the library ID /Agency ID of client.	None	1 minutes	1. Circulation desk In-charge.
b. Present the book/library material to be borrowed together with your updated library ID / Agency ID at the circulation desk.	2. Write date due slip. 3. Charging of the book/library materials borrowed by the client.			
c. Sign the borrower's card and give it to the circulation desk In-charge together with your updated library ID / Agency ID.				
	TOTAL	none	1 minutes	



SERVICE STANDARD

3.CIRCULATION SERVICES

The Circulation Section is center of borrowing and returning of library materials.

Office or Division	Library / Circulation Section			
Classification	G2C			
Type of Transaction:	Simple			
Who may avail:	All bonafide students of the University, Faculty and Employees of the University, Visiting Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library ID for students/ Agency ID or Any valid ID for visiting scholars		School /Agency		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.2 Returning				
a. Sign in the clients Log Book at the Baggage Counter	1. Check/inspect the returned book/library material.		1 Minutes	1. Circulation desk In-charge.
b. Present the book/library material to be returned at the circulation desk and claim your ID.	2. Write date return to the borrower's card and return the library ID to the client.		1 minute	
3.3 For Overdue Books				
a. Pays overdue fines at the cashier's office and present receipts of payment to the Circulation Desk In-charge	3. Receive receipts of payment and release the library card of the client.	P10 – 1 st day and additional P5 pesos for succeeding day	2 minutes	
	TOTAL	none	4 minutes	



SERVICE STANDARD

4. ISSUANCE OF STUDENT'S LIBRARY ID NUMBER

The Circulation Section is center of borrowing and returning of library materials.

Office or Division	Library / Circulation Section			
Classification	G2C			
Type of Transaction:	Simple			
Who may avail:	All bonafide students of the University			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Certificate of Registration, Receipt of payment	Registrar's Office			
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the clients Log Book at the Baggage Counter.	1. Check the Certificate of Registration of the clients.	None	1 minutes	1. Circulation desk In-charge.
2. Proceed to the Circulation Desk, present your latest Certificate of Registration and receipt of payment.	2. Issue/Received students profile form.		2 minutes	
3. Fill up the student profile form and give it to the Circulation Desk In-charge.	3. Issue ID number and advice the clients to proceed to SBIDI for Library ID production.		1 minute	
	TOTAL	none	4 minutes	



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SERVICE STANDARD

5. ISSUANCE OF REFERRAL LETTER

A referral letter is issued only to those who wish to do further research in other libraries.

Office or Division	Library / Circulation Section			
Classification	G2C			
Type of Transaction:	Simple			
Who may avail:	All bonafide students of the University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Updated Library ID			Office of the Librarian	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the clients Log Book at the Baggage Counter.	1. Inspect library ID if updated.		1 minute	2. Office of the Librarian
2. Proceed to the Librarian's Office present your updated Library ID.	2. Issues student referral form.		3 minutes.	
3. Fill up the necessary information needed for the referral letter.				
4. Proceed to the cashier to pay the referral fee.		P50		
5. Go back to the library and present your receipt for the issuance of Referral Letter.	3. Issue Referral		1 minute	
TOTAL		P50	5 minutes	

Prepared by


RUTH Q. FROILAN, RL
 Office In-charge



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OFFICE OF THE VICE PRESIDENT OF ADMINISTRATION AND FINANCE

Comprehensive List of Government Services Offered

1. Signing of communication, monitoring reports, endorsement, and procurement documents.

The Vice President for Administration and Finance signs communication letter, monitoring reports of the units/offices under his/her supervision, endorsement letter as to the services needed by the units/offices, performance rating (IPCR and UPCR), accomplishment reports, and Project Procurement Management Plan (PPMP).

