

Payment Inquiry

Questions

- The student is asking for confirmation of their payment status despite having settled their fees.
- "Payment Confirmation."
- "Payment is settled, but tagged as not Enrolled."
- "Please confirm enrollment payment."
- "I have reviewed my Statement of Account and cleared my balance yesterday. But as of now, there is still no subjects shown in my Canvas account."
- "If possible, I would greatly appreciate any flexibility, such as an extension or a manageable payment plan, to help me fulfill my obligation. And I would like to proceed with the enrollment."
- "I already paid for my enrollment through online banking however the registrar emailed me stating I am not yet enrolled due to no payment."
- "Why is my enrollment status still pending when I already paid the fees?"
- "Can you confirm if my payment was received? I submitted it via bank transfer."
- "My payment shows as completed, but I haven't been enrolled. What's the issue?"
- "I cleared my tuition balance, but my Canvas account remains empty. When will it update?"
- "The system says I haven't paid, but I have the transaction receipt. How do I fix this?"
- "Is there a delay in processing payments? I paid but my enrollment isn't active."
- "Can I get an update on my enrollment? Payment was made days ago."
- "I need help—my payment went through, but I'm still not enrolled. What's missing?"
- "Are payment plans available? I need more time to settle the full amount."
- "How long does enrollment take to process after payment? It's been over a day."

Response

It's best to visit the Treasury Office for immediate assistance and advice about your account. You can also email them or call them using the contact details below:

Treasury Office
+63 (998) 585 4775.
treasury@mcm.edu.ph

For payment concerns, please email treasury@mcm.edu.ph. Kindly include a screenshot of your receipt and your GSA (Generated Schedule and Assessment) information.

End

Promissory Note

Questions

- The student is inquiring about promissory notes, requesting details on eligibility, processing, and requirements.
- "I would like to ask if I could make a promissory note regarding my remaining balance for last term and enrollment fee for this term. If I could ask, where can I process this and how would be a great help for me?"
- "I'm reaching out to request for the promissory note form for enrollment."
- "I am writing to inquire if your institution accepts promissory notes."
- "May I kindly ask about the requirements and any advice you can provide regarding the process to avail of a promissory note?"

- "I would like to ask if what are the requirements for being eligible for enrolment if I still have balance from my previous account due to financial reasons?"
- "How do I apply for a promissory note to cover my outstanding balance?"
- "Where can I get the promissory note form for tuition payment?"
- "Does the school allow promissory notes for partial tuition payment?"
- "What are the steps to submit a promissory note for enrollment fees?"
- "Can I use a promissory note if I still have unpaid balances from last semester?"
- "Is there a deadline for submitting a promissory note for tuition?"
- "Who should I contact to process a promissory note for my remaining balance?"
- "Are there any penalties or interest fees for using a promissory note?"
- "What documents do I need to submit along with the promissory note?"
- "How long does it take for a promissory note to be approved?"

Response

As per policy, a student should not have any outstanding balance prior to the next enrollment. But we may allow enrollment via promissory note if your previous balances do not exceed Php30,000.

To formalize your intent to enroll without paying your outstanding balance in full, kindly secure and fill out a Promissory Note form (from the treasury office / helpdesk) and have your parent/guardian sign at the bottom part of the form. Please indicate in the space provided the reason your payment for last term was delayed and when you intend to pay the said balance. Also, please provide a copy of a valid ID with the signature of your parent/guardian.

End

Account Balance

Questions

- The student is requesting information about their account balance and asking for official documentation.
- "Statement of Account."
- "May I ask the remaining account balance?"
- "I would like to ask for the total unpaid balance."
- "I am writing to request a copy of my Statement of Account (SOA) or any proof that I have a remaining balance."
- "May I also ask for my statement of account?"
- "Can you provide me with my current account balance?"
- "How much do I still owe for this semester's tuition?"
- "Where can I view my updated statement of account?"
- "Could you send me a copy of my latest balance statement?"
- "What is my remaining balance for this academic term?"
- "I need an official document showing my current account standing."
- "How can I check my outstanding school fees?"
- "Is there an online portal where I can see my SOA?"
- "Can you confirm my unpaid balance for enrollment purposes?"
- "I would like to verify my remaining balance before making a payment."

