



CITIZEN'S CHARTER

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CPSU PROFILE

CPSU Mission

Provide quality instruction, research, extension and production programs, facilities and equal opportunities in sustainable agriculture, forestry and other academic programs capable of effecting entrepreneurial endeavor and self-propelling growth and development to meet the challenges and demands of local and global economy.

CPSU Vision

CPSU as the center of excellence in agriculture, forestry and other academic programs which provide opportunities for translating knowledge and skills into sustainable growth and development.

CPSU Goal

To produce employable, competent and globally competitive graduates

CPSU Philosophy

“Decent, affordable education for sustainable productivity and global competitiveness under an atmosphere of academic freedom”

CPSU Objectives

1. Offer quality and relevant curricular programs;
2. Undertake extension programs and services that facilitate the adoption of appropriate technologies to provide opportunities and foster self-reliance among less privileged but deserving stakeholders;
3. Conduct and pursue researches to improve institution, extension and production endeavors;
4. Develop among students the desired competencies, values and skills;
5. Widen linkages with local, national and international agencies to support the four functions of the institution;
6. Keep the faculty members abreast with the state-of-the-art technologies along their field of expertise;
7. Cultivate a culture of environmental stewardship by protecting and promoting the agro and eco-tourism within the school reservation; and
8. Preserve and protect the cultural heritage of the area.

SERVICE PLEDGE

We, the officials and employees of the Central Philippines State University (CPSU) pledge and commit to deliver quality public service as promised in this Citizen Charter.

Specifically, we will:

Serve with integrity and honesty

Be prompt and timely

Display procedures, fees and charges

Provide adequate and accurate information

Be consistent in applying rules

Provide feedback mechanism

Be polite and courteous

Demonstrate sensitivity and appropriate behavior

Practice professionalism

Wear proper uniform and identification

Be at the station during working hours

Respond to complaints

Provide comfortable waiting area

Be fair to all clients

Ready to be of service even outside duty hours as the need arises.



GUIDANCE OFFICE

Republic of the Philippines
CENTRAL PHILIPPINES STATE UNIVERSITY
 Kabankalan City, Negros Occidental

SERVICE: TESTING SERVICE - ADMISSION

SCHEDULE: Monday to Friday (8:00am-12:00am/1:00pm-5:00pm)

CLIENTS/CUSTOMERS: Students

REQUIREMENTS: Report Card, Transcript of Records(for transferee)

PROCESSING TIME: 2 hours and 22 minutes

PROCEDURE:

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Client presents photocopied Report Card/Transcript of Records	Gives the Personal Information Sheet (PIS) for the client to fill up.	1 minute		Guidance Counselor/ Student Assistant	None
2	Client fills up the PIS and gives the accomplished Personal Information Sheet.	Accepts the accomplished PIS. Instructs the client to pay testing fee at the Cashier's Office.	10 minutes	Entrance Exam ₱ 75.00	Guidance Counselor/ Student Assistant	
3	Client gives the Official Receipt for Entrance Exam.	Verifies the Official Receipt	1 minute		Guidance Counselor	
4	Client takes the CPSU Entrance Exam (CEE)	Administers and checks the client's Entrance Exam.	125 minutes		Guidance Counselor/ Student Assistant	
5	Accepts College Entrance Exam result	Released client's entrance exam result.	5 minutes		Guidance Counselor/ Student Assistant	
-----END OF TRANSACTION-----						

Republic of the Philippines
 CENTRAL PHILIPPINES STATE UNIVERSITY
 Kabankalan City, Negros Occidental

SERVICE: COUNSELING SERVICE

SCHEDULE: Monday to Friday (8:00am-12:00am/1:00pm-5:00pm)

CLIENTS/CUSTOMERS: Students

REQUIREMENTS: Referral slip (for referred clients)

PROCESSING TIME: 30 minutes

PROCEDURE:

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Hands in to the in-charge the referral slip from the Class Adviser	Ushers the client to the counseling room. Locates the 201 file of the client. Scans the file for significant information about the client. Counsels the client/counselee.	28 minutes	None	Guidance Counselor	Referral slip
2	The counselee recognize and overcome his concern/problem.	Schedules the client/counselee for follow up.	2 minutes	None	Guidance Counselor	Counseling logbook
-----END OF TRANSACTION-----						



CASHIER'S OFFICE

CENTRAL PHILIPPINES STATE UNIVERSITY
Kabankalan City, Negros Occidental

SERVICE: PAYMENT OF STUDENT'S ACCOUNTS AND OTHER FEES

SCHEDULE: Monday-Friday (8:00am-12:00am/1:00pm-5:00pm)

