Republic of the Philippines

Mindanao State University

Maigo School of Arts and Trades

Maigo, Lanao del Norte



CITIZEN'S CHARTER





(in pursuance of Republic Act 9485, otherwise known as Anti-Red Tape Act of 2007 which was approved to improve the efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption, and providing penalties therefore)

THE SCHOOL SEAL



The seal of the Mindanao State University – Maigo School of Arts and Trades shows a gear encircling the Mindanao State University seal which:

was created by an anonymous student with a very good sense of culture and vision. The three rays on top stand for the Mindanao, Sulu and Palawan (MINSUPALA) regions which were the main thrust of MSU at its inception. The lamp in the middle signifies the light with which to guide the people in their quest for knowledge. Finally, the fish and the "okir" symbols around the lamp along with the color scheme represent the unique and impressive culture of the Maranaos in the area surrounding the Mindanao State University. (MSU Main Campus - Marawi)

The gear, symbolic of industrial society, reflects Industrial Technology as the focal program of the campus. Furthermore, it depicts interdependence and advancement in knowledge and skills among the students. The year, 2001, indicates the time of the campus's affilitation to the Mindanao State

VISION

MSU, a world-class university in Southern Philippines

COMPLIMENTARY VISION

A renowned learning institution in industrial technology and related fields in Southern Philippines

COMPLIMENTARY MISSION

MSU-MSAT shall provide the manpower required by the technological sector of the local and global economy through its quality programs in instruction, research, extension and production

OBJECTIVES

Instruction

- 1. To rationalize curricular offerings by aligning them to respond to changing industrial technological needs and conditions, and to meet national and international standards.
- To provide quality and relevant technical and technological knowledge, skills and competencies to ensure the employability of graduates locally and abroad.

To provide leadership and expertise in the area of industrial technology for socioeconomic development.

Research

To promote and engage in quality research studies responsive to local and global technological needs.

Extension

- To conduct community-based skill training activities in order to develop technical knowledge, skills and attitudes among the individuals in the community..
- To enhance linkages and involvement in community development through extension services.

Production

To engage in production projects and activities in industrial technology and related fields to generate sustainable income.

OFFICE OF THE REGISTRAR

LIST OF FRONTLINE SERVICES

Types of frontline services	Fees	Forms	Processing Time	Person In-Charge
Admission	N/A	Admission Slip & Student's Information Sheet	30 minutes	Admission Officer
Registration/Enrollment	N/A	Certificate of Registration	40 hours	Registrar/Staff
Validation/Accreditation	N/A	Transcript of Records/Report Cards	2 hours	Registrar
Evaluation of student records a) Accrediting subjects & units taken b) Maximum Residence role c) Placement to the curricular level d) Sequencing of subjects in the curriculum e) Student Retention f) Scholarship Program	N/A	Evaluation Sheet	2 hours	Registrar
Release of Transcript of Records & other Important Documents	50/page 50,00 50.00	- TOR - Honorable Dismissal - Cert. of Official Receipt	One month after graduation	Registrar/Staff & School Cashier

Admission

Schedule of Availability of Service : May 18 to June 8 (8:00 A.M. - 5:00 P.M)

Who may Avail of the Service : Old Students and Freshmen

What are the requirements : Pertinent Enrollment Documents

Duration 8 hours

How to avail of the Service

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
ğ.	Students will get Information Sheet & Preliminary Registration Form	Provide Student's Information Sheet & Preliminary Registration Form	30 minutes	Admission Officer	N/A	Student Information Sheet & PRF
2	Students seek signature from their academic adviser then return to the registrar	Received & check the signed Information Sheet & Preliminary Registration Form (PRF)	10 minutes	Registrar/Staff	N/A	Student Information Sheet & PRF

Registration/Enrollment

Schedule of Availability of Service : May 25 to June 11, 2009 (8:00 A.M. - 5:00 P.M)

Who may Avail of the Service : Registration/Enrollment for Old Students

What are the requirements

: TOR for the Second Degree Course Honorable Dismissal and Information Form for the Transferees Report Card

Duration : 80 hours

How to avail of the Service

Steps	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees	Form	
1	Present Clearance to Registrar/Adviser to claim Report Card	Release report card	10 minutes	Registrar/Staff	N/A	Form 138	
Present report card to Clinic for Health Conduct Examination		Conduct physical examination	20 minutes	Registrar/Staff	N/A	Health Form	
Present Report Card to ROTC Officer(Those taking ROTC only) Accommodate and facilitate enrollment			10 minutes	ROTC Personnel	P100.00	N/A	
4	Register for SSC membership	List SSC to membership	5 minutes	SSC Officers	P25.00	N/A	
5	Present report card for subject schedule	Arrange and provide subject schedule	5 minutes	Assigned Staff/ Personnel	N/A	N/A	
6	Proceed to Billing Section for Assessment	Assess payments	5 minutes	Registrars Staff	N/A	Bill of Accounts	
7	7 Pay to Cashier Issue Official Receipt		5 minutes	Cashier Staff	N/A	OR	
8	Claim COR for ID processing	Release COR	5 minutes	Registrars Staff	N/A	COR	
9	Present COR to ID processor	Validate ID	5 minutes	IT Staff	N/A	ID	
		END OF TRAN	SACTION				

Validation/Accreditation of Subjects

Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M)

Who may Avail of the Service : College Students and Freshmen

What are the requirements : Transcript of Records & Informative Form

Duration : Three Semester

How to avail of the Service

Steps	Applicant/Client	Service Provider	Ouration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Students will give Transcript of Records and or Information Form (for transferees)	Get the Transcript of Records and or Information Form	30 minutes	Registrar	N/A	Transcript of Records Informative Form
2	Submit the subjects and units taken from any SUC's and or private institution	Accredit the subjects and units earned if they have the same course content and number of units	1 hour	Registrar	N/A	TOR/ Informative Form
3		Inform the student of the result				

END OF TRANSACTION

Evaluation of Student Records

Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M)

Who may Avail of the Service : College Students and Freshmen

What are the requirements: Transcript of Records, Informative Form & Evaluation Sheet

Duration :

How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees	Form
t	Submit Transcript of Records	Evaluate subjects and units taken from any SUC's & or private institutions based on TOR.	30 minutes	Registrar	N/A	Transcript of Records
2	Secure the Evaluation Sheet from the Registrar	Release the evaluation sheet showing the grades of the subjects taken	10 minutes	Registrar/Staff	N/A	Evaluation Sheet

Schedule of Availability of Service : One month after graduation (Monday to Friday at 8:00 A.M. – 5:00 P.M)

Who may Avail of the Service : MSU-MSAT Students

What are the requirements : Clearance

• Duration :

How to avail of the Service

Applicant/Client	Service Provider	(Under normal circumstances)	Person In-Charge	Fees	Form
Secure student clearance	Provide clearance	5 minutes	Staff	N/A	Student Clearance
After completing the signatures on the clearance, pay the necessary fees to the cashier's office then return it to the office of registrar.	Received the clearance and give the requested documents and let him/her sign the record book.	20 minutes	Registrar/Staff	N/A	Student Clearance
	After completing the signatures on the clearance, pay the necessary fees to the cashier's office then return	Secure student clearance Provide clearance After completing the signatures on the clearance, pay the necessary fees to the cashier's office then return Provide clearance Received the clearance and give the requested documents and let him/her sign the record book.	Applicant/Client Service Provider (Under normal circumstances) Secure student clearance Provide clearance 5 minutes After completing the signatures on the clearance, pay the necessary fees to the cashier's office then return (Under normal circumstances) 5 minutes 20 minutes	Applicant/Client Service Provider (Under normal circumstances) Person In-Charge Secure student clearance Provide clearance 5 minutes Staff After completing the signatures on the clearance, pay the necessary fees to the cashier's office then return Provide clearance and give the requested documents and let him/her sign the record book.	Applicant/Client Service Provider (Under normal circumstances) Fees Secure student clearance Provide clearance 5 minutes Staff N/A After completing the signatures on the clearance, pay the necessary fees to the cashier's office then return Fees In-Charge Staff N/A Service Provider (Under normal circumstances) Provide clearance Staff N/A Received the clearance and give the requested documents and let him/her sign the record book.

OFFICE OF THE CASHIER

LIST OF FRONTLINE SERVICES

Administrative and Support Services (Cashier Office)

Types of frontline services	Fees	Forms	Processing Time (Under normal circumstances per transaction)	Person In-Charge
Payment of claims	(none)	Vouchers	1 hour	School Cashier
Receive Student Fees and other collections	(none)		2 minutes	Cashier/Staff
Records and Information Management a) Preparation of payroll, check, check advice and remittances b) Issuance of Certifications/Confirmations of loans and signing of student clearances c) Collection of unpaid student accounts	(none)	- Payroll, check, check advice & remittances -Certification & Clearances -Official Receipt	- 16 hours - 3 minutes - 2 minutes	Cashier/Accounting Staff /AAO
Report of Collection and deposit	(none)	Columnar Book	I minute	
Disbursement Record	(none)	Columnar Book	1 minute	
Report of Disbursement	(none)	Columnar Book	1 minute	
Cash in Bank	(none)	Columnar Book	1 minute	Cashier/Administrative and
Cash Receipts Summary	(none)	Columnar Book	1 minute	Accounting Staff
Budget Allocation	(none)	Columnar Book	1 minute	
Report of Check issued/cancelled	(none)	Columnar Book	1 minute	

Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M)

Who may Avail of the Service : Students, Suppliers, Faculty members, and other Stake Holders

What are the requirements
 Supporting Documents (Official Receipts, RER, Certificate of Appearance, etc.)