Response

The Treasury Office sends an updated Statement of Account at the end of each month. To request an updated balance, please email treasury@mcm.edu.ph with the subject line "Request for Updated SOA."

End

Application for a Request of Refund

Questions

- The student is inquiring about the refund process and requesting forms/documentation for reimbursement.
- "Request of Refund."
- "I would like to ask for the Application for Refund."
- "would like to request for refund for the remaining amount under my account."
- "How can I apply for a tuition fee refund?"
- "Where can I get the refund application form?"
- "What is the process for requesting a refund of excess payment?"
- "Can you send me the requirements for getting a refund?"
- "How long does it take to process a refund request?"
- "I need to claim my remaining balance as a refund - what should I do?"
- "Is there a deadline to apply for tuition refunds?"
- "What documents do I need to submit for a refund application?"
- "Can I get a refund for my downpayment if I won't enroll anymore?"
- "Who should I contact regarding my refund request status?"

Response

Kindly send an email to treasury@mcm.edu.ph with a subject: Application for Refund. You will be given a form by the Treasury office. Please note that the form must be properly filled out by the student or parents/guardian.

After obtaining and filling out the form, it must be submitted to the Treasury Office together with a photocopy of any ID with picture and signature of the parents/guardians and all the supporting documents, if any.

End

Wrong Biller

Questions

- The student is reporting incorrect billing/payment issues and requesting assistance with refunds or payment corrections.
- "mistakenly sent payment to the wrong biller."
- "Please help me about my refund. The location was wrong, it should be in Laguna."
- "I'm having trouble with the payment. The MLhullier clerk sent my payment to another Mapua school."
- "I accidentally paid the wrong school branch - how can I transfer my payment?"
- "The payment was credited to the wrong account, how can I correct this?"
- "Please assist me with my refund request due to incorrect billing."
- "The payment center processed my tuition fee to the wrong campus."
- "How can I recover my payment that was sent to the wrong recipient?"
- "I need help correcting my payment that was misapplied to another account."
- "What should I do if my payment was posted to the wrong student account?"

- "The billing statement shows incorrect charges - how do I dispute this?"
- "My online payment was credited to the wrong school - how to fix?"
- "Can you help me verify where my payment was actually applied?"

Response

For inquiries regarding incorrect billing payments, please contact the payment channel you used and the account of the biller to which you mistakenly sent the payment.

End

Requesting documents

Questions

- The student is requesting various academic documents and inquiring about the process to obtain them. Examples of these documents are Transcript of Records, SF9 and SF10, and copy of school credentials.
- "I am writing to formally request the academic records"
- "request for Transcript of Records"
- "Request for SF9 and SF10"
- "asking if you would allow me to request certified true copy of my school credentials"
- "I am writing to urgently request a transcript of my grades for the third semester."
- "Could you please guide me on how to obtain my transcript of records? I need information on the process, required forms, and any fees."
- "How can I request an official copy of my diploma?"
- "What is the procedure for getting my Form 137?"
- "I need to obtain my academic records - what are the requirements?"
- "Can I request multiple copies of my Transcript of Records?"
- "How long does it take to process document requests?"
- "Is there an online portal where I can request school documents?"
- "What are the payment options for document requests?"
- "Can someone else claim my requested documents on my behalf?"
- "Do you offer rush processing for urgent document requests?"
- "Where should I submit my request form for academic records?"

Response

To request a document, please visit the Registrar's Office located on the first floor, left wing of the Admin Building.

Please await confirmation from the Registrar's office for the pickup and payment details. For payments, over the counter and payment channels are available. Please note that requests for documents will be processed within 7 working days.

If you have other concerns, kindly send an email to registrar@mcm.edu.ph, to assist you better.

End

Shifting to other programs

Questions

- The student is inquiring about the process and requirements for shifting/changing academic programs.
- "I would like to learn the process of shifting courses"

- "I would like to inquire about shifting programs."
- "May I know the specific process for applying to shift programs for the second term?"
- "I would like to shift programs. May I know the steps needed to take?"
- "What are the requirements for changing my degree program?"
- "How do I apply for a course shift for next semester?"
- "Is there a deadline for submitting shift applications?"
- "Who should I contact about shifting to a different program?"
- "What documents are needed for program shifting?"
- "Are there any restrictions on shifting between departments?"
- "Can I shift programs in the middle of the academic year?"
- "What is the evaluation process for shift applications?"
- "How long does the program shifting approval take?"
- "Will my current subjects be credited if I shift programs?"