CLIENTS/CUSTOMERS: Students and other agencies

REQUIREMENTS: Statement of Accounts

PROCESSING TIME: 3 minutes

PROCEDURE:

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	The client presents the Statement of Account	Checks the statement of account and provides the client of the exact amount to be paid.	1 minute	None	Cashier's clerk/teller	
2	Gives the exact amount for payment of his account to be In-charge.	Receives the money and issue Official Receipt.	1 minute	Depends on the statement of account	Cashier's clerk/teller	
3	Receives the Official Receipt and Statement of Account	Gives the Official Receipt, Statement of Account to the client.	1 minute		Cashier's clerk/teller	
-----END OF TRANSACTION-----						



MEDICAL AND DENTAL

Republic of the Philippines
CENTRAL PHILIPPINES STATE UNIVERSITY
 Kabankalan City, Negros Occidental

SERVICE: ATTENDING TO THE MEDICAL/DENTAL NEEDS OF STUDENTS AND EMPLOYEES

SCHEDULE: Monday to Friday (8:00am-12:00am/1:00pm-5:00pm)

CLIENTS/CUSTOMERS: Students, Employees, and other Agencies/Offices

REQUIREMENTS: Library card

PROCESSING TIME: 32 minutes

PROCEDURE:

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Secures Medical / Dental Form	Informs the client of the requirements for the service.	1 minute	None	Clinic In-charge	Medical/ Dental Form
2	Accomplishes and submits the form to the Clinic In-charge.	Checks the information written on the form. Asks the onset of the illness/disease or the signs and symptoms consulted by the patient. Checks vital signs (blood pressure, temperature, heart rate, respiratory rate). Refers client to the physician/dentist.	15 minutes	None	Clinic In-charge	None
3	Proceeds to the consultation room with the medical form	Consults client's major complaint. Prescribes medicines and refer to the nurse for free medicines.	10 minutes	None	Physician/Dentist	None
4	Gives the doctor's order to the In-charge and receive available medicines	Receives the doctor's order and gives available free medicines. Instructs client of the medication dosage, timing and administration of the prescribed medication. Gives health instructions/directions. Advices the patient to return to the clinic after 3 days for proper re-evaluation. Refers student/employee in case he/she needs further medical management	6 minutes	None	Clinic In-charge	None
-----END OF TRANSACTION-----						



STUDENT SCHOLARSHIP OFFICE

Republic of the Philippines
 CENTRAL PHILIPPINES STATE UNIVERSITY
 Kabankalan City, Negros Occidental

SERVICE: SCHOLARSHIP PROGRAMS

SCHEDULE: Monday-Friday (8:00am-12:00am/1:00pm-5:00pm)

CLIENTS/CUSTOMERS: Scholars, Scholarship Coordinators, Students, Parents, etc.

REQUIREMENTS: Certificate of Scholarship Grant, Endorsement, other scholarship documents

PROCESSING TIME: 15 minutes

PROCEDURE:

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Clients submits the certificate of scholarship grants, endorsement or other scholarship documents to the Scholarship Coordinator.	<p>Receives the certificate of scholarship grants, endorsements or other scholarship documents from the clients.</p> <p>Checks, evaluates or verifies the validity of the documents submitted.</p> <p>Reproduces the documents submitted and furnishes the In-charge of Student Accounts a photocopy of the document.</p>	14 minutes	None	ScholarshipCoordinator	None
2	Receives the copy of the certificate of scholarship grants, endorsement or other scholarship documents submitted to the Scholarship Coordinator.	Gives the received copy to the client for his personal file and/or for the office' file.	1 minute	None	Scholarship Coordinator	None
-----END OF TRANSACTION-----						

Republic of the Philippines
CENTRAL PHILIPPINES STATE UNIVERSITY
 Kabankalan City, Negros Occidental

SERVICESCREEING OF SCHOLAR APPLICANTS

SCHEDULE: Monday-Friday (8:00am-12:00am/1:00pm-5:00pm)

CLIENTS/CUSTOMERS: Scholars, Scholarship Coordinators, Students, Parents, etc.

