



WEST VISAYAS STATE UNIVERSITY CITIZEN'S CHARTER

Updated since December 2012
Key Officials & Org Chart revised July 2015

WVSU Key Officials

University President



Luis M. Sorrolla, Jr., Ph.D., CSEE
President

Vice Presidents



Dr. Bobby D. Gerardo
Vice President for Administration
and Finance



Dr. Luis A. Abioda
Vice President for Academic
Affairs



Dr. Ma. Lulu L. Loyola
Vice President for Research,
Extension and Training

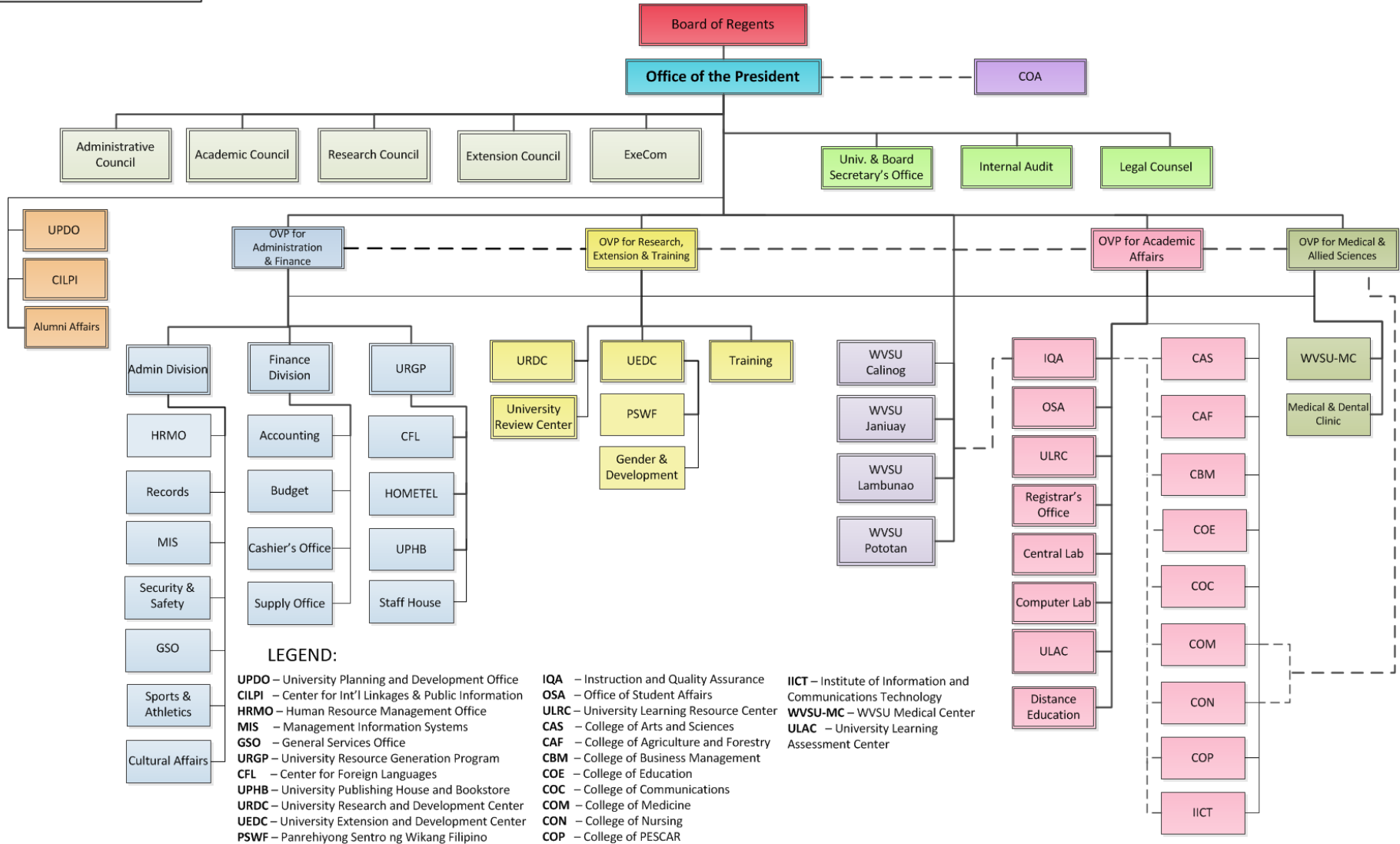


**Dr. Giovanni A. De Los
Reyes**
Vice President for Medical and
Allied Sciences

Revised as per
BOR Resolution No. 67-2014
 dated **July 3, 2014**

West Visayas State University

Organizational Chart



Vision

WVSU as one of the top universities in Southeast Asia

Mission

To produce globally competitive life-long learners

Core Values

Service • Harmony • Excellence

PERFORMANCE PLEDGE

WE, the members of the Faculty and Staff of this University, do hereby pledge and commit to:

Willingly and willfully do our best to provide quality education to the youth of this country;

Vigilantly ensure strict compliance to work standards and ethics at all times;

Sincerely strive for the proper implementation of the programs of government with transparency and fairness; and

Unanimously take responsibility in the pursuit of our common goals for the people's welfare;

Service, we pledge;

Harmony, we value;

Excellence, we live by.

FEEDBACK AND REDRESS MECHANISM

Your comments and suggestions will help us improve the delivery of our services.

You may do any of the following:

- Accomplish our Feedback Form and drop it in the suggestion box located at the entrance of the Administration Building.
- Inform the Security Guard on Duty at the Administration Building or approach our Officer of the Day assigned in the Public Assistance Desk.
- E-mail to citizenscharter@wvsu.edu.ph.

WVSU FRONTLINE SERVICES

Accounting Office

Cashier's Office

Director of Instruction and Quality Assurance

Medical/Dental Clinic

Office of Student Affairs

Registrar's Office

Security Office

University Extension and Development Center

University Learning and Resource Center

University Research and Development Center

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ASSESSMENT OF ADDITIONAL SCHOOL FEES

| | |
|--------------------------|---|
| Availability of Service: | 8:00 am – 5:00 pm; Monday to Friday 8:30 am – 4:30 pm; (Saturdays-Enrolment period) |
| Clients/Customers: | Students who applies for subject adding/changing/dropping and Specially-arranged Subjects (Tutorial) |
| Requirements: | IUIS Assessment, Adding/Changing/Dropping and Tutorial Forms |
| Processing Time: | 5 minutes |

Note:

The assessed fees of all regular students with regular loads are automatically computed and generated through the Integrated University Information System (IUIS). For first year or new students, assessed fees can be generated from their respective colleges. While continuing students can generate their own assessment and/or check their balances using their respective IUIS user accounts.

| STEP | CUSTOMER/ APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPON SIBLE | FORM/S |
|--------------------|---|---|-----------------------------|------|----------------------------------|--|
| 1 | Presents PINK NUMBER & required documents | Checks Tutorial Form/Changing/ Adding/ Dropping Forms if properly filled-up and completely signed. Verifies if subject is encoded in the IUIS Attaches Tutorial fee to Subjects on Special Arrangements | 3 minutes | none | Students Account Clerk/ Assessor | Changing/ Adding/ Dropping Form/ Tutorial Form |
| 2 | | Affixes signature in the space provided and detached Accountant's Copy of Form/s | 1 minute | none | Students Account Clerk/Assessor | |
| 3 | Receives Form with reassessment/ assessment and proceeds to cashier for payment | Returns the Form with assessment and directs student to pay to the cashier | 1 minutes | none | Students Account Clerk/Assessor | |
| END OF TRANSACTION | | | | | | |

RELEASING OF CLEARANCES FOR GRADUATING STUDENTS

Availability of Service: 8:00 am – 5:00 pm; Monday to Friday
 Clients/Customers: Graduating/Re-entering Students
 Requirements: School I.D. and/ Official Receipt /Request Form
 Processing Time: 15 minutes

| STEP | CUSTOMER/ APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|--------------------|--|---|-----------------------------|--|------------------------|-----------------------|
| 1 | Presents PINK NUMBER and fills-out Request Form and presents this with School I.D. | Checks student’s payment record in manual or electronic record, whichever applies. | 5 minutes | P20.00 (for re-issuance of clearance only) | Students Account Clerk | Request Form |
| 2 | | Issues Order of Payment (OP) for students with balance and directs them to cashier for payment. | 3 minutes | None | Students Account Clerk | Order of Payment (OP) |
| 3 | Pays to the Cashier (BLUE NUMBER) | | | | | |
| 4 | Presents Official Receipt to Students Account Clerk | Posts payment based on OR presented. | 2 minutes | None | Students Account Clerk | |
| 5 | | Retrieves clearance from file or issues blank clearance (for lost clearance) | 3 minutes | None | Students Account Clerk | Clearance Form |
| 6 | Student fills-out the clearance form with complete data | Countersigns clearance and release to student | 2 minute | None | Students Account Clerk | |
| END OF TRANSACTION | | | | | | |