Duration : 1 hour

How to avail of the Service

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Submit claim voucher with supporting documents duly funded and approved	Validate issued check and advice for signature with the Head of Office	1 hour	Cashier	N/A	Vouchers
2	Encash forwarded check and advice to Land Bank of the Philippines, Iligan City	Forward the Check Advice to LBP, Iligan City	4 hours	Cashier/Staff	N/A	N/A

Receive Students Fees and other Collections

Schedule of Availability of Service : Monday to Friday (8:00 A.M. – 5:00 P.M)

Who may Avail of the Service : Students, Parents

What are the requirements : COR
 Duration : 1 hour

How to avail of the Service

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Present COR form (MSU- MSAT)	Assess the form	5 minutes	Cashier/Staff	(depending upon the number of unit load)	Generated
2	Pay the corresponding amount either partial or in full	Issue Official Receipt (O.R)	2 minutes	Cashier/Staff	(depending upon the number of unit load)	Generated
3	Inquire other Collections/Rentals	For other collections/rentals issue Official Receipts	2 minutes	AAO/Supply Officer /IGP Coordinator / Head of Office	N/A	OR

Records and Information Management

Schedule of Availability of Service : Monday to Friday (8:00 A,M, - 5:00 P.M)

Who may Avail of the Service Students, Parents, Faculty and Personnel

What are the requirements : COR
 Duration : 1 hour

How to avail of the Service :

Steps	Applicant/Client	Service Provider	(Under normal circumstances)	Person In-Charge	Fees	Form
31	Inquire transaction verbally at the window	Facilitate transactions	I minute	Cashier/Staff	N/A	(N/A)
2	For GSIS, PAG-IBIG & PhilHealth, accomplish Business Form	Acknowledge Business Form for Transaction	1 hour	Cashier	N/A	Business Form
		Submit check advice to LBP, Iligan City	4 hours	Cashier/Staff	N/A	LBP Check Advice
		Remit Payables to GSIS, PAG-IBIG & PhilHealth, Iligan City	8 hours	Cashier/Staff	N/A	GSIS Format PAG-IBIG Format PhilHealth Format

OFFICE OF THE STUDENT AFFAIRS

LIST OF FRONTLINE SERVICES

Office of Student Affairs (Guidance & Counseling)

Types of frontline services	Fees	Forms	Processing Time (Under normal circumstances per transaction)	Person In-Charge
Enrollment (SSC)	25,00	SSC Form 1	1 minute	Coordinator Student Affairs Guidance Counselor
Guidance & Counseling		191		Coordinator Student Affairs Guidance Counselor
Bi-monthly Home Visitation for Clean & Green Environment Program		Inspection Form	1 hour	Coordinator Student Affairs Guidance Counselor
Conduct Election on Student Supreme Council (SSC))	30.00	Election Paraphernalia	6 hours	Coordinator Student Affairs Guidance Counselor
Conduct Orientation Program & Acquaintance Party	30.00			Coordinator Student Affairs Guidance Counselor
Conduct Information Drive on Drug Free, Disaster-risk Reduction Management and Climate Change Adaptation			4 hours	Coordinator Student Affairs Guidance Counselor
Attend & Supervise the Flag Raising Ceremony every Monday				Coordinator Student Affairs Guidance Counselor

Office of Student Affairs (Guidance & Counseling)

Types of frontline services	Fees	Forms	(Under normal circumstances per transaction)	Person In-Charge
Records & Information management a) Students Information Sheet b) List of Graduates c) List of Deserving Students d) List of students with problems e) List of recognize/accredited student organization, fraternities, unions, clubs & other group. f) List of school's activities and programs				Coordinator Student Affairs, Class Advisers, Guidance Counselor

Students Affairs (Enrolment)

Schedule of Availability of Service (8:00 A.M. – 5:00 P.M)

Who may Avail of the Service : Students

What are the requirements : Enrollment and OSA

Duration : 8 hours

How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under Normal circumstances)	Person In-Charge	Fees	Form
1	Secure Students' Information Sheet (SIS) Form I	Provide the form (SIS)	1 minute	/Coordinator OSA	P5/form	SIS
2	Accomplish SIS and submit	Acknowledge through log book & temporary receipt	10 minutes	Coordinator OSA		SIS

Guidance and Counseling

Schedule of Availability of Service (8:00 A.M. – 5:00 P.M)

What are the requirements

Duration : 8 hours

How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under Normal circumstances)	Person In-Charge	Fees	Form
1	Inform Guidance Counselor on problem encountered	Treat the problem and employ necessary measures		Subject teacher, Class Adviser, Department Chairman, GC	(none)	Guidance Form
2	333333333333	Advise all concerns for immediate resolution of the problem		Parents, Teachers and or Guardians		

END OF TRANSACTION

Guidance and Counseling

Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)

Who may Avail of the Service : Students and Faculty Members

What are the requirements

Duration : 8 hours

How to avail of the Service

Steps	Applicant/Client	Service Provider	Ouration of Activity (Under Normal circumstances)	Person In-Charge	Fees	Form
1	Inform Guidance Counselor on problem encountered	Treat the problem and employ necessary measures		Subject teacher, Class Adviser, Department Chairman, GC	(none)	Guidance Form
2		Advise all concerns for immediate resolution of the problem		Parents, Teachers and or Guardians		

Home visitation (Dormitories)

Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)

Who may Avail of the Service : Students
 What are the requirements : COR
 Duration : 8 hours

How to avail of the Service

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Steps	Applicant/Client	Service Provider	Ouration of Activity (Under Normal circumstances)	Person In-Charge	Fees	Form
1	Clean ,Organize, Sanitize Dormitories	Conduct ocular inspection and evaluation	2 hours	Guidance Counselor, OSA Coordinator, Dept. Chairmen School Nurse, Dormitory In-Charge & Students	(none)	
2	Receive the award	Give recognition to the cleanest, well organized dormitory	20 minutes	Dormitory Manager, Guidance Counselor, OSA Coordinator, School Nurse, Head of the Agency	(none)	

END OF TRANSACTION

Administration of I.Q. Test

Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)

Who may Avail of the Service Students (freshmen)

What are the requirements : Forms
 Duration : 8 hours

How to avail of the Service

Steps	Applicant/Client	Service Provider	(Under Normal circumstances)	Person In-Charge	Fees	Form
1	Secure I.Q Test/form application	Provide I.Q Test form application	1 minute	Guidance Counselor	(none)	
2	Submit the I.Q Test application form & wait for the advice	Assess the application I.Q Test form and give when & how to attend/pass the test	I minutes & 30 sec.	Guidance Counselor	(none)	
3	Report for the scheduled test	Conduct and administer the LQ Test	1 hour & 30 min.	Guidance Counselor	P15,00	
34		Publish/Post the result in conspicuous places	40 hours	Chairman OSA, Department Chairman & Guidance Counselor		
5	Secure test result	Provide test result	5 minutes	Guidance Counselor,	P5.00	

Conduct Student Supreme Council (SSC) Election

Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)

Who may Avail of the Service : Students

What are the requirements : Election Forms

Duration : 8 hours

How to avail of the Service

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Accomplish Form	Post/publish requirements	3 minutes	Guidance Counselor	P25/head	Filling Form
2	Submit the Form	Assess/ Evaluate Forms	5 minutes	Guidance Counselor	(none)	
3	Conduct Party Meeting	Attend the Party Meeting	30 minutes	Guidance Counselor		
4	Campaign Period	Observation, monitoring & guidance	8 hours	Student's Party, Teachers, Guidance Counselor & OSA Coordinator		
5	Student Rally	Observation, monitoring & guidance Counselor	1 hour & 30 min.	Students, Teachers, Guidance Counselor,		
6	Receive Election paraphernalia-	Distribution of Election paraphernalia	2 minutes	Guidance Counselor, COMELEC		

Steps	Applicant/Client	Service Provider	(Under normal circumstances)	Person In-Charge	Fees	Form
7		Conduct Student Election proper & canvass immediately the ballots	3 hours	Guidance Counselor, OSA Coordinator, Teacher In-Charge & BOC		
8		Consolidation of election result & proclamation of winning candidates	2 hours	Guidance Counselor, OSA Coordinator, Teacher In-Charge, Students & Principal		
9	Secure Certificate of proclamation & certificate of votes	Issue/provide certificate of Proclamation & votes	10 minutes	Guidance Counselor, OSA Coordinator & Adviser	P5.00	Certification
10	Take oath of office	Conduct oath taking	8 minutes	Agency Head & Administrative Officer		Oath of Of fic e
11	Celebration-Victory Party	Attend the victory party		All		

Conduct Students' Orientation Program and Acquaintance Party

Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)