REQUIREMENTS: Application form, official report card, form 137, other scholarship documents

PROCESSING TIME: 1 hour

PROCEDURE:

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Client asks for requirements of any scholarship program.	Gives client the requirements for application to any scholarship program.	1 hour	None	Scholarship Coordinator	Scholarship Form
2	Client submits application form, official report card or form 137 to the Scholarship Coordinator.	Receives application form, official report card or form 137 from the clients. Checks, evaluates or verifies the qualification of the documents.		None	Scholarship Coordinator	
3	Takes qualifying examination conducted by the coordinator.	Administers qualifying examination to the client.			Scholarship Coordinator	Questionnaire
4	Client inquires for result of application and screening from the Scholarship Coordinator.	Publish in the bulletin board the result and informs client on the result of screening.		None	Scholarship Coordinator	None
-----END OF TRANSACTION-----						

Republic of the Philippines
CENTRAL PHILIPPINES STATE UNIVERSITY
 Kabankalan City, Negros Occidental

SERVICE: SCREENING FOR STUDENT ASSISTANTSHIP

SCHEDULE: Monday-Friday (8:00am-12:00am/1:00pm-5:00pm)

CLIENTS/CUSTOMERS: Student applicants

REQUIREMENTS: Report and Schedule of Classes

PROCESSING TIME: 1hour

PROCEDURE:

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Submits grades (report cards) and schedule of classes	Receives report cards and schedule of classes	1 hour	None	Scholarship Coordinator	None
2	Takes qualifying examination	Checks and evaluates the receipts of the examination taken. Publish the results of the examination.		None	Scholarship Coordinator	None
3	Report for Interview/Orientation	Conduct personal interview for the qualified applicant. Informs the applicant if he/she passes the interview and qualifies as student assistant. Conduct orientation to the qualified student assistants of the rules and regulations and instruct them to which office/field to report as his/her assignment.		None	Scholarship Coordinator	None
-----END OF TRANSACTION-----						



ACCOUNTING OFFICE

Republic of the Philippines
CENTRAL PHILIPPINES STATE UNIVERSITY
 Kabankalan City, Negros Occidental

SERVICE: ASSESSMENT OF STUDENT'S ACCOUNTS

SCHEDULE: Monday-Friday (8:00am-12:00am/1:00pm-5:00pm)

CLIENTS/CUSTOMERS: Students, Scholarship coordinators, Parents, etc.

REQUIREMENTS: Student's Identification card, Student's Enrollment Form and/Clearance

PROCESSING TIME: 3 minutes

PROCEDURE:

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Client presents ID, enrollment form/clearance or other documents/requirements	<p>Receives the Identification presented by the client.</p> <p>Checks the student's ledger of client's account balance. If none, signs the clearance. If with account, provides assessment.</p>	2 minutes	None	Assessment In-charge	Identification Card, Accomplished Enrolment form/Clearance
2	Receives the Statement of Account and identification/documents to the In-charge	Gives the Statement of Account and other documents presented by the client.	1 minute	None	Assessment In-charge	
-----END OF TRANSACTION-----						



STUDENT AFFAIR'S OFFICE

Republic of the Philippines
CENTRAL PHILIPPINES STATE UNIVERSITY
 Kabankalan City, Negros Occidental

SERVICE: REQUEST FOR ISSUANCE OF CERTIFICATE OF GOOD MORAL

SCHEDULE: Monday to Friday (8:00am-12:00am/1:00pm-5:00pm)

CLIENTS/CUSTOMERS: Students/Alumni

REQUIREMENTS: Official Receipt

PROCESSING TIME: 10 minutes

PROCEDURE:

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Gives the Official Receipt for the issuance of certificate to the In-charge.	<p>Accepts and checks the receipt from the client.</p> <p>Interviews the client to know the information needed in the certification.</p> <p>Prepares the certificate of Good Moral and affix signature of Dean for Students' Affairs.</p> <p>Records the details of the Official Receipt in the logbook.</p>	9 minutes	None	Dean, Student Affairs/ Office Assistant	None
2	Accepts the Certificate of Good Moral and Official Receipts. Client signs the logbook that signifies that he/she has received the Good Moral Certificate.	Gives the Certificate of Good Moral and handed the logbook to the client for signature.	1 minute	None	Dean, Student Affairs/ Office Assistant	None
-----END OF TRANSACTION-----						



LIBRARY

Republic of the Philippines
 CENTRAL PHILIPPINES STATE UNIVERSITY
 Kabankalan City, Negros Occidental

SERVICE: BORROWING OF BOOKS AND OTHER LIBRARY MATERIALS

SCHEDULE: Monday to Friday (8:00 a.m. –5:00 pm)

CLIENTS/CUSTOMERS: Students, Faculty and staff, and other Agencies/Offices

REQUIREMENTS: Library card

PROCESSING TIME: 5 minutes

PROCEDURE:

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Informs the in-charge to borrow the book and/or other library materials.	Checks if the book requested is available. If available, asks client of his library card and let him/her sign in the book card.	5 minutes	None	Librarian/ Librarian Assistant/ Student Assistant	Book card
2	Receives the borrowed books and/or other materials.	The In-charge indicates the due date of return and affix his/her signature. Gives the borrowed books/material/s and checks book card if signed by the client.		None	Librarian/ Librarian Assistant/ Student Assistant	
-----END OF TRANSACTION-----						