Note: Applies only to students with unpaid accounts after Mid-Term exam. and/or students who lost their clearances. Clearances of students who paid in full during enrolment or during mid-term are forwarded to their respective colleges. In case of discrepancy, Official Receipts maybe required from Students

RELEASING OF STATEMENT OF ACCOUNTS/BALANCES

Availability of Service: 8:00 am – 5:00 pm; Monday to Friday
 Clients/Customers: Students
 Requirements: School I.D./OR
 Processing Time: 8 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|--------------------|---|---|--------------------------|----------|------------------------|-----------------------|
| 1 | Presents PINK NUMBER & fills-out Request Form and presents this with School I.D | Checks student’s payment record in manual or electronic record, whichever applies. | 3 minutes | P20/sem. | Students Account Clerk | Request Form |
| 2 | | Issues Order of Payment (OP) for students with balance and directs them to cashier for payment. | 2 minutes | none | Students Account Clerk | Order of Payment (OP) |
| 3 | Pays the Cashier | Processes payment and issues O.R. | | | | |
| 4 | Presents Official Receipt | Requests student to fill-out the logbook | 1 minute | none | Students Account Clerk | Logbook |
| 5 | Logs name, details of Official Receipt and purpose of request | Informs student to claim request after signature of Accounting/Finance Head | 1 minutes | none | Students Account Clerk | |
| 6 | Upon claiming, student presents ID and affixes signature in the logbook | Issues statement to student | 1 minute | none | Students Account Clerk | |
| END OF TRANSACTION | | | | | | |

Note: Enrolled students can also view their assessments/balances through their online IUIS Student Module @ iuis.wvsu.edu.ph

REQUEST FOR REFUNDS (Subject to University Policies per University Code)

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday
 Clients/Customers: Students
 Requirements: (a) For Total Withdrawal of Enrolment/Late Filing of Scholarships – Any or all of the applicable documents will be submitted: one (1) set Original and one (1) set photocopy of IUIS Assessment, original Official Receipt, Dropping/Tutorial and Scholarship Form, Letter Request for refund, Medical Certificate, if applicable, other documents that maybe required
 (b) For Forced Dropping by the Administration - one (1) set Original and one (1) set photocopy of IUIS Assessment, Original Official Receipt, Certification, Dropping/Tutorial Form, Letter Request for refunds, other documents that maybe required
 Processing Time: 10 minutes (release of Refund after 1-2 weeks)

**Request for refunds will be accommodated after enrolment*

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|--------------------|---|--|--------------------------|------|----------------------------------|--------------|
| 1 | Presents PINK NUMBER & fills-out request form and present documents submitted | Checks completeness of documents submitted | 5 minutes | none | Students Account Clerk/ Assessor | Request Form |
| 2 | | If documents found to be in order, informs student of the initial computation of refund. | 3 minutes | None | Students Account Clerk | |
| 3 | | Instructs student to claim refund after 2 weeks from the disbursement window | 2 minute | none | Students Account Clerk | |
| END OF TRANSACTION | | | | | | |

RELEASING OF CHECKS/CASH

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday
Clients/Customers: Faculty, Staff, Students and Outside Clients
Requirements: School I.D. for Students and any valid I.D. for other claimants
Processing Time: 2 minutes

THRU CHECKS

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|--------------------|--|---|--------------------------|------|--------------------------|--------|
| 1 | Presents two (2) valid IDs for suppliers and school I.D. for faculty, staff and students | Requires clients sign in the logbook and Box C (Received payment) | 1 minute | none | Disbursing Officer/Clerk | None |
| 2 | Issues Official Receipt (for suppliers, Remittances and Billings) | Receives Official Receipt | 1 minute | none | Disbursing Officer/Clerk | None |
| 3 | Receives checks | | | | | |
| END OF TRANSACTION | | | | | | |

RELEASING OF CHECKS/CASH

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday
Clients/Customers: Faculty, Staff, Students and Outside Clients
Requirements: School I.D. for Students and any valid I.D. for other claimants
Processing Time: 1 minutes

THRU CASH

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|--------------------|--|--|--------------------------|------|--------------------------|--------|
| 1 | Presents two (2) valid IDs for suppliers and school I.D. for faculty, staff and students | Requires client signs in the payroll. Counts money before releasing. | 1 minute | none | Disbursing Officer/Clerk | None |
| 2 | Receives money | | | | | |
| END OF TRANSACTION | | | | | | |

COLLECTION OF FEES (BY ORDER OF PAYMENT)

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday
 8:30 am – 4:30 pm; (Saturdays-Enrolment period)
 Clients/Customers: Students and Other Clients
 Requirements: IUIS Assessment/Order of Payment/ School I.D.
 Processing Time: 2 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|--------------------|---|---|--------------------------|------|--------------------------|------------------|
| 1 | <u>THRU ORDER OF PAYMENT</u> Presents YELLOW NUMBER & duly accomplished Order of Payment | Receives Order of Payment and fills-out Official Receipt | 1 minute | none | Collecting Officer/Clerk | Order of Payment |
| 2 | Pays amount indicated in the Order of Payment | Receives the money and counts the payment. Issues OR and gives the change (if necessary) | 1 minute | none | Collecting Officer/Clerk | |
| 3 | Receives OR/change | | | | | |
| END OF TRANSACTION | | | | | | |

COLLECTION OF FEES (ASSESSMENT/BALANCES IN IUIS)

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday
 8:30 am – 4:30 pm; (Saturdays-Enrolment period)
 Clients/Customers: Students and Other Clients
 Requirements: IUIS Assessment/Order of Payment/ School I.D.
 Processing Time: 3 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|--------------------|--|--|--------------------------|------|--------------------------|--------|
| 1 | <u>THRU IUIS</u> Presents WHITE NUMBER & duly accomplished assessment of fees | Gets the RF and counter checks the balance due in the web/program (internet) of the student. Informs student's due balance. | 1 minute | none | Collecting Officer/Clerk | |
| 2 | Pays amount due | Gets and counts the payment and issues the OR and gives the change (if necessary) | 2 minutes | none | Collecting Officer/Clerk | |
| | Receives OR/change | | | | | |
| END OF TRANSACTION | | | | | | |

COLLECTION OF FEES (COLLEGE ADMISSION TEST-CAT)

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday

Clients/Customers: Students and Other Clients

Requirements: CAT Application Form

Processing Time: 2 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|--------------------|--|--|--------------------------|------|--------------------------|----------------------|
| 1 | Presents YELLOW NUMBER & CAT Application Form | Checks CAT Application Form and fills-out Official Receipt | 1 minute | none | Collecting Officer/Clerk | CAT Application Form |
| 2 | Pays amount due | Gets and counts the payment and gives the change (if necessary) Issues the OR and attaches it to the CAT Application Form and instructs the student to proceed to the registrar to submit Application documents | 1 minute | none | Collecting Officer/Clerk | |
| | Receives OR/change and proceeds to the Registrar | | | | | |
| END OF TRANSACTION | | | | | | |

APPROVAL OF PERMITS FOR ACADEMIC ACTIVITIES

Schedule of Availability of Service: Two weeks before the activity

Clients / Costomers: Faculty and Students

Requirements: Request for Permit “A” to Conduct Academic Activity;
 Attach the following documents: Course Syllabus, Itinerary or Program of Activities, Budget, List of Students, Parental Waivers for activity within WVSU (conducted after 7PM/on weekends/on Holidays), and outside WVSU. For fieldtrip or educational tour, CMO 17 (Guidelines on Fieldtrips and Educational Tour) Checklist of Requirements is to be accomplished. For activities within WVSU, the activity must have approval of GSO Supervisor and Chief Administrative Officer.

