

PARTIDO STATE UNIVERSITY

CERTIFICATE OF COMPLIANCE

Year: 2024

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery

of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the

Anti-Red Tape Act of 2007, and for Other Purposes, DR. ARNEL B. ZARCEDO, Filipino, of legal age, President of the Partido State University, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

1) The Partido State University including its seven (7) campuses has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances. Citizen' Charter Handbook Edition: 2024, 4" Edition Example: 2021, 1% Edition

2) The following required forms of posting of the Citizen's Charter are present:

* Citizen's Charter Information billboard (in the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)

* Citizen's Charter Handbook a (Aligned with Reference B of ARTA Memorandum Circular No. 2019-002) * Official website/Online Posting

3) The Citizen's Charter Information Billboard enumerates the following information:

- External services;
- Checklist of requirements for each type of application or request;
- Name of the person responsible for each step;
- Maximum processing time;
- Fee/s to be paid, if necessary; and
- Procedure for filing complaints and feedback.

4) The Citizen's Charter Handbook enumerates the following information:

- Mandate, vision, mission, and service pledge of the agency;
- Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;

- vii. Processing time per step and total;
- viii. Fee/s to be paid per step and total, if necessary.
- Procedure for filing complaints and feedback;
- Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaint's mechanism; and
- List of Offices

The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices. The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard. The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available. The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material. There is an established Client Satisfaction Measurement per service. This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

ARNEL B. ZARCEDO, EDEL-President of Partido State University

AGENCY PROFILE

The Mandate of Partido State University is to provide advancements in geology and bio-resource science to foster sustainable and resilient communities. We aim to produce graduates who are knowledgeable, competent, and engaged citizens by providing a top-notch, international educational experience that nurtures leadership, creativity, critical thinking, cultural appreciation, and civic duty. When it comes to our processes, we also guarantee prompt and efficient response to all clients during official hours. We strongly support efficient government practices and streamlined procedures.

II. Partido State University Vision:

A university of science and technology advancing geology and bio-resource science to promote sustainable and resilient communities.

II. Partido State University Mission:

To provide a high-quality, global educational experience to educate individuals in leadership, innovation, critical thinking, cultural appreciation and civic responsibility so that graduates are competent, informed and environmentally and culturally proactive and productive citizens.

III. Partido State University Service Pledge:

1. Advocate for the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption;
2. Capacitate government agencies to reengineer its systems and procedures to reduce processing time and regulatory burden for the transacting public;

3. Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business-related transaction in the government;
4. Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break

(e)ACADO001 College Admission for Board Program (interview and Evaluation)

A student-applicant who wants to be admitted to the Board Programs of PSU must undergo a triangulation process (Admission Exam, Interview, and Evaluation). The Admission and Guidance Office will provide the Partido State University College Admission Test also known as (PARSUCAT) results to the respective Department Chairs/Deans of the board courses. From there, the Department Chairs will facilitate the interview and evaluation.

Checklist of the requirement and where to secure:

1. PARSUCAT Result for the respective board Admission and Guidance Office program (PSU-F-GAP-03) (1 Scanned/Photocopy)
can secure/get at admission and guidance office.
2. Interview and evaluation schedule Department Chair/Program Chair
Can secure/get at Department Chair/Program Chair

Client steps for PARSUCAT:

1. Reports for Interviews
 - o Agency Actions: Interviews the applicant and advises the student applicant when to claim the interview result.
 - o Processing time: 20 minutes
 - o Person responsible: College's Admission Committee
2. Waits for the result
 - o Agency Actions: Computes, prepares, and submits the college admission rank list to the admission and guidance office.
 - o Processing time: 7 working days after the last day of the scheduled interview.
 - o Person Responsible: College's Admission Committee.

(e)ACAD002 Enrolment for Regular Student/s

Regular students are those who are enrolled in regular subjects following the curriculum and timeline set for their respective programs. All students must obtain credentials from the Information and Communication Management Office (ICTMO) before they can log in to SIAS to pre-enroll in their subjects for the respective semester.

CHECKLIST OF REQUIREMENTS

1. SIAS Credentials
 - o Where to secure: Information and Communications Technology Management. (ICTMO)

CLIENT STEPS:

1. The student will login to and navigate SIAS account via this link, <https://my.parsu.edu.ph/goa/sias/>. And Pre-enroll subjects to take
2. Waits for the University Registrar's validation
 - o Agency actions: Monitors if the student has already been validated by the university registrar and is officially enrolled.
 - o Person Responsible: Department Chair.
3. Secure their Certificate of Enrolment

(e)ACAD003 Enrollment for Irregular Student/s

An irregular student is registered for formal academic credits but does not carry the full semestral load called for by the curriculum for which he is registered in a given semester. Before enrollment, the student must secure an evaluation to assess subjects to be taken for the next semester. Please note that students must obtain credentials from the Information and Communication Management Office (ICTMO) before they can log in to SIAS for pre-enrolling in their subjects for the respective semester.

Who may avail:

- Irregular Students

Checklist of Requirements:

1. Student ID - Office of the Student Affairs and Services
2. Registration Permit (PSU-F-CollegeCode-03) - College Dean's / DC's Office
3. Suggested Subjects to Take (PSU-F-CollegeCode-12) - College Dean's / DC's Office
4. Personal Evaluation Sheet (Copy) - College Dean's / DC's Office

Client Steps and Agency Actions:

1. Client Step: The student will log in to and navigate SIAS account via this link, <https://my.parsu.edu.ph/goa/sias/>. Pre-enroll subjects to take.
 - o Agency Action: Monitors if the pre-enrolled subjects of the student are correct.
 - o Fees to be Paid: None
 - o Processing Time: 5 minutes
 - o Person Responsible: Department Chair
2. Client Step: Presents Student ID with Personal Evaluation Sheet for evaluation.

- Agency Action: Counterchecks the Personal Evaluation Sheet with the client's records from the Student Information and Accounting System (SIAS). Evaluates the grades of the students based on the student's program schedule. Issues PSU-F-CollegeCode-12. Issues PSU-F-CollegeCode-02.
 - Fees to be Paid: None
 - Processing Time: 5 minutes, 5 minutes, 1 minute, 1 minute
 - Person Responsible: Department Chair/ Office Staff
- 3. Client Step: Fills out PSU-F-CollegeCode-02 under subjects taken, if any.
 - Agency Action: Checks completeness of entries and identify subjects to be credited. Issues PSU-F-CollegeCode-03.
 - Fees to be Paid: None
 - Processing Time: 15 minutes, 1 minute
 - Person Responsible: Department Chair/ Office Staff, College Dean, Assigned Registrar's Office Staff
- 4. Client Step: Fills out PSU-F-CollegeCode-03.
 - Agency Action: Verifies entries in the form. Approves the registration form.
 - Fees to be Paid: None
 - Processing Time: 2 minutes
 - Person Responsible: Department Chair/ Office Staff

(e)ACAD004 Enrolment for Transferee/s from other Campus/University/ies

A transferee is one who transfers from one campus to another campus or from one academic institution to another academic institution. The transferee undergoes the evaluation process before enrolment. Please note that transferees must obtain credentials from the Information and Communication Management Office (ICTMO) before they can log in to SIAS for pre-enrolling in their subjects for the respective semester.

Who may avail:

- Transferee Students

Checklist of Requirements:

1. TOR/ Certificate of Grades (1 photocopy) - School last attended
2. Evaluation Form for Transferee (PSU-F-CollegeCode-01) - College Dean's / DC's Office
3. Returnee/ Shifter/ Transferee's Slip (PSU-F-CollegeCode-02) - College Dean's / DC's Office
4. Registration Permit (PSU-F-CollegeCode-03) - College Dean's / DC's Office
5. Suggested Subjects to Take (PSU-F-CollegeCode-12) - College Dean's / DC's Office

Client Steps and Agency Actions:

1. Client Step: The student will log in to and navigate SIAS account via this link, <https://my.parsu.edu.ph/goa/sias/>. Pre-enroll subjects to take.
 - Agency Action: Monitors if the pre-enrolled subjects of the student are correct.
 - Fees to be Paid: None
 - Processing Time: 5 minutes
 - Person Responsible: Department Chair
2. Client Step: Presents original and photocopy of credentials.

- Agency Action: Evaluate the grades. Issues PSU-F-CollegeCode-01 indicating the evaluation result. If the student is classified as regular, skip filling out Form 3, otherwise, proceed to step 1.4. Evaluates the grades of the students based on the student's program schedule. Issues PSU-F-CollegeCode-12. Issues PSU-F-CollegeCode-02.
 - Fees to be Paid: None
 - Processing Time: 5 minutes, 5 minutes, 1 minute, 1 minute, 1 minute
 - Person Responsible: Department Chair/ Office Staff
- 3. Client Step: Fills out PSU-F-CollegeCode-02 under subject taken, if any.
 - Agency Action: Checks completeness of entries and identify subjects to be credited.
 - Fees to be Paid: None
 - Processing Time: 15 minutes
 - Person Responsible: Department Chair/ Office Staff, College Dean, Assigned Registrar's Office Staff
- 4. Client Step: Fills out PSU-F-CollegeCode-03.
 - Agency Action: Verifies entries in the form. Approves the registration form. Advises client to proceed to the Registrar's Office.
 - Fees to be Paid: None
 - Processing Time: 2 minutes
 - Person Responsible: Department Chair/ Office Staff
- 5. Client Step: Proceeds to the Registrar's Office.
 - Total Processing Time: 30 minutes
 - Total Fees to be Paid: None

(e)ACAD005 Enrolment for Returnee/s

A returnee is one who comes back after temporarily leaving the University and has no record of enrolment in any other academic institution. The returnee undergoes the evaluation process before enrolment. Please note that returnees must obtain credentials from the Information and Communication Management Office (ICTMO) before they can log in to SIAS for pre-enrolling in their subjects for the respective semester.

Who may avail:

- Irregular Students

Checklist of Requirements:

1. Student ID - Office of the Student Affairs and Services
2. Registration Permit (PSU-F-CollegeCode-03) - College Dean's / DC's Office
3. Suggested Subjects to Take (PSU-F-CollegeCode-12) - College Dean's / DC's Office
4. Personal Evaluation Sheet (Copy) - College Dean's / DC's Office

Client Steps and Agency Actions:

1. Client Step: The student will log in to and navigate SIAS account via this link, <https://my.parsu.edu.ph/goa/sias/>. Pre-enroll subjects to take.
 - Agency Action: Monitors if the pre-enrolled subjects of the student are correct.
 - Fees to be Paid: None

- Processing Time: 5 minutes
 - Person Responsible: Department Chair
- 2. Client Step: Presents Student ID with Personal Evaluation Sheet for evaluation.
 - Agency Action: Counterchecks Personal Evaluation Sheet with the client's records from the Student Information and Accounting System (SIAS). Evaluates the grades of the students based on the student's program schedule. Issues PSU-F-CollegeCode-12. Issues PSU-F-CollegeCode-02.
 - Fees to be Paid: None
 - Processing Time: 5 minutes, 5 minutes, 1 minute, 1 minute
 - Person Responsible: Department Chair/ Office Staff
- 3. Client Step: Fills out PSU-F-CollegeCode-02 under subjects taken, if any.
 - Agency Action: Checks completeness of entries and identify subjects to be credited. Issues PSU-F-CollegeCode-03.
 - Fees to be Paid: None
 - Processing Time: 15 minutes, 1 minute
 - Person Responsible: Department Chair/ Office Staff, College Dean, Assigned Registrar's Office Staff
- 4. Client Step: Fills out PSU-F-CollegeCode-03.
 - Agency Action: Verifies entries in the form. Approves the registration form.
 - Fees to be Paid: None
 - Processing Time: 2 minutes
 - Person Responsible: Department Chair/ Office Staff

(e)ACAD006 Enrolment for Shifter/s to other Program/s

A shifter is one who transfers from one course/program to another course/program of the University. The shifter seeks permission from his/her home college.

Who may avail:

- Shifting Students

Checklist of Requirements:

1. Student ID - Office of the Student Affairs and Services
2. Shifting Form (PSU-F-CollegeCode-04) - College Dean's / DC's Office
3. Personal Evaluation Sheet (Copy) - College Dean's / DC's Office

Client Steps and Agency Actions:

1. Client Step: Presents Student ID and fills out PSU-F-CollegeCode-04.
 - Agency Action: Checks the completeness of entries in the form. Approves the form (Recommending Approval). Issues Copy of Personal Evaluation Sheet.
 - Fees to be Paid: None
 - Processing Time: 5 minutes, 2 minutes, 1 minute
 - Person Responsible: Department Chair/ Office Staff

(e)ACAD007 Enrolment for Shifter/s from other Program/s

A shifter is one who transfers from one course/program to another course/program of the University. The shifter undergoes the evaluation process before enrolment by the accepting program/college.