Response

You may check your GSA for the schedule of shifting to another program for the next semester.

To start the process, kindly send an email Re: Request to Shift to registrar@mcm.edu.ph

You will be replied with an online form for your request.

End

Adding Courses

Questions

- The student is inquiring about modifying their course enrollment, including adding or revising subjects.
- "I would like to make changes. Where do I address my concern about my GSA?"
- "I would like to add courses"
- "Revise my course loads"
- "How can I add more subjects to my current enrollment?"
- "What is the process for requesting additional courses?"
- "Can I still enroll in extra classes after the deadline?"
- "Who should I contact to modify my registered courses?"
- "Is there a form I need to submit to adjust my schedule?"
- "What are the rules for increasing my course load?"
- "Can I drop a subject and replace it with another?"
- "How do I request a revision of my enrolled subjects?"
- "Is there a limit to how many courses I can add?"
- "Where can I get approval for changing my class schedule?"

Response

To assist you better with your inquiry regarding the procedure of adding of course/s, kindly send an email to registrar@mcm.edu.ph

Revision of Course Loads – This process will add or drop the courses you are officially enrolled in. The deadline for revision of course loads is the 2nd week after the start of classes. You may apply for revision of course loads here: [Microsoft Forms \(office.com\)](#)

Please use your official Mapúa MCM Outlook account when you fill out any of the online forms.

End

Dropping Courses

Questions

- The student is inquiring about the process and procedures for dropping courses from their enrollment.
- "May I know where to go to or who to approach to if I wish to drop a course"
- "I had a question about the process for dropping courses. Is physically going to our respective department offices the only way to drop classes, or is it also possible to request a course drop via email?"
- "I'm seeking guidance on the correct procedure for dropping courses."
- "What is the deadline for dropping courses without penalty?"
- "How do I formally request to withdraw from a class?"
- "Can I drop a course online or does it require in-person processing?"
- "What documents are needed when dropping a subject?"
- "Will dropping a course affect my scholarship or academic standing?"
- "Is there a specific form I need to fill out to drop a class?"
- "What are the valid reasons for being allowed to drop a course?"
- "How long does it take for a course drop request to be processed?"
- "Can I drop a course after the midterm examinations?"
- "Who should I contact if I need advice about dropping a subject?"

Response

To assist you better with your inquiry regarding the procedure of dropping of course/s, kindly send an email to registrar@mcm.edu.ph

Officially Dropped – This process will drop the course and will have a grade of “DRP” tag in the course that is dropped. This will appear on the academic record of the student. There will also be no refund when you have officially dropped the course. To drop the course, you must fill out the form here: [Request for Dropping of Course \(office.com\)](#)

Please use your official Mapúa MCM Outlook account when you fill out any of the online forms.

End

Cancellation of Enrollment

Questions

- The student is requesting information about enrollment cancellation procedures and withdrawal processes.
- "I am cancelling my enrollment for this semester"
- "May I formally request the cancellation of her student records (and enrolment if applicable) with MCM."

- "we have decided not to continue with the enrolment and studies of my daughter/son with MCM due to personal reasons"
- "I am writing this email to ask for assistance on how to apply for enrollment withdrawal or what are the process for this matter."
- "I would like to ask if I can just drop this school year" (Translated from Tagalog)
- "would like to cancel and withdraw our registration from the Mapua Malayan Colleges Mindanao as soon as possible"
- "What is the proper procedure for cancelling my enrollment?"
- "How do I formally withdraw from all my courses this semester?"
- "Can I cancel my enrollment online or is in-person processing required?"
- "What documents are needed for enrollment cancellation?"
- "Will I receive a refund if I cancel my enrollment?"
- "Is there a deadline for enrollment cancellation without penalties?"
- "How long does the enrollment withdrawal process take?"
- "Who should I contact about terminating my student records?"
- "What are the consequences of cancelling my enrollment mid-semester?"
- "Can I get an official document confirming my enrollment cancellation?"