Processing Time: At most 8 minutes

| STEP | COSTUMER/ APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|--|--|------|---|--|
| 1 | Presents complete papers | Check papers for previous details and signatures | 5 minutes for educational fieldtrips/tours 3 minutes for other activities | None | Class representative/faculty in-charge, and DIQA Administrative Assistant | Permit A for Academic Activities CMO 17 Checklist |
| 2 | Obtains signature of the Director of Instruction and Vice President for Academic Affairs If activity is outside Western Visayas, applicant seeks approval of the University President | Signs Permit to conduct activity | 3 minutes | None | Director of Instruction and Quality Assurance and Vice President for Academic Affairs University President | Permit A to for Academic Activities |
| END OF TRANSACTION | | | | | | |

APPROVAL OF REQUEST FOR TUTORIAL (SPECIAL ARRANGEMENT COURSES)

Schedule of Availability of Service: 8:00 AM-5:00 PM; Monday to Saturday during enrolment time

Clients/Customers: Students (Undergraduate and Graduate School)

Requirements: Request for Tutorial Form; Attach adding Form if the Course was not yet enrolled

Processing Time: 4 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|--|---------------------------------|------------|---|--|
| 1 | Presents duly accomplished request | Checks the request for previous details and signatures | 2 minutes | None | DIQA Administrative Assistant | Request Form for Tutorial (Special Arrangement of Courses) |
| 2 | Obtains signature of Director of Instruction & Quality Assurance | Signs Request | 2 minutes | None | Director of Instruction & Quality Assurance | Request Form for Tutorial (Special Arrangement of Courses) |
| END OF TRANSACTION | | | | | | |

STUDENT RESEARCH CONSULTATION/ADVISING

Schedule of Availability of Service: 8:00 AM-5:00 PM; Monday to Friday

Clients/Customers: Students

Requirements: Research Proposal, Draft Manuscript (Chapters 1-5)

Processing Time: 1 hour

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|---|---------------------------------|------------|---------------------------|---------------|
| 1 | Seeks consultation | Looks into the research paper | 15 minutes | None | Research Adviser | None |
| 2 | Listens to the suggestions and recommendations of the advisers | Discusses aspects that need improvement | 30 minutes | None | Research Adviser | None |
| 3 | Receives research proposal | Writes suggestions | 10 minutes | None | Research Adviser | None |
| 4 | Agrees on next schedule of consultation | Sets next schedule of consultation | 5 minutes | None | Research Adviser | None |
| END OF TRANSACTION | | | | | | |

CONSULTATION (DENTAL)

Schedule of Availability of Service: 8:00 am – 5:30 pm; Monday to Friday (Undergraduate Students)

8:00 am – 5:00 pm; Saturday (Graduate School Students)

Clients/Customers: WVSU Students, Faculty and Staff

Requirements: WVSU Identification Card

Processing Time: Simple case: 30 minutes and below; Complex case: 35 minutes – up

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|------|--|--|--|------|--|---|
| 1 | Requests for dental consultation Presents WVSU ID | <ul style="list-style-type: none"> Receives client’s data Locates dental record | 5 minutes | None | Dental Aide | <ul style="list-style-type: none"> Dental Log book Dental Health Record |
| 2 | Submits to initial history taking | <ul style="list-style-type: none"> Asks chief complaints | 3 minutes | None | Dental Aide | <ul style="list-style-type: none"> Dental Health Record |
| 3 | Undergoes consultation and/or dental procedure | <ul style="list-style-type: none"> Prepare instruments before dental procedure Dental check-up/consultation Gives consent/permit for tooth extraction Take blood pressure before tooth extraction Tooth Extraction (simple) (complex } Tooth Filling | 3 minutes 5 minutes 3 minutes 3 minutes 30 minutes 1 hour 45 minutes | None | Dental Aide Dentist/ Dental Aide | <ul style="list-style-type: none"> Dental Health Record Permit/consent form |

| | | | | | | |
|--------------------|---|---|-----------|------|-------------|--|
| 4 | Receives dental advise, prescriptions/tooth X-ray request | <ul style="list-style-type: none"> • Gives advice, requests for tooth /X-ray requests when needed, writes prescription • Gives dental certificate when needed • Schedules follow-up visit when necessary | 5 minutes | None | Dental Aide | <ul style="list-style-type: none"> • Tooth x-ray request form, Prescription pad • Dental Certificate |
| 5 | Receives prescribed medicines if available and signs in logbook | <ul style="list-style-type: none"> • Provides medications if available and instructs patient to sign in logbook | 3 minutes | None | Dental Aide | <ul style="list-style-type: none"> • Medicine logbook |
| END OF TRANSACTION | | | | | | |

ANNUAL PHYSICAL EXAMINATION (MEDICAL)

Schedule of Availability of Service: 7:30 am – 5:00 pm; Monday to Friday (Undergraduate Students)

Clients/Customers: WVSU Students, Faculty and Staff

Requirements: New students: Laboratory Results Old Students: WVSU Identification Card

Processing Time: Simple case: 30 minutes and below; Complex case: 35 minutes – up

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|------|--|---|---|-------------------------------------|--|--|
| 1 | Obtains laboratory/X-ray request form | <ul style="list-style-type: none"> Colleges provides laboratory/X-ray request form | 2 weeks before Physical Exam | None | College/Department | <ul style="list-style-type: none"> Laboratory/X-ray request forms |
| 2 | <p>NEW STUDENTS:</p> <ul style="list-style-type: none"> fills out information/data sheet Submits CBC, Urinalysis, Fecalalysis, Chest X-ray results <p>OLD STUDENTS:</p> <ul style="list-style-type: none"> presents WVSU ID | <ul style="list-style-type: none"> Prepares medical records Attaches laboratory/X-ray results to records Locates medical record | 10 minutes | None | Nurse/Dental Aide | <ul style="list-style-type: none"> Information/Data Sheet Medical Health Record |
| 3 | Undergoes physical examination | <ul style="list-style-type: none"> Takes vital signs, blood pressure, heart rate, respiratory rate, height/weight, Snellen’s Test Obtains pertinent medical history and performs physical examination Gives advice; treats patient when needed; gives laboratory requests and prescription if needed Issues medical certificate | <p>15 minutes</p> <p>15 minutes</p> <p>10 minutes</p> | <p>None</p> <p>None</p> <p>None</p> | <p>Nurse</p> <p>Physician</p> <p>Physician</p> | <ul style="list-style-type: none"> Medical Health Record Prescription pad Medical Certificate |

| | | | | | | |
|--------------------|---|---|-----------|------|-----------|--|
| 4 | Receives medical certificate, laboratory requests and prescriptions if needed | <ul style="list-style-type: none">• Schedules follow-up visit if needed | 5 minutes | None | Physician | |
| END OF TRANSACTION | | | | | | |

ANNUAL DENTAL EXAMINATION (DENTAL)

Schedule of Availability of Service: 8:00 am – 5:30 pm; Monday to Friday (Undergraduate Students)

Clients/Customers: WVSU Students, Faculty and Staff

Requirements: New students: Old students: WVSU Identification Card

Processing Time: Simple case: 30 minutes and below; Complex case: 35 minutes – up

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|---|---|---------------------------------|------------|---------------------------|--|
| 1 | <p>NEW STUDENTS:</p> <ul style="list-style-type: none"> fills out information data sheet <p>OLD STUDENTS:</p> <ul style="list-style-type: none"> presents WVSU ID | <ul style="list-style-type: none"> Prepares dental record Locates dental record | 10 minutes | None | Dental aide | <ul style="list-style-type: none"> Information Data Sheet Dental record |
| 3 | Undergoes dental examination | <ul style="list-style-type: none"> Obtains pertinent dental history and performs dental examination Gives dental advice; prescription/ X-ray requests if needed Issues medical certificate | 15 minutes | None | Dentist | <ul style="list-style-type: none"> Dental record Prescription pad X-ray request Dental certificate |
| 4 | Receives dental certificate and prescription/tooth x-ray requests if needed | <ul style="list-style-type: none"> Schedules follow-up visit if needed | 3 minutes | None | Dentist | |
| END OF TRANSACTION | | | | | | |

TREATMENT OF MINOR INJURIES/WOUNDS (MEDICAL)

Schedule of Availability of Service: 7:30 am – 5:00 pm

8:00 am – 5:00 pm; Saturday (Graduate School Students) 1:00-5:00 (Nurse Only)

Clients/Customers: WVSU Students, Faculty and Staff

Requirements: WVSU Identification Card

Processing Time: Simple: 10 minutes and below; Complex: 15 minutes – up

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|--|---------------------------------|------------|---------------------------|---|
| 1 | Requests for treatment Presents WVSU ID | <ul style="list-style-type: none"> • Locates medical record and asks for chief complaint | 5 minutes | None | Nurse | <ul style="list-style-type: none"> • Medical health record |
| 2 | Seeks consultation | <ul style="list-style-type: none"> • Takes medical history and performs physical examination and gives treatment (e.g. dressing) to minor injuries/wounds | 20 minutes | None | Physician/Nurse | <ul style="list-style-type: none"> • Medical health record |
| 3 | Receives medical advice and prescription | <ul style="list-style-type: none"> • Gives prescription and medical advice • Instructs patient to go to WVSUMC-ER for injections/surgical procedure if necessary • Schedules follow-up visit when necessary | 3 minutes | None | Nurse/ Physician | <ul style="list-style-type: none"> • Prescription pad |
| 4 | Receives prescribed medicine if available and signs in logbook | <ul style="list-style-type: none"> • Provides medications if available and instructs patient to sign in logbook | 3 minutes | None | Nurse | <ul style="list-style-type: none"> • Medicine logbook |
| END OF TRANSACTION | | | | | | |