Who may Avail of the Service Students, Faculty members, Personnel

What are the requirements : Attendance
 Duration : 8 hours

How to avail of the Service

Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
	Post/publish schedule of orientation program	40 minutes	Guidance Counselor		
Attend the Orientation program	Conduct/Administer the Orientation Program	3 hours & 30 minutes	Guidance Counselor, OSA Chairman, Heads, Faculty & Staff/Students		
	Conduct Evaluation/Follow-up	3 hours	Guidance Counselor & OSA Chairman		
	Provide counseling for non- compliance of rules and regulations.		Guidance Counselor, OS Coordinator, chairman & Teacher Adviser	(none)	
	Attend the Orientation	Post/publish schedule of orientation program Attend the Orientation Conduct/Administer the Orientation Program Conduct Evaluation/Follow-up Provide counseling for non-compliance of rules and	Applicant/Client Service Provider (Under normal circumstances) Post/publish schedule of orientation program Attend the Orientation program Conduct/Administer the Orientation minutes Conduct Evaluation/Follow-up 3 hours Provide counseling for non-compliance of rules and	Applicant/Client Service Provider Post/publish schedule of orientation program Attend the Orientation program Onduct/Administer the Orientation program Attend the Orientation program Conduct Evaluation/Follow-up Conduct Evaluation/Follow-up Provide counseling for non-compliance of rules and regulations. (Under normal circumstances) Publish schedule of orientation orientation and scircumstances. Attend the Orientation program Osa Chairman, Heads, Faculty & Staff/Students Osa Chairman Guidance Counselor & Osa Chairman Osa Chairman Osa Counselor, Chairman & Teacher	Applicant/Client Service Provider Post/publish schedule of orientation program Attend the Orientation program Conduct/Administer the Orientation program Conduct Evaluation/Follow-up Conduct Evaluation/Follow-up Provide counseling for non-compliance of rules and regulations. (Under normal circumstances) Post/publish schedule of orientation directly and circumstances. Attend the Orientation program Conduct Counselor of Guidance Counselor, OSA Chairman, Heads, Faculty & Staff/Students OSA Chairman Guidance Counselor & OSA Chairman OSA Chairman OS Coordinator, Chairman & Teacher

END OF TRANSACTION

PROVISION OF STUDENTS' SERVICES (Campus Library, Cafeteria, Dental/Clinic, Security Services

Schedule of Availability of Service ; (8:00 A.M. – 5:00 P.M)

Who may Avail of the Service : Officially-Enrolled Students, Faculty members, Personnel

What are the requirements : Certificate Of Registration, School ID

Duration : 1 hour

How to avail of the Service

A. Library Services

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION of ACTIVITY (Under normal circumstances)	PERSON- In-Charge	FEES	FORMS
1	Secure Library/Borrower's Card	Issue library borrowers card	5 minutes	Campus Librarian	5.00	Library card & ID picture
2	Avail of library holdings	Provide the library holdings services	5 minutes	Campus Librarian/Aid	N/A	N/A

B. Cafeteria Services

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION of ACTIVITY (Under normal circumstances)	Person In- Charge	FEES	FORMS
1	Request/Coordinate with Cafeteria Manager	Accommodate request	10 minutes	Cafeteria Manager	N/A	N/A
2	Determine commodities available	Provide as requested	10 minutes	Salesgirl for the day	Depends on pricelist	N/A

C. Dental/Medical Clinic Services

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION of ACTIVITY (Under normal circumstances)	Person In- Charge	FEES	FORMS
1	Seek dental form for check-up	Provide dental form	5 minutes	Campus Dentist	100.00	Dental form
2	Submit for dental check- up	Checks oral/dental condition	30 minutes	Campus Dentist	N/A	N/A
3	Verify condition of the result	Inform client on particular recommendation	5 minutes	Campus dentist	N/A	Record Book

D. Security Services

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION of ACTIVITY (Under normal circumstances)	PERSON IN- CHARGE	FEES	FORM
1	Present ID to the guard on-duty	Inspect proper identity of the students	10 seconds	Security Guard on- duty	N/A	N/A
2		Allow students in the campus	N/A	Security Guard-on- duty	N/A	N/A
3	(For Visitors/Guests) Submit for proper identity	Record name/s in the Log Book & issue Visitors ID	1 minute	Security Guard on- duty	N/A	N/A
4	Submit materials brought in and out	Record materials brought in and out	3 minutes	Security Guard-on- duty	N/A	N/A

Schedule of Availability of Service : (8:00 A.M. – 5:00 P.M)

Who may Avail of the Service : Students

What are the requirements

Duration : 8 hours

How to avail of the Service

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1		Posting/publication on the issue	15 minutes	Guidance Counseling		
2	Attend information drive	Conduct information drive	1 hour	Guidance Counselor, OSA Coordinator, Heads, Faculty & Staff		
3	Ask questions/complaints clarifications and verifications	Declare open forum	30 minutes	Guidance Counselor, OSA Chairman, Heads, Faculty & Staff		
		Conduct Evaluation and follow-up				

END OF TRANSACTION

EXTENSION SERVICES

TYPES OF SERVICES	FEES	DOCUMENT/S REQUIRED	PROCESSING TIME	PERSON IN-CHARGE
PERFORMANCE OF EXTENSION SERV	CES ACTIVITIES			
Disseminating Technology/Information Materials	As required	ICT/IEC or Techno manuals/leaflets and other reading materials	6 -8 hours	Extension personnel
2. Designing Training Handouts	As required	Related literature and studies	240 hours	Extension office personnel/Chairmen of the departments
Establishing Linkage with GOs and NGOs	As required	Letter of intent/Trace letter/Memorandum of Agreement	72 hours	Department Chairmen and Extensio Personnel
4. Conducting Seminars/Trainings	Depends on the facility or as required	Permission and Request letter/Seminar papers/ letter/Letter of intent/ Soft/hard copies/ audio/video/ instruments	Depends on the duration of the seminar	Presenter/Facilitators/Extension Personnel, Chairmen of the Departments
5. Conducting Community Services	Depends on the facilitator or as required	Permission letter/ Seminar papers/ Request letter/Letter of intent/Soft/hard copies/audio/video/ instruments	Depends on the duration of the training	Presenter/Facilitators/Extension Personnel, Chairmen of the Departments

DESIGNING TRAINING HANDOUTS /INFORMATION MATERIALS

Schedule of availability of service Who may avail of the service What are the requirements

- Monday to Friday (8 a.m. - 5: p.m.)

- Entrepreneurs, housewives, researchers, faculty from various departments, institutions and agencies

- Soft and hard copies of research training manuals, and available technology manuals

- 8 hours a day

Duration How to avail of the service

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
I.	Clarify the training program	Select potential and useful training program	32 hours	Extension Office Personnel /Chairmen of the Departments	As required	Related literature and studies
2.	Invite lecturers/trainers	Choose resource persons	32 hours	Extension Office Personnel/ Chairmen of the Departments	As required	Request and invitation letters
3.	Ask funds for the training	Search or generate sponsors for budget source	16 hours	Extension Office Personnel/ Chairmen of the Departments	none	Request and permission letters
4.	Verify the locale and time of training	Prepare materials and venue for training	40 hours	Extension Office Personnel/head of the Departments	As required	Related training handouts/
5.	Ask handouts for training	Prepare final project proposal on training and its handouts	40 hours	Extension Office Personnel/ Chairmen of the Departments	As required	Project proposal and approved handouts

3. ESTABLISHING LINKAGES WITH GOs AND NGOs

Schedule of availability of service

Who may avail of the service

What are the requirements

Duration

How to avail of the service

- Monday to Friday (8 a.m. - 5: p.m.)

- Entrepreneurs, housewives, researchers, school alumni

- Soft and hard copies of letter/s of partnership

- 8 hours a day

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON N-CHARGE	FEES	FORM
1.	Verify approval from project partners	Ask permission and inform higher authority of MSU-MSAT on the partnership or linkage of GOs or NGOs	8 hours	Extension Office Personnel/Chairmen of the Departments	None	Letter request
2,	Confirm approval on partnership of the project	Follow-up confirmation from both offices	16 hours	Extension Office Personnel/Chairmen of the Departments	None	Confirmation letter
3.	Ask official documents of the linkages	Prepare MOA of approved requests	16 hours	Extension Office Personnel/Chairmen of the Department	None	MOA and Letter of Acknowledgme nt
4.	Present MOA for signature	Invite signatories for signing of the MOA	24 hours	Extension Office Personnel/Chairmen of the Departments	As required	MOA
5,	File the MOA	Keep the MOA and other supporting documents	2 hours	Extension Office Personnel/Chairmen of the Departments	None	MOA and Supporting Documents

CONDUCTOF SEMINARS/TRAININGS Schedule of availability of service - Mor - Monday to Sunday (6 a.m. - 6: p.m.)

Who may avail of the service - Entrepreneurs, housewives, students, researchers

What are the requirements - Soft and hard copies of completed research seminar papers, and available related technology manuals

Duration - 8 hours a day

How to avail of the service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1.	Seek permission for the conduct of seminar/training	Ask permission from higher authority of MSU-MSAT to conduct seminar/training	16 hours	Extension Office Personnel/ Chairmen of the Departments	None	Letter-permit with objective of the seminar/training
2.	Clarify training design of the seminar /training	Draft and outline the seminar papers and schedule of seminar/training	32 hours	Extension Office Personnel/ Chairmen of the Departments	None	Related literature and studies/ techn, and seminar manuals
3.	Scout seminar/ training sponsors	Send request- letter to sponsor/s for source of budget	40 hours	Extension Office Personnel/ Chairmen of the Department	None	Request letter
4.	Ask resource persons for the seminar/ training	Tap resource persons/guests and send request letter	32 hours	Extension Office Personnel/ Chairmen of the Department	As required	Request letter
5.	Prepare presentation materials for the seminar/ training	Prioritize relevant topics for presentation with IEC and ICT	40 hours	Extension Office Personnel/ Chairmen of the Department	As required	Materials from IEC and ICT
6.	Gather reading materials for the seminar/ training	Reproduce seminar/ training materials/handouts	32 hours	Extension Office Personnel	As required	Materials from IEC and ICT
7.	Register name in the	Account total number of	3 hours	Extension Office	None	List of attendance
	roster of participants	participants	11100	Personnel	25.0	
8.	Claim seminar/training kit	Distribute seminar/training kit	I hour	Extension Office Personnel/Chairmen of the Department	None	Reading materials
9.	Receive plaques or certificates	Distribute plaques and certificates	1 hour	Chairmen of the Departments	None	Plaques and certificates