Office or Division:	Office of the Vice President for Administration and Finance	
Classification:	Simple	
Who may avail:	UEP Personnel	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Clearance : signature of Administrative and Finance personnel before the VPAF's signature as proof of compliance and submission of documentary requirements(3 copies)	Human Resource Management Office	
IPCR/UPCR (Targets): signatory of immediate supervisor/s and success indicators are duly filled-out based on the measurable core and administrative function (3 copies)	Human Resource Management Office	
IPCR/UPCR (Accomplished): signatory of immediate supervisor/s and performance are rated accordingly pursuant to performance standard rating system set by the University Performance Management Team (3 copies)	Human Resource Management Office	
Daily, Weekly, and Monthly Monitoring and Accomplishment Reports: narrative report as proof of accomplishment together with photo documentation, if applicable.	Administrative and Finance Unit/Office	

Endorsement of Repair: Letter stating the concern of what is to be repaired; photo documentation, if applicable; approved PPMP; approved RIS/PR or RIS/PR signed by the requisitioner; certification of availability of funds/items; and program of work prepared by PPDO personnel.		Unit/Office requesting the repair, Budget Office, Supply Office, and PPDO		
Endorsement of Renewal of Job Order Personnel under the supervision of the VPAF: Secure letter for renewal, detailed work plan, accomplished evaluation sheet, and contract of service of the previous period.		Job Order Personnel, HRMO		
PPMP: signature of the head of unit/office/end-user		All units shall submit		
Other Communication: the requirement will be in accordance with the policy stipulated in the University Code and other existing laws, rules, and regulations.		Concerned office/unit/personnel		
CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits communication letter, requests, and accomplishment report to the Office of Vice President for Administration and Finance	1.1 Receives communication letter, requests, and accomplishment report and records the same in the logbook sheet or other means of recording.	None	1 minute	Ms. Mariel Y. Quiling Alternative: Ms. Jona Mhyr B. Florano
	1.2 Reviews the documents as to the completeness and authenticity of supporting documents, signatories, computation, and other required data.	None	1 day	MS. Jona Mhyr B. Florano Alternative: Ms. Daisy T. Entico

1.3.1 If the document is found to be incomplete, incorrect, and needs to be authenticated, said document will be returned to client concern and attach note on what is/are lacking for easy compliance thereof.	None	1 minute	Ms. Jona Mhyr B. Florano Alternative: Ms. Daisy T. Entico
1.3.2 If the document is assessed as complete, valid and found merit for approval and recommendation, the VPAF will affix his signature.	None	1 minute	Bryan V. Navaroza, VPAF
1.3.3 Thereafter, the document will be released to the client and/or forwards the same to subsequent office concern.	None	1 minute	Ms. Mariel Y. Quiling Alternative: Ms. Jona Mhyr B. Florano
TOTAL	NONE	1 day and 2 minutes	

2. Signing of Disbursement Voucher for Capital Outlay (CO) Expenditure

The Vice President for Administration and Finance affixing his signature on the Disbursement Voucher signifies its validity and correctness of claims of UEP personnel and other parties affiliated to the university as to Capital Outlay is concern. Capital Outlay includes payment of Infrastructure projects, Equipment, Furniture and Fixtures, and Other Property Plant and Equipment (PPE) for all sources of fund.

Office or Division:	Office of the Vice President for Administration and Finance	
Classification:	Simple	
Who may avail:	UEP personnel, students, and other interested parties	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Approved/signed/correctly filled up documents: 1. Disbursement Voucher (3 copies) 2. Documents required per R.A. 9184		Accounting Office BAC Secretary