Who may avail:

- Shifting Students

Checklist of Requirements:

1. Student ID - Office of the Student Affairs and Services
2. Shifting Form (PSU-F-CollegeCode-04) - College Dean's / DC's Office
3. Returnee/ Shifter/ Transferee's Slip (PSU-F-CollegeCode-02) - College Dean's / DC's Office
4. Registration Permit (PSU-F-CollegeCode-03) - College Dean's / DC's Office
5. Suggested Subjects to Take (PSU-F-CollegeCode-12) - College Dean's / DC's Office
6. Personal Evaluation Sheet (Copy) - College Dean's / DC's Office

Client Steps and Agency Actions:

1. Client Step: The student will log in to and navigate SIAS account via this link, <https://my.parsu.edu.ph/goa/sias/>. Pre-enroll subjects to take.
 - Agency Action: Monitors if the pre-enrolled subjects of the student are correct.
 - Fees to be Paid: None
 - Processing Time: 5 minutes
 - Person Responsible: Department Chair
2. Client Step: Presents Student ID, Personal Evaluation Sheet, and accomplished PSU-F-CollegeCode-04.
 - Agency Action: Checks the completeness of entries in the form. Approves the form. Evaluates the grades of the students based on the student's program schedule. Issues PSU-F-CollegeCode-02. Issues PSU-F-CollegeCode-12.
 - Fees to be Paid: None
 - Processing Time: 5 minutes, 1 minute, 5 minutes, 1 minute, 1 minute
 - Person Responsible: Department Chair/ Office Staff
3. Client Step: Fills out PSU-F-CollegeCode-02 under subjects taken, if any.
 - Agency Action: Checks completeness of entries and identify subjects to be credited. Issues PSU-F-CollegeCode-03.
 - Fees to be Paid: None
 - Processing Time: 15 minutes, 1 minute
 - Person Responsible: Department Chair/ Office Staff, College Dean, Assigned Registrar's Office Staff
4. Client Step: Fills out PSU-F-CollegeCode-03.
 - Agency Action: Verifies entries in the form. Approves the registration form.
 - Fees to be Paid: None
 - Processing Time: 2 minutes
 - Person Responsible: Department Chair/ Office Staff

(e)ACAD008 Adding, Changing, and Dropping of Subject/s

Students shall be allowed to add and/or change subject/s within the first week from the start of classes under meritorious reason/s. Students shall be allowed to drop subject/s any time before the scheduled Midterm Examination. A recommendation or advice slip from the guidance counselor must be secured before dropping the subject/s.

Who may avail:

- Students

Checklist of Requirements for Adding, Changing, and Dropping of Subject/s:

1. Student ID
 - Where to Secure: Office of the Student Affairs and Services
2. For Adding, if applicable PSU-F-URO-06
 - Where to Secure: University Registrar's Office (URO)
3. For Changing, if applicable PSU-F-URO-07
 - Where to Secure: University Registrar's Office (URO)
4. For Dropping, if applicable
 - Where to Secure: University Registrar's Office (URO)

Client Steps and Agency Actions:

1. Client Step: Presents accomplished PSU-F-URO-06/ PSU-F-URO-07/ PSU-F-URO-08 forms
 - Agency Action: Accepts, reviews, and approves the forms; Advises student to proceed to the Registrar's Office
 - Fees to be Paid: None
 - Processing Time: 3 minutes
 - Person Responsible: Department Chair/s and/or Dean
2. Client Step: Proceeds to the Registrar's Office
 - Agency Action: Not specified
 - Fees to be Paid: None
 - Processing Time: 3 minutes
 - Person Responsible: Not specified

ACAD009 Completion of INC Grade/s

A grade of incomplete is obtained if the final examination has not been taken and/or the other requirements of the subject/s have not been submitted. If there's no completion within one (1) year, the grade will automatically be changed to failure (5.0) at the Registrar's Office. A copy of the duly-accomplished completion form shall be submitted to the College's Office.

Who may avail:

- Students

Checklist of Requirements for Completion of INC Grade/s:

1. Completion Form PSU-F-URO-04
 - Where to Secure: University Registrar's Office (URO)

Client Steps and Agency Actions:

1. Client Step: Submits 1 copy of accomplished PSU-F-URO-04
 - Agency Action: Accepts, counterchecks, and records submitted completion form
 - Fees to be Paid: None
 - Processing Time: 3 minutes
 - Person Responsible: Department Chair/s and/or College Dean Office Staff

(e)ACAD010 Issuance of Certificate of Good Moral Character

Certificate of Good Moral Character is issued to students/alumni who have not been rejected or subjected to any disciplinary action and have never been convicted of any crime involving moral turpitude during their entire stay in the University.

Who may avail:

- Students/Alumni

Checklist of Requirements:

1. Official Receipt
 - Where to Secure: Cashiering Office
2. Documentary Stamp (1 piece)
 - Where to Secure: BIR/Post Office/Other Government Office/Registered Establishment

Client Steps and Agency Actions:

1. Client Step: Signs in the Logbook for the request of Certificate of Good Moral Character (PSUF-CollegeCode-17)
 - Agency Action: Accepts the request and checks the records of the students/alumni
 - Fees to be Paid: None
 - Processing Time: 3 minutes
 - Person Responsible: Department Chair/s Office Staff
2. Client Step: Submits requirements
 - Agency Action: Processes and approves the requested certification
 - Fees to be Paid: None
 - Processing Time: 5 minutes
 - Person Responsible: Department Chair/s / College Dean Office Staff
3. Client Step: Claims the requested certification
 - Agency Action: Releases the requested certification; Advises the client to proceed to the Registrar's Office for Dry Seal
 - Fees to be Paid: None
 - Processing Time: 1 minute

- Person Responsible: Department Chair/s Office Staff

(e)ACAD011 Approval of Proposed Student Activity/ies (On-Campus)

All student activities (academic, co-curricular, extra-curricular, organizational) shall be held with an approved permit/activity/facility form and with the presence of the adviser. No activity shall be held a week before any scheduled major examination except for those activities which are considered the requirement for the completion of the course/subject.

Who may avail:

- Student/s

Checklist of Requirements:

1. Activity Proposal
 - Where to Secure: Requesting Party

Client Steps and Agency Actions:

1. Client Step: Submits the activity proposal (at least a week prior to the conduct of the activity)
 - Agency Action: Assesses the activity proposal; Permits the conduct of the activity after a favorable assessment result, otherwise, consult the Dean for alternative action/s; Advises the client to secure OSAS Dean's approval for the conduct of the proposed activity/ies
 - Fees to be Paid: None
 - Processing Time: 5 minutes (assessment), 3 minutes (consultation), 2 minutes (advice)
 - Person Responsible: Department Chair/s / College Dean
2. Client Step: Proceeds to the OSAS for approval
 - Agency Action: Not specified
 - Fees to be Paid: None
 - Processing Time: 10 minutes
 - Person Responsible: Not specified

(e)ACAD013 Endorsement of Application for Scholarship/ Financial Assistance

Students who wish to apply for any scholarship/financial assistance must seek endorsement from the concerned authority.

Who may avail:

- Student/s

Checklist of Requirements:

1. Certificate of Enrolment (CE)
 - Where to Secure: University Registrar's Office (URO)

2. Proof of Entitlement for Scholarship/Financial Assistance
 - Where to Secure: Granting Agency

Client Steps and Agency Actions:

1. Client Step: Presents required documents
 - Agency Action: Verifies, validates, and evaluates submitted documents; If qualified, endorses application to the granting agency; otherwise, rejects endorsement
 - Fees to be Paid: None
 - Processing Time: 3 minutes
 - Person Responsible: Department Chair/s, College Dean

Total Processing Time:

- 3 minutes

(e)ACAD014 Coaching/ Consultation of Students with Special Cases

Students' academic, co-curricular, and extra-curricular concerns are addressed by the Colleges through Coaching and Consultation.

Who may avail:

- Student/s

Checklist of Requirements:

- None

Client Steps and Agency Actions:

1. Client Step: Approaches for coaching/consultation
 - Agency Action: Conducts coaching/consultation regarding student's concern/s
 - Fees to be Paid: None
 - Processing Time: 30 minutes
 - Person Responsible: Department Chair/s, College Dean

Total Processing Time:

- 30 minutes

(e)ACAD015 Request for Grade Evaluation for Internship/OJT/ Practicum

On-the-Job Training (OJT) is a part of a program curriculum that aims to train and orient students about the work and their future career. To determine eligibility to take Internship/OJT/Practicum, the applicant must request grade evaluation.

Who may avail:

- Qualified Student/s to take OJT/Practicum/Internship

Checklist of Requirements:

1. Personal Evaluation Sheet
 - Where to Secure: Office of the Department Chair/Dean

Client Steps and Agency Actions:

1. Client Step: Requests for grade evaluation for OJT/Practicum/Internship
 - Agency Action: Evaluates applicant's grades based on the curriculum, students record, and SIAS; Issues evaluation result
 - Fees to be Paid: None
 - Processing Time: 15 minutes (evaluation), 1 minute (issuance)
 - Person Responsible: Department Chair/s, Office Staff

Total Processing Time:

- 16 minutes

(e)ACAD016 Application for Student-Teaching Internship

Student-Teaching Internship (STI) is part of the BSEd/BEEd curriculum that aims to train and orient students about the nature of the teaching profession. To determine eligibility to take STI, the applicant must request for grade evaluation and comply with all other requirements.

Who may avail:

- Student/s

Checklist of Requirements:

1. Personal Evaluation Sheet (copy)
 - Where to Secure: Department Chair's Office/ DEAN
2. Medical Certificate (1 original copy)
 - University Clinic
3. Parent's Consent Form (1 original)
 - Where to Secure: Department Chair's Office
4. Group Insurance (1 original)
 - Insurance Company
5. Bio-data/Resume with 2x2 Picture (corporate attire with white background) - 2 copies
6. Long-size brown envelope (1 piece)

Client Steps and Agency Actions:

1. Client Step: Applies for student-teaching internship
 - Agency Action: Evaluates the student's grades; If qualified, Department Chair accepts the application, otherwise, advises the applicant to take and pass all the required subjects first

- Fees to be Paid: None
 - Processing Time: 25 minutes
 - Person Responsible: Department Chair/s
- 2. Client Step: Submits the required documents
 - Agency Action: Endorses the submitted documents to the Student-Teaching Coordinator
 - Fees to be Paid: None
 - Processing Time: 5 minutes
 - Person Responsible: Department Chair/s, Student-Teaching Coordinator
- 3. Client Step: Attends Orientation for Student-Teaching Internship
 - Agency Action: Facilitates the student-teaching orientation
 - Fees to be Paid: None
 - Processing Time: 4 hours
 - Person Responsible: Department Chair/s, Student-Teaching Coordinator, Dean
- 4. Client Step: Reports during the deployment schedule
 - Agency Action: Deploys the student-teachers to their respective cooperating school/s
 - Fees to be Paid: None
 - Processing Time: 30 minutes
 - Person Responsible: Student-Teaching Coordinator

Total Processing Time:

- 5 hours

(e)ACAD017 Signing of Clearance (Students/Alumni)

A student secures clearance every end of the semester to ensure that they are cleared of any accountabilities.

Client Steps and Agency Actions:

1. Request online clearance from the University Cashier, note that students must already be logged in to PARSU OSCS <https://oscs.parsu.edu.ph> using their credentials.
 - The University Cashier verifies and digitally signs student's online clearance request.
2. Request online clearance from the University Librarian.
 - The University Librarian verifies and digitally signs student's online clearance request.
3. Request online clearance from the Office of Student Affairs and Services (OSAS) Dean.
 - The Office of Student Affairs and Services (OSAS) Dean verifies and digitally signs student's online clearance request.
4. Request on line clearance from the College Dean
 - The College Dean verifies and digitally signs student's online clearance request.
5. Click the Submit button to forward the accomplished online clearance form to the University Registrar.
 - The University Registrar records the submitted student online clearance.

Note: The processing time may vary depending on the availability and workload of signatories and the number of clients using the OSCS

ACAD018 Application for Graduation

Students who have successfully completed all the subjects including its requirements and units in their curriculum shall be eligible for graduation. The student must file a formal Application for Graduation.

Checklist of Requirements:

1. Application for inclusion in the list of the candidates for graduation (AILCG) form (PSU-F-URO-15).
 - You can secure it at University Registrar Office (URO)
2. Personal Evaluation Sheet (copy).
 - You can secure it at Office of the Department Chair/DEAN.

Clients Steps:

1. Submits the PSU-FUR0-15 and Applicant's student evaluation sheet to the Department Chair/s / Dean.
 - Agency Actions:
 - i. Receives and reviews the submitted document/s
 - ii. Approves/ Disapproves the application form
 - Fees to be paid: none
 - Processing time 6 minutes
 - Person Responsible: Department Chair/s, College Dean, Office staff.

