OPERATIONS MANUAL
for UPV Academic Support Units

2015

OPERATIONS MANUAL
FOR UPV ACADEMIC SUPPORT UNITS

Office of the Vice Chancellor for Academic Affairs
University of the Philippines Visayas

2015

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INTRODUCTION

The Office of the Vice Chancellor for Academic Affairs (OVCAA) of the University of the Philippines Visayas publishes this Operations Manual in support of the provisions of Republic Act 9485 or the Anti-Red Tape Act (ARTA) of 2007.

Under RA 9485, government agencies are required to streamline and post procedures and to draw a Citizen's Charter. A Citizen's Charter refers to an official document, a service standard, or a pledge, that communicates in simple terms, information on the services provided by the government to the citizen *(Civil Service Commission, 2009)*. Hence, this Manual is designed to serve as a working guide and reference of the day-to-day duties and responsibilities of the heads of units and staff under the OVCAA in order to deliver quality and efficient government service to the public.

Specifically, this Manual aims to:

1. Inform clients on the different units' functions, policies and procedures in making office transactions.
2. Provide the unit heads and staff basic tools and techniques to help achieve their respective offices' goals and objectives;
3. Achieve a certain degree of uniformity in the interpretation and implementation of the roles of the different offices/units under OVCAA and clearly define their duties and responsibilities; and
4. Serve as a reference for future administrators and staff.

The Manual is organized according to office/unit, namely: Office of the Vice Chancellor for Academic Affairs, Office of the University Registrar, Office of Student Affairs; Graduate Program Office; University Library; Teaching and Learning Resource Center; and National Service Training Program.

Each office/unit presents its vision, mandate, functions and core values. The Manual also describes their specific area of operation; organization and responsibilities; operational control and supervision; and operating procedures.

Each section on service standards and flow charts provides a step-by-step procedure for engaging a particular service, and the guaranteed performance level that may be expected for that service (*Civil Service Commission, 2009*).

Aside from the step-by-step procedure of the frontline services, the unit's Citizen's Charter also includes the employee responsible for each step, maximum time to conclude the process, documents to be presented by the client, amount of fees in relation to request on application, feedback mechanisms, among other information. Other features of the Manual include a list of acronyms and appendices.

It is hoped that the Manual will be useful to all types of clients of the University. The information herein may change as the University responds to new developments or conditions. Thus, it is advisable to get in touch with the appropriate office for any update.

We would like to acknowledge the contribution, cooperation, patience, and hard work of the unit heads and staff of the academic support units and the members of the Operations Manual Secretariat in putting together this volume. Special thanks to the University Registrar Assoc. Prof. Jose A. Go and his staff for their valuable leadership to materialize the completion of this Manual.

ENCARNACION EMILIA S. YAP
Vice Chancellor for Academic Affairs

DEFINITION OF TERMS

ACADEMIC UNIT	Department/Division/Institute that offers a degree program
ACADEMIC YEAR	The Academic Year is divided into three (3) terms composed of at least sixteen (16) weeks each, exclusive of registration and final examination periods. Class work in midyear term is equivalent to class work in one semester
CHANGE OF MATRICULATION	The addition and/or cancellation of a class and/or change of section after a student has officially registered
CIVIC WELFARE TRAINING SERVICE (CWTS)	Programs or activities of NSTP designed to contribute to the general welfare and the betterment of life of the community; the enhancement of its facilities, especially those devoted to improving health, education, environment, entrepreneurship, safety, recreation and morals of the citizenry
CROSS-REGISTRANT	Student who enrol in a unit in UP Visayas for specific period of time but are primarily enrolled in their home units or in another UP Constituent University. Such enrolment is subject to the approval of the Deans of the home unit and the accepting units/colleges
CROSS REGISTRATION	Enrollment in another academic unit outside the home unit
END OF FIRST SEMESTER	The day before the registration for the second semester
END OF SECOND SEMESTER	The end of the second semester is the commencement day
FRESHMAN	Student who has not finished the prescribed subjects of the first year of his/her curriculum, or has finished only or less than 25 percent (25%) of the total number of units required in the entire course
HONORABLE DISMISSAL (HD)	Voluntary withdrawal of a student from the University with the consent of the University Registrar
LEAVE OF ABSENCE (LOA)	A student who does not intend to enrol in a semester may apply for a leave of absence (LOA). This also applies to a student currently enrolled and who intends to withdraw his/her enrolment for the rest of the semester. A student on leave of absence does not severe his/her ties with the University
LITERACY TRAINING SERVICE (LTS)	A program of NSTP designed to train students become teachers of literacy and numeracy skills to school children, out of school youth, and other segments of society in need of their service