<ul style="list-style-type: none"> • Request for Billing • Statement of Work • Notice to Proceed • Infrastructure Inspection Report • Work Accomplishment Report <p>3. Other supporting documents per RA 9184, GAM, COA Circular No. 2012-001 & its amendments, laws, rules and regulations.</p>	Client PPDO OP PPDO Unit/Offices/Colleges			
CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits four (3) copies of Disbursement Voucher (DV), correctly filled-out, duly signed, and with complete supporting documents required per claim in the OVPAF.	1.1 Receives and checks completeness and correctness of entries in the DV and the required supporting documents.	None	10 minutes	Daisy T. Entico Alternative: Ms. Jona Mhyr B. Florano Ms. Mariel Y. Quiling
	1.2 If documents are incomplete and entries in DV are incorrect, it will be returned immediately to the client, with a checklist of documentary requirements and/or note on what is to be completed and corrected.	None	5 minutes	Ms. Daisy T. Entico Alternative: Ms. Jona Mhyr B. Florano
	1.2.1 If documents are found to be correct, complete, and valid, the same is subject to recording and signature of the VPAF.			

1. 3 Re-evaluates and revalidates the entries in the DV and its supporting documents and the VPAF will affix his signature if no error is found. If there are still entries to be corrected and/or documents to be completed, 1.2 shall apply.	None	1/2 day	Mr. Bryan V. Navaroza, VPAF
1. 4 Forwards the DVs to the accounting office or other offices concerned and have it received.	None	5 minutes	Ms. Mariel Y. Quiling Alternative: Ms. Jona Mhyr B. Florano Daisy T. Entico
TOTAL	NONE	1/2 day and 20 minutes	

3. Signing of Disbursement Voucher for Maintenance and Other Operating Expenditure (MOOE)

The Vice President for Administration and Finance affixing his signature on the Disbursement Voucher signifies its validity and correctness of claims of UEP personnel and other interested parties affiliated to the university for Maintenance and Other Operating Expenses (travel, supplies and materials for repair and maintenance, etc) for all sources of funds of the university.

Office or Division:	Office of the Vice President for Administration and Finance	
Classification:	Simple	
Who may avail:	UEP personnel, students, and other interested parties	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Disbursement Voucher (3 copies)		Accounting Office
		Office of the President
<i>Travel</i>		
Local Travel		
Paper/electronic plane, boat or bus tickets, boarding pass, terminal fee		
Copy of approved itinerary		

DTR, Accomplishment Report, and Approved Detailed Work Plan, and Contract of Service for JO wages				
Other documents are required per GAAM and other existing applicable laws, rules, and regulations.				
<i>Supplies and Materials</i>				
Approved/signed/correctly filled-out procurement documents <ol style="list-style-type: none"> 1. Disbursement Voucher 2. BORS/BURS 3. PPMP, PR, RFQ, Abstract of Bids, P.O. 4. DBM Certification of non-availability if items 5. Inspection/Acceptance Reports 		Accounting Office Budget Office BAC Supply Office End-User/Inspectorate Team		
Documents before Award or before P.O. (3 copies) <ol style="list-style-type: none"> 1. Mayor's Permit/BIR Certificate 2. PhilGEPS Registration Number 3. Omnibus Sworn Statement Other documents as required by RA 9184, GAAM and other laws, rules, and regulations.				
CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits four (4) copies of Disbursement Voucher (DV), correctly filled-out, duly signed, and with complete supporting documents required per claim in the OVPAF.	1.1 Receives and checks completeness and correctness of entries in the DV and the required supporting documents.	None	15 minutes	Daisy T. Entico Alternative: Ms. Jona Mhyr B. Florano Ms. Mariel Y. Quiling

1.2 If documents are incomplete and entries in DV are incorrect, it will be returned immediately to the client, attached with is a checklist of documentary requirements and/or note on what is to be completed and corrected.	None	5 minutes	Ms. Daisy T. Entico Alternative: Ms. Jona Mhyr B. Florano
1.2.1 If documents are found to be correct, complete, and valid, the same is subject to recording and signature of the VPAF			
1.3 Re-evaluates and revalidates the entries in the DV and its supporting documents and the VPAF will affix his signature if no error is found. If there are still entries to be corrected and/or documents to be completed, 1.2 shall apply.	None	1 day	Mr. Bryan V. Navaroza, VPAF
1.4 Forwards the DVs to the accounting office or other offices concerned and have it received.	None	5 minutes	Ms. Mariel Y. Quiling Alternative: Ms. Jona Mhyr B. Florano
TOTAL	NONE	1 day and 25 minutes	