END OF TRANSACTION

CONDUCT OF COMMUNITY SERVICES

Schedule of availability of service Who may avail of the service

- Monday to Sunday (6 a.m. – 6: p.m.) - Entrepreneurs, housewives, Out-of-School Youth, BHW

What are the requirements - Supplies and Materials

Duration - 8 hours a day

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEE	FORM
1.	Verify the office on the assurance of the service to be conducted	Ask permission from higher authority of MSU-MSAT to conduct community service	8 hours	Extension Office Personnel	Non	Letter Permit
2.	Make verification on the venue that needs community service	Ask permission from the higher authority of the community to be served	16 hours	Extension Office Personnel	Non	Letter Permit
3.	Assist in the distribution of letter of intent	Prepare and submit of intent letter to concern offices	4 hours	Extension Office Personnel/ and Chairmen of the Department	Non	Letter of Intent
4	Help make follow-ups	Follow-up response and prepare MOA if ever request is approved	16 hours	Extension Office Personnel	Non	Approved permit
5	Observe discretion in the	Assist in the signing of MOA	3 hours	Extension Office	Non	Memorandum of

	MOA signing	by involved signatories		Personnel /Chairmen of the Department		Agreement
6.	Determine the time and venue of the service	Prepare location and schedule of the service assigned to a particular group	3 hours	Extension Office Personnel	Non	List of schedule with its Team Leader
7,	Register name of participants	Account number of participants	2 hours	Extension Office Personnel	Non	List of attendance
8.	Participate in the actual service	Supervise actual community service	Depends on the duration of the community service	Extension Office Personnel	Non	List of schedule with its unit team
9.	Ask certificates	Distributing certificates to unit heads	2 hours	Extension head of office/	none	Certificates of attendance/ participation

- Schedule of availability of service Who may avail of the service and abroad. What are the requirements
- Duration
- How to avail of the service
- Monday to Sunday (6 a.m. 6; p.m.)
 Entrepreneur, housewives, researchers, faculty from various departments, institutions and agencies both here
- Soft and hard copies of completed research, information materials and available technology manuals 8 hours a day

APPLICANT/CLIENT	SERVICE PROVIDER	OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
Verify for the legal papers of participation	Preparing letter of intent to coordinate with the agencies or institution or organization	8 hours	Extension office personnel/head of office/staff and manager	None	Letter of intent
Verify for the legal papers of participation of this office	Asking permission of the conduct to higher authority of MSU-MSAT	8 hours	Extension office personnel/head of office/ staff and manager	None	Letter of permission
Verify for the legal papers of participation with the other offices	Asking permission of the conduct to higher authority of coordinating agencies/ institution/organization	8 hours	Extension office personnel/bead of office/ staff and manager	None	Letter of permission
Assist of the follow-up	Follow-up of the request	8 hours	Extension office Personnel/ staff	None	Trace letter
Clarify the approval of the collaborating agencies	Submitting the permission and intention letter to collaborating offices and its approval	4 hours	Extension office personnel / staff	As required	Permission and letter of intent
Ask for those who attended	Getting list of attendance of the session/meeting if there is	2 hours	Extension office personnel / staff	None	Attendance list
Acquire some copies of the outputs	Collecting file copies of the outputs	2 hours	Extension office personnel / staff	None	Output of IEC and ICT as Handouts
	Verify for the legal papers of participation Verify for the legal papers of participation of this office Verify for the legal papers of participation with the other offices Assist of the follow-up Clarify the approval of the collaborating agencies Ask for those who attended Acquire some copies of	Verify for the legal papers of participation Verify for the legal papers of participation of this office onduct to higher authority of MSU-MSAT Verify for the legal papers of participation of this office onduct to higher authority of MSU-MSAT Verify for the legal papers of participation with the other offices Asking permission of the conduct to higher authority of c	Verify for the legal papers of participation or organization Verify for the legal papers of participation of this office Verify for the legal papers of participation of this office Verify for the legal papers of participation of this office Verify for the legal papers of participation of the conduct to higher authority of of this office Asking permission of the conduct to higher authority of coordinating agencies institution/organization Assist of the follow-up Clarify the approval of the collaborating agencies offices and its approval Ask for those who attended Acquire some copies of Collecting file copies of the Collecting file copies of the Acquire some copies of Collecting file copies of the Cordinate vish the agencies of conduct to higher authority of conduct to higher authori	Verify for the legal papers of participation of this office Asking permission of the conduct to higher authority of with the other offices institution/organization	Verify for the legal papers of participation of this office of the legal papers of participation of this office with the other office with the other office oconduct to higher authority of with the other office oconduct to higher authority of with the other office oconduct to higher authority of with the other office oconduct to higher authority of conduct to higher authority of with the other offices institution/organization with the other office oconduct to higher authority of conduct to higher authority of staff and manager with the other office personnel/bead of office/staff and manager with the other office and the other office personnel/staff and manager with the other office and an authority of conduct to higher authority of staff and manager with the other office and th

Income- Generating- Project Services (MSU-MSAT Gym, Hostel, HRM/SAMAR Bldg.)

Schedule of availability of service Who may avail of the service

Monday to Sunday (6 a.m. - 6: p.m.)
 Stakeholders, Students, Faculty, etc
 Letter Request, OR

What are the requirements

- As needed

Duration

How to avail of the service

Steps	Applicant/Client	Service Provider	Ouration of Activity (Under normal circumstances)	Person In- Charge	Fees	Forms
1	Make a Formal Letter- Request	Receive the letter request for approval	1 hour	IGP Coordinator, Supply Officer, Admin. Ass't, Cashier, Head of Office	Depending on services rendered	Business Form
2	Verify monetary obligation	Issue official receipt	5 minutes	Cashier	Depends on Tariff rates	OR
3	Submit receipt for final action	Provide scheduled/approved request	5 minutes	IGP Coordinator, Dept. Chairmen, Supply Officer	Based on tariff rates	OR
4		Prepare the venue for the said purpose	3 hours	Dept. Chairmen, Supply Officer	N/A	N/A

Administrative and Support Services (ADMIN/HRDO/PERSONNEL OFFICE)

	Types of frontline services	Fees	Forms	Processing Time (Under normal circumstances per transaction)	Person In-Charge
HIR	ING/RECRUITMENT		Publication of vacant Positions	- 4 hours	AHRMO/Adm. Officer
APP	POINTMENTS Processing of appointments	N/A	- CSC Form No. 33 - Notice of Approval of appointments - Ad-Interim - Contract of Service - Job Order	- 2 hours (simple) - 3 months (complex) - 30 minutes	AHRMO/Admin. Officer/Staff
INFO	Publication of bulletin of vacant positions Issuance of Personnel Records Recording of Service/leave credits Checking of Daily Time Records Issuance of Certificate Cert. of No Pending Administrative Case	N/A	- CSC format - Service record/NOSA - CSC Form No. 6 - CSC Form No. 48	- 6 hour & 40 minutes - 30 minutes - daily - daily - 5 minutes	-AHRMO/ Adm Officer/Staff - AHRMO - AHRMO - AHRMO
2 8 8	Certificate of Employment Authentication of documents Receiving and releasing of communication/documents Issuance of Faculty/Personnel clearance		- Clearance	- 5 minutes - 2 minutes - 5 minutes - 5 minutes - 2** week of March/year or as need arise - 5 minutes	►AHRMO -Admin. Officer/Staff
	Preparation of claims/vouchers Publication of Annual Report Preparation of Agenda Matters for BOR Meeting Preparation of Budget Proposal		- DBM/COA Form - DBM Forms	- 8 hours - 80 hours - 86 hours - 80 hours	Acting Administrative Officer

PROCESSING OF APPOINTMENTS

(CSC Form No. 33, Notice of Approval, Ad-Interim, Contract of Service and Job Order)

Schedule of Availability of Service

: Monday to Friday (8:00 A.M. - 5:00 P.M. no noon break)

Who may Avail of the Service

- Filipino citizen, at least 18 years of age with good moral character
 Applicant should have taken and passed the screening, evaluation and interview
 Has no criminal records or has not been convicted by final judgment of an offense or crime involving moral turpitude

What are the requirements

- Application Letter
 CSC Form No. 212 (Personal Data Sheet-Revised 2008)
 CSC Form No. 211 (Medical Certificate)
- CSCS Form No. 1 (Job Description)
- NBI Clearance
 Eligibility (if available/any)
 Transcript of Records
- Assets and Liabilities
- Certificate of seminars/workshop/trainings attended 1 hour

- Duration
- How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity)	Person In-Charge	Fees	Form
1	Register to the Guard on duty and get priority service number	Give client service priority number with corresponding application form.	5 minutes	Guard on Duty (MSU-MSAT)		
2	Wait for the priority number to be called	Call priority service number	10-15 minutes	Processor/Staff (MSU-MSAT)		
3	Submit to processor the application	Evaluate and screen the applications and the requirements	5 minutes	Processor/Staff (MSU-MSAT)		
	249 250 2400	If applicant is qualified, schedule him/her for interview	10 minutes	Processor (MSU-MSAT)		