URO001 Registration Processes

This refers to the manual/face-to-face registration of students such as Incoming Freshmen, Old Regular and Irregular Students, Transferees, Returnees, Shifters, Second Coursers, Special Students, Internal Transferees, and Cross Enrollees for enrollment. This is applicable to all campuses (Goa, Caramoan, Lagonoy, Sagñay, Salogon, San Jose, Tinambac).

Office or Division: Office of the University/Campus Registrar

Classification: Simple

Type of Transaction: G2C — Government to Citizen

Who may avail: All students availing for enrollment in all campuses of the University

Checklist of Requirements and Where to Secure

Incoming Freshmen:

- Student Information Sheet (SIS) (PSU-F-URO-39) - Office of the Registrar
- High School Report Card - Form138 (original copy) - Secondary School
- Certificate of Good Moral Character (original copy) - Secondary School
- Certificate of Live Birth in PSA Security Paper (original copy) - Philippine Statistics Authority

- Latest 2x2 picture with white background (3 copies) - Nearby photo studio
- ParSUCAT Result (PSU-F-GAP-04) (original copy) - Guidance and Admission Office
- Admission Result from the College (if enrolling for a board program) - Office of the Program Director/Dean
- Drug Test Result (for BS Criminology) - Any accredited Drug Testing Center
- Psychological Test Result (for BS Criminology) - Psychometric and Diagnostic Center

Graduate Studies Students:

- Application for Admission (PSU-F-SGS-26) - Office of the Dean
- Transcript of Records (TOR) - School last attended
- Certificate of Transfer Credential (for transferees) - School last attended
- Latest 1x1 picture with white background - Nearby photo studio
- Marriage Contract in PSA Security Paper (for married females) - Philippine Statistics Authority

Client Steps & Agency Actions

1. Client Step: Secures queue number at the designated queueing lane at the Registrar's Office.
Agency Action: Provides queue number and advises the student to proceed to the designated window. (Processing Time: 4 minutes)
2. Client Step: Submits the completed admission requirements to the designated window.
Agency Action: Reviews the submitted documents and verifies completeness. (Processing Time: Varies per document)
3. Client Step: Waits for document verification.
Agency Action: Encodes the student's data and subject loading in the system, endorses the student for Free Higher Education (FHE), and prints the Enrollment and Assessment Form (EAF). (Processing Time: 12 minutes)
4. Client Step: Receives the EAF and proceeds for further processing.
Agency Action: Endorses the student to the Office of Student Affairs for the issuance of an ID. (Processing Time: 1 minute)

Total Processing Time: 16 minutes

URO002 Request for Official Transcript of Records, Certification for General Weighted Average, Certification for Transfer Credentials, Re-issuance of Diploma and Official Transcript of Records copy valid for other School/Institution

This covers the processing of requests for various certifications and official documents in all campuses.

Office or Division: Office of the University/Campus Registrar

Classification: Complex

Type of Transaction: G2C — Government to Citizen

Who may avail: All Partido State University students, graduates, representatives, and institutions requesting documents

Checklist of Requirements and Where to Secure

- Request/Transaction Form (PSU-F-URO-37) - Office of the Registrar
- Latest 2x2 picture in business attire - Nearby Photo Studio
- Documentary Stamp (Php 30.00) - Bureau of Internal Revenue
- Brown Envelope (long size) - Any nearby establishment
- Duly Approved Clearance (for undergraduates) - Office of the Registrar
- Official Receipt for OTR Fee (original copy) - Cashier's Office
- Valid ID of the student or representative - Student/Authorized person
- Certificate of No Objection (if transferred to another school) - Office of the Registrar of the transferred school

Client Steps & Agency Actions

1. Client Step: Informs the service provider about the requested service.
Agency Action: Issues the Request/Transaction Form (R/TF) and explains requirements. (Processing Time: 7 minutes)
2. Client Step: Submits the required documents.
Agency Action: Checks completeness and issues a claim stub for longer processing requests. (Processing Time: 5 minutes)
3. Client Step: Waits for document processing.
Agency Action: Processes and prepares requested documents. (Processing Time: 5-7 working days)
4. Client Step: Submits claim stub and receives requested document.
Agency Action: Releases documents and records in student records. (Processing Time: 5 minutes)

Total Processing Time: 5-7 working days and 17 minutes

URO003 Online Registration

This covers the registration of students availing online enrollment.

Office or Division: University-Wide, Registrar's Office of All Campuses

Classification: Simple

Type of Transaction: G2C — Government to Citizen

Who may avail: All students availing online registration

Checklist of Requirements and Where to Secure

Incoming Freshmen:

- Student Information Sheet (SIS) (PSU-F-URO-39) - Office of the Registrar
- High School Report Card - Form138 (original copy) - Secondary School
- Certificate of Good Moral Character (original copy) - Secondary School
- Certificate of Live Birth in PSA Security Paper (original copy) - Philippine Statistics Authority
- Latest 2x2 picture with white background (3 copies) - Nearby photo studio
- ParSUCAT Result (PSU-F-GAP-04) (original copy) - Guidance and Admission Office
- Admission Result from the College (if enrolling for a board program) - Office of the Program Director/Dean
- Drug Test Result (for BS Criminology) - Any accredited Drug Testing Center
- Psychological Test Result (for BS Criminology) - Psychometric and Diagnostic Center

Graduate Studies Students:

- Application for Admission (PSU-F-SGS-26) - Office of the Dean
- Transcript of Records (TOR) - School last attended
- Certificate of Transfer Credential (for transferees) - School last attended
- Latest 1x1 picture with white background - Nearby photo studio
- Marriage Contract in PSA Security Paper (for married females) - Philippine Statistics Authority

Client Steps & Agency Actions

1. Client Step: Submits required documents prior to online registration.
Agency Action: Verifies the authenticity and completeness of documents.
(Processing Time: 5 minutes)
2. Client Step: Proceeds to enrollment.
Agency Action: Checks enrollment data and student classification. (Processing Time: 12 minutes)
3. Client Step: Reviews enrolled subjects and enrollment status.
Agency Action: Validates enrollment and generates Enrollment and Assessment Form (EAF). (Processing Time: 5 minutes)

Total Processing Time: 22 minutes

URO004 Request for Certification, Authentication, and Verification (CAV)/Certification for Grades and Units Earned (CGUE)/ Certifications, and Authentication of Documents
This covers the processing of requests for CAV, CGUE, and authentication of documents.

Office or Division: Office of the University/Campus Registrar

Classification: Simple

Type of Transaction: G2C — Government to Citizen

Who may avail: All Partido State University students and graduates requesting certifications

Checklist of Requirements and Where to Secure

- Request/Transaction Form (PSU-F-URO-37) - Office of the Registrar
- Documentary Stamp (Php 30.00) - Bureau of Internal Revenue
- Brown Envelope (long size) - Any nearby establishment
- Official Receipt for Certification Fee - Cashier's Office
- Notarized Authorization Letter (if requested by an authorized person) - Requesting Party
- Diploma and OTR (original and photocopies) - Office of the Registrar
- Certificate of No Objection (if transferred to another school) - Registrar of the transferred school

Client Steps & Agency Actions

1. Client Step: Informs the service provider about the requested service.
Agency Action: Issues the Request/Transaction Form and explains requirements. (Processing Time: 7 minutes)
2. Client Step: Submits required documents.
Agency Action: Checks completeness and issues claim stub for longer processing requests. (Processing Time: 5 minutes)
3. Client Step: Waits for document processing.
Agency Action: Processes and prepares requested documents. (Processing Time: 3 working days)
4. Client Step: Submits claim stub and receives the document.
Agency Action: Releases documents and records it in student records. (Processing Time: 5 minutes)

Total Processing Time: 3 working days and 17 minutes

BA0001 Issuance of Vehicle Sticker

The Vehicle Sticker is issued to individuals who secured a gate pass for proper identification, monitoring, and ownership of vehicles within the university.

Office or Division: Business Affairs Office

Who May Avail: All

CHECKLIST OF REQUIREMENTS & WHERE TO SECURE

1. Driver's License (1 photocopy)

- Land Transportation Office (LTO)
- Vehicle Official Receipt (1 photocopy) – LTO
- Vehicle Certificate of Registration (1 photocopy) – LTO
- Application Form – Business Affairs Office

CLIENT STEPS AND AGENCY ACTIONS

Step 1: Fill out the application form

- Agency Action: Assists and orients about terms and conditions
- Processing Time: 2 minutes
- Person Responsible: Director, Business Affairs Office Staff
- Fees: None

Step 2: Submit the required documents for assessment

- Agency Action:
 1. Receives and checks completeness
 2. Starts processing for approval
 3. Issues Order of Payment
- Processing Time: 5 minutes
- Person Responsible: Director, Business Affairs Office Staff
- Fees: None

Step 3: Pay the required fees at the Cashier's Office

- Agency Action:
 1. Accepts payment based on Order of Payment
 2. Issues Official Receipt
- Processing Time: 1 minute
- Person Responsible: Administrative Officer, Cashier Office
- Fees:
 1. Students – Php 130.00
 2. Employees – Php 280.00
 3. Private Individual – Php 400.00

Step 4: Return to Business Affairs Office for sticker release

- Agency Action:
 1. Checks Official Receipt
 2. Issues vehicle sticker
- Processing Time: 2 minutes
- Person Responsible: Director, Business Affairs Office Staff
- Fees: None

BA0002: University Facilities Rentals

(Gymnasium, AVR, Pool, Rooms, Covered Court, Ball Ground, Chairs, and Tables)

The reservation slip is issued to individuals, groups, or entities who intend to use university facilities for various purposes.

Office/Division: Business Affairs Office

Who May Avail: All

CHECKLIST OF REQUIREMENTS & WHERE TO SECURE

1. Photocopy of any valid ID – (GSIS, SSS, PRC, BIR, Post Office, DFA, PSA, etc.)
2. Rental Form – Business Affairs Office
3. Order of Payment (1 Original) – Business Affairs Office
4. Photocopy of Official Receipt – Cashier Office

CLIENT STEPS AND AGENCY ACTIONS

Step 1: Inquire about the facility to be rented

- Agency Action: Prepares inquiry for the walk-in client
- Processing Time: 2 minutes
- Person Responsible: Director, Business Affairs Office Staff
- Fees: None

Step 2: Fill out the rental form

- Agency Action: Assists and orients about terms and conditions
- Processing Time: 2 minutes
- Person Responsible: Director, Business Affairs Office Staff
- Fees: None

Step 3: Submit the required documents for assessment

- Agency Action:
 1. Receives documents and checks completeness
 2. Starts processing request for approval
 3. Issues Order of Payment
- Processing Time: 5 minutes
- Person Responsible: Director, Business Affairs Office Staff, VP-Admin & Finance
- Fees: None

Step 4: Pay the required fees at the Cashier's Office

- Agency Action:
 1. Accepts payment based on the Order of Payment
 2. Issues Official Receipt
- Processing Time: 1 minute
- Person Responsible: Administrative Officer, Cashier Office
- Fees:
 - AVR (Minimum): PHP 500.00
 - University Facilities Rental Fees
 1. Gymnasium:
 - Daytime: PHP 5,000.00
 - Nighttime: PHP 8,000.00
 - Maximum Charge: PHP 3,500.00
 2. Pool:
 - 15 years old & below: PHP 50.00 per head
 - 16 years old & above: PHP 80.00 per head
 3. Classrooms:
 - Standard Classroom: PHP 500.00/day
 - Modern Classrooms: PHP 1,000.00/day
 - Review Center (COED): PHP 5,000.00/day
 4. Courts & Outdoor Spaces:
 - Covered Court/CBM Pavilion: PHP 1,500.00/day
 - Ball Ground: PHP 2,000.00/day
 5. Furniture Rentals:
 - Chairs: PHP 8.00 per piece
 - Tables: PHP 40.00 per piece

6. Equipment Rentals:
- Turbo Air Cooler: PHP 300.00

BAO003 Distribution and Retrieval of Graduation Paraphernalia for Graduating Students
The Toga is distributed to all official candidates for graduation for the current year.

Office or Division: Business Affairs Office
Who may avail: Students

CHECKLIST OF REQUIREMENTS

- 1. Photocopy of Official Receipt (↗ Where to Secure: Cashier Office)

CLIENT STEPS AND AGENCY ACTIONS

Step 1: Coordinate for the Toga rental

- Agency Action: Issues Memorandum for Toga rental and orients about terms & conditions.
- Fees to be Paid: None
- Processing Time: 3 minutes
- Person Responsible: PSU President, Director of Business Affairs, Office Staff

Step 2: Pay the required fees at the cashier office

- Agency Action: Issues Official Receipt
- Fees to be Paid:
 1. College – PHP 400.00
 2. Masteral – PHP 700.00
 3. Doctoral – PHP 1000.00
- Processing Time: 1 minute
- Person Responsible: Administrative Officer, Cashier Office

Step 3: Return to Business Affairs Office and present Official Receipt for rental of graduation gown (Toga)

- Agency Action: Checks the Official Receipt and student entry on the master list of graduating students
- Fees to be Paid: None
- Processing Time: 2 minutes
- Person Responsible: Director of Business Affairs, Office Staff

Step 4: Receive Toga and affix signature on the master list

- Agency Action: Issues the prescribed set of Toga
- Fees to be Paid: None
- Processing Time: 3 minutes
- Person Responsible: Director of Business Affairs, Office Staff

Step 5: Return the complete set of Toga

- Agency Action: Inspects for any defect and signs the master list for confirmation of return.
- Fees to be Paid: None
- Processing Time: 3 minutes
- Person Responsible: Director of Business Affairs, Office Staff

SAA001 Borrowing of Sports Equipment

This process involves borrowing sports equipment by students from the University Sports and Athletics Office.