4. Signing of Disbursement Voucher for Personnel Services (PS) Expenditures

The Vice President for Administration and Finance affixing his signature on the Disbursement Voucher signifies its validity and propriety of claims of UEP personnel and other interested parties affiliated to the university for Personnel Services Expenditure (Salaries, PERA, Honorarium, Overtime Pay, and other personnel benefits) for all sources of funds of the university.

Office or Division:	Office of the Vice President for Administration and Finance			
Classification:	Simple			
Who may avail:	UEP personnel, students, and other interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (3 copies)		Accounting Office		
Approved Payroll (4 copies)		HRMO		
Authority to render overtime services (4 copies)		HRMO		
Authority to handle excess teaching load (4 copies)		HRMO		
Signed DTRs (2 copies)		MIS and HRMO		
Accomplishment Reports (1 copy) with complete supporting documents		Accomplished by employee		
Other documents provided per GAAM and existing laws, rules, and regulations.		Accounting Office		
CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits four (4) copies of Disbursement Voucher (DV), correctly filled-out, duly signed, and with complete supporting documents required per claim in the OVPAF.	1.1 Receives and checks completeness and correctness of entries in the DV and the required supporting documents.	None	1/2 day	Daisy T. Entico Alternative: Ms. Jona Mhyr B. Florano Ms. Mariel Y. Quiling

1.2 If documents are incomplete and entries in DV are incorrect, it will be returned immediately to the client, attached with is a checklist of documentary requirements and/or note on what is to be completed and corrected.	None	5 minutes	Ms. Daisy T. Entico Alternative: Ms. Jona Mhyr B. Florano
1.2.1 If documents are found to be correct, complete, and valid, the same is subject to recording and recommended for approval.			
1. 3 Re-evaluates and revalidates the entries in the DV and its supporting documents and the VPAF will affix his signature if no error is found. If there are still entries to be corrected and/or documents to be completed, 1.2.1 shall apply.	None	1/2 day	Mr. Bryan V. Navaroza, VPAF
1. 4 Forwards the DVs to the accounting office or other offices concerned and have it received.	None	5 minutes	Ms. Mariel Y. Quiling Alternative: Ms. Jona Mhyr B. Florano
TOTAL	NONE	1 day and 10 minutes	

5. Signing the Obligation Request and Status (ORS)

The Vice President for Administration and Finance affixing his signature on the Obligation Request and Status (ORS) signifies its validity, correctness, and completeness in the utilization of approved budget allocation per GAARD and other budget laws/authority.

Office or Division:	Office of the Vice President for Administration and Finance			
Classification:	Simple			
Who may avail:	UEP personnel, students, and other interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Obligation Request and Status, Disbursement Voucher and its attachments as mentioned in the preceding numbers.		Budget Office		
CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits four (4) copies of Obligation Request and Status (ORS), correctly filled-out, duly signed, and with complete supporting documents to the OVPAF.	1.1 Receives and checks completeness and correctness of entries in the ORS and the required supporting documents.	None	15 minutes	Daisy T. Entico Alternative: Ms. Jona Mhyr B. Florano Ms. Mariel Y. Quiling
	1.2 If documents are incomplete and entries in ORS are incorrect, it will be returned immediately to the client, attach with is a checklist of documentary requirements and/or note on what is to be completed and corrected. 1.2.1 If documents are found to be correct, complete, and valid, the same is subject to recording and recommended for signature of the VPAF.	None	5 minutes	Ms. Daisy T. Entico Alternative: Ms. Jona Mhyr B. Florano