		If applicant is qualified, schedule him/her for interview	10 minutes	Processor (MSU-MSAT)		5000
Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumsta nces)	Person In-Charge	Fees	Form
4	Expect scheduled interview	Endorse letter to MSU OVPAA for review and schedule for interview	120 hours	Processor/MSU- OVPAA with special assistance		
5	Report to MSU-OVPAA for the scheduled comprehensive interview	Inform the applicant on the scheduled interview		Processor		
6	Attend comprehensive interview at OVPAA Office- Conference Room	PSB/APC Conducts comprehensive interview	2 to 2 ½ hours	PSB/APC		
7	- Wait for the release of the result	 APC/PSB submits result and notifies qualified applicants 	- 10 t 15 minutes	- PSB/APC		
8	Receive Office Order	Issue office order	5 minutes	Head of Office		CVVCP C-C
9	- Sign Appointment	- Prepare the appropriate appointment and forms	- 16 hours	- Processor (MSU-MSAT)	NONE	-KSS form 33 -Notice of approval of appointment -Job Order or Contract of Service
	- Wait for the approval	Furnish OVPAA's recommendation for approval by the MSUS President	- 40 hours	- Processor (MSU- MSAT)		KSS form 33 Notice of approval of appointment Job Order or Contract of Service
		Transmit the documents to CSC field office for attestation	- 40 hours	-AHRMO/Admin. Officer (MSU- MSAT) - CSC staff/Director	none	- KSS form 33 and its supporting documents
12	- Wait for the BOR Confirmation	Furnish the Secretary of the University and Board of Regents the documents for inclusion in the next BOR Agenda-Meeting	- 2 to 3 months	- Processor (MSU-MSAT) - BOR Secretary		- KSS form 33 -Notice of approval of appointment -Job Order or Contract of Service
		- Inform the concerned on the status	- 40 hours	-Admin. Officer		
		of the agenda matters		(MSU-MSAT) - BOR Secretary	(none)	
13	- Claim approved appointment	- Immediately inform the applicant/s to receive his/their appointment/s	- 24 hours	- Admin. Officer and immediate supervisor	(none)	Outh of Office Order to report to work assignment

INFORMATION AND RECORD MANAGEMENT

(Publication and Posting of Vacant Position)

Schedule of Availability of the Service: Monday to Friday (8:00 AM-5:00 PM without noon break)

Who may avail: Applicant and concerned employee/s and official/s

What are the Requirements: List of Vacant Position of the agency in accordance with the CSC format/design

Duration: 8 hours

How to avail of the Service:

-AHRMO/ CSC Director or Staff
-AHRMO/ CSC Director or Staff

END OF TRANSACTION

INFORMATION AND RECORDS MANAGEMENT

(Issuance of Personnel Record, Recording of Credits, Checking of DTRs, Issuance of Certificates and Clearances, Authentication, Receiving and Releasing of Communications and Documents)

Schedule of Availability of Service: Monday to Friday (8:00 AM-5:00 PM No Noon Break)

Who may avail of the Service: Employee/s (faculty/staff) wish to secure information and documents

What are the Requirements: Request pertinent document

Duration: 3-30 minutes

How to avail of the Service:

Steps	Applicant/Client	Service Provider	(Under normal circumstances)	Person In-Charge	Fees	Form
1	 Comply with required forms 	 Provide request form (first-comeserve-basis). 	- 3 minutes	-Record Officer/ Personnel Staff	(none)	- request form
2	- Receive copy of documents	- Retain a copy of requested document for file	- 3 minutes	-Record Officer/ Personnel Staff	(none)	

Schedule of Availability of the Service: Monday to Friday (8:00 AM-5:00 PM No Noon Break)

Who may avail: Faculty and Staff and all concerned

What are the Requirements:

* For Travel Expenses Voucher (TEV)
- Travel Order (TO)

- Obligation Request (OR) Disbursement Voucher (DV)
- Itinerary of travel (IT)
- Innerary of travel (11)
 Completion of Travel Form (CTF) "Appendix B"
 Certificate of Appearance, Tickets, RER, etc.

 * For Supplies and Materials:
 Obligation Request (OR)
 Disbursement Voucher (DV)
- - Canvass Form (CF)
 - Abstract of Canvass (AOC)
 - Purchase Request (PR) Purchase Order (PO)
- Purchase Order (PO)
 Inspection Report (IR)
 Other Supporting Documents

 For other ordinary claims:
 Obligation Request (OR)
 Disbursement Voucher (DV)
 Supporting Documents (OR, RER, Tickets, CA, etc.)

Note: Infrastructure projects, equipments and facilities need appropriate bidding and Award subject to the Implementing Rules and Regulation, Accounting and Auditing Procedures.

- Duration:
- How to avail of the Service

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Prepare and submit appropriate documents to the Administrative Officer for evaluation and recommendation	- Assess/evaluate the documents	- 5 minutes	- Admin. Staff	(none)	OR, DV, IT, CTF, TO, CT, AOC, PR, IR
2	- Endorse evaluated documents to designated office/s	- Allot and certify as to the availability of funds	- 16 hours	Administrative Assistant III / Cashier	(none)	OR, DV, IT, CTF, TO, CT, AOC, PR, IR
3	-Sign voucher and claim the check	-Facilitate the voucher and release the check	- 3 minutes	- Cashier	(none)	

(Publication of Annual Reports)

Schedule of Availability of the Service: Monday to Friday (8:00 AM-5:00 PM without noon break)

Who may avail: Faculty and Staff, Dean of Instruction and Department Chairman

What are the Requirements: Narrative Reports with pictures and caption

Duration: One month

How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	- Provide documentation report	Accept the narrative reports with pictures and caption for consolidation	- One month	-Department Chairman, Research and Extension Coordinators	(none)	
		- Consolidate narrative reports and secure funding for reproduction	- 75 hours	- Officer-In- Charge/Campus Secretary/ Documentation Staff		
		- Circulation of copies to all concerned	- 2 hours			

INFORMATION AND RECORD MANAGEMENT

(Preparation of Agenda Matters for BOR Meeting)

Schedule of Availability of the Service: Monday to Friday (8:00 AM-5:00 PM without noon break)

Who may avail: Department Chairmen/Officer-in-Charge/Campus Secretary

What are the Requirements:
 List of agenda with complete supporting documents

Duration: Two (2) weeks – 80 hours

How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	- Prepare and submit proposed agenda for BOR Meeting	- Evaluate the necessity and validity of the proposals	- 30 hours and 30 minutes	- Department Chairman /Campus- Secretary/ Admin. Officer	(none)	
2	- Seek approval from the Head of Office for inclusion in the agenda matters	- Approved proposal be submitted to the BOR Secretary	- 40 hours	Department Chairman /Campus- Secretary/ Admin. Officer	(none)	
		- Submit consolidated agenda matters to the BOR Secretary through OVPAA for endorsement.	- 8 hours	-OVPAA/BOR Secretary/Camp us Secretary/Admi n. Officers		

INFORMATION AND RECORD MANAGEMENT

(Preparation of Annual Budget Proposal)

Schedule of Availability of the Service: Who may avail: What are the Requirements;

Monday to Friday (8:00 AM-5:00 PM)
Accounting Personnel, Department Chairmen and Faculty Association President
Budget Call/DBM Forms Internal Budget Operation/Manual

Duration:

How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	- Department Chairmen submit budget proposal for consolidation and endorsement to the Head of Office	Adopt necessary and appropriate evaluation and endorse to Admin. Office for consolidation.	- 16 hours	- Chairman of the Department		
2	- Allow ample time for possible action	Admin. Office shall consolidate the submitted internal budget for operation.	- 24 hours	- Admin. Officer, Planning Officer		
3	- Make a follow-up	Conduct special APC Meeting for review and approval by Head of Office	- 3 hours	- Admin Officer, and APC Members		
4	- Request final copy of proposal for endorsement	Endorse to MSU Main Budget Office for inclusion in the University Budget preparation	- 8 hours	- Budget Office/Personne I and Admin. Office Staff		
5	- Get copy of the approved Budget	 Provide copy of the approved Budget to all concerned 	- 1 hour	- All concerned		

OFFICE OF THE SUPPLY OFFICER

LIST OF FRONTLINE SERVICES

Administrative and Support Services (SUPPLY AND PROPERTY OFFICE)

Types of frontline services	Fees	Forms	Processing Time	Person In-Charge
Procurement of Office Supplies and Materials - Requisition of office supplies/materials a) Disbursement b) Canvassing c) Purchasing		- Annex G-9 - OR, DV, Abstract, canvas, PR, PO, IR & BIR Form 2376 - Canvass Form - PO, OR, DV, Canvass, Abstract & Award	- 1 hour - 1 hour - 8 hours (1 day) - 8 hours (1 day)	- Faculty/Staff - Faculty/Staff - Supply Officer/ /Authorized Personnel - Supply Officer/ /Authorized Personnel
 Issuance/Releasing/Distribution of requisition/procured supplies/materials 			- 8 hours (1 day)	- Supply Officer/
Recording Management (carding/Indexing) a) Report of Supplies/Materials issued b) Property, Plant & Equipment Ledger Card c) Property Card d) Report of Accountability for accountable forms		- Appendix 59 - Appendix 8 & Appendix 8-A - Appendix 39 - Appendix 65	- 15 minutes	- Supply Officer/Authorized Personnel - Supply Officer
- Conduct Physical Inspection			- 3 hours	- Supply Officer
- Inventory Program		- Appendix 62	- 80 hours	- Supply Officer
 Disposal of Waste Material 	10 0	-Waste Material Form	- 2 hours	- Supply Officer