Office or Division: Sports and Athletics

Who may avail: Students

Checklist of Requirements and Where to Secure

1. Request Letter - Client
2. Signed Borrowers Logbook - Office of Sports and Athletics

Client Steps & Agency Actions

1 . Client Step: Presents request letter.

- Agency Action: Receiving personnel checks if all items in the request letter are available.
- Processing Time: 3 minutes
- Responsible Person: Sports Director / Assistant Sports Director

2. Client Step: Accomplishes the borrowers' logbook and lists the available sports equipment to be borrowed.

- Agency Action:
 1. Sports Director/Assistant Sports Director reviews if all requested equipment is listed in the borrowers' logbook.
 2. Sports Director/Assistant Sports Director prepares the equipment for borrowing.

- Processing Time: 5 minutes
- Responsible Person: Sports Director / Assistant Sports Director

3 . Client Step: Receives sports equipment.

- Agency Action: Releases the sports equipment to the requesting party.
- Processing Time: 1 minute
- Responsible Person: Sports Director / Assistant Sports Director

PPF001 Maintenance Service Request

Students and employees of the university may request services from the Physical Plant and Facilities (PPF) unit, including repairs and maintenance.

Office or Division: Physical Plant and Facilities

Who may avail: Students, Employees

Checklist of Requirements and Where to Secure

1. Maintenance Service Request Form (PSU-F-PPF-05)- Physical Plant and Facilities Office

Client Steps & Agency Actions

1. Client Step: Secure Maintenance Service Request Form from PPF Office.

- Agency Action: Release maintenance service request form.
- Processing Time: 1 minute
- Responsible Person: PPF Office Staff

2.Client Step: Accomplish the maintenance service request form.

- Agency Action: Receive maintenance service request form.
- Processing Time: 3 minutes
- Responsible Person: PPF Office Staff

3. Client Step: Submit the maintenance service request to PPF Office.

- Agency Action: Validate the service request.
 - Processing Time: 5 minutes
 - Responsible Person: PPF Office Staff
4. Client Step: Guide the inspector to check/inspect the requested maintenance work.
- Agency Action: Conduct site inspection.
 - Processing Time: 30 minutes
 - Responsible Person: Head of Maintenance, PPF Maintenance Staff
5. Client Step: Follow up on the request status.
- Agency Action: Approve/disapprove the request.
 - Processing Time: 1 minute
 - Responsible Person: Director, PPF
 - Further Actions:
 1. Release work order to maintenance staff (1 minute)
 2. Conduct maintenance work (Time varies)
 3. Emergency repair (2 days)
 4. Other repairs (5 days)
 5. Responsible Person: Head of Maintenance, PPF Maintenance Staff
6. Client Step: Fill up the maintenance work order and compliance form for acknowledgment of work completion (PSU-F-PPF-06).
- Agency Action: Report to the requestor that maintenance work has been completed.
 - Processing Time: 1 minute
 - Responsible Person: PPF Maintenance Staff
7. Client Step: Submit the maintenance work order and compliance form.
- Agency Action: Retrieve the compliance form.
 - Processing Time: 3 minutes
 - Responsible Person: PPF Office Staff
 - Further Action: File the compliance form (1 minute).
 - Responsible Person: PPF Office Staff

VRE001: Issuance of Notice to Proceed

This process is for faculty researchers and extensionists requesting a Notice to Proceed for approved research or extension proposals.

Office or Division: Office of the Vice President for Research, Extension, and Knowledge Management (VPREKM)

Who may avail: All PSU faculty researchers/extensionists

CHECKLIST REQUIREMENTS

1. Approved Research/Extension Proposal – Secure from: Requesting Party

Client Steps & Agency Actions

Step 1: Submit Approved Research/Extension Proposal

- Client Action: Submits the approved proposal.
- Agency Actions :
 1. Prepares endorsement letter for issuance of Notice to Proceed (Processing Time: 20 minutes, Responsible: Research Director/Extension Director)
 2. Prepares the Notice to Proceed (Processing Time: 30 minutes, Responsible: OVPREKM Staff) OVPREKM signs the Notice to Proceed (Processing Time: 5 minutes, Responsible: VPREKM)

Step 2: Sign the Notice to Proceed

- Client Action: Affixes signature in the Notice to Proceed.

- Agency Action: Files one copy of the signed Notice to Proceed (Processing Time: 2 minutes, Responsible: OVPREKM Staff)

Step 3: Receive the Approved Notice

- Client Action: Signs the outgoing logbook and receives the approved Notice to Proceed.
- Agency Action: Releases the approved Notice to the faculty researcher/extensionist (Processing Time: 3 minutes, Responsible: OVPREKM Staff)

VRE002: Request for Research and Extension Agenda

This process involves the provision of a Research and Extension Agenda to requesting faculty or personnel at Partido State University (PSU).

Office or Division: Office of the Vice President for Research, Extension, and Knowledge Management (VPREKM)

Who may avail: All PSU faculty and personnel

Checklist of Requirements

1. Request Letter (if necessary) – Secure from: Requesting Party

Client Steps & Agency Actions

Step 1: Request for Research and Extension Agenda

- Client Action: Proceeds to the Office of the Vice President for Research, Extension, and Knowledge Management (VPREKM) and approaches the staff about the request.
- Agency Action: Prepares the requested Research and Extension Agenda. (Processing Time: 7 minutes, Responsible: OVPREKM Staff)

Step 2: Receive the Requested Document

- Client Action: Receives the document by signing in the outgoing logbook.
- Agency Action: Releases a photocopy or sends the requested Research and Extension Agenda via email. (Processing Time: 3 minutes, Responsible: OVPREKM Staff)

VRE003: Use of RDE Training Hall

The RDE Training Hall is available for activities and meetings. It is located on the 3rd floor of the RDE Building, PSU Goa Campus.

Office or Division: Office of the Vice President for Research, Extension, and Knowledge Management (VPREKM)

Who may avail: All PSU faculty and personnel

Checklist of Requirements

1. Request Letter – Secure from: Requesting Party

Client Steps & Agency Actions

Step 1: Submit Request Letter

- Client Action: Submits a request letter to the Office of the VPREKM regarding the use of the RDE Training Hall.
- Agency Action: Receives the request letter (Processing Time: 5 minutes, Responsible: VPREKM/OVPREKM Staff)

Step 2: Receive the Approved Request

- Agency Actions: VP for REKM approves the letter request (Processing Time: 5 minutes, Responsible: VPREKM) Calendars the activity (Processing Time: 5 minutes, Responsible: OVPREKM Staff)

VPA001 Requests

Requests for approval from the Vice-President for Academic Affairs (VPAA) and requests for documented information available in the Office of the VPAA (OVPA). Only documents for public release will be issued upon request.

Office or Division: Office of the Vice-President for Academic Affairs
Type of Transaction: G2C – Government to Citizen

Who may avail: Students

Checklist of Requirements and Where to Secure

1. Letter of Request (if applicable)- Requesting Party

Client Steps & Agency Actions

1 .Client Step: Submit a request letter to reopen the subject concerning the completion of academic requirements

- Agency Actions:
 1. Address and respond to client concerns via email or letter.
 2. Forward the request to the VPAA for appropriate action.
 3. Decide whether to approve or deny the request.
 4. Prepare response or sign the approved portion of the request letter.
- Processing Time: 30 minutes
- Responsible Person: OVPAA Staff, VPAA

VPA002 Inquiry

These are inquiries received by the Office of the Vice-President for Academic Affairs (VPAA) for appropriate actions.

Office or Division: Office of the Vice-President for Academic Affairs

Who may avail: Stakeholders/Other Government Agencies

Checklist of Requirements and Where to Secure

1. Letter of Request - Requesting Party

Client Steps & Agency Actions

1.Client Step: Email the Office of the VP for Academic Affairs (ovpaa@parsu.edu.ph) regarding benchmarking for Academic Program Offerings and Best Practices.

- Agency Actions:.Respond to client requests promptly via email.
- Processing Time: 30 minutes
- Responsible Person: OVPAA Staff

OSAS001 Processing of ID Application

Application and processing of identification cards of students from PSU Goa, including other campuses and lost Identification Cards.

Office or Division: Office of Student Affairs and Services

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: Students of PSU Campuses

Checklist of Requirements and Where to Secure:

- 2X2 picture with white background and white shirt or blouse (1 piece) – *Nearby Photo Studio*
- Accomplished ID Information Sheet (PSU-F-OSA-07) – *Office of Campus OSAS*
- Enrolment and Assessment Form (PSU-F-OSA-24) (1 photocopy) – *University Registrar's Office*
- For students with Lost ID:
 - Affidavit of Loss (1 original copy) – *Any Lawyer's Office*
 - ID Fee Receipt – *Cashier's Office*

Client Steps & Agency Actions:

1. Client Step: Presents the Official receipt and requests an ID information sheet.
 - Agency Action: Evaluates the authenticity of the official receipt, then issues an ID information sheet.
 - Processing Time: 1 minute
 - Responsible Person: Administrative Aide, Student Center
2. Client Step: Fills out the ID information sheet, pastes the picture, then submits it to the Office of Campus OSAS.
 - Agency Action:
 - Receives and evaluates the ID information sheet with the required picture.
 - Submits the accomplished ID Information Sheets to OSAS Goa Campus.
 - Processes the ID request.
 - Advises client to wait for an announcement for the schedule of release of their IDs.
 - Processing Time: 2 minutes
 - Responsible Person: Administrative Aide, Student Center
3. Client Step: Claims the ID from the Campus OSAS Coordinator.
 - Agency Action: Issues ID.
 - Processing Time: 1 minute
 - Responsible Person: Administrative Aide, Student Center

Total Processing Time: 4 minutes

OSAS002 Approval of Activity Proposal and Activity Sheet

Request of students for the approval of their activity proposals and activity sheets before the conduct of the activity/ies.

Office or Division: Office of Student Affairs and Services

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: Students, Faculty, and Non-Teaching Personnel

Checklist of Requirements and Where to Secure:

For Activities Inside the Campus:

- Activity Proposal (1 copy) – *Requesting Party*
- Approved Syllabus, for academic activities – *Department Chair/Instructor*

For Activities Outside the Campus:

- Activity Proposal (1 copy) – *Requesting Party*
- CMO No. 63, series 2017 – *Commission on Higher Education (CHED) Official Website*
- Institutional Guidelines on Local Off-Campus Activities – *Student Handbook*

Client Steps & Agency Actions:

For Activities Inside the Campus:

1. Client Step: Presents the Activity Proposal.
 - Agency Action: Checks the completeness and accuracy of the activity proposal.
 - Processing Time: 2 minutes
 - Responsible Person: Administrative Aide, Student Center
2. Client Step: Requests for Activity and Facility Sheet and accomplishes it.
 - Agency Action: Issues Activity and Facility Sheet.
 - Processing Time: 1 minute
 - Responsible Person: Administrative Aide, Student Center
3. Client Step: Presents Activity Sheet for approval together with the approved Activity Proposal.
 - Agency Action: Receives the activity sheet together with the approved activity proposal.
 - Processing Time: 1 minute
 - Responsible Person: Administrative Aide, Student Center
 - Additional Action: Approves the Activity Sheet.
 - Processing Time: 1 minute
 - Responsible Person: Dean, OSAS

Total Processing Time: 5 minutes

For Activities Outside the Campus:

1. Client Step: Presents the Activity Proposal.
 - Agency Action: Checks the completeness and accuracy of the activity proposal.
 - Processing Time: 2 minutes
 - Responsible Person: Administrative Aide, Student Center
2. Client Step: Requests for Activity and Facility Sheet and accomplishes it.
 - Agency Action: Issues Activity and Facility Sheet.
 - Processing Time: 1 minute
 - Responsible Person: Administrative Aide, Student Center

3. Client Step: Presents Activity Sheet for approval together with the approved Activity Proposal and the required documents from CMO No. 63, series 2017.

- Agency Action:
 - Receives the activity sheet together with the approved activity proposal and the required documents.
 - Checks the completeness of the requirements.
- Processing Time: 4 minutes
- Responsible Person: Administrative Aide, Student Center
- Additional Action: Approves the Activity Sheet.
- Processing Time: 1 minute
- Responsible Person: Dean, OSAS

Total Processing Time: 9 minutes

CLI001: Dental Consultation / Treatment

Dental Services cater to the primary oral health needs of clients, providing assessment, consultation, diagnosis, and tooth extraction to prevent dental disorders.