	1. 3 Re-evaluates and revalidates the entries in the ORS and its supporting documents and the VPAF will affix his signature if no error is found. If there are still entries to be corrected and/or documents to be completed, 1.2 shall apply.	None	1/2 day	Mr. Bryan V. Navaroza, VPAF
	1. 4 Forwards the ORS to the budget office or other offices concerned and have it received.	None	5 minutes	Ms. Mariel Y. Quiling Alternative: Ms. Jona Mhyr B. Florano
TOTAL		NONE	1/2 day and 25 minutes	

6. Signing the Budget Utilization Request and Status (BURS)

The Vice President for Administration and Finance affixing his signature on the Budget Utilization request and Status (BURS) signifies its validity, correctness, and completeness in the utilization of approved budget allocation for off budgetary and custodial funds such as SAGF, Internally Generated Funds, Business Related Funds, and Trust Funds.

Office or Division:	Office of the Vice President for Administration and Finance			
Classification:	Simple			
Who may avail:	UEP personnel, students, and other interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Budget Utilization Request and Status, Disbursement Voucher and its attachments as mentioned in the preceding numbers.		Budget Office		
CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Submits four (4) copies of Budget Utilization Request and Status (BURS), correctly filled-out, duly signed, and with complete supporting documents required per claim in the OVPAF.</p>	<p>1.1 Receives and checks completeness and correctness of entries in the BURS and the required supporting documents.</p>	<p>None</p>	<p>1/2 day</p>	<p>Daisy T. Entico alternative: Ms. Jona Mhyr B. Florano Ms. Mariel Y. Quiling</p>
	<p>1.2 If documents are incomplete and entries in ORS are incorrect, it will be returned immediately to the client, with a checklist of documentary requirements and/or note on what is to be completed and corrected.</p> <p>1.2.1 If documents are found to be correct, complete, and valid, the same is subject to recording and recommended for signature of the VPAF.</p>	<p>None</p>	<p>5 minutes</p>	<p>Ms. Daisy T. Entico Alternative: Ms. Jona Mhyr B. Florano</p>
	<p>1.3 Re-evaluates and revalidates the entries in the BURS and its supporting documents and the VPAF will affix his signature if no error is found. If there are still entries to be corrected and/or documents to be completed, 1.2 shall apply.</p>	<p>None</p>	<p>1/2 day</p>	<p>Mr. Bryan V. Navaroza, VPAF</p>

		1. 4 Forwards the BURS to the budget office or other offices concerned and have it received.	None	5 minutes	Ms. Mariel Y. Quiling Alternative: Ms. Jona Mhyr B. Florano
TOTAL			NONE	1 day and 10 minutes	

Signing of Student Clearance

This procedure aims to ensure that all students' accounts are periodically settled and assures the students that they are cleared of their account liability.

Office or Division:	Accounting Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All students

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE

Student Clearance Form (2 copies)

Office of the University Registrar

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the name and affix signature in the Log Book for Signing of Student Clearance and presents the Student Clearance Form for signature.	1. The Accounting staff receives the Student Clearance Form from the student.	None	1 minute	Edwin E. Alao, Receiving and Releasing Officer/Administrative Aide III (Accounting Office) Jan Nebur P. Aliposa, Administrative Aide (Accounting Office)
	1.1 The Accounting staff checks student's account balance in the Schedule of Accounts Receivable or Student Ledger (university's student account assessment system).	None	2 minute	Edwin E. Alao, Receiving and Releasing Officer/Administrative Aide III (Accounting Office) Jan Nebur P. Aliposa, Administrative Aide (Accounting Office)
	1.2 If the student's account appears to have a balance, the Accounting clerk advises the student to pay at the Cashier's Office; if none, signs the Student Clearance Form.	None	2 minutes	Edwin E. Alao, Receiving and Releasing Officer/Administrative Aide III (Accounting Office) Jan Nebur P. Aliposa, Administrative Aide (Accounting Office)
TOTAL		None	5 minutes	