Procurement

(Requisition of Office Supplies and Materials)

Schedule of Availability of Service : Monday to Friday 8:00 A.M. – 5:00 P.M. (No Noon Break)

Who may Avail of the Service : Chairman/Department Heads, Faculty and Staff

What are the requirements :

• Duration : 1 hour

How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Make and submit requisition in accordance with the approved Annual Procurement Plan	Check and Review	1 hour	Supply Officer	(none)	Annex G-9
2	Follow-up Admin. Office	If qualified, forward to Administrative Office for approval	5 minutes	Admin. Officer (Supervising)	(none)	Annex G-9
3	If approved, get the documents and re-forward to the supply officer	Canvass the supplies/Materials as requested.	16 hours	Supply Officer/ Action Officer	(none)	Canvass form
4		After the canvass, forward it to the BAC for Bidding and Awards.	2-3 hours	BAC	(none)	Canvass Form
5		Issue purchased request form for approval by the Head of Office or Supervising Administrative Officer inclusive Purchase Order, PR, Abstract & IR.	4 hours	Supply Officer/ Administrative Officer/ Head of Office	(none)	Complete set Procuremen Forms

6	Forward to Accounting Office for funding and get approval of payment from the Head of Office	Provide funds/budget with obligation number duly entered to JEV & other records.	1 hour & 30 minutes	Admin. Assistant III/ Head of Office	
7		Forward to Cashier's Office for check issuance	1 hour	Cashier	
8		Forward to the Office of the Head or concerned Official for signature.	es:		
9	Claim the check	Facilitate voucher and release the check	5 minutes	Cashier	

Note: There are situations when the Cashier carries the check and pays to the claimant, or the claimant carries documents for processing.

Procurement

(Issuance/Releasing/Distribution of Supplies/Materials)

Schedule of Availability of Service : Monday to Friday 8:00 A.M. – 5:00 P.M. (No Noon Break)

Who may Avail of the Service : Faculty and Staff

What are the requirements : Requisition

Duration : 1 hour

How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees	Form
1	Secure requisition form for supplies/materials.	Issue supplies/materials as per approved request for release or procurement.	30 minutes	Supply Officer/ Assisting Personnel		S/M requisitioned Form
2		Assess the documents then release procured supplies/ materials as requested.	30 minutes or more			

END OF TRANSACTION

Procurement

Conduct of Physical Inspection

Schedule of Availability of Service : Monday to Friday 8:00 A.M. – 5:00 P.M. (No Noon Break)

Who May Avail of the Service : Physical Plant In-Charge, BAC Inspector and Supervising Administrative Officer

What are the Requirements
 List of all available facilities and equipment, supplies and materials

Duration : 3 hours

How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees	Form
1	Notify the Head of Office/Department for the conduct of Physical Inspection	Prepare and show facilities/equipment	24 hours	Supply Office/ Inspector/Concerned Officials/ and Employees	(none)	
2	Determine the Status	Provide the list		Supply Office/ Inspector/Concerned Officials/ and Employees		
3	Submit with recommendation to the Head of Office for appropriate action		6 hours	Supply Officer Administrative Officer		

Procurement

(Recording and Information Management)

Schedule of Availability of Service : Monday to Friday 8:00 A.M. - 5:00 P.M. (No Noon Break)

Supply Officer and Other Staff Who May Avail of the Service

: Index Card and Log book What are the requirements

Duration : I hour

How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees	Form
1	Secure requisition slip	Screen/Evaluate the requisition	2 minutes	Supply Officer	(none)	Requisition Slip
	Give ample time	Indexing and carding	5 minutes	Supply Officer/		Index Card
2	Present requisition	Provide or issue requisition	10 minutes	Supply Officer/		

END OF TRANSACTION

Preparation of Inventory Program

Schedule of Availability of Service : Monday to Friday 8:00 A.M. - 5:00 P.M. (No Noon Break)

Who may Avail of the Service : Supply Officer and all concerned officials and employees

What are the requirements : Inventory Program by Department

Duration : 1 hour

How to avail of the Service:

steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Show and provide list of facilities and equipment with status for inventory	Conduct item inventory to determine status, usability, lifespan, and availability, etc.	48 hours	All concerned/ Supply Officer		Inventory Program
		Update the inventory program before the end of every fiscal year, seek approval from the Head of Office	16 hours	Supply Officer/ Administrative Officer/ Head of Office/ Auditor		

OFFICE OF THE BOOKKEEPER

LIST OF FRONTLINE SERVICES

Administrative and Support Services (Accounting Office)

Types of frontline services	Fees	Forms	Processing Time (Under normal circumstances per transaction)	Person In-Charge
Monitoring of School Budget/Releases a) Incoming b) Outgoing c) Student fees (164) d) Collections (IGP Income)	(none)	DBM Forms	40 hours	Adm. Asst.III/Admin. Officer/Head/Cashier
Recording and Information Management a) Disbursement b) Journal Entry Voucher (JEV) c) Check disbursement report d) General Ledger (Final Entry)	(none)	COA/ DBM Forms	24 hours	Adm. Assistant III/ Cashier
Making and Preparation of Trial Balance including Financial Statements	(none)	COA/DBM Forms	24 hours	Senior Bookkeeper

Monitoring of School Budget/Releases (Incoming, Outgoing, Student Fees, IGP and other Income Collections)

Schedule of Availability of Service : Monday to Friday 8:00 A.M. - 5:00 P.M. (No Noon Break)

Who may Avail of the Service : Stakeholders

What are the requirements : Transparency Board

Duration : 1 hour

How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees	Form
ï	Present letter request duly approved by the Agency Head or his authorized representative, stating what need/s to be prioritized	Provide the necessary documents	3 minutes	Administrative Assistant III/ Head of Office	(none)	

Recording and Information Management (Disbursement, Journal Entry Voucher, Check Disbursement Report and General Ledger)

Schedule of Availability of Service : Monday to Friday 8:00 A.M. - 5:00 P.M. (No Noon Break)

Who may Avail of the Service : Auditor

What are the requirements : On-line Documents

Duration : 1 hour

How to avail of the Service:

Steps	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees	Form
1	Construct letter request duly approved by the Agency Head or his authorized representative, stating priorities	Provide the necessary documents	3 minutes	Administrative Assistant III/ Head of Office	(none)	
2		Review the authenticity of documents	3 minutes	Administrative Assistant III/ Head of Office	(none)	

OFFICE OF THE CHAIRMAN SECONDARY DEPARTMENT

LIST OF FRONTLINE SERVICES

Types of frontline services	Fees	Forms	Processing Time (Under normal circumstances per transaction)	Person In-Charge
Conduct Teachers Meeting	(none)			Chairman
Enrollment (High School Students)		Enrollment Form	30 minutes	Chairman & Committee on Enrollment
Issuance of card, Certificate of Good Moral Character (for students who wish to transfer)	(none)	Good Moral Character Form	10 minutes	Chairman/Registrar
First day of School	(none)		8 hours	Chairman & All Secondary Teachers
Student Orientation Program	(none)		2 hours	Chairman/Guidance Counselor
Conduct Parent-Teachers' Community Association Quarterly		Teachers Performance Evaluation Forms		Chairman
Conduct Teachers' Performance Evaluation		TER Forms(student, peers, supervisor)	4 hours	Chairman/Supervisor

Conduct of Teachers' Meeting

Schedule of Availability of Service : May 25, 2009 (Monday at 8:00 A.M. - 5:00 P.M)

Who may Avail of the Service : MSU-MSAT Secondary Teachers

What are the Requirements : Memorandum

Duration 8 hours

How to avail of the Service

Steps	Applicant/Client	Service Provider	(Under normal circumstances)	Person In-Charge	Fees	Form
1		Issue Memorandum with reference slip and signature	30 minutes	Chairman	N/A	N/A
2	Attendance/Presence during the meeting	Discuss rules & regulations & Distribution of teaching load	6 hours	Chairman	N/A	N/A
3	Room arrangement	Supervise	2 bours	Chairman	N/A	N/A

END OF TRANSACTION

Enrollment Period (Secondary Department)

Schedule of Availability of Service : May 16 to May 28, 2009 (8:00 A.M. - 5:00 P.M)

Who may Avail of the Service : Old student promoted to the next year level Freshmen Out of School youths qualified to enroll in the

secondary level (ALS)

What are the requirements : Old Students

* Form 138 (Report Card) * Clearance

: Freshmen

* Form 138 (Report Card)

* Certificate of Good Moral Character

* NSO Birth Certificate

* Entrance Exam Result

: 80 hours/10 days Duration

How to avail of the Service

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Secure enrollment form	Assess enrolment documents	5 minutes	Chairman/Teacher-In - Charge	N/A	Enrollment Form
2	Accomplish enrollment form	Validate duly accomplished enrollment form	5 minutes	Chairman/Teacher-In - Charge	N/A	Enrollment Form
3	Submit for Physical examination	Determine vital physical limits	10 minutes	Medical Staff	N/A	Health Form
4	Registration-Student Supreme Council	Registration payment	5 minutes	SSC Elected Officer	P25.0	Official Receipt
5	Submit the evaluated enrolment form and pay the necessary school fees	Payment and Issuance of Certificate of Enrollment	5 minutes	Cashier/Registrar	P375.	Official Receipt

6	Present COR for ID processing	I.T. generated listing of students per section	5 minutes	Enrollment Committee	Integrated to the school fees	Official List of students enrolled.
		END OF TRAN	SACTION			