Republic of the Philippines
 CENTRAL PHILIPPINES STATE UNIVERSITY
 Kabankalan City, Negros Occidental

SERVICE: RETURNING OF BOOKS AND OTHER LIBRARY MATERIALS

SCHEDULE: Monday to Friday (8:00 a.m. – 5:00 pm)

CLIENTS/CUSTOMERS: Students, Faculty and staff, and other Agencies/Offices

REQUIREMENTS: Library card

PROCESSING TIME: 15 minutes

PROCEDURE:

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Returns the borrowed book or library materials	Receives the borrowed books or library materials	10 minutes	None	Librarian/ Librarian Assistant/ Student Assistant	Borrower's Library Card
2	Receives the Library Card	Checks if the book/s or other library materials has any damages If there is damage, interview the student and evaluate the damage of the book. Penalty shall be imposed. Returns the borrower's library card Indicates the return date on the book Returns the book on its proper shelf/place.	5 minutes	None	Librarian/ Librarian Assistant/ Student Assistant	Borrower's Library Card
-----END OF TRANSACTION-----						



REGISTRAR'S OFFICE

Republic of the Philippines
CENTRAL PHILIPPINES STATE UNIVERSITY
 Kabankalan City, Negros Occidental

SERVICE: REQUEST FOR OFFICIAL TRASCRIPT OF RECORDS, DIPLOMA AND CERTIFICATE OF GRADUATION AND ACADEMIC HONORS(FOR GRADUATES)

SCHEDULE: Monday to Friday except holidays (8:00am-12:00am/1:00pm-5:00pm)

CLIENTS/CUSTOMERS: Students, Alumni and Authorized persons

REQUIREMENTS: Approved Clearance, Official Receipt of payment, NSO Birth Certificate and/or Marriage Contract, Picture, Form 137-A or Honorable Dismissal, Authorization Letter (for authorized persons only) and Logbook and/or Thesis Book (for Graduates)

PROCESSING TIME: Certification/Diploma – 32 minutes, Transcript of Records -1 to 3 days (if peak time it takes 1 to 2 weeks)

PROCEDURE:

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Submits the approved clearance.	Receives the clearance. Checks and verifies the records of the requesting applicant. Assess the request for payment.	2 minutes		Registrar/ Clerk Clerk/Encoder	Application for graduation
2	Submits the Official Receipt of payment for Certification	Receives the Official Receipt. Encodes the Certification If Transcript of Records, informs the applicant for the schedule of OTR to be released.	20 minutes 1 to 3 days (if peak time it takes 1 to 2 weeks)	OTR ₱50/page Certification of photocopied OTR ₱ 15/set Certification of photocopied diploma/graduation/academic honors ₱ 15	Clerk Clerk	
3	Claims the requested Certification	Releases the Certificate of Graduation/Academic Honors/Diploma	10 minutes			
-----END OF TRANSACTION-----						

Republic of the Philippines
 CENTRAL PHILIPPINES STATE UNIVERSITY
 Kabankalan City, Negros Occidental

SERVICE: REQUEST FOR CERTIFICATIONS (GENERAL WEIGHTED AVERAGE, ENROLLMENT, UNITS EARNED, UNITS ENROLLED,CAV, CERTIFICATION OF PHOTOCOPIED SCHOOL DOCUMENTS AND THE LIKE) AND REPORT CARDS

SCHEDULE: Monday to Friday except holidays (8:00am-12:00am/1:00pm-5:00pm)

CLIENTS/CUSTOMERS: Students, Alumni and Authorized persons

REQUIREMENTS: Approved Clearance, Official Receipt of payment, approved Registration form and Authorization Letter (for authorized persons only)

PROCESSING TIME: 10 minutes

PROCEDURE:

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Submits the Official Receipt of payment and/or other requirements	Receives the official receipt verifies the records of the requesting applicant.	2 minutes	None	Registrar/ Clerk	
		Encodes the Certification/s.	5 minutes	None	Clerk/Encoder	
2	Claims the Certification requests.	Releases the certification and/or Report Card	3 minutes	None	Clerk	
-----END OF TRANSACTION-----						

Republic of the Philippines
CENTRAL PHILIPPINES STATE UNIVERSITY
 Kabankalan City, Negros Occidental

SERVICE: ENROLLMENT OF NEW STUDENTS

SCHEDULE: Monday to Friday except holidays (8:00am-12:00am/1:00pm-5:00pm)