Response

For better assistance with the enrollment cancellation process, it's best to visit the Registrar's Office directly.

End

Late enrollment inquiry

Questions

- The student is inquiring about late enrollment procedures, deadlines, and possible accommodations.
- "We're still on the process of getting funds to get the minimum amount for the promissory note. May I ask until when I can enroll late?"
- "I forgot to enroll and did not notice about the last day of enrollment. Could I still process my enrollment?"
- "inquiry regarding late enrollment"
- "I was unable to attend the enrollment session. Should I go directly to the faculty office to inquire about the late enrollment process?"
- "Is there still a chance to enroll after the official deadline has passed?"
- "What are the requirements and steps for late enrollment?"
- "Are there additional fees or penalties for enrolling late?"
- "How many days after the deadline can I still submit my enrollment?"
- "Can I appeal for late enrollment due to financial constraints?"
- "Who should I contact to request late enrollment approval?"
- "Is online late enrollment possible, or do I need to visit the campus?"
- "Will my preferred courses still be available if I enroll late?"
- "What documents do I need to prepare for late enrollment?"
- "Is there a different process for late enrollees in terms of payment or scheduling?"

Response

Please visit or contact the Registrar's Office for further guidance and assistance.

registrar@mcm.edu.ph

0960-5044-856

End

Can't login to Blackboard and Canva

Questions

- The student is reporting issues accessing Blackboard/Canvas and requesting assistance with account or course access problems.
- "Lost account access"
- "Blackboard inaccessible"
- "Can't login Blackboard"
- "I notice that I don't have any courses on my Canvas now, as I'm still in the process of completing my enrollment."
- "My Blackboard account has not been accessible since morning."
- "I can't seem to log into my Blackboard Learn account to check my grades for correlation. I am not currently enrolled because I have no more subjects left to enroll."
- "I am currently in the process of finalizing my enrollment, and I've noticed that my courses are no longer available on Canvas. Since I still need access to these courses to complete my assignments and keep up with my schoolwork, I would greatly appreciate it if they could be restored."
- "Why can't I access my Blackboard account even with correct credentials?"
- "How do I recover my Canvas login when I've forgotten my password?"
- "My courses disappeared from Canvas after enrollment - how can I get them back?"
- "Who should I contact about Blackboard technical issues preventing login?"
- "Is there system maintenance affecting Blackboard access right now?"
- "Why does my Canvas account show no active courses after enrollment?"
- "How long does it take for courses to appear in Canvas after enrollment?"
- "I'm locked out of my Blackboard - what's the reset process?"
- "Can IT support help me regain access to my learning platforms?"
- "Why can't I see my enrolled courses on Canvas even after payment?"

Response

Kindly visit or reach out to the Registrar's office to verify your account. They are currently conducting a system cleanup for students who are not enrolled, which could be the reason behind the access issues you're encountering.

End

Request new ID

Questions

- The student is inquiring about the process for requesting or replacing their school ID.
- "Good morning, may I ask where I can get an ID made?" (Translated from Tagalog)
- "Can I ask where to request for a new ID"
- "How to get new ID"
- "Where is the office for ID processing located?"
- "What are the requirements for getting a replacement ID?"
- "How much does it cost to request a new school ID?"
- "What is the processing time for new ID cards?"
- "Can I apply for a new ID online or is it in-person only?"
- "My ID was lost - what's the procedure for replacement?"

- "What documents do I need to bring for ID processing?"
- "Is there a schedule for ID picture-taking sessions?"
- "How can I get a temporary ID while waiting for my new one?"
- "Who should I contact about ID card concerns?"

Response

For request of a new ID, please visit the IT Office or send an email to support@mcm.edu.ph

You may also contact Sir Justin from the ID processing unit for further assistance.

Here is his email: jjJoaquin@mcm.edu.ph

End

Lost ID

Questions

- The student is reporting a lost ID and inquiring about replacement procedures.
- "I recently lost my ID and I couldn't recover it as I noticed my ID was missing 1 day after"
- "I would like to request a new ID since I recently lost it. How can I request a new ID"
- "What should I do if I lost my school ID?"
- "Where can I apply for ID replacement?"
- "How much is the fee for replacing a lost ID?"
- "What documents are required for ID replacement?"
- "Is there a penalty for losing my school ID?"
- "How long does it take to process a replacement ID?"
- "Can I get a temporary ID while waiting for replacement?"
- "Do I need to file a police report for a lost ID?"
- "What's the process for reporting and replacing a lost ID?"
- "Who should I contact about my lost student ID?"