NOTE: Entrance examination for incoming Grade-7 students is conducted in April

Issuance of Card and Certificate of Good Moral Character (For students who wish to transfer)

Schedule of Availability of Service : May 26, 2009 (Tuesday at 8:00 A.M. – 5:00 P.M)

Who may Avail of the Service : Old Students

Duration : 8 hours

How to avail of the Service :

Steps	Applicant/Client	Service Provider	Duration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Present clearance for the issuance of card	Note and validate clearance	5 minutes	Chairman/Registrar	N/A	Clearance Form
2	Secure Official Receipt for the issuance of Good Moral Character	Generate GMC while elient waits	5 minutes	Chairman/Guidance Counselor	P50.00	Good Moral Character Form
3	Get the card & Certificate of Good Moral Character	Release/give the Certificate of good moral character and the card	3 minutes	Chairman/Guidance Counselor	N/A	

First Day of School

Schedule of Availability of Service : June 8, 2009 (8:00 A.M. – 5:00 P.M)

Who may Avail of the Service : All Secondary Teachers and High School Students

What are the requirements : Attendance & Complete Uniforms

Duration : 8 hours

How to avail of the Service

Steps	Applicant/Client	Service Provider	Ouration of Activity (Under normal circumstances)	Person In-Charge	Fees	Form
1	Wear prescribed uniforms both students & teachers		8 hours	All Secondary Teachers	N/A	
2	Report to respective classrooms	Match attendance with official list of enrolled students	30 minutes	Class adviser	N/A	
3	Orient students of class schedule	Introduce subjects teachers with their room assignments	4 hours	Secondary Teachers Concerned		

END OF TRANSACTION

Student Orientation Program

Schedule of Availability of Service : June 28, 2009 (Thursday at 8:00 A.M. – 5:00 P.M)

Who may Avail of the Service : All officially enrolled Secondary Students

What are the requirements : Attendance
 Duration : 8 hours

How to avail of the Service

Steps	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees	Form
1		Issue memorandum to all Class Advisers requiring students to attend the orientation	10 minutes	Chairman	N/A	Memorandum
2	Attend the Orientation	Discuss all disciplinary measures, policies, rules and regulations of the school and students' rights, duties and responsibilities	8 hours	Chairman/ Guidance Counselor, Student Affairs & other School Officials	N/A	N/A
3	Listen attentively to the Speakers	Check attendance of students	10 minutes	Class Advisers	N/A)	Class Record

Conduct Parents, Teachers Community Association (P.T.C.A) Meeting

Schedule of Availability of Service June , 2009 (8:00 A.M. – 5:00 P.M)

Who may Avail of the Service : Parents/Guardian

What are the requirements : Attendance of Parents/Guardian

Duration : 8 hours

How to avail of the Service

Steps	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees	Form
1	Students inform their parents/guardians regarding the meeting	Notify Parents/Guardians of the Meeting	5 minutes	All Classroom Advisers	N/A	letter
2	Parents/Guardian should attend	Conduct meeting/Orientation	30 minutes	Chairman & Class Advisers	N/A	N/A
3	Interact and participate in an open forum	Discuss/Deliberate on students' welfare	2 hours	Chairman & Class Advisers	N/A	N/A

END OF TRANSACTION

Conduct of Teachers' Performance Evaluation

Schedule of availability of Service : Before the End of every school year (8:00 A.M. – 5:00 P.M)

Who may avail of the Service : All Secondary Teachers

What are the requirements : Accomplished Teachers' Performance Evaluation Form

Duration : 30 minutes

How to avail of the Service :

Steps	Applicant/Client	Service Provider	(Under normal circumstances)	Person In-Charge	Fees	Form
1	Secure Performance Evaluation Form	Provide the necessary forms	5 minutes	Department Chairmen	N/A	N/A
2	Accomplish the form/s	Review the evaluation form	5 minutes	Department Chairmen	N/A	N/A
3	Submit the Accomplished form	Give appropriate rating	2 hours	Department Chairmen	N/A	N/A

RESEARCH SERVICES

LIST OF FRONTLINE SERVICES

TYPES OF SERVICES	FEES	FORM/S REQUIRED	PROCESSING TIME	PERSON IN-CHARGE
PERFORMING RESEARCH	ACTIVITIES			
A. Acceptance of Title for Research	none	Hard and soft copies of title And its guidelines.	4 hours	Research Panel Students, Faculty members
B. Preparation of research proposal	None	Bibliography and Webliography of the reading materials	3 months	(individual or group researchers)
C. Presentation/Defense of the research proposal	Depends on approved budget of the research Depends on the inputs provided by partner-	Hard and soft copies of Research proposal and MOA	Depends on duration of the research project	Department Chairmen, Researchers
D .Implementation of the research/ project	agencies Depends on approved budget	Research proposal and MOA Hard/soft copies	Depends on duration of the research project	Department Chairmen,
E .Publication of the research/ project	Of the project Depends on the approved budget	Hard or soft copies of the manuscript	Depends on duration of the research project 10 days	Researchers Department Chairmen, Researchers
F. Translation of the completed research and its Package of Technology (POT)		Latest available technology manual or CD		.0x410565445.00C004239

ACCEPTANCE OF TITLE FOR RESEARCH PROPOSAL A.

Schedule of availability of service Who may avail of the service

Monday to Friday (8 a.m. – 5; p.m.)
 Researchers, Faculty members, Students
 Soft and hard copies of research title and its guidelines

What are the requirements

Duration

- 8 hours

How to avail of the service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEE	FORM
1.	Submit title for defense Determine the submitted title of research proposal for its: General adaptability Economic profitability Social acceptability Potential availability of support service		4 hours	Research Panel	None	Research Title Proposal Form
2.	Ask for funding	Determine the source of fund and amount of proposed budget	2 hours	Research Panel	None	Research proposal
3,	Verify approval for qualified proposal			Research Panel	None	Approved Research Title
4.	Ask the implementation schedule	Remind researcher/s to coordinate with the Department Office for fund and implementation	1 hour	Research Panel	None	MOA
		END OF TRANS	SACTION			

B. PREPARATION OF RESEARCH PROPOSAL

Schedule of availability of service

Who may avail of the service

What are the requirements

Duration

How to avail of the service

- Monday to Friday (8 a.m. - 5: p.m.)

- Researchers, Faculty members, Students

- Soft and hard copies of research proposal

- 32 hours

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1.	Apply research methodology	Determine the research proposal of its: General adaptability Economic profitability Social acceptability Potential availability of support service	32 hours	Researcher/s or Research Panel	None	Guidelines in writing research Chapters I,II,III
2.	Propose enhancements of the research	Provide/encode improvements of the research for submission	4 hours	Researcher/s or encoder	None	Research proposal draft
3.		Evaluate the research proposal For hard and soft copies	1 hour	Research Panel	None	Final copy of Research proposal
4.	Ask for funding	Determine the source of fund and amount of proposed budget	1 hour	Research Panel	None	Copy of MOA
5.	Clarify the viability of the project in terms of funds, objectives and procedures Submit copies for funding projectives and procedures		2 hours	Research Panel	Depends on the proximity	Final Research proposal and MOA
6.	Verify the signing of Memorandum of Agreement (MOA)	Let funding agencies and researchers sign the MOA as guarantee and confirmation of the technical and financial support	2 hours	Researchers Chairmen of the Dept. /Representative of funding agencies	As required	Copies of MOA
7,	Ask copy of the proposal	Monitor and follow-up the status of submitted proposal	3 hours	Researcher	As required	Tracer Form

IMPLEMENTATION OF THE APPROVED RESEARCH PROPOSAL C.

Schedule of availability of service Who may avail of the service

What are the requirements

Monday to Sunday (6 a.m. – 6: p.m.)
 Researchers, Faculty members, Students, Partner Agency
 Soft and hard copies of research and available budget proposal

Duration - 12 hours a day until the end of the study/experiment

How to avail of the service

APPLICANT/CLIENT	SERVICE PROVIDER	OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
Implement the research proposal	Prepare inputs/ materials/locale/laborers and all requirements needed in the project	18 hours	Researcher, Dept. Chairmen, Authorized Personnel	As required	Research and approved budget proposal
Process and conduct field trials /survey based on the protocol	Undergo the actual research based on the methodologies stated in the proposal	80 hours depending on the duration of the project	Researcher, Dept. Chairmen, Authorized Personnel	As required	Research and approved budget proposal
Gather data	Gather the data required in the research	32 hours	Researcher, Dept. Chairmen, Authorized Personnel	As required	Research and approved budget proposal
Interpret the data gathered	Compute, analyze and interpret the data	18 hours	Researcher, Dept. Chairmen Authorized Personnel	As required	Research results and approved budget proposal
Recommend the results of research/project	Write the needed information based on the interpreted data	32 hours	Researcher, Dept. Chairmen Authorized Personnel	As required	Research results and approved budget proposal
Make initial copy of research/project	Receive and check the submitted manuscript	32 hours	Researcher , Dept. Chairmen Authorized Personnel	As required	Research results and approved budget proposal
Provide soft or hard copies of the manuscript	Recommend approval of the manuscript	32 hours	Researcher , Dept. Chairmen Authorized Personnel	As required	Research copy and approved budget proposal
	Implement the research proposal Process and conduct field trials /survey based on the protocol Gather data Interpret the data gathered Recommend the results of research/project Make initial copy of research/project	Implement the research proposal Prepare inputs/ materials/locale/laborers and all requirements needed in the project Process and conduct field trials /survey based on the protocol Undergo the actual research based on the methodologies stated in the proposal Gather data Gather the data required in the research Interpret the data agathered Compute, analyze and interpret the data Recommend the results of research/project Write the needed information based on the interpreted data Make initial copy of research/project Receive and check the submitted manuscript Provide soft or hard Recommend approval of the	Implement the research proposal Prepare inputs/ materials/locale/laborers and all requirements needed in the project Process and conduct field trials /survey based on the protocol Undergo the actual research based on the methodologies stated in the proposal So hours depending on the duration of the project	Implement the research proposal all requirements needed in the project Process and conduct field trials /survey based on the protocol Gather the data required in the research research Cather data Compute, analyze and interpret the data gathered Compute, analyze and content in the data Compute, analyze and check the submitted manuscript Chairmen Authorized Personnel Researcher, Dept. Chairmen Authorized Personnel Sa hours Chairmen, Authorized Personnel Chairmen Authorized Person	APPLICANT/CLIENT SERVICE PROVIDER Prepare inputs/ materials/locale/laborers and all requirements needed in the project Process and conduct field trials /survey based on the protocol Gather data Gather data Compute, analyze and interpret gathered Recommend the results of research/project Make initial copy of research/project Provide soft or hard copies of the manuscript Prepare inputs/ materials/locale/laborers and all requireds and all required in the the project Undergo the actual research based on the methodologies stated in the proposal Undergo the actual research based on the methodologies stated in the proposal Undergo the actual research based on the methodologies stated in the proposal Researcher, As required Chairmen, Authorized Personnel Researcher, Dept. Chairmen Authorized Personnel