CONSULTATION (MEDICAL)

Schedule of Availability of Service: 7:30am–4:30pm;MondaytoFriday(UndergraduateStudents)
 University Medical-Dental Clinic 8:00 am – 12:00 pm; Saturday (Graduate School Students) 1:00-5:00 pm - Nurse Only
 Clients/Customers: WVSU Students, Faculty and Staff
 Requirements: WVSU Identification Card
 Processing Time: Simple case: 30 minutes and below; Complex case: 35 minutes – up

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|------|--|--|--------------------------|------|--------------------|---|
| 1 | Requests for medical consultation Presents WVSU ID | <ul style="list-style-type: none"> Receives client’s data Locates medical record | 5 minutes | None | Nurse | <ul style="list-style-type: none"> Medical Logbook Medical health record |
| 2 | Submits to initial history taking and physical examination | <ul style="list-style-type: none"> Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight/height) Asks chief complaint | 10 minutes | None | Nurse | <ul style="list-style-type: none"> Medical health record |
| 3 | Undergoes consultation or medical procedure | <ul style="list-style-type: none"> Takes medical history, examines patient and issues prescriptions and laboratory/X-ray requests when needed | 15 minutes | None | Physician | <ul style="list-style-type: none"> Laboratory request form Prescription pad |
| 4 | Receives medical advice, prescription, laboratory/X-ray requests | <ul style="list-style-type: none"> Schedules follow-up visit when necessary Issues medical certificate when needed | 5 minutes | None | Physician | <ul style="list-style-type: none"> Medical Certificate |
| 5 | Receives prescribed medicines if available and signs in logbook | <ul style="list-style-type: none"> Provides medications if available and instructs patients to sign in logbook | 3 minutes | None | Nurse | <ul style="list-style-type: none"> Medicine logbook |

| | | | | | | |
|---------------------------|--|---|------------|------|-------|---|
| 6 | | <ul style="list-style-type: none"> Recording of patients charts and returning them in the proper place | 30 minutes | None | Nurse | <ul style="list-style-type: none"> Medical Health Record |
| END OF TRANSACTION | | | | | | |

HOUSING AND DORMITORIES

Schedule of Availability of Service: 1-2 months before enrollment

Clients/Customers: WVSU Lady Students only

Requirements: Those who live in far places; good moral character

Processing Time: 45 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|--|---------------------------------|---------------|---------------------------|--|
| 1 | Comes to the Dorm personally with parents or guardian | Guides to see the rooms and facilities of the dormitory | 15 minutes | None | Dorm Manager | None |
| 2 | Fills out the Reservation Form and Parents Instruction Sheet | Advises applicant to pay to the cashier, one month advance and two months deposit once the applicant is accepted | 20 minutes | P500.00/month | Cashier | Reservation Form and Parents Instruction Sheet |
| 3 | Prepares for interview and signing of contract | Records/Files signed forms | 10 minutes | None | Dormitory Manager | Contract |
| END OF TRANSACTION | | | | | | |

PROCESSING OF SCHOLARSHIP APPLICATIONS

Schedule of Availability of Service: Week before enrollment or as Scheduled

Clients/Customers: Scholars

Requirements: Certificate/Notice of Award, Scholarship form

Processing Time: 47 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|--|--------------------------|-------------|---|------------------|
| 1 | Fills out the scholarship form downloaded from WVSU website | <ul style="list-style-type: none"> • Advises applicant to pay the documentation filing fee to the cashier once the application is approved • Advises applicant for appropriate action if she/he is not qualified | 5 minutes | P25.00/sem. | Office of Student Affairs/Cashier | Scholarship form |
| 2 | Seeks signature of registrar, dean or directors, advisers, coaches | | 30 minutes | None | Registrar, deans/directors, adviser & coaches | |
| 3 | Presents certificate/notice of award to Office of Student Affairs attending officer | Checks papers/credentials presented | 10 minutes | None | Office of Student Affairs attending officer | Scholarship form |
| 4 | Gives copy of approved scholarship to Office of Student Affairs, Registrar, Cashier and Dean | Records/files approved scholarship | 2 minutes | None | Office of Student Affairs clerk | |
| END OF TRANSACTION | | | | | | |

APPROVAL OF PERMITS OF STUDENT NON ACADEMIC ACTIVITIES

Schedule of Availability of Service: Two weeks before the activity

Clients/Customers: Student Organizations

Requirements: Filled out Form B Request for Permit to Conduct Non Academic Activity (must have liquidated previous activities; attach waivers if after 5:00 P.M., outside WVSU and outside Western Visayas; attach Budget Plan if it entails expenses; for activities within WVSU, must have approval of General Services Office, Administrative Office and Vice President for Administration and Finance to use school facilities

Processing Time: 6 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|---|---|---------------------------------|------------|---|---|
| 1 | Presents complete papers | Checks papers for previous details and signatures | 3 minutes | None | Student Organizations' Coordinator/Clerk | Permit to conduct non academic activity |
| 2 | <ul style="list-style-type: none"> • If activity is non-academic, applicant obtains signature of Office of Student Affairs, Dean and Vice President for Academic Affairs. • If activity is outside Western Visayas, applicant seeks approval of the University President. | Signs permit to conduct activity | 3 minutes | None | <ul style="list-style-type: none"> • Dean of Student Affairs • University President | Permit to conduct activity |
| END OF TRANSACTION | | | | | | |

ACCREDITATION OF STUDENT ORGANIZATIONS

Schedule of Availability of Service: University and College Student Councils – last week of April
 Other Organizations and Interest Groups – 2nd week of July

Clients/Customers: Officers of student councils and various school organizations
 Requirements: Complete application papers for accreditation
 Processing Time: 68 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|---|--------------------------|------|----------------------------------|----------------------------|
| 1 | Submits complete application forms with requirements | Checks forms and requirements; if deficient, returns papers for completion | 15 minutes | None | Student Organization Coordinator | Student Organization Forms |
| 2 | Chair/Representative seeks approval of application | Reviews by Accreditation Committee | 30 minutes | None | Accreditation Committee | |
| 3 | Applicant’s representative follows up status/approval of application | Approves/Disapproves application | 3 minutes | None | Dean of Student Affairs | |
| 4 | Applicant’s representative gets approved/disapproved papers | Should have 1 approved copy received by the organization’s representative for office file | 2 minutes | None | Student Organization Coordinator | |
| 5 | Faculty Adviser is designated as adviser of the organization. | Types and prints faculty designation | 15 minutes | None | Student Organization Coordinator | |
| 7 | Receives faculty designation | Issues the approved faculty designation | 3 minutes | None | Office Clerk | |
| END OF TRANSACTION | | | | | | |

STUDENT ASSISTANTSHIP

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

Clients/Customers: Students

Requirements: Application Letter, Request/Recommendation Letter from the Unit Heads, Student Assistant Personal Data Sheet

Processing Time: 35 minutes

| STEP | CUSTOMER/ APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|---|---|------------|-------------------------------|---------------------|
| 1 | Submits application letter, class schedule, ID picture | Receives application letter and checks STFAP bracket, class schedule and ID picture | 5 minutes | None | OSA clerk | None |
| 2 | If chosen by a particular unit/office | Screens applicant and recommends to the Dean of Students those who are qualified Informs qualified applicant | 10 minutes 5 minutes | None | Unit Heads OSA | None |
| 3 | Secures Order of Payment from the Office of Student Affairs | Advises applicant to pay to the cashier the documentation filing fee and membership fee | 5 minutes | P50.00 | OSA/Cashier | Order of Payment |
| 4 | Presents official receipt to the OSA and fills out Personal Data Sheet for Student Assistant | Advises applicant to seek signatures of immediate supervisor and division head | 5 minutes | None | OSA clerk | Personal Data Sheet |
| 5 | Submits Personal Data Sheet for approval of the Dean of Student Affairs | Records/files approved form | 5 minutes | None | OSA clerk | None |
| END OF TRANSACTION | | | | | | |

STUDENT LABOR (SUMMER)

Schedule of Availability of Service: Every Summer (one week before the opening of Summer classes)

Clients/Customers: Student Assistants

Requirements: Contract Form 01a, Certificate of Employment, Birth Certificate/Baptismal, Grades last School Year Attended, School ID/Certificate of Residency, Certificate of Enrollment, 2 pcs. 1x1 ID picture