CLIENTS/CUSTOMERS: Freshmen and transferring students

REQUIREMENTS: High School Card(for High School graduate), Certificate of Completion (ALS passers), Honorable Dismissal and Official Transcript of records (for transferees), Certificate of Good mOral, NSO Birth Certificate and Marriage Contract, Security Clearance, Medical Certificate and Result of College Entrance Examination

PROCESSING TIME: 7 minutes

PROCEDURE:

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Submits requirements for enrollment and processed Registration form	Checks and evaluates students' records.	5 minutes	None	Registrar/Clerk	Registration Form, Curriculum prospectus
	For transferees, submits requirement for enrollment, processed registration form and curriculum/prospectus from their respective department.					
	In case of lacking requirements, process a promissory letter as to when the requirements will be completed.	Approve the registration form if all requirements are complied.	2 minutes	None	Registrar/Clerks	
-----END OF TRANSACTION-----						

Republic of the Philippines
 CENTRAL PHILIPPINES STATE UNIVERSITY
 Kabankalan City, Negros Occidental

SERVICE: ENROLLMENT OF RE-ENROLLING STUDENTS (DROPPED-OUT STUDENTS)

SCHEDULE: Monday to Friday except holidays (8:00am-12:00am/1:00pm-5:00pm)

CLIENTS/CUSTOMERS: Re-enrolling students (dropped out from school from at least one semester)

REQUIREMENTS: Clearance for re-enrollment

PROCESSING TIME: 7 minutes

PROCEDURE:

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Submits approved clearance and registration forms.	Signs clearance if the re-enrolling student is cleared from any fees and obligations. Checks, evaluates and approves student's registration form.	2 minutes	None	Registrar/Clerk	Clearance form, Registration form
2	Receives approved student's clearance and registration form.	Gives student's clearance and registration form.	5 minutes	None	Clerk	
-----END OF TRANSACTION-----						

Republic of the Philippines
 CENTRAL PHILIPPINES STATE UNIVERSITY
 Kabankalan City, Negros Occidental

SERVICE: ENROLLMENT OF OLD STUDENTS

SCHEDULE: Monday to Friday except holidays (8:00am-12:00am/1:00pm-5:00pm)

CLIENTS/CUSTOMERS: Old students (enrolled from the previous semester)

REQUIREMENTS: Registration Form

PROCESSING TIME: 10 minutes

PROCEDURE:

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Submits processed registration forms. For students lacking and/or deficient grades (INC,NG,NN,4.0) from previous semester, he/she complies it.	Checks and evaluates student's permanent records. The concerned student will be advised to comply his/her deficiency/ies applied with the observed rules in complying deficient grades.	5 minutes	None	Registrar/Clerk	Registration form
2	Submits processed completion and registration forms	Posts grades and evaluates and approves student's registration form.	5 minutes	None	Registrar/Clerk	
-----END OF TRANSACTION-----						

Republic of the Philippines
 CENTRAL PHILIPPINES STATE UNIVERSITY
 Kabankalan City, Negros Occidental

SERVICE: CONFIRMATION OF GRADUATES

SCHEDULE: Monday to Friday except holidays (8:00am-12:00am/1:00pm-5:00pm)

CLIENTS/CUSTOMERS: Graduating students

REQUIREMENTS: Completed academic requirements, application for graduation, logbook and/or thesis book, and clearance for graduating students

PROCESSING TIME: 46 minutes

PROCEDURE:

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Submits application and clearance for graduation	Receives and verifies student's application and clearance for graduation. Approves Student's application and clearance for graduation.	45 minutes	None	Registrar/Clerk	Application for graduation Clearance for graduation
2	Receives approved application and clearance for graduation	Releases Student's application and clearance for graduation.	1 minute	None	Registrar/Clerk	
-----END OF TRANSACTION-----						

Republic of the Philippines
 CENTRAL PHILIPPINES STATE UNIVERSITY
 Kabankalan City, Negros Occidental

SERVICE: STUDENT'S EVALUATION

SCHEDULE: Monday to Friday except holidays (8:00am-12:00am/1:00pm-5:00pm)

CLIENTS/CUSTOMERS: Students

REQUIREMENTS: Prospectus of the concerned student from their department

PROCESSING TIME: 31 minutes

PROCEDURE:

STEP	CUSTOMER/APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORM/S
1	Submits prospectus from their department.	Receives the prospectus and evaluates student's permanent record.	30 minutes	None	Registrar	None
2	Receives the evaluated copy of prospectus and submit to the respective dean of the department	Gives the evaluated copy of prospectus.	1 minute	None	Registrar/Clerk	
				None	Registrar/Clerk	
-----END OF TRANSACTION-----						