Schedule of Dentist:

Goa Campus – Every Thursday (1:00 PM - 5:00 PM) & Every Friday (8:00 AM - 12:00 NN; 1:00 PM - 5:00 PM)

Office or Division: Medical and Dental Clinic

Who may avail: All PSU Personnel and students

CHECKLIST OF REQUIREMENTS

1. Student ID – Secure from: Office of the Student Affairs and Services (OSAS)
2. University Personnel's ID – Secure from: Human Resource Management Office (HRMO)
3. Long Brown Envelope (1 piece, if new client) – Secure from: Requesting Party
4. Oral Health Record (if new client) (PSU-F-CLI-03) – Secure from: Medical and Dental Clinic
5. Laboratory Request Form (if applicable) (PSU-F-CLI-09) – Secure from: Medical and Dental Clinic
6. Referral Slip (if applicable) (PSU-F-CLI-05) – Secure from: Medical and Dental Clinic
7. Medicine and Supplies Issuance Slip (if applicable) (PSU-F-CLI-11) – Secure from: Medical and Dental Clinic

CLIENT STEPS & AGENCY ACTIONS

Step 1: Present ID

- Client Action: Presents his/her ID.
- Agency Action: Nurse asks for the chief complaint and assesses the client's condition.
- Processing Time: 2 minutes
- Person Responsible: Nurse on duty / Medical & Dental Clinic

Step 2: Register on Logbook

- Client Action: Registers on the client's logbook.
- Agency Action: Nurse assists in filling out forms based on the client's purpose.
- Processing Time: 2 minutes
- Person Responsible: Nurse on duty / Medical & Dental Clinic

Step 3: Vital Signs & Measurements

- Client Action: Proceeds to the nurse for vital signs taking & anthropometric measurements.
- Agency Action:
 1. Nurse checks completeness of the entry.
 2. Takes client's vital signs (blood pressure, pulse rate, respiratory rate, height, weight, BMI).
 3. Records information and refers to the Dental Officer on duty.

- Processing Time: 8 minutes
- Person Responsible: Nurse on duty / Medical & Dental Clinic

Step 4: Dental Consultation

- Client Action: Proceeds to the consultation area.
 - Agency Action:
 1. Dental Officer interviews and examines the client.
 2. Note: If further treatment is needed, a referral slip will be issued.
- Processing Time: 40 minutes
 - Person Responsible: Dental Officer / Medical & Dental Clinic

Step 5: Return of Medical Records

- Client Action: Returns the envelope with the medical record to the nurse on duty.
 - Agency Action:
 1. Carries out dentist's orders.
 2. Records examination results, findings, and diagnosis in the Health Record Logbook.
 3. Provides medicines and supplies, issuing a medicine and supplies issuance slip for the client to fill out.
 4. Records dispensed medicines in the patient Health Record Logbook and the Medicines and Supplies Inventory Logbook.
- Processing Time: 5 minutes
 - Person Responsible: Nurse on duty / Medical & Dental Clinic

Step 6: Completion of Forms

- Client Action: Fills out and signs the medicine and supplies issuance slip.
 - Agency Action: Compiles accomplished forms for safekeeping.
- Processing Time: 2 minutes
 - Person Responsible: Nurse on duty / Medical & Dental Clinic

CLI002: Medical Consultation/Treatment/Examination

Medical Services (consultation/treatment/examination) involve the primary management and care of a patient with treatable diseases or disorders, including preventive, curative, and diagnostic services.

Office or Division: Medical and Dental Clinic

Who may avail: All PSU Personnel and Students

CHECKLIST OF REQUIREMENTS & WHERE TO SECURE

1. Student ID → Office of the Student Affairs and Services (OSAS)
2. University Personnel's ID → Human Resource Management Office (HRMO) (Requesting Party)
3. Long Brown Envelope (1 piece, if new patient) → Requesting Party
4. Student Health Record (PSUF-CLL-004) → Medical and Dental Clinic

5. Consultation Slip → Medical and Dental Clinic
6. Laboratory/CLT Form (PSUF-CLL-007), if applicable → Medical and Dental Clinic
7. Referral Slip (PSUF-CLL-008), if applicable → Medical and Dental Clinic
8. Medical and Supplies Issuance Slip, if applicable → Medical and Dental Clinic
9. Prescription Form (PSUF-CLL-008) → Medical and Dental Clinic

CLIENT STEPS & AGENCY ACTIONS

Step 1: Client presents his/her ID

- Agency asks for the chief complaints/purpose.
- Processing Time: 2 minutes
- Fees: None
- Person Responsible:
 1. Nurse-on-duty
 2. Medical/Dental Clinic Staff
- Nurse verifies the client's compiled health records.
 1. For students without a health record, the nurse on duty advises them to accomplish a student health record and submit it in a long brown envelope before issuing a consultation slip.
 2. For employees without a health record, they should provide a long brown envelope to proceed with the consultation process.
 3. If a client has an incomplete health record, the nurse records the missing documents and provides instructions for compliance.

Step 2: Registering in the Client's Logbook

- The nurse assists the client in filling out the logbook.
- Processing Time: 2 minutes
- Fees: None
- Person Responsible: Nurse-on-duty (Medical/Dental Clinic)

Step 3: Taking of Vital Signs & Anthropometric Measurements

- Nurse checks the completeness of the client's entry.
- Nurse records the following vital signs:
 1. Blood pressure
 2. Pulse rate
 3. Respiratory rate
 4. Body mass index (BMI)
 5. Weight
 6. Waist level
- Nurse records the medical information and forwards it to the Medical Officer.
- Processing Time: 8 minutes
- Fees: None
- Person Responsible: Nurse-on-duty (Medical/Dental Clinic)

Step 4: Consultation with the Medical Officer

- Medical Officer interviews and examines the client.
- Upon assessment, the medical officer determines the diagnosis and recommends treatment, medication, or further laboratory diagnostics.
- If additional tests are required, the medical officer provides a referral form for further medical evaluation.
- Client is advised to proceed with laboratory diagnostics, if necessary.
- Processing Time: 40 hours
- Fees: None
- Person Responsible: Medical Officer (Medical/Dental Clinic)

Step 5: Returning Medical Record to Nurse-on-Duty

- Client returns the envelope with medical record to the nurse on duty.
- Agency Actions:
 1. Nurse-on-duty carries out doctor's orders.
 2. Records client's medical results, diagnosis, and doctor's instructions in the Health Record Logbook.
 3. Nurse-on-duty provides necessary medicines and records the issued medicines in the Patient Health Record Logbook and Medicine & Supplies Inventory Logbook.
 4. Records disposed medicines in the logbook.

- Processing Time: 5 minutes

- Fees: None

- Person Responsible: Nurse-on-duty (Medical/Dental Clinic)

Step 6: Signing of Medicines & Supplies Issuance Slip

- Client fills out and signs the medicines & supplies issuance slip.

- Agency Action:

- 1. Nurse completes accomplished forms for safekeeping.

- Processing Time: 2 minutes

- Fees: None

- Person Responsible: Nurse-on-duty (Medical/Dental Clinic)

Step 7: Follow-Up Instructions & Monitoring

- Client waits for advice on further instructions from the nurse on duty.

- Agency Actions:

- 1. Nurse advises the client to report for follow-up check-up during or after treatment.

- 2. Nurse records necessary data for follow-up.

- 3. Issues satisfaction survey form and instructs the client to accomplish the survey drop box.

- Processing Time: 2 minutes

- Fees: None

- Person Responsible: Nurse-on-duty (Medical/Dental Clinic)

Step 8: Accomplishing the Client Satisfaction Survey

- Client fills out and submits the Client Satisfaction Survey Form.

- Agency Actions:

- 1. Nurse guides the client in dropping the accomplished survey form.

- Processing Time: 1 minute

- Fees: None

- Person Responsible: Nurse-on-duty (Medical/Dental Clinic)

CLI003: Issuance of Medical-Dental Certificate

The Medical/Dental Certificate is a written statement issued by the Medical/Dental Officer of Partido State University to attest to the result of a Medical/Dental Examination of a patient. It serves as proof of a medical/dental check-up, is used for work or class absences, and can also certify an individual for travel or participation in sports.

Office or Division: Medical and Dental Clinic

Who may avail: All PSU Personnel and Students

CHECKLIST OF REQUIREMENTS

1. Student ID – Secure from: Office of the Student Affairs and Services (OSAS)

2. University Personnel's ID – Secure from: Human Resource Management Office (HRMO)
3. Request Letter from Coordinators (if student) – Secure from: Coordinators/Program Director/College Dean
4. Physical Examination Record (PSU-F-CLI-02) – Secure from: Medical and Dental Clinic
5. Medical Certificate Form (PSU-F-CLI-01) – Secure from: Medical and Dental Clinic
6. Long Brown Envelope (for new client) – Secure from: Requesting Party
7. Prescription Form (if applicable) (PSU-F-CLI-08) – Secure from: Medical and Dental Clinic
8. Laboratory Request Form (if applicable) (PSU-F-CLI-09) – Secure from: Medical and Dental Clinic
9. Result of the Laboratory Test (1 original, 1 photocopy) (if applicable) – Secure from: Other Health Service Provider

CLIENT STEPS & AGENCY ACTIONS

Step 1: Present ID

- Client Action: Presents ID.
- Agency Action: Assesses the client and verifies/validates the request list for physical examination.
- Processing Time: 2 minutes
- Person Responsible: Nurse on duty / Medical & Dental Clinic

Step 2: Register in the Client's Logbook

- Client Action: Registers in the logbook.
- Agency Action:
 1. The nurse orients and assists in registration.
 2. Issues physical examination and medical certificate forms.
 3. Processing Time: 2 minutes
 4. Person Responsible: Nurse on duty / Medical & Dental Clinic

Step 3: Fill Out Physical Examination and Medical Certificate Form

- Client Action: Fills out the physical examination and medical certificate form.
- Agency Action: Assists and orients the client in completing the required forms.
- Processing Time: 5 minutes
- Person Responsible: Nurse on duty / Medical & Dental Clinic

Step 4: Proceed to the Nurse for Vital Signs & Anthropometric Measurements

- Client Action: Goes to the nurse for vital signs and necessary measurements.
- Agency Action: The nurse records vital signs and other necessary data in the physical examination form.
- Processing Time: 8 minutes
- Person Responsible: Nurse on duty / Medical & Dental Clinic

Step 5: Consultation with the Medical Officer / Dentist

- Client Action: Proceeds to the consultation area.
- Agency Action:
 1. Interviews and examines the client.
 2. Advises the client to comply with requested laboratory/diagnostic tests (if necessary).
 3. Provides a medical diagnosis.
- Issues a referral slip if further treatment is needed.
- Processing Time: 35 minutes
- Person Responsible: Medical Officer / Dentist / Medical & Dental Clinic

Step 6: Present Original & Photocopy of the Laboratory/Diagnostic Test

- Client Action: Submits the required laboratory/diagnostic test results.
- Agency Action:
 1. The medical officer interprets the results.
 2. Issues the Medical Certificate.
- Processing Time: 5 minutes
- Person Responsible: Medical Officer / Dentist / Medical & Dental Clinic

Step 7: Proceed to the Nurse

- Client Action: Goes to the nurse for further processing.
 - Agency Action:
 1. Retrieves the medical certificate.
 2. Nurse on duty retrieves and files the laboratory test result copy.
 3. Carries out doctor's/dentist's orders if applicable.
 - Processing Time: 2 minutes
 - Person Responsible: Nurse on duty / Medical & Dental Clinic
- Step 8: Submit One (1) Photocopy of the Medical Certificate**
- Client Action: Submits a photocopy of the issued medical certificate.
 - Agency Action:
 1. Receives and files the medical certificate in the client's individual record.
 - Processing Time: 1 minute
 - Person Responsible: Nurse on duty / Medical & Dental Clinic

CLI004: Online Medical Consultation and Dental Consultation

Due to the COVID-19 pandemic, all transactions in the Medical and Dental Clinic of the University will be restricted to online mode. The office will only process those who have made appointments through the official Facebook page of the office, PSU Medical and Dental Clinic.

All consultations will be done using video conferencing applications such as, but not limited to, Facebook Messenger, Google Meet, Zoom, and Skype. Only students and university personnel can avail of the services of the Medical and Dental Clinic. This will be free of charge.

Schedule of Consultation:

- Monday – Thursday: 9:00 AM – 12:00 NN, 1:00 PM – 5:00 PM

Office or Division:

Medical and Dental Clinic

Who may avail:

All PSU Personnel and Students

Checklist of Requirements & Where to Secure

1. Electronic copy (e-copy) of Certificate of Enrollment (CE) (for students) – Secure from the Registrar's Office.
2. Identification Card (for students) – Secure from the Registrar's Office.
3. E-copy of PSU Identification (ID) Card (for personnel) – Secure from the Human Resource Management Office (HRMO).