Processing Time: 1 hour

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|---|---|--------------------------|------|---------------------------------|--|
| 1 | Secures needed documents from the OSA for those who are willing to be a recipient of Special Program for Employment of Students (SPES) Program | Distributes forms and list of other requirements | 20 minutes | None | Office of Student Affairs clerk | DOLE Form No. RO-01a, SPES Form 04, FM-DOLERO3-EPDO-01 |
| 2 | Secures copy of grades or transcript of records, birth/baptismal certificate, barangay certification, school ID/certificate of residency and 2 copies of 1x1 ID picture | Advices students to secure all requirements | 30 minutes | None | Office of Student Affairs clerk | |
| 3 | Submits all the requirements to the OSA | <ul style="list-style-type: none"> • Checks and answers all documents presented • Once all papers are received OSA submits them to DOLE | 10 minutes | None | Office of Student Affairs clerk | |
| END OF TRANSACTION | | | | | | |

PSYCHOLOGICAL TESTING (FOR OUTSIDE CLIENTS)

Schedule of Availability of Service: upon request

Clients/Customers: Outside clients

Requirements: Letter of request

Processing Time: 4 hours and 38 minutes

| STEP | CUSTOMER/ APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|---|---|--|-------------------------------|-------------------|
| 1 | Processes request for Psychological Testing | Provides schedule for testing and identifies tests to be given | 30 minutes | Based on the approved rate by the Board of Regents | Psychometrician | Letter of request |
| 2 | Reports to testing room for testing as scheduled | Administers the test | 3 to 4 hours | None | Psychometrician | Test materials |
| 3 | Requests for test results and narrative reports | Submits test reports after payment of testing fee by the requesting party | 8 minutes | None | Psychometrician | Test reports |
| END OF TRANSACTION | | | | | | |

PSYCHOLOGICAL TESTING

Schedule of Availability of Service: July - August

Clients/Customers: Freshmen Students

Requirements: WVSU Identification Card

Processing Time: 2 hours and 30 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|--|-----------------------------------|--|---|-------------------------------------|
| 1 | Makes inquiry regarding psychological testing schedule | Makes schedule for psychological testing by College | 30 minutes | Included in tuition fee during enrolment | Psychometrician | Testing schedule |
| 2 | Reports to testing room as scheduled | <ul style="list-style-type: none">• Administers and scores IQ and Personality Tests• Gives schedule on the release of test result | 1 hour and 30 minutes per session | None | Psychometrician | Answer sheets test booklets |
| 3 | Reports to guidance office for test interpretation | Interprets test results individually or by groups | 30 minutes per student | None | Guidance Counselors of different Colleges | Test results personality profile |
| END OF TRANSACTION | | | | | | |

ENROLMENT OF NEW STUDENTS/TRANSFEREES (GRADUATE SCHOOL)

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Saturday (during Enrolment Period)

Clients/Customers: Incoming Masteral & Doctoral Students and Transferees

Requirements:

1. Original Copy of Honorable Dismissal/Transfer Credential (last school attended)
2. Clear Photocopy of Transcript of Records
3. 1 Long Folder
4. 1 pc Recent 1x1 ID Picture
5. Clear Photocopy of marriage Contract (female applicants only)

Processing Time: 10 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|---|---------------------------------|-------------|--|-----------------|
| 1 | Pays local/miscellaneous fees | Receives payment | | As required | Office of the Student Affairs | |
| 2 | Secures ID Number | Registers new student | 10 minutes | None | Office the Registrar (Graduate School Staff) | Index Card |
| 3 | Proceed to respective Graduate School for assessment | Gives assessment Form | | None | College Clerk | Assessment Form |
| 4 | Proceed to cashier for payment | Process payment and issues Official Receipt | | None | Cashier/Staff | |
| END OF TRANSACTION | | | | | | |

APPLICATION FOR WVSU-COLLEGE ADMISSION TEST (WVSU-CAT)

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday (during Filing Period as posted/announced)

Clients/Customers: High School Graduates and Transferees

- Requirements:
1. Non-Refundable Application Fee of P20.00 and Testing Fee of P200.00
 2. Duly accomplished Application Form
 3. Photocopy of High School Report Card duly authenticated by the Principal/Photocopy of Transcript of Records for Transferees
 4. Two (2) recent Identical 2x2 ID picture
 5. Photocopy of NSO Live Birth

Processing Time: 5 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|---|--|---------------------------------|---|---------------------------|---------------------------|
| 1 | Secures WVSU-CAT application form | Gives application form for the College Admission Test | 1 minute | None | Registrar/Staff | WVSU-CAT Application Form |
| 2 | Fills-out the form and submits to the Registrar/Staff for verification and checking of requirements. | Checks the form and requirements submitted and instructs student to pay in the Cashier's Office. | 1 minute | None | Registrar/Staff | Application Form |
| 3 | Pays the Cashier. | Issues O.R. | 2 minutes | P20.00 Filing Fee and P200.00 Testing Fee | Cashier | |
| 4 | Returns the accomplished application form together with the O.R. to the Registrar's Office for issuance of Notice of Admission. | Receives the accomplished form and issues notice of admission | 2 minutes | None | Registrar/Staff | Notice of Admission |
| END OF TRANSACTION | | | | | | |

APPRAISAL OF REGULAR AND IRREGULAR STUDENTS

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday

Clients/Customers: Regular and Irregular Students

Requirements: Student's Academic Records

Processing Time: 30 minutes for regular students
1 hour for irregular students

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|--|---|------------|---------------------------|---------------------------|
| 1 | Requests for appraisal of Student's Academic Records | Evaluates the student's academic records | 30 minutes for regular student; 1 hour for irregular student | None | Registrar/Staff | Student's Academic Record |
| END OF TRANSACTION | | | | | | |

ISSUANCE OF STUDENT’S RECORDS AND OTHER ENROLMENT-RELATED DOCUMENTS

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday

Clients/Customers: Graduates students who stopped schooling and those who seek transfer to other Colleges and Universities

- Requirements:
1. Request Form
 2. Students Clearance (College and University)
 3. Official Receipt
 4. Student School Identification Card (Graduates and those who will seek transfer to other schools will surrender their student ID)
 5. Authorization letter with representative’s valid ID

Processing Time: Transcript of Records – 1 day (depending on the volume of request)
 Certificate of Transfer Credential – 25-35 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|------|---|---|--------------------------|--|--------------------|--------------|
| 1 | Secures and fills-out the request form. | Receives/reviews the request form and advices client to pay to the cashier. | 3 minutes | None | Registrar/Staff | Request Form |
| 2 | Pays to the Cashier | Process payment and issues Official Receipt. | | Transcript of Records – P50.00/page Honorable Dismissal – P50.00 Picture Scanning – P25.00/picture Certification & other related documents – P30.00 | Cashier | None |
| | | | | | | |

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|--|---|------------|---------------------------|---------------|
| 3 | Returns the request form together with the O.R. to the Registrar's Office for scheduling | Searches data on individual folder and prepares requested form(s). | 1. Transcript of Records – 1 day (depending on the volume of request) 2. Transfer Credential – 20 minutes 3. Certification of Grades/Form 137A/other related documents – 30 minutes | None | Registrar/Staff | None |
| 4 | Receives the requested documents | Releases the requested documents. | 2 minutes | None | Registrar/Staff | None |
| END OF TRANSACTION | | | | | | |

PUBLIC ASSISTANCE

Schedule of Availability of Service: 24 hours; 7 days a week

Clients/Customers: Outside callers, Visitors with business transaction in the University

Requirements: Any valid ID (for walk-in)

Processing Time: 3 minutes (phone-in)
7 minutes (walk-in)**PHONE-IN**

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--------------------|--|--------------------------|------|--------------------|------------------|
| 1 | Makes inquiry | Receives/verifies caller's name, address and purpose | 2 minutes | None | Security Guard | Security logbook |
| 2 | Gives information | Transfers telephone lines to the person concerned | 1 minute | None | Security Guard | Security logbook |
| END OF TRANSACTION | | | | | | |

WALK-IN

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|--|--------------------------|------|-------------------------------------|------------------|
| 1 | Enters for personal/business transaction | Checks ID and records the name, address and purpose | 4 minutes | None | Security Guard/ Security Officer | Security logbook |
| 2 | Requests for assistance | Gives/assists the subject where he/she can address the transaction | 3 minutes | None | Security Guard/ Security Officer | Security logbook |
| END OF TRANSACTION | | | | | | |