Response

For request of a new ID, please visit the IT Office or send an email to support@mcm.edu.ph

You may also contact Sir Justin from the ID processing unit for further assistance.

Here is his email: jjJoaquin@mcm.edu.ph

End

Update mobile number

Questions

- The student is requesting assistance to update their mobile number registered in their Outlook, particularly for account verification purposes.
- "system is asking for verification through my old phone number, which I no longer have. I kindly request your assistance in updating my account information to reflect my new phone number."
- "I'm having trouble accessing since my sim card associated with the account for 2-step verification got lost."
- "How can I change my registered mobile number in Outlook?"
- "What's the process for updating my contact number?"
- "I lost access to my registered number, how can I update it?"
- "Where can I submit a request to change my mobile number in your records?"
- "Can I update my contact information online or do I need to visit the office?"

- "What documents are required to verify my identity for number change?"
- "How long does it take to process mobile number updates?"
- "I need to change my number for OTP verification, who should I contact?"
- "Is there a form I need to fill out to update my contact details?"
- "Can I use email verification instead while my number is being updated?"

Response

For mobile number update, please fill out the details below and kindly send it to support@mcm.edu.ph

MCM Email address:

Old Mobile number:

New Mobile number:

Personal Email Address:

End

Microsoft account issue

Questions

- The student is reporting issues accessing their Microsoft account and related applications like MS Teams, Outlook, etc.
- "I have a concern regarding my MS account - it says it's locked and I think it's because I entered my password wrong, then suddenly my account got locked. Now I can't access my MS Teams, Outlook, and Microsoft account" (Translated from Tagalog-English mix)
- "I am experiencing difficulties accessing my Microsoft account. While I am able to log into Outlook, I am unable to access other Microsoft applications. When I try to log in through a web browser, I receive an error message indicating that my username may be incorrect."
- "How can I unlock my school Microsoft account?"
- "What should I do if I'm locked out of my MS Teams account?"
- "Why can't I access Microsoft apps even though Outlook works?"
- "Where can I get help for Microsoft account login problems?"
- "How do I reset my school Microsoft account password?"
- "Who should I contact about Microsoft account access issues?"
- "Why am I getting 'incorrect username' errors for my school account?"
- "How long does a Microsoft account stay locked after failed attempts?"
- "Can the IT department help unlock my Microsoft account?"
- "What's the process for recovering access to school Microsoft services?"

Response

Kindly reach out to our IT team at support@mcm.edu.ph to assist you with the issue.

End

Blackboard / Canvas issues

Questions

- The student is reporting technical issues with Blackboard and Canvas platforms, specifically regarding account access and setup.

- "I am encountering an issue while trying to change my password on Blackboard Learn."
- "I am having trouble in setting up my Canvas account. Whenever I click the link to complete the registration process, it indicates that I have already finished registration."
- "Why can't I log in to Blackboard even with my correct credentials?"
- "How do I reset my Canvas password if I've forgotten it?"
- "What should I do when Blackboard says my account is locked?"
- "Why does Canvas show 'registration complete' when I haven't finished setting up?"
- "Where can I get technical support for Blackboard login problems?"
- "How long does it take for new courses to appear on my Canvas dashboard?"
- "Why am I getting an error message when trying to access course materials on Blackboard?"
- "What should I do if my Canvas account shows no enrolled courses?"
- "How can I verify if my Canvas account is properly activated?"
- "Who should I contact about persistent Blackboard technical issues?"