Client Steps & Agency Actions

1. Message the official Facebook page of the clinic, "PSU Medical and Dental Clinic."
 - The nurse on duty receives the message of the client.
 - Processing Time: 3 minutes

2. Introduce yourself, including year & section (for students) or designation in the university (for personnel).
 - The nurse verifies the identity of the client and evaluates the health concern/complaint.
 - The nurse asks for the client's medical history.
 - Processing Time: 4 minutes
3. Send an electronic copy of the required documents (e.g., clear photo of Certificate of Enrollment for students or PSU ID for personnel).
 - The nurse accomplishes the patient Consultation Form and refers the client to a doctor/dentist.
 - Note: A call line should be available and open as much as possible.
 - Processing Time: 5 minutes
4. Indicate or describe your health concern/complaint.
 - The nurse coordinates the video call of the doctor/dentist with the client.
 - Processing Time: 8 minutes
5. Call the doctor/dentist using the details provided through the agreed video call application.
 - The medical officer/dental officer answers the call.
 - Processing Time: 5 minutes
6. Introduce yourself and describe your health concern/complaint.
 - The medical officer/dental officer asks relevant questions to come up with an impression/diagnosis, provide medical advice, and/or suggest treatment.
 - Processing Time: 15 minutes
7. Answer questions honestly and share other relevant information.
 - The medical officer/dental officer accomplishes and signs the Patient Consultation Form.
 - If applicable, the medical officer/dental officer writes the prescription and sends it to the client.
 - Processing Time: 5 minutes

(CLI005) Inquiry

Inquiries from clients and other stakeholders are accommodated by the Medical and Dental Clinic.

Office or Division: Medical and Dental Clinic

Who may avail: Stakeholders

Checklist of Requirements & Where to Secure

1. Letter of Request (if applicable) – To be provided by the requesting party.

Client Steps & Agency Actions

1. Approach the medical and dental staff regarding health-related concerns.
 - The medical and dental staff accommodate the client's inquiry.
 - Processing Time: 15 minutes
 - Fees to be Paid: None
 - Person Responsible: Medical and Dental Staff, Medical/Dental Clinic

(CLI006) Requests

All requests from clients and other stakeholders are accommodated by the Medical and Dental Clinic.

Office or Division: Medical and Dental Clinic

Who may avail: Stakeholders

Checklist of Requirements & Where to Secure

1. Letter of Request (if applicable) – To be provided by the requesting party.

Client Steps & Agency Actions

1. Approach the medical and dental staff regarding specific requests.
 - The medical and dental staff accommodate the client's request.
 - Processing Time: 15 minutes
 - Fees to be Paid: None
 - Person Responsible: Medical and Dental Staff, Medical/Dental Clinic

(CLI007) Submission of Chest X-ray Result

Chest X-ray is a significant tool for diagnosis, monitoring, screening, and patient management. It is an ancillary procedure that detects diseases early. Timely identification of health problems aids in providing appropriate medical and dental services, ensuring the well-being of students and personnel.

As per Board Resolution No. 04, s. 2023, the inclusion of Chest X-ray in the Enrollment Requirements for incoming Freshmen and Transferees in the university is now implemented.

Office or Division: Medical and Dental Clinic

Who may avail: Students

Checklist of Requirements & Where to Secure

1. Student Information Sheet (SIS) Form – Registrar's Office
2. Long Brown Envelope (1 piece) – Requesting Party
3. Oral Health Record (PSU-F-CU1-03) – Medical and Dental Clinic
4. Student Health Record (PSU-F-CU1-04) – Medical and Dental Clinic
5. Laboratory Request Form (PSU-F-CU1-09) – Medical and Dental Clinic
6. Result of the Laboratory Test (Original & Photocopy, if applicable) – Other Health Service Provider

Client Steps & Agency Actions

1. The client will ask for a Laboratory Request Form.
 - Agency Action: The nurse will provide the form, checking only the chest X-ray indicated in the form.]
 - The client is instructed to visit a laboratory/diagnostic center for the Chest X-ray and return with the results (1 original & 1 photocopy).
 - Processing Time: 2 minutes
 - Person Responsible: Nurse on duty, Medical/Dental Clinic
2. Presents the filled-out SIS form with the student number.

- Agency Action:
 1. Assess the client and verify/validate the completeness of the form.
 2. Provide and advise the client to fill out the Student and Oral Health Record form.
- Processing Time: 5 minutes
- Person Responsible: Nurse on duty, Medical/Dental Clinic

- 3.. Registers in the client's logbook.
 - Agency Action: The nurse orients and assists in registering in the logbook.
 - Processing Time: 2 minutes
- 4. Person Responsible: Nurse on duty, Medical/Dental Clinic
 - The client submits the photocopy of the chest X-ray result and presents the original copy along with the student health record and oral health record.
 - Agency Action:
 1. Check the completeness of the data, verify the submitted chest X-ray result, and validate it with the original result.
 - Processing Time: 2 minutes
 - Person Responsible: Nurse on duty, Medical/Dental Clinic
 - The nurse on duty will sign the SIS form for students without medical findings and instruct them to proceed to the registrar's office.
 1. Processing Time: 2 minutes
 - Students with medical findings in their chest X-ray result will be referred to the medical officer for further evaluation and management.
 1. Processing Time: 2 minutes
 - Medical Officer Interview and Examination
 - The medical officer examines the client based on their submitted records and findings from the chest X-ray.
 - Possible actions:
 1. If no additional concerns, the medical officer issues clearance.
 2. If needed, the client is advised to comply with additional laboratory/diagnostic tests.
 3. Medical diagnosis, treatment, or referrals are provided as necessary.
 - Processing Time: 15 minutes
 - Person Responsible: Medical Officer/Dentist, Medical/Dental Clinic

5. Presents original and photocopy of additional laboratory/diagnostic test results (for students with medical findings).

- Agency Action:
 1. The medical officer interprets the results.
 2. If findings are clear, the SIS form is signed.
- Processing Time: 3 minutes
- Person Responsible: Medical Officer/Dentist, Medical/Dental Clinic

6. Proceeds to the nurse.

- Agency Action:
 1. The nurse records final status and files the medical evaluation.
 2. Carries out doctor's orders if applicable.
 3. Advises the client to proceed to the registrar's office for enrollment.
- Processing Time: 2 minutes
- Person Responsible: Nurse on duty, Medical/Dental Clinic

LIB001: Application and Issuance of Library Card

This service facilitates the application and issuance of library cards for students to access the resources and services provided by the University Library.

Office or Division: Library
Who may avail: Students

CHECKLIST OF REQUIREMENTS

1. Certificate of Enrollment – Secure from: Registrar's Office
2. Validated School ID – Secure from: Office of Student Affairs
3. 1 pc recent 1x1 colored photo with white background – Secure from: Requesting Party
4. Affidavit of Loss (if lost) – Secure from: Notary Public

CLIENT STEPS & AGENCY ACTIONS

Step 1: Apply for Library Card

- Client Action: Submits the required documents.
- Agency Action: Checks the completeness of documents.
- Processing Time: 1 minute
- Responsible Person: College Librarian / Administrative Aide

Step 2: Register in Logbook

- Client Action: Registers in the logbook for application and issuance of Library Card (PSU-LB-LIB-08).
- Agency Action: Issues the Library Card Form.
- Processing Time: 1 minute
- Responsible Person: College Librarian / Administrative Aide

Step 3: Submit Library Card Form

- Client Action: Accomplishes and submits the Library Card Form (PSU-F-LIB-01).
- Agency Action: Checks the accuracy and completeness of data.
- Processing Time: 1 minute
- Responsible Person: College Librarian / Administrative Aide

Step 4: Library Card Validation

- Client Action: Proceeds to Library Card validation.
- Processing Time: Immediate

LIB002: Validation of Library Card

This service is designed to validate and ensure the continued eligibility of students to use their Library Cards for seamless access to the resources and services offered by the University Library.

Office or Division: Library
Who may avail: Students

CHECKLIST OF REQUIREMENTS

1. Certificate of Enrollment – Secure from: Registrar's Office
2. Validated School ID – Secure from: Student
3. Laminated Library Card – Secure from: Requesting Party

CLIENT STEPS & AGENCY ACTIONS

Step 1: Submit Library Card for Validation

- Client Action: Submits the Library Card for validation.
- Agency Action: Affixes validation sticker to the Library Card.
- Processing Time: 1 minute
- Responsible Person: College Librarian / Administrative Aide

Step 2: Register in the Logbook

- Client Action: Registers in the logbook for Validation and Release of Library Card (PSU-LB-LIB-09).
- Agency Action: Affixes initials on the validation sticker.
- Processing Time: 1 minute
- Responsible Person: College Librarian / Administrative Aide

Step 3: Receive Validated Library Card

- Client Action: Receives the validated Library Card.
- Processing Time: 1 minute
- Responsible Person: College Librarian / Administrative Aide

LIB003: Borrowing of Books

This service facilitates the borrowing of books by students from the University Library, promoting academic resource accessibility and supporting the learning needs of the student community.

Office or Division: Library

Who may avail: Students

CHECKLIST OF REQUIREMENTS

1. Validated Library Card, Employee ID – Secure from: Student, Faculty, and Staff

CLIENT STEPS & AGENCY ACTIONS**Step 1: Present Library Card and Books**

- Client Action: Presents validated library card and books to be borrowed.
- Agency Action: Receives the validated library card and checks books to be borrowed by the student, faculty, or staff.
- Processing Time: 1 minute
- Responsible Person: College Librarian / Administrative Aide

Step 2: Fill Out Book Card and Statistics Form

- Client Action:
 1. Fills out book card.
 2. Completes form for Statistics on Borrowed and Returned Books by students (PSU-F-LIB-06).
 3. Completes form for Statistics on Borrowed and Returned Books by Administrators, Faculty, and Personnel (PSU-F-LIB-07)
- Agency Action: Checks book card (PSU-F-LIB-02) and the forms (PSU-F-LIB-06, PSU-F-LIB-07).
- Processing Time: 2 minutes
- Responsible Person: College Librarian / Administrative Aide

Step 3: Receive Borrowed Books

- Client Action: Receives the borrowed books.
- Agency Action: Releases the borrowed books and files the library card and book card.
- Processing Time: 1 minute
- Responsible Person: College Librarian / Administrative Aide

LIB004: Returning of Books

This service facilitates the organized and timely return of borrowed books by students to ensure the efficient circulation of library resources and fair access for all patrons.

Office or Division: Library

Who may avail: Students

CHECKLIST OF REQUIREMENTS

1. Borrowed books – Secure from: Student, Faculty, and Staff

CLIENT STEPS & AGENCY ACTIONS

Step 1: Return Borrowed Books

- Client Action:
 1. Returns borrowed books in the Library Book Drop.
 2. Asks assistance from the Guard on duty regarding the book returnee's need to fill out.
 3. Notifies library personnel by sending a message to the library's official Facebook Messenger confirming that the books have been returned.
- Agency Action:
 1. Receives returned books in the Book Drop and logs the books.
 2. Places all returned books in the designated quarantine/isolation area for disinfection purposes.
- Processing Time: 1 minute
- Responsible Person: College Librarian / Administrative Aide

OSA001: Approval of Activity Proposal and Activity Sheet

This process is for students requesting approval of their activity proposals and activity sheets before conducting activities.

Office or Division: Office of Student Affairs and Services (OSAS)

Who may avail: Students, Faculty, and Non-Teaching Personnel

CHECKLIST REQUIREMENTS

For activities inside the campus:

1. Activity Proposal (1 copy) – Secure from: Requesting Party
2. Approved Syllabus (for academic activities) – Secure from: Department Chair/Instructor

For activities outside the campus:

1. Activity Proposal (1 copy) – Secure from: Requesting Party
CMO No. 63, series 2017 – Secure from: Commission on Higher Education (CHED)
2. Institutional Guidelines on Local Off-Campus Activities – Secure from: Student Handbook

Client Steps & Agency Actions

Step 1: Present the Activity Proposal

- Client Action: Submits the activity proposal for review.
- Agency Action:
- Checks the completeness and accuracy of the proposal. (Processing Time: 2 minutes, Responsible: Administrative Aide, Student Center)
- Approves the Activity Proposal. (Processing Time: 1 minute, Responsible: Dean, OSAS)

Step 2: Request for Activity and Facility Sheet

- Client Action: Requests and fills out the Activity and Facility Sheet.
- Agency Action: Issues the Activity and Facility Sheet. (Processing Time: 1 minute, Responsible: Administrative Aide, Student Center)
- Fees: None

Step 3: Submit Activity Sheet for Approval

- Client Action: Presents the Activity Sheet along with the approved Activity Proposal
- Agency Action: Receives and reviews the Activity Sheet. (Processing Time: 1 minute, Responsible: Administrative Aide, Student Center)
- Approves the Activity Sheet. (Processing Time: 1 minute, Responsible: Dean, OSAS)

ICTM0001: Request for Activation of Accounts for Online Student Information and Accounting System

This process allows students to request the activation of accounts for the Online Student Information and Accounting System.