ISSUANCE OF CAR PASS STICKER

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday

Clients/Customers: Clients transacting business with the University

Requirements: Car Pass Application Form

Processing Time: 10 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--------------------------------------|--|---------------------------------|------------|---------------------------------------|---------------------------|
| 1 | Fills out application form. | Checks/verifies application form and instructs client to pay at the Cashier's Office | 5 minutes | None | Chief Security Officer/Security Guard | Car Pass application form |
| 2 | Pays the fee at the Cashier's Office | Issues Official Receipt | 3 minutes | P150.00 | Cashier | |
| 3 | | Issues car pass sticker | 2 minutes | None | Chief Administrative Officer | |
| END OF TRANSACTION | | | | | | |

CONDUCT OF TRAINING/EXTENSION ACTIVITY

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)

Clients/Customers: Students, farmers, community residents, Local Government Units, Government Organizations, Non-Government Organizations and Private Organizations

Requirements: Request letter, Training/Activity Design

Processing Time: 12 days and 1 hour

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|---|------------------------------|------|--------------------|----------------------|
| 1 | Submits request letter | <ul style="list-style-type: none"> Receives and assesses request Prepares training or activity design | 30 minutes 2 days | None | Training staff | Training Design Form |
| 2 | Gets signatures needed for approval of training/activity design and submits training/activity design | Gets approval of the University President of the training/activity design | 30 minutes | None | Training staff | |
| 3 | Prepares for the conduct of training/activity | <ul style="list-style-type: none"> Requests supplies and materials Prepares training materials and designations of resource persons | 10 days | None | Training staff | |
| 4 | Attends training/activity | Conducts training/extension activity | Based on the training design | None | Training staff | |
| END OF TRANSACTION | | | | | | |

EXTENSION PROGRAM/PROJECT IMPLEMENTATION OF COMMISSIONED/EXTERNALLY FUNDED PROJECTS

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)

Clients/Customers: External funding agencies/partners

Requirements: Program/project proposal

Processing Time: 39.5 days and 30 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|-------------|---|---|---------------------------------|------------|---------------------------|---------------|
| 1 | Calls for proposal | Prepares extension project proposal | 30 days | None | Extension Staff | |
| 2 | Evaluates proposal and makes suggestions for improvement | Revises proposal incorporating suggestions Returns/submits final proposal | 1 day | None | Extension Staff | |
| 3 | Receives and assesses revised proposal | Schedules proposal for In-House Review | 1 day | None | Extension Staff | |
| 4 | Approves proposal and returns to proponent with Memorandum of Agreement | Presents proposal during the In-House Review | 1 day | None | Extension Staff | |
| 5 | | Endorses proposal and draft Memorandum of Agreement (MOA) to the Administrative Council | 10 minutes | None | Extension Staff | |
| 6 | | Endorses proposal and draft MOA to the Board of Regents | 10 minutes | None | Extension Staff | |
| 7 | | Approves proposal and MOA | 10 minutes | None | University President | |

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|------------------------------------|--|---------------------------------|------------|---------------------------|---------------|
| 8 | | Returns copies of proposal and MOA to funding agency | 1 day | None | Extension Staff | |
| 9 | Receives approved proposal and MOA | Prepares for launching | 1 day | None | Extension Staff | |
| 10 | Processes papers for fund transfer | Prepares for fund transfer | 1 day | None | Extension Staff | |
| 11 | Transfers funds | Receives project funds | 1 day | None | Extension Staff | |
| 12 | Attends launching | Launches project | ½ day | None | Extension Staff | |
| 13 | Monitors and evaluates the project | Implements program/project | | None | Extension Staff | |
| 14 | Receives reports | Prepares and submits reports | 2 days | None | Extension Staff | |
| END OF TRANSACTION | | | | | | |

DISSEMINATION/DISTRIBUTION OF INFORMATION, EDUCATION AND COMMUNICATION (IEC) MATERIALS

Schedule of Availability of Service: 8:00 am – 5:00 pm; Monday to Friday (to be scheduled every semester)

Clients/Customers: External Clients

Requirements: Letter of Request

Processing Time: 30 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|------------------------------------|---------------------------------|------------|---------------------------|---------------|
| 1 | Inquires or writes letter of request on the availability of Information, Education and Communication materials | Notifies availability of materials | 15 minutes | None | Extension Staff | None |
| 2 | Receives IEC materials | Explains and gives out materials | 15 minutes | None | Extension Staff | None |
| END OF TRANSACTION | | | | | | |

ISSUANCE OF CERTIFICATION/RECOMMENDATION LETTER/CERTIFICATE OF COMPLETION/APPRECIATION

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)

Clients/Customers: Life-Long Learning For Sufficiency Program (LLLSP) students and alumni, resource persons, training participants

Requirements: Valid IDs

Processing Time: 50 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|-------------------------------------|--|---------------------------------|------------|---------------------------|------------------|
| 1 | Files/writes request in the logbook | <ul style="list-style-type: none"> • Receives request • Gives order of payment • Prepares certification | 30 minutes | None | Extension Staff | Order of Payment |
| 2 | Pays certification fee | Receives payment and issues Official Receipt | 5 minutes | PhP30.00 | Cashier | |
| 3 | Submits official receipt | Records Official Receipt number and issues requested certification. | 10 minutes | None | Extension Staff | |
| 4 | Receives certificate | Issues requested certification/certificate | 5 minutes | None | Extension Staff | |
| END OF TRANSACTION | | | | | | |

PHOTOCOPYING SERVICES

Schedule of Availability of Service: 8:00 am – 12:00 pm; 1:00 pm – 4:00 pm
8:00 am – 11:30 am; 1:00 pm – 4:00 pm (for reserve books)

Clients/Customers: Students

Requirements: Library Card

Processing Time: 4 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|---|--|---------------------------------|------------|---------------------------|---------------------------------|
| 1 | Presents the item to be photocopied and the library card. | Provides photocopy slip. | 1 minute | None | Section-in-charge | Photocopying slip |
| 2 | Fills-out the photo copy slip and signs the book card. | Approves the slip and issues the book/s. | 2 minutes | None | Section-in-charge | Photocopying slip and book card |
| 3 | Returns the borrowed item for photocopy. | Inspects the borrowed item. | 1 minute | None | Section-in-charge | None |
| END OF TRANSACTION | | | | | | |

REFERENCE ASSISTANCE

Schedule of Availability of Service: 7:30 am – 6:00 pm for Reader’s Services
8:00 am – 6:00 pm for Graduate School
7:30 am – 5:00 pm for Filipiniana/Reference

Clients/Customers: Students

Requirements: Library Card

Processing Time: 7 minutes

| STEP | CUSTOMER/APPLICAN T | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|--|---|------------|-------------------------------|---------------|
| 1 | Approaches the librarian-in-charge of each section and presents query. | Conducts reference interview. Directs student to the resources available. | 5 minutes 2 minutes | None | Section-in-charge | None |
| END OF TRANSACTION | | | | | | |

BORROWING OF BOOKS

Schedule of Availability of Service: 7:30 am – 6:00 pm for Reader’s Services
8:00 am – 6:00 pm for Graduate School
7:30 am – 5:00 pm for Filipiniana/Reference

Clients/Customers: Students

Requirements: Library Card

Processing Time: 2 minutes

| STEP | CUSTOMER/APPLICAN T | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|-----------------------------|---|------------|-------------------------------|---------------|
| 1 | Presents the book to be borrowed together with his/her library card. | Checks the book | 1 minute | None | Section-in-charge | None |
| 2 | Signs the book card. | Writes the date/time due/s. | 1 minute | None | Section-in-charge | Book card |
| END OF TRANSACTION | | | | | | |

INTERNET SERVICES

Schedule of Availability of Service: 8:00 am – 6:00 pm

Clients/Customers: Students

Requirements: Student's I.D.