Response

Please ask assistance from IDEaLS department: ideals@mcm.edu.ph | +63 (919) 082 7175

End

Request to waive off coursera/linkedin from SOA

Questions

- The student/parent is requesting to remove unused Coursera/LinkedIn Learning charges from their statement of account.
- "I am reaching out to urgently address my request for a reversal of the PHP3,450.00 Coursera fee. The charge has been applied on my son's account but the said fee has not been utilized."
- "There are two Coursera integration fees on my account. I have never used this service, and I would like these charges removed. Additionally, I request the removal of LinkedIn Learning as I have not used it either."
- "How can I request for Coursera charges to be waived from my SOA?"
- "I was mistakenly charged for LinkedIn Learning - how do I get this removed?"
- "Can you help me dispute unutilized Coursera fees on my account?"
- "What's the process to waive off digital learning platform charges?"
- "Why was I billed for Coursera when I never activated the service?"
- "How do I prove I didn't use LinkedIn Learning to get the fee reversed?"
- "Is there a deadline to request refunds for unused e-learning services?"
- "Who should I contact about incorrect Coursera charges on my SOA?"
- "Can unused LinkedIn Learning fees be credited to my next term?"
- "What documentation is needed to remove these digital platform charges?"

Response

Please send an email to icell@mcm.edu.ph

You can also loop in our iCell Assistant: Ms. Lopez, Charmaine A. (EMAIL: calopez@mcm.edu.ph)

To ensure that they can address this effectively and protect your privacy, please fill out the following information to the iCell:

Student Id:

Name

Program:

Year Level:

Section:

Email:

Concern/Reason:

End

Adobe account Issue

Questions

- The student is reporting issues with Adobe account access, subscription status, and requesting information about free/licensed software options.
- "May I ask when my Adobe subscription will be renewed?"
- "I still cannot access my Adobe account and I need it for my laboratory classes. It still says license is expired."
- "I have a concern regarding my Adobe Creative account. I no longer have access to the apps I once had access to."
- "How to get free Adobe and AutoCAD?" (Translated from Tagalog-English mix)
- "I applied for the Adobe account last year and it seemed my privilege was removed recently. I am hoping to acquire it again as it is a required tool in my classes"
- "Why does my Adobe account show an expired license when it should be active?"
- "How can I check the status of my school-provided Adobe subscription?"
- "What should I do if my Adobe apps suddenly stopped working?"
- "Is there a way to renew my educational Adobe license?"
- "Who should I contact about Adobe Creative Cloud access problems?"
- "Are free versions of Adobe software available for students?"
- "How do I reactivate my institutional Adobe account?"
- "Why was my Adobe access revoked before the semester ended?"
- "What are the alternatives if I can't access Adobe software?"
- "Can the IT department help troubleshoot my Adobe license issues?"

Response

Kindly reach out to your program head regarding the licensing status of the software. Alternatively, you may reach out to your department's technical assistant.

COLMAN, LATRELL A.

CEA tech. Asst.

lacolman@mcm.edu.ph

End

Enrollment Steps

Questions

- The student is inquiring about enrollment procedures, requirements, and payment details for different academic levels.
- "I have an additional question regarding enrollment. If I were to enroll online, could you please provide the process for doing so?"
- "May I know the enrollment process for college?"
- "I would like to ask what are the requirements needed for incoming Grade 12 AD student? And also what are the requirements applying for scholarship? And lastly how much is needed to pay when enrolling? Thank you."
- "What are the step-by-step procedures for new student enrollment?"
- "Can you guide me through the online enrollment process?"
- "What documents should I prepare for senior high school enrollment?"
- "Is there a different enrollment process for transferees?"
- "How does the enrollment schedule work for incoming freshmen?"
- "Where can I find the complete list of enrollment requirements?"
- "What payment methods are accepted during enrollment?"
- "Are there different enrollment procedures for scholarship grantees?"
- "How can I verify if my enrollment was successfully processed?"
- "Who should I contact if I encounter problems during online enrollment?"

Response

Applicants should accomplish first the online application through this link: [Apply Now - Mapúa Malayan Colleges Mindanao \(mcm.edu.ph\)](https://mcm.edu.ph)

After the online application, the student can opt to proceed to their enrollment at the Admissions office with or without a Letter of Acceptance. Ideally the student must wait for the Letter of Acceptance but due to the volume of enrollees, Admissions is considered without LOA. Upon enrollment at the Admissions office, the student must present either their recent school ID or REPORT CARD for verification purposes only.

For other concerns, you may reach out to the Admission office through the contact details below.

admissions@mcm.edu.ph

+63 (995) 576 4607

End