Office or Division: ICT Management Office

Who may avail: Students

CHECKLIST OF REQUIREMENTS

1. Accomplished Google Form on Account Activation – Secure from: ICT Management Office

CLIENT STEPS & AGENCY ACTIONS

Step 1: Fill up Google Form

- Client Action: Completes the Google Form for account activation.

Step 2: Submit Accomplished Google Form

- Client Action: Submits the completed Google Form.
- Agency Actions:
 1. Receives the accomplished service request form. (Processing Time: 3 minutes)
 2. Checks the completeness and validity.
 3. Executes account activation. (Processing Time: 1 day upon receipt)
 4. Sends the activated account to the registered student email address. (Processing Time: 1 minute)

ICTM0002: Request for Corporate Email Accounts

This process allows students and PSU personnel to request corporate email accounts.

Office or Division: ICT Management Office

Who may avail: Students and PSU Personnel

CHECKLIST OF REQUIREMENTS

1. Accomplished Google Form on Account Activation – Secure from: ICT Management Office

CLIENT STEPS & AGENCY ACTIONS

Step 1: Fill up Google Form

- Client Action: Completes the Google Form for account activation.

Step 2: Submit Accomplished Google Form

- Client Action: Submits the completed Google Form.
- Agency Actions:
 1. Receives the accomplished service request form. (Processing Time: 3 minutes)
 2. Checks the completeness and validity.
 3. Executes account activation. (Processing Time: 1 day upon receipt)
 4. Sends the activated account to the registered student email address. (Processing Time: 1 minute)

GAP001 Application for Partido State University College Admission Test (ParSUCAT)

All applicants for admission are required to submit an application for College Admission Test.

Office or Division: Guidance, Admission and Placement (GAP)

Who may avail: Incoming first-year college students and transferees

CHECKLIST OF REQUIREMENTS

1. Accomplished ParSUCAT Application Form and Student Personal Record
 - Where to Secure: GAP Office (Official FB Page of the office/ParSU website)
2. Certificate of Enrolment signed by the school head/principal (for graduating Senior High School students)
 - Where to Secure: Current school of the applicant
3. Authenticated photocopy of Form 138/Report card (for SHS and HS graduates)
 - Where to Secure: School last attended
4. Recent ID Pictures in formal attire with white background (1 pc 1x1 and 2 pcs. 2x2)
 - Where to Secure: Nearby photo studio
5. Copy of evaluation form (for transferees)
 - Where to Secure: Program Director/College Dean's Office

CLIENT STEPS AND AGENCY ACTIONS

1. Client Step: Download and accomplish the ParSUCAT Application Form and Student Personal Record
 - Agency Action: Upload the ParSUCAT Application Form and Student Personal Record to Google Drive and post it on the GAP Official FB Page and ParSU website.
 - Fees to be Paid: None
 - Processing Time: 1 minute
 - Person Responsible: Administrative Aide III or Guidance Counselor
2. Client Step: Submit the required documents at the GAP Office
 - Agency Action: Receives and evaluates the ParSUCAT Application Form and other application requirements. Files and encodes the data of the applicant and selects the examination schedule.
 - Fees to be Paid: None
 - Processing Time: 10 minutes
 - Person Responsible: Admin Aide III or Psychometrician or Guidance Counselor
3. Client Step: Receive the ParSUCAT Testing Permit indicating the date, time, and venue of the examination.
 - Agency Action: Instructs and reminds the examinee of the important details of the examination stated in the Test Permit.
 - Fees to be Paid: None
 - Processing Time: 2 minutes

- Person Responsible: Admin Aide III or Psychometrician

GAP002 Partido State University College Admission Test (ParSUCAT)

All incoming first-year students are required to take the Partido State University College Admission Test (ParSUCAT). It is a 2.5-hour Mental Ability and Achievement Test with subtests in Mathematics, Reading, and Language.

Office or Division: Guidance, Admission and Placement (GAP)

Classification: Highly Technical Application

Who may avail: Incoming first-year college students and transferees

Requirements:

1. Test Permit
 - Where to Secure: GAP Office
2. Identification Card
 - Where to Secure: Issuing school or agency

Clients Steps and Agency Actions

1. Client Step: Report to the Testing Venue on the scheduled date and time of examination and present the Test Permit and Identification Card.
 - Agency Action: Check the list of examinees and evaluate the test requirements.
 - Fees to be Paid: None
 - Processing Time: 5 minutes
 - Person Responsible: Psychometrician or Guidance Counselor
2. Client Step: Listen to the orientation before the test starts.
 - Agency Action: Conduct an orientation to the applicants. Administer the tests. Check and interpret the answer sheets. Encode the scores of test takers. Generate reports and prepare the individual results for releasing.
 - Fees to be Paid: None
 - Processing Time: 15 minutes for orientation, 2 hours and 30 minutes for the test, 20 days for checking and releasing results
 - Person Responsible: Psychometrician or Guidance Counselor or GAP Director
3. Client Step: Check the announcement of ParSUCAT results at the Official FB Page and website of the University and registered email address.
 - Agency Action: Post the link of ranking of results to the Official FB Page and website of the University and send the individual results to the email addresses of the examinees.
 - Fees to be Paid: None
 - Processing Time: 5 minutes
 - Person Responsible: Psychometrician, Guidance Counselor, and GAP Director

TOTAL PROCESSING TIME: 20 days, 2 hours, and 55 minutes

GAP003: Counseling/Consultation (Referral)

The Guidance, Admission, and Placement Office facilitates counseling and consultation services.

Office or Division: Guidance, Admission, and Placement

Who may avail: All enrolled students

CHECKLIST OF REQUIREMENTS & WHERE TO SECURE

1. Client Referral Slip – Secure from the Referring Officer

CLIENT STEPS & AGENCY ACTIONS

Step 1: Submit the Referral Slip (PSU-F-GAP-17) from the Referring Officer

- Agency Action: Receives the referral slip.
- Processing Time: 2 minutes
- Fees: None
- Person Responsible: Admin Aide III, Guidance Counselor

Step 2: Accomplish the counseling intake form and submit it to the Guidance Office

- Agency Actions:
 1. Receives the accomplished intake form. (Processing Time: 2 minutes)
 2. Issues a Call Slip to the referred client. (Processing Time: 15 minutes)
- Fees: None
- Person Responsible: Admin Aide III, Guidance Counselor and Guidance Director

Step 3: Referred client receives the Call Slip and proceeds to the Guidance Office

- Agency Actions:
 1. Receives the Call Slip. (Processing Time: 2 minutes)
 2. Records the case. (Processing Time: 1 minute)
 3. Asks the client to sign the logbook for tracking purposes. (Processing Time: 1 minute)
- Fees: None
- Person Responsible: Guidance Counselor ,Guidance Director

Step 4: Attend the counseling session at the Guidance Office

- Agency Actions:
 1. Conducts counseling or consultation session. (Processing Time: 2 hours, pause clock applies)
 2. Sets an agreement for follow-up if needed.
 3. If necessary, refers the client for a case study.
- Fees: None

- Person Responsible: Guidance Counselor, Guidance Director

Step 5: Assess the effectiveness of the counseling session

- Agency Actions:
 1. Provides the Post-Counseling Evaluation Sheet (PSU-F-GAP-08) for the client's feedback. (Processing Time: 3 minutes)
 2. Receives the completed evaluation sheet. (Processing Time: 10 minutes)
- Fees: None
- Person Responsible: Guidance Counselor, Guidance Director

GAP004: Counseling/Consultation (Walk-in)

The Guidance, Admission, and Placement Office facilitates counseling and consultation services.

Office or Division: Guidance, Admission, and Placement Office

Who may avail: All enrolled students

CHECKLIST OF REQUIREMENTS & WHERE TO SECURE

1. None

CLIENT STEPS & AGENCY ACTIONS

Step 1: Report to the Guidance Office for counseling/consultation (via appointment or walk-in)

- Agency Actions:
 1. Ask the client to sign the logbook for documentation.
 2. Processing Time: 2 minutes
 3. Fees: None
- Person Responsible:
 1. Administrative Aide III
 2. Guidance Counselor III
 3. Guidance Director

Step 2: Proceed to the counseling session

- Agency Actions:
 1. Conducts counseling or consultation session. (Processing Time: 2 hours, pause clock applies)
 2. Sets an agreement for follow-up if needed.
 3. Terminates counseling if the case is resolved.
- Fees: None
- Person Responsible:
 1. Guidance Counselor III
 2. Guidance Director

Step 3: Assess the effectiveness of the counseling session

- Agency Actions:
 1. Provides the Counseling/Consultation Evaluation Sheet (PSU-F-GAP-05) for feedback. (Processing Time: 3 minutes)
 2. Receives the completed evaluation sheet. (Processing Time: 3 minutes)
- Fees: None
- Person Responsible:
 1. Administrative Aide III
 2. Guidance Counselor III
 3. Guidance Director

GAP005: Counseling/Consultation (Counselor-Initiated)

The Guidance, Admission, and Placement Office facilitates counseling and consultation services.

Office or Division: Guidance, Admission, and Placement Office

Who may avail: All enrolled students

CHECKLIST OF REQUIREMENTS & WHERE TO SECURE

1. None

CLIENT STEPS & AGENCY ACTIONS

Step 1: Receive call slip (PSU-F-GAP-14) issued by the GAP Office

- Agency Actions:
 1. Issues call slip to the concerned client.
- Processing Time: 2 minutes
- Fees: None
- Person Responsible:
 1. Administrative Aide III
 2. Guidance Counselor III
 3. Guidance Director

Step 2: Report to the GAP Office upon receipt of the call slip at the stated date and time

- Agency Actions:
 1. Receives the signed call slip and acknowledges the client's presence.
- Processing Time: 1 minute
- Fees: None
- Person Responsible:
 1. Administrative Aide III
 2. Guidance Counselor III

3. Guidance Director

Step 3: Proceed to the Counseling Room for the session

- Agency Actions:
 1. Conducts counseling/consultation session. (Processing Time: 2 hours, pause clock applies)
 2. Sets an agreement for follow-up if needed.
 3. Terminates counseling if the case is resolved.
- Fees: None
- Person Responsible:
 1. Guidance Counselor III
 2. Guidance Director

Step 4: Assess the effectiveness of the counseling session

- Agency Actions:
 1. Provides the Counseling/Consultation Evaluation Sheet (PSU-F-GAP-05) for feedback. (Processing Time: 3 minutes)
 2. Receives the completed evaluation sheet. (Processing Time: 3 minutes)
- Fees: None
- Person Responsible:
 1. Guidance Counselor III
 2. Guidance Director

GAP006: Approval of SIAS Registration (Freshmen Students)

Successful applicants for admission are required to register for their SIAS account before the given schedule.

Office or Division: Guidance, Admission, and Placement Office

Who may avail: ParSUCAT passers

CHECKLIST OF REQUIREMENTS & WHERE TO SECURE

1. None

CLIENT STEPS & AGENCY ACTIONS

Step 1: Go to my.parsu.edu.ph and select the campus where the applicant has qualified

- Register by completing the required information and selecting the program in which the student has qualified.
- Agency Actions:
 1. Checks the list of passers to confirm qualification for the program.
 2. Evaluates if the registration information is correct.
 3. Processing Time: 5 minutes

- 4. Fees: None
- Person Responsible:
 1. Administrative Aide III
 2. Guidance Counselor

Step 2: Wait for the approval and issuance of USER ID and PASSWORD

- Agency Actions:
 1. Approves and marks the registration as passed.
 2. Generates a USER ID and PASSWORD.
 3. Processing Time: 1 day
 4. Fees: None
- Person Responsible:
 1. Admin Aide
 2. Psychometrician
 3. Guidance Counselor

GAP006: Request for SIAS Account (Transferees)

Internal and transferees from other higher learning institutions must request a SIAS USER ID at the GAP Office.

Office or Division: Guidance, Admission, and Placement Office

Who may avail: Transferees

CHECKLIST OF REQUIREMENTS & WHERE TO SECURE

1. Accomplished Student Personal Record → GAP Office, Official FB Page
2. Copy of Evaluation Form → Program Director

CLIENT STEPS & AGENCY ACTIONS

Step 1: Download or get a copy of Student Personal Record and fill out all the information needed.