Processing Time: 10 minutes

| STEP | CUSTOMER/APPLICAN T | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|---|--------------------------|---|-------------|-------------------------------|---------------|
| 1 | Presents ID and logs-in. | Opens/sets-up computer. | 2 minutes | none | In-charge | Logbook |
| 2 | Proceeds to computer and performs activity. | Assists the user/client. | 5 minutes | none | In-charge | None |
| 3 | Logs out. | Assesses the fee. | 2 minutes | P10.00/hour | In-charge | None |
| 4 | Pays the fee and signs in the logbook. | Receives payment. | 1 minute | none | In-charge | Logbook |
| END OF TRANSACTION | | | | | | |

MULTIMEDIA SERVICES

Schedule of Availability of Service: 8:00 am – 6:00 pm

Clients/Customers: Students/Faculty and Staff

Requirements: Audio-Visual Form

Processing Time: 2 hours and 14 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|--|---------------------------------|------------|---------------------------|-------------------------------|
| 1 | Makes reservation. | Checks availability of room/equipment. | 3 minutes | None | In-charge | AV Reservation Form |
| 2 | Fills-out and processes the AV Reservation Form. | | 2 hours | None | In-charge | None |
| 3 | Submits the AV Reservation Form. | Verifies and approves the reservation. Books the reservation and sets-up the equipment. | 1 minute 10 minutes | None | In-charge | Audio-Visual Reservation Form |
| END OF TRANSACTION | | | | | | |

RE-ISSUANCE OF LIBRARY CARDS

Schedule of Availability of Service: 7:30 am – 6:00 pm for Reader’s Services
8:00 am – 6:00 pm for Graduate School
7:30 am – 5:00 pm for Filipiniana/Reference

Clients/Customers: Students

Requirements: Affidavit of Loss, 1 pc. 1x1 picture, receipt of payment

Processing Time: 4 minutes

| STEP | CUSTOMER/APPLICAN T | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--------------------------------|--|---|------------|-------------------------------|---------------|
| 1 | Submits the requirements. | Typewrites and validates the student’s library card. | 3 minutes | P50.00 | Section-in-charge | Library card |
| 2 | Signs the logbook. | Issues library card. | 1 minute | none | Section-in-charge | None |
| END OF TRANSACTION | | | | | | |

ISSUANCE OF RESEARCH PERMIT

Schedule of Availability of Service: 8:30 am – 12:00 pm; 1:00 pm – 5:00 pm

Clients/Customers: Students

Requirements: None

Processing Time: 6 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|---------------------------------|--------------------------|---------------------------------|------------|---------------------------|----------------------|
| 1 | Fills-out Research Clinic Form. | Prepares research permit | 3 minutes | None | Library Secretary | Research Clinic Form |
| 2 | | Issues research permit | 2 minutes | None | Library Secretary | Research Permit |
| 3 | Signs the received permit. | | 1 minute | None | Library Secretary | None |
| END OF TRANSACTION | | | | | | |

RETURNING OF BOOKS

Schedule of Availability of Service: 7:30 am – 6:00 pm for Reader’s Services
 8:00 am – 6:00 pm for Graduate School
 7:30 am – 5:00 pm for Filipiniana/Reference

Clients/Customers: Students
 Requirements: Books borrowed
 Processing Time: 5 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|---|--------------------------|--|--------------------|---------|
| 1 | Presents the borrowed books. | Pulls out cards from file and checks date/time due/s. | 1 minute | None | Section-in-charge | None |
| 2 | | Inspects returned items. | 1 minute | None | Section-in-charge | None |
| 3 | | Computes the overdue fines for overdue books. | 2 minutes | P5.00/day – general circulation books P5.00/hr. – reserve books | Section-in-charge | None |
| 4 | Pays overdue fine/s and signs in the logbook of fines.(for students with fines amounting to P100.00 and above, they will fill up the order of payment and pay directly to the cashier. | Receives payment and returns the library card of the student. | 1 minute | As computed | Section-in-charge | Logbook |
| END OF TRANSACTION | | | | | | |

SIGNING OF CLEARANCE

Schedule : every end of semester

Clients/Customers : Graduating students

Requirements : Library Card

Processing Time : 3 mins.

| STEP | CUSTOMER/ APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|---|---|------------|-------------------------------|---------------|
| 1 | Surrenders library card and submits clearance form. | Checks the list of accountable students | 2 minutes | None | | None |
| 2 | Accountable customer returns book/settles accountability/ies | Signs the clearance | 1 minute | None | | None |
| END OF TRANSACTION | | | | | | |

ISSUANCE OF LIBRARY CARD (for Freshmen and New Students)

Schedule : 7:30 AM-6:00 PM

Clients/Customers : Students

Requirements : Official Receipt, 2 pcs. 1x1 identical picture

Processing Time : 10 mins.

| STEP | CUSTOMER/ APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|---|-------------------------------------|------------|-------------------------------|-----------------------------------|
| 1 | Submits the requirements | Gives Library student's record | 1 minute | None | | Student's records |
| 2 | Fills up and submits the student's record to the librarian | Verifies and checks students information | 5 minutes | None | | Student's record |
| 3. | | Typewrites, validates and issues student's library card | 3 minute | None | | Student's Record and Library Card |
| 4. | Student signs the logbook | | 1 minute | None | | |
| END OF TRANSACTION | | | | | | |

RESEARCH PROGRAM/PROJECT IMPLEMENTATION

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)
Weekends or Holidays (as needed)

Clients/Customers: Faculty and Staff Researchers
Graduate and Undergraduate students

Requirements: Research Proposals from the different units/colleges and campuses of the university endorsed by the Unit Head/Dean/Campus Administrator to University Research and Development Center, Conduct research proposals and present research outputs to any scientific fora and publish in any refereed journal

Processing Time: Year round

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|-------------|---|---|--|------------|--|------------------------|
| 1 | Secures research proposal form from Research Office | Provides research proposal form to the researchers | 5 minutes | None | Research Staff | Research proposal form |
| 2 | Submits detailed research proposal/s | <ul style="list-style-type: none"> • Receives research proposal/s • Distributes the detailed research proposal/s to the Technical Review Committee for review • Retrieves and summarizes the comments of the proposal/s reviewed | 5 minutes 1 day (depending on the availability of the reviewer) 2 days | None | Research Staff Technical Review Committee Research Staff | |
| | | <ul style="list-style-type: none"> • Returns to the researchers the reviewed proposal/s | 1 day (main campus) 2 days (external campuses) | | Research Staff | |

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|-------------|---|--|--|------------|---|---------------|
| 3 | Revises the research proposal/s based on the comments and suggestions of the Technical Review Committee and submits to the Center | <ul style="list-style-type: none"> • Receives the revised proposal/s, reproduces and distributes to the Research in-house Review Evaluators | 10 days | None | Research Staff | |
| 4 | Presents the final revised proposal/s | <ul style="list-style-type: none"> • Conducts the Research In-house Review for research proposals • Summarizes the comments of the evaluators and gives to the researchers | 2 days 7 days | None | Research Staff | |
| 5 | Revises the research proposal/s based on comments, suggestions and recommendations of the evaluators | <ul style="list-style-type: none"> • Receives the revised proposal/s • Consolidates/categorizes and presents to the University Research Council for approval and endorsement to Administrative Council • The Administrative Council endorses the final proposals to the Board of Regents for approval | 10 minutes 3 days 30 minutes | None | Research Staff Research Staff, Director, Vice President for Research, Extension and Training (VP RET) Director, VP RET, Administrative Council and Board of Regents | |

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|-------------|--|---|--|------------|--|---------------|
| 6 | Prepares the requisitions for the MOOE of the projects | <ul style="list-style-type: none"> Consolidates the requests and prepares the Project Procurement Management Plan (PPMP) and the Work and Financial Plan of the approved Research & Development projects Processes the PPMP and the Work and Financial Plan of the Research & Development projects for budget allotment | 30 days 5 days | None | Research staff, Director, VP RET Research staff | |
| 7 | Secures research contract and designation | <ul style="list-style-type: none"> Issues contract Prepares designation to the researcher | 5 minutes 5 days | None | Research staff | |
| 8 | Implements approved research project/s | <ul style="list-style-type: none"> Provides necessary support to the researchers Monitors the research activities of the faculty and staff researchers | As needed 1 day per project per quarter | None | Research staff | |
| 9 | Submits reports: 1. Quarterly report/s of on-going project/s 2. Terminal report/s of completed project/s | <ul style="list-style-type: none"> Gathers the report: 1. On-going projects 2. Completed projects | 10 days per quarter 30 days after completion of the project | None | Research staff Researcher/s | |

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|---|------------------------------------|------------|---|---------------|
| | | <ul style="list-style-type: none"> Reproduces the terminal reports and distributes to the Technical Review Committee for evaluation Retrieves and consolidates the comments and suggestions Returns to the researchers the reviewed reports for final revision | 5 days 7 days 3 days | | Research Staff Research Staff Research Staff | |
| 10 | Submits the final report/s | Receives and reproduces the final report/s | 1 week | None | Research Staff | |
| 11 | Presents the final report/s to the Research In-house Review | <ul style="list-style-type: none"> Assesses the final research reports Consolidates the comments and suggestions of the evaluators Distributes the comments to the researchers | 3 days 1 week 3 days | None | Panel of Evaluators Research Staff Research Staff | |
| 12 | Revises the reports based on the comments of the evaluators and submits the final copy for publication | <ul style="list-style-type: none"> Gathers the revised reports for publication Publishes the research reports | 1 week 3 months | None | Research Staff Editorial Board | |
| END OF TRANSACTION | | | | | | |

