### UE Department of Registration and Records Management (DRRM)

The UE Department of Registration and Records Management (DRRM) oversees the University’s policies regarding student enrollment, transfers, and graduation. They are responsible for managing student records, and preparing transcripts, certificates, diplomas, and other related documents. The DRRM also organizes commencement and other university-related ceremonies.

**For UE graduates and alumni**:  
You may apply online for your diploma, transcript of records, certificate of English as the medium of instruction, certificate of honorable dismissal, and other related documents (except for the certificate of good moral character). To do so, fill out the Google Form provided by the DRRM, available for each UE campus:

* **UE Caloocan**:<https://docs.google.com/forms/d/16YHlZMp_laZ8WbMT0hG2_WmCkabLbJO4tVaah5JcZSQ>

Processing time for requests, including clearances with other UE offices and payment validation, typically takes **15-20 working days**. During this period, the DRRM will send an email with payment options and information on claiming or delivery dates.

* **On-campus clearances** will be handled by the DRRM on the alumnus' or graduate’s behalf, with guidance on any clearance-related issues.

**Office hours for contacting DRRM**:  
You can reach the DRRM by phone during these hours:

* **Office hours**: **Monday to Friday**, 8:00 AM - 12:00 PM & 1:00 PM - 5:00 PM (non-holidays)
* **UE Caloocan Contact**: (632) 8-367-4572 local 184 or (632) 8-364-2601
* Email: drrm.cal@ue.edu.ph

**Note**:  
The certificate of good moral character for UE alumni and graduates is requested through the **Student Affairs Office**. Contact them at sao.cal@ue.edu.ph.