IMPLEMENTATION OF THE RESEARCH PROJECTS FROM OTHER AGENCIES Schedule of availability of service - Monday to Sunday (6 a.m. - 6: p.m.) D.

Who may avail of the service

- Monday to Sunday (6 a.m. - 6: p.m.) - Researcher, Faculty members , Students

What are the requirements

- Soft and hard copies of approved research/project and available budget from partner agencies

Duration

- 12 hours a day until the end of the study/experiment

How to avail of the service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1.	Prepare all requirements needed in the project	Provide inputs/materials/ budget for research/project	18 hours	Researcher/s , Research Panel/Pers onnel	As required	Research and approved budget proposal
2.	Process and conduct field trials /survey based from the protocol	Undergo the actual research using research methodologies	80 hours or depends on the duration of the project	Researcher/s and his/their Assistants	As required	Research and approved budget proposal
3.	Gather data for analysis	Evaluate , tabulate , analyze the data required in research	32 hours	Researcher/s and his/their Assistants	As required	Research and approved budget proposal
4.	Interpret the data	Put implications of the data	18 hours	Researcher/s and Statisticians	As required	Research results and approved budget proposal
5.	Provide recommendations based from findings of research/project	Evaluate information on the interpreted data	32 hours	Researchers, Statisticians, and Research Panel	As required	Research results and approved budget proposal
6,	Finalize research/project manuscript	Encode and print the final paper	32 hours	Researcher/s	As required	Approved research and budget
7.	Bind into hard copies and save soft copies in disc	Validate the copies for acknowledgment and signatures	32 hours	Researcher/s	As required	Approved Research and budget

PUBLICATION OF COMPLETED RESEARCH

Schedule of availability of service Who may avail of the service

- Monday to Friday (6 a.m. - 6: p.m.)
- Researchers, Faculty members, Students
- Hard copies of research write ups or scientific paper

What are the requirements Duration

- 12 hours a day until the end of the study/experiment

How to avail of the service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1.	Process approved research into soft or hard copies	Prepare requirements for publication	10 hours	Researcher/s or research personnel and partner agencies	As required	Hard- bound research and endorsement letter
2.	Submit research copy to National Library for publication number	Submit the two hard-bound copies with endorsement letter to the National Library for the ISBN	80 hours	Researcher/s and research personnel	As required	Hard- bound research copies with endorsement letter
3.	Submit to local or other scientific journals for publication	Submit one hard-bound copy and endorsement letter for publication	32 hours	Researcher/s and research personnel	As required	Hard- bound copy with endorsement letter

FILING OF BOUND COMPLETED RESEARCH F.

Schedule of availability of service Who may avail of the service

- Monday to Friday (6 a.m. - 6; p.m.) - School library, Faculty members, Students

What are the requirements Duration

- Hard copies of research or soft copies of scientific paper

- 12 hours a day

How to avail of the service

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	OF ACTIVITY	PERSON IN-CHARGE	FEES	FORM
1.	File hard and soft copies of completed research	Prepare and accept completed research and file to Research and Extension Office, School library, Office of the partner Institutions and Agencies	8 hours a day	Researcher/s or research personnel and partner agencies	As required	Hard- bound completed research and endorsement letter
2,	Record the number of copies and name of research project	Record titles and number of the completed research and response of the endorsement letter	80 hours	Researcher/s and research personnel	As required	Hard- bound research with endorsement letter
3,	Update development of report	Submit development report to immediate supervisor	32 hours	Researcher/s and research personnel	As required	Hard- bound research copy
4.	Recommend posting of the report	Post the accomplished research to office bulletin	12 hours	Researcher/s and research personnel	As required	Complete reports or data

END OF TRANSACTION

TRANSLATION OF COMPLETED RESEARCH AND ITS PACKAGE OF TECHNOLOGY (POT) AND TECHNOLOGY MANUALS G.

Schedule of availability of service

- Monday to Friday (6 a.m. - 6: p.m.)

Who may avail of the service

What are the requirements

Monday to Privacy to Built
 Researchers, other agencies, campus library
 Hard and soft copies of research and technology manuals.

Duration

How to avail of the service

8 hours a day

STEP	APPLICANTICLIENT	SERVICE PROVIDER	OF ACTIVITY	PERSON IN-CHARGE	FEES
	Translate completed research and technology manuals	Translate the completed research and technology manuals to Filipino and Cebuano	8 hours	Researcher/s or research personnel and partner agencies	As required
2	Submit translated POT to committee for editions	Edit the submitted POT	80 hours	Researcher/s and research personnel	As required
3.	Compile output for final copies	Accept the submitted final copies of translated POT	32 hours	Researcher/s and research personnel	As required
4.	Bind the final POT copies	Evaluate and layout the final copies for dissemination	12 hours	Researcher/s and research personnel	As required

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RESEARCH SERVICES

TYPES OF SERVICES	FEES	FORM/S REQUIRED	PROCESSING TIME	PERSON IN- CHARGE
PERFORMING RESEARCH ACTIVITIES				
A. Acceptance of research proposal STEPS: 1. Screening for research proposal General adaptability Economic profitability Social acceptability Potential availability of support service	none	Hard and soft copies of research proposal	4 hours	Research Panel
Determining funding agencies Approving qualified proposal Implementing schedule		Record Ledger Soft/hard copies	1 hour 3 hours 1 hour	
B. Preparing research proposal STEPS:				
3. Evaluation of research instruments 2. Processing of needed information in the brief research formats 3. Evaluation of the prepared research potentialities 4. Determining funding agencies 5. Submitting copies to funding 6. Signing of Memorandum of Agreement (MOA) by funding agencies and researchers 7. Monitoring and following-up of the submitted proposal.	None None None	Related literature and studies List of partner agencies Final hard or soft copies of research proposal MOA documents	4 days 1 day 2 days	Individual or group researchers from different department or field of specialization Research Panel
			3 days	
C. Implementation of the approved research proposal STEPS: 1. Preparing of inputs/materials 2. Processing and conducting field trials based on the protocol 3. Gathering of research data 4. Presenting recommendations based on findings	Depends on approved budget of the project	Research proposal and MOA Approved Proposed protocol Data from different research instruments Data from different statistical tools	2 months 1 month 80 hours	Department Chairmen, Research Panel
Producing initial copy of the research Compiling research into soft or hard copies.		provide enhancements Hard/soft copies	4 hours 80 hours	
D. Implementation of research/project from other agencies STEPS: 1. Processing and conducting field experiment based on protocol 2. Gathering research data 3. Interpreting of research data 4. Encoding the research 5. Submitting data results to partner agencies	Depends on the inputs provided by partner agencies	Research proposal and MOA Data from different research instruments Data from different statistical Tools Hard/soft copies Hard/soft copies	Depends on duration of the research project 1 month 80 hours 40 hours	Department Chairmen, researcher/s
Publication of completed research STEPS: Processing research into soft or hard copies	Depends on	Hard or soft copy of research	7 days	Researcher/s and

Submitting research copy to National Library for publication Submitting to local or other scientific journals for publication.	approved budget of the project	Application letter and 2 copies of hard- bound research Hard- bound research	3 months	Dept. Chairmen
F. Filing of bound completed research STEPS: 1. Filing hard or soft copies to Research and Extension Office, School library 2. Recording the number of copies and name of research project 3. Up-dating report to immediate supervisor	none	Books either hard or soft Ledger book Report letters	3 days 1 day 2 days	Researcher/s and Research personnel
Posting accomplished report to office bulletin.		Letter to publish	2 days	
G. Translation of completed research and its Package of Technology	Depends	Latest available technology	12-20 days	Researcher/s and
(POT) STEPS: 1. Translating POT to Filipino and Cebuano 2. Submitting to committee for editing 3. Compiling output to final copies 4. Producing hard and soft copies	on the approved budget	manual/s Hard/soft copies of translated manual/s Hard /soft copies of translated manual/s Hard copies of translated manual/s	3-7 days 3-7 days 12-15 days	Research personnel
		END OF TRANSACTION		