- Submit the accomplished Student Personal Record and a copy of the Evaluation Form.
- Agency Actions:
 1. Issues a copy of Student Personal Record.
 2. Evaluates the documents presented.
- Processing Time: 5 minutes
- Fees: None
- Person Responsible:
 1. Administrative Aide III
 2. Guidance Counselor

Step 2: Wait for the issuance of USER ID and PASSWORD

- Agency Actions:

- 1. Creates a Student Account on SIAS and issues the generated USER ID and PASSWORD.
- Processing Time: 3 minutes
- Fees: None
- Person Responsible:
 - 1. Admin Aide
 - 2. Psychometrician
 - 3. Guidance Counselor

CAA001: Request for the Services of Band, Majorettes, and Other Student Performers
 This process is for requesting the services of the University band, majorettes, and other student performers for events by outside parties, groups, or individuals.

Office or Division: Office of Culture and Arts
 Who may avail: Outside interested parties, groups, or individuals

CHECKLIST OF REQUIREMENTS

1. Letter of Invitation/Request – Secure from: Requesting Party
2. Approved Letter of Invitation/Request – Secure from: Office of the President

CLIENT STEPS & AGENCY ACTIONS

Step 1: Wait for advice and confirmation

- Client Action: Waits for the formal advice and confirmation from the Culture and Arts Office.
- Agency Actions:
 1. Gives formal advice and confirmation to the client. (Processing Time: 5 minutes)
 2. Checks compliance with CMO No. 63, Series 2017, for off-campus activities.
 (Processing Time: 5 days)
 3. Fees: None
 4. Person Responsible: Director, Culture and Arts; Adviser; Student Performers

Step 2: Accommodation and Service Rendering

- Client Action: Accommodates the University Culture and Arts unit/group.
- Agency Actions: Renders the requested performance/service. (Processing Time: 1 day, depending on the request)
- Person Responsible: Director, Culture and Arts; Adviser; Student Performers

Alumni001. Request of Alumni

These are requests from alumni who will conduct homecoming events and use university facilities.

Office or Division: Office of the Alumni
 Who may avail: Graduates, Alumni, Authorized Representatives

CHECKLIST OF REQUIREMENTS

1. Duly signed request letter – Secure from: Requesting Party
2. Forms that require data – Secure from: Alumna

CLIENT STEPS & AGENCY ACTIONS

For Face-to-Face Transactions

Step 1: Submit Request Letter

- Client Action: Submit communication/letter of request.
- Agency Action: Receives communication/letter of request.
- Fees: None
- Processing Time: 2 minutes
- Person Responsible: Alumni Director

Step 2: Sign in the Logbook

- Agency Actions:
 1. Inform alumni to sign in the logbook.
 2. Notify the applicant (via text/email) about request actions.
 3. Forward the communication to concerned offices.
 4. Oversee facility use and assist the alumni.
- Fees: None
- Processing Time:
 1. 2 minutes (logbook signing)
 2. 3 days (approval and notification)
 3. 1 minute (forwarding communication)
 4. 1 minute (overseeing facility use)
- Person Responsible: Alumni Director

For Online Submission

Step 1: Send Request via Email

- Client Action: Scan/attach request letter and send to alumni@parsu.edu.ph
- Agency Actions:
 1. Acknowledge and print communication.
 2. Record the received communication.
 3. Forward communication to concerned offices.
- Fees: None
- Processing Time: 1 minute (acknowledgment & printing), 2 minutes (recording) and 2 minutes (forwarding)
- Person Responsible: Alumni Director

VAF001: Request for Vehicle

This service facilitates the request for the use of university vehicles, which must be submitted to the Office of the Chief Administrative Officer (CAO) – Administration for approval. The form must be completed by the Head of the Requesting Unit, and approval depends on the submission of required documents and the availability of the university vehicle and driver.

Office or Division: Chief Administrative Officer-Administration

Who may avail: Other Government Agencies or Stakeholders

CHECKLIST OF REQUIREMENTS

1. Request for Vehicle Form (PSU-F-VAF-04) and Passenger's Feedback Form (PSU-F-VAF-05) – Secure from: Office of the Chief Administrative Officer-Administration
2. Attach any of the following documents to support the travel, as necessary:
 - Approved Proposal
 - Memorandum/Communication Letter – Secure from: Requestor/Concerned Head of the Activity/Proposal

CLIENT STEPS & AGENCY ACTIONS

Step 1: Submit Request Form

- Client Action: Submit the completed Request for Vehicle Form (PSU-F-VAF-04) to the Office of the Chief Administrative Officer-Administration at least two (2) days before the scheduled travel.
- Agency Action: Issue the Request for Vehicle Form (PSU-F-VAF-04) and Passenger's Feedback Form (PSU-F-VAF-05).
- Processing Time: 1 day
- Responsible Person: CAO Staff

Step 2: Submit Monitoring Sheet

- Client Action: Accomplish the log sheet for monitoring and submit the Passenger's Feedback Form.
- Agency Action:
 1. Provide instructions to the requestor regarding the travel.
 2. Ensure compliance with travel policies, including the proper use of the vehicle and adherence to safety protocols.
- Processing Time: 1 day
- Responsible Person: CAO Staff

Step 3: Submit Accomplished Request for Vehicle (PSU-F-VAF-04) with Attachments

- Client Action: Submit the completed Request for Vehicle form with necessary attachments.
- Agency Action:
 1. Review the completeness of submitted documents.
 2. Check availability of the vehicle and driver for the requested schedule.
 3. Forward the request to CAO Administration for approval.
 4. Approve or disapprove the request (if disapproved, the requestor is informed immediately).
 5. Once approved, prepare an Office Order using PSU-F-VAF-03 and update the vehicle schedule.
 6. Forward to the Document Control Office for issuance.
- Processing Time: 1 day
- Responsible Person: CAO Staff, CAO

Step 4: Submit Passenger's Feedback Form

- Client Action: Submit the accomplished Passenger's Feedback Form (PSU-F-VAF-05) at least one (1) day after the travel to the Office of CAO.
- Agency Action: Receive and record the Passenger's Feedback Form.
- Processing Time: 1 day
- Responsible Person: CAO Staff

VAF002: Other Requests

This service facilitates the approval of the Chief Administrative Officer (CAO) for documented information available in the Office of the Chief Administrative Officer – Administration. Only public documents will be issued upon request, while others remain subject to review and approval under the ParSU Freedom of Information Manual.

Office or Division: Chief Administrative Officer-Administration

Who may avail: Other Government Agencies or Stakeholders

CHECKLIST OF REQUIREMENTS

1. Request Letter specifying the details of the requested document, information, and its purpose – Secure from: Requesting Party
2. Accomplished Freedom of Information Request Form – Secure from: Concerned Head of the Requesting Proponent

CLIENT STEPS & AGENCY ACTIONS

Step 1: Submit a request

- Client Action: Submit a request letter and the accomplished Freedom of Information Request Form
- Agency Action:
 1. Receive and record the request in the OVPAF Incoming Logbook (PSU-LB-VAF-01).
 2. Forward the request to CAO for appropriate action.
 3. Make a decision to approve or disapprove the request. If disapproved, inform the requestor immediately.
 4. Prepare a reply or forward the request with the decision. If approved, inform the requestor of the decision. If additional information or action is needed, inform the requestor accordingly.
- Processing Time: 3 days
- Responsible Person: CAO Staff / CAO

VAF003: Inquiry

This service accommodates inquiries received by the Office of the Chief Administrative Officer (CAO) regarding General Administration and Support Services (GASS) for appropriate actions.

Office or Division: Office of the Chief Administrative Officer-Administration

Who may avail: Other Government Agencies or Stakeholders

CHECKLIST OF REQUIREMENTS

1. None

CLIENT STEPS & AGENCY ACTIONS

Step 1: Submit an Inquiry

- Client Action: Approaches/visits the office or sends an email for an inquiry/specific concerns related to General Administration & Support Services.
- Agency Action:
 1. Accommodates/acknowledges receipt of the client's inquiry or concern.
 2. Analyzes the inquiry.
 3. Responds to the inquiry/concern of the client.
- Processing Time: 3 days
- Responsible Person: CAO Staff

NST001 Process of NSTP Registration

The processing time is based on the actual transaction upon receipt of the legibly filled-out form and complete requirements. Students must attend the 1-day NSTP orientation before enrolling in their chosen NSTP component (CWTS, LTS, or ROTC).

Office or Division: Office of the National Service Training Program (NSTP)

Who may avail: All students enrolled in the University/Campus Registrar with NSTP Subject

Checklist of Requirements

1. Registration Slip & Certificate of Attendance from NSTP Orientation (NSTP Office)
2. Duly Accomplished Registration Form (NSTP Office or downloadable via ParSU-NSTP Info Page on Facebook)
3. Notarized Parent's or Guardian's Consent/Waiver (NSTP Office)
4. 2x2 Picture (decent attire, white background) (Nearby photo studio)
5. Validated Enrollment & Assessment Form (EAF) (University/Campus Registrar's Office or SIAS)
6. Medical Certificate (Licensed Physician)
7. Long Brown Envelope (Requesting Party)
8. Certificate of NSTP Grade (For irregular students, transferees, returnees, cross-enrollees – from School of Origin)

Client Steps & Agency Actions

1. Fills out the NSTP Registration Form & secures all requirements.
 - Agency Action: Provides the NSTP Registration Form and Certificate of Attendance.
 - Responsible Person: Administrative Aide I (COSV) / ROTC Officers / NSTP Coordinator
2. Submits requirements to NSTP Office.
 - Agency Action: Checks the form's legibility and completeness.
 - Processing Time: 4 minutes
 - Responsible Person: Administrative Aide I (COSV) / ROTC Officers / NSTP Coordinator
3. Waits for processing.
 - Agency Action: Encodes personal data into the NSTP CHED Database or ROTC Cadet Roster.
 - Processing Time: 10 minutes
 - Responsible Person: Administrative Aide I (COSV) / ROTC Officers / NSTP Coordinator
4. Registers in the NSTP logbook.
 - Agency Action: Approves the registration.
 - Processing Time: 1 minute
 - Responsible Person: Administrative Aide I (COSV) / ROTC Officers / NSTP Coordinator / NSTP Director

NST002 Issuance of Certificate of NSTP Completion with Serial Number

The Certificate of NSTP Completion with a Serial Number is requested by NSTP graduates for reference purposes.

Office or Division: Office of the National Service Training Program (NSTP)

Who may avail: NSTP Graduates

Checklist of Requirements

1. Requirement Where to Secure
2. School ID/any valid ID-OSAS/issuing agency
3. Duly accomplished request form NSTP Office

Client Steps & Agency Actions

1. Fills out the request form.
 - Agency Action: Provides the request form.
 - Processing Time: 2 minutes
 - Responsible Person: Administrative Aide I (COSV) / ROTC Officers / NSTP Coordinator

2. Presents ID Card and the duly filled-out request form.
 - Agency Action:
 1. Receives ID card and request form
 2. Checks the student's record in the NSTP database and looks for the printed certificate.
 - Processing Time: 2 minutes
 - Responsible Person: Administrative Aide I (COSV) / ROTC Officers / NSTP Coordinator
3. Receives the Certificate of Completion with Serial Number and registers in the logbook.
 - Agency Action: Hands over the certificate and ID card.
 - Processing Time: 1 minute
 - Responsible Person: Administrative Aide I (COSV) / ROTC Officers / NSTP Coordinator

NST003 Issuance of NSTP Certification (Serial Number, Component, and Grades)

The Certificate of NSTP Certification is requested by NSTP students/graduates for reference purposes.

Office or Division: Office of the National Service Training Program (NSTP)

Who may avail: NSTP Students/Graduates

Checklist of Requirements and Where to Secure

1. School ID/any valid ID- OSAS/issuing agency
2. Duly accomplished request form- NSTP Office
3. Letter of Request (if applicable)- Requesting Party

Client Steps & Agency Actions

1. Fills out the request form.
 - Agency Action: Provides the request form.
 - Processing Time: 2 minutes
 - Responsible Person: Administrative Aide I (COSV) / ROTC Officers
2. Presents ID Card and the duly filled-out request form.
 - Agency Action:
 1. Receives ID card and request form.
 2. Checks the student's record in the NSTP database.
 3. Prepares and prints the NSTP Certification.
 4. Affixes signature on the printed NSTP Certification.
 - Processing Time: 5 minutes
 - Responsible Person: Administrative Aide I (COSV) / ROTC Officers
3. Receives the NSTP Certification and registers in the logbook.
 - Agency Action: Hands over the NSTP Certification and ID card.
 - Processing Time: 1 minute
 - Responsible Person: Administrative Aide I (COSV) / ROTC Officers

NST004 Inquiry

Inquiries from clients and other stakeholders are accommodated by the NSTP Office.

Office or Division: Office of the National Service Training Program (NSTP)

Who may avail: Stakeholders

Checklist of Requirements and Where to Secure

1. Letter of Request (if applicable) - Requesting Party

Client Steps & Agency Actions

1.Client Step: Approaches the NSTP staff about their specific concerns.

- Agency Action: Accommodates the client's/stakeholder's concerns.
- Processing Time: 30 minutes
- Responsible Person: Administrative Aide I (COSV) / ROTC Officers.