RESEARCH CAPABILITY BUILDING ACTIVITIES

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)
Weekends (as scheduled or as requested)

Clients/Customers: Faculty and staff researchers

Requirements: Request letter, training design

Processing Time: 1 month and 4 days

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|---|---|-----------------------------------|------------|--|------------------|
| 1 | Submits letter of request to the President through channels | Facilitates the request, prepares training design | 1 week | None | Research Staff | Training design |
| 2 | Submits the list of participants | <ul style="list-style-type: none"> • Receives the list of participants • Prepares programs, certificates, training kits and transportation services | 2 weeks | None | Research Staff | |
| 3 | Attends and participates in the workshop | <ul style="list-style-type: none"> • Conducts training-workshop, facilitates the needs of participants and speakers • Documents and prepares the proceedings of the workshop • Evaluates the results of the training | 3 days 1 week 1 day | None | Research Staff, Director, Vice President for Research, Extension and Training Research Staff and Director | Evaluation Forms |
| END OF TRANSACTION | | | | | | |

TECHNICAL ASSISTANCE

A. CENTER FOR PHILIPPINE DARAG NATIVE CHICKEN

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)
Weekends (as scheduled or requested)

Clients/Customers: Researchers in the academe and other government and private agencies, Students, Farmers
Private entrepreneurs, Non-Government Organizations, Local Government Units

Requirements: Request letter address to the University President thru channels

Processing Time: 7 days

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|---|--|-----------------------------------|------------|-----------------------------|---------------|
| 1 | Submits request letter address to the University President through channels | Assesses and discusses the requests of the clients | 1 day | None | Center Director, Darag Team | |
| 2 | Schedules the activity/training | Sets the activity/training schedule | 1 day | None | Darag Team | |
| 3 | Attends and participates in the activity/training | <ul style="list-style-type: none"> • Provides technical assistance as requested • Conducts the actual assistance/training • Evaluates the activity/training | 2 days 2 days 1 day | None | Center Director, Darag Team | |
| END OF TRANSACTION | | | | | | |

B. MUSHROOM SPAWN PRODUCTION

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)
Weekends (as scheduled or requested)

Clients/Customers: Researchers in the academe and other government and private agencies
Students
Non-Government Organizations
Local Government Units

Requirements: Request letter addressed to the project leader
Advance order at least 2 weeks before they can avail the spawn

Processing Time: 7 days

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|--|-----------------------------------|------|--------------------|--------|
| 1 | Submits letter of request to the University President through channels | Assesses and discusses the requests of the clients | 1 day | None | Research Staff | |
| 2 | Schedules the activity/training | Sets the activity/training schedule | 1 day | None | Research Staff | |
| 3 | Attends and participates in the activity/training | <ul style="list-style-type: none"> • Provides technical assistance as requested • Conducts the actual assistance/training • Evaluates the activity/training | 2 days 2 days 1 day | None | Research Staff | |
| END OF TRANSACTION | | | | | | |

C. ORNAMENTAL PLANTS PROPAGATION AND PRODUCTION

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)

Clients/Customers: Walk-in Clients
Students

Requirements: Order of payment to be taken from the in-charge or researcher assigned

Processing Time: 52 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|---|---|---------------------------------|------------|---------------------------|---------------------------------------|
| 1 | Makes the order of the desired items | <ul style="list-style-type: none"> • Facilitates the order or reservation • Issues Order of Payment | 30 minutes | None | Research staff | Order of payment and reservation slip |
| 2 | Pays to the Cashier | Receives payment | 2 minutes | None | Cashier | |
| 3 | Presents Official Receipt to the Research Staff In-charge | Gets the Official Receipt | 5 minutes | None | Research Staff | |
| 2 | Claims the items | Issues the items | 15 minutes | None | Research staff | |
| END OF TRANSACTION | | | | | | |

D. URBAN GARDENING AND WASTE UTILIZATION

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)

Clients/Customers: City dwellers/urban residents
 Students
 Housewives

Requirements: Request letter

Processing Time: 7 days

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|--|-----------------------------------|------------|---------------------------|---------------|
| 1 | Submits letter of request to the University President through channels | Assesses and discusses the requests of the clients | 1 day | None | Research Staff | |
| 2 | Schedules the activity/training | Sets the activity/training schedule | 1 day | None | Research Staff | |
| 3 | Attends and participates in the activity/training | <ul style="list-style-type: none"> • Provides technical assistance as requested • Conducts the actual assistance/training • Evaluates the activity/training | 2 days 2 days 1 day | None | Research Staff | |
| END OF TRANSACTION | | | | | | |

ESTABLISHMENT OF LINKAGES AND NETWORK

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)

Clients/Customers: Researchers in the academe and other government agencies
Students

Requirements: Request letter addressed to the University President through channel

Processing Time: 8 days, 2 hours and 5 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|-------------|---|--|---------------------------------|------------|---------------------------|---------------|
| 1 | Submits the request letter | <ul style="list-style-type: none"> • Receives request letter, reviews and sets the schedule of the preliminary meeting • Informs the client of the schedule of preliminary meeting | 30 minutes | None | VP-RET staff | |
| 2 | Attends preliminary meeting | Discusses the nature of collaboration/linkage | 1 day | None | Director and VP RET | |
| 3 | Prepares and submits the draft of the Memorandum of Agreement | <ul style="list-style-type: none"> • Receives and conducts preliminary negotiations • Revises the Memorandum of Agreement (MOA) | 1 hour 3 days | None | Director and VP RET | |

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|--|---|---|------|--|--------|
| | | <ul style="list-style-type: none"> • Submits the MOA to the legal counsel for comments and suggestions • Submits/presents the MOA to the Administrative Council for endorsement to the Board of Regents • Informs the client/s of the Board of Regents' decision | <p>3 days</p> <p>1 day</p> <p>5 minutes</p> | | | |
| 4 | Signs the MOA and implements the project | Signs and have the MOA notarized | 30 minutes | None | Director, VP-RET, University President and Collaborators | |
| END OF TRANSACTION | | | | | | |

PAYMENT OF RESEARCH MONETARY INCENTIVES

Schedule of Availability of Service: 8:00 am – 5:00 pm (Monday to Friday)

Clients/Customers: Faculty and staff researchers

Requirements: Terminal reports, copies of published research articles

Processing Time: 10 days and 25 minutes

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|-------------|---|--|---------------------------------|------------|---|---------------|
| 1 | Submits terminal reports/published articles and request for payment | Receives terminal reports/published articles | 5 minutes | None | Research Staff | |
| | | Prepares request for payment of incentive/s | 1 day | None | Research Staff | |
| | | Facilitates approval of the request | 3 days | None | Research Staff, VP RET, VP Admin. and Finance, Finance Staff, President Research Staff | |
| | | Prepares payroll for payment of incentive/s | 1 day | None | | |
| | | Facilitates processing of payment | 5 days | None | Research Staff, VP RET, VP Admin. and Finance, Finance Staff, President, Cashier | |

| STEP | CUSTOMER/APPLICANT | SERVICE PROVIDER | DURATION OF THE ACTIVITY | FEE | PERSON RESPONSIBLE | FORM/S |
|---------------------------|---------------------------|-----------------------------------|---------------------------------|------------|---------------------------|---------------|
| 2 | Claims the incentive/s | Assists in claiming of incentives | 20 minutes | None | Research Staff | |
| END OF TRANSACTION | | | | | | |

FEEDBACK FORM

(Pananaw o Puna)

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

(Palihog pahibalo sa amon kun paano kamu namun maalagaran. Mahimu mo nga gamiton ini nga pormas para imo mapalab-ot ang imo pagdayaw, reklamo o mga matugda. Tsekan lang ang nagakaigo nga kahon o baks).

COMPLIMENT
(Pagdayaw)

COMPLAINT
(Reklamo)

SUGGESTION
(Matugda)

Person(s)/Unit/Office Concerned or Involved:

(Mga) tawo/grupo/talatapan nga natungdan:

Facts or Details Surrounding the Incident:

Kamatuuran ukon detalye sang natabu nga insidente:

(Please use additional sheet/s if necessary)

(Palihog gamit sang dugang nga papel kun ginakinahanglan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office:

Rekomendasyon/Suhesyon/Ginahandum nga aksyon gikan sa amon talatapan:

(Please use additional sheet/s if necessary)

(Palihog gamit sang dugang nga papel kun ginakinahanglan)

Name (Optional):

(Ngalan)

Office/Agency:

(Opisina/Talatapan/Ahensya)

Address:

(Nagapuyo sa)

Contact Number(s) (if any):

(Telepono)

E-mail Address (if any):

Signature:

(Pirma)

Date:

(Petsa)