NATIONAL SERVICE TRAININGPROGRAM (NSTP)	A program aimed at enhancing civic consciousness and defense preparedness in the youth by developing the ethics of service and patriotism while undergoing training of its three (3) program components. Its various components are specially designed to enhance the youth's active contribution to the general welfare (RA No. 9163)
NON-DEGREE STUDENT	Student enrolled for credit but does not follow an organized program of study
NORMAL LOAD	The number of units required in a curriculum per semester basis. Fifteen (15) to eighteen (18) academic units except for some degree programs where the normal load is twenty-one (21) units
OFFICIALLY REGISTERED	"Officially registered" means that the student has already gone through all the processes involved in registration up to payment of fees. A student is officially registered if the student has duly matriculated
REGULAR GRADUATE STUDENT	Regular graduate student follows organized programs of study and comply with requirements that lead to a master's or doctoral degree. He/she may be either part-time or full-time
REGULAR UNDERGRADUATE STUDENT	Regular undergraduate student follows organized programs of study and complies with requirements that lead to the bachelor's degree or undergraduate diploma/certificate. He/she carries the full semester's load prescribed by one's respective curricula and is classified into freshman, sophomore, junior, and senior
RESIDENCE	Students who have finished all their course work and are just working on their thesis, dissertation, research, and special problem may enrol for residence. Similarly students who are not enrolled in any subject but who want to complete an "Inc" or remove a grade of "4.0", must enrol for residence
RESERVE OFFICERS' TRAININGCORPS (ROTC)	A program institutionalized under Section 38 and 39 of Republic Act No. 7077 designed to provide military training to tertiary level students in order to motivate, train, organize and mobilize them for national defense preparedness
SPECIAL STUDENT	A student who is not earning formal academic credit for his/her work
START OF FIRST SEMESTER	The first semester begins in August
START OF SECOND SEMESTER	The second semester begins in January

START OF MIDYEAR TERM	The midyear term begins in June
SUBJECT	A subject is a collection of topics that form a coherent whole, intended to be taught by a faculty member within a specific number of hours in a semester. A subject is also referred to as a course
TRANSCRIPT OF RECORDS (TOR)	Complete and permanent educational record of a student, whether graduated or not. It contains details about the student, course taken, course title, units, and grades. Transcript of Records is considered official if it bears the original signature of the University Registrar and the University seal. It is used to communicate the student's educational record to another school, organization, agency, or to an individual
TRUE COPY OF GRADES (TCG)	Scholastic record issued by the College to the students. It contains student records but not as detailed as the TOR. It is issued for evaluation purposes only within the University
UNITS EARNED	Number of units passed
UNITS TAKEN	Number of units that the student is currently taking or has enrolled
UNIVERSITY SCHOLAR	Any undergraduate student who obtains at the end of the semester an absolute minimum weighted average of "1.45" or better, or a graduate student with an absolute minimum weighted average of "1.25" or better is given this honorific scholarship

**Source: UP Diliman General Catalogue (2014); UP Diliman General Catalogue, 2004-2010; 1297th BOR: 28 March 2014*

SERVICE STANDARDS SPECIFIC TERMS

DURATION OF ACTIVITY	Time allotment for each specific task under normal circumstances
MISSION	Statement that describes organization's purpose or existence
VISION	Statement that provides strategic direction on how to achieve its objectives
CORE VALUES	Values held by organization which form the foundation onwhich employees perform work and conduct themselves
FUNCTIONS	Set of activities carried out within the unit/office
FRONT LINE PERSONNEL	Staff directly responsible for production of services
SERVICE PROVIDER	Office/unit that provides services to clients

LIST OF ACRONYMS

AAide	Administrative Aide
AAsst	Administrative Assistant
AFP	Armed Forces of the Philippines
AO	Administrative Officer
APC	Administrative Personnel Committee
ASL	Add to Shelf-List
AVCAA	Assistant to the Vice Chancellor for Academic Affairs
AVR	Audio Visual Room
AWOL	Absence without Official Leave
BIS	Background Information Sheet
BOR	Board of Regents
CA	Cash Advance
CAC	Chancellor's Advisory Council
CAS	College of Arts and Sciences
CATS	Commitment to Attend the Tutorial Sessions
CAV	Certification Authentication Verification
CD	Compact Disk
CEC	Comprehensive Examination Committee
CFOS	College of Fisheries and Ocean Sciences
CHED	Commission on Higher Education
CL	College Librarian
CM	College of Management
COA	Commission on Audit
COSAW	College Students Activities Welfare
COSFAW	College Students and Faculty Activities Welfare
CRA	Consolidated Records of Attendance
CRS	Computerized Registration System
CRSIS	Computerized Registration and Student Information System
CTC	Certificate of Transfer Credentials
CWTS	Civic Welfare Training Service
CWVS	Center for West Visayan Studies
DBM	Department of Budget Management
DRRMT	Disaster Risk and Rescue Management Training
DSF	Doctoral Studies Fund
DTR	Daily Time Record
DUCES	Delegates of Untainted Commitment to Effectuate Service
DV	Disbursement Voucher
DVD	Digital Video Disk
EC	Executive Committee
EDF	Educational Development Fee
ETU	Equivalent Teaching Unit
FDSST	Full Discount with Stipend Socialized Tuition
GA	Graduate Assistant
GCEB	Graduate and Continuing Education Building
GCSU	Guidance and Counselling Services Unit (GCSU)
GDP	Gender and Development Program
GPA	Grade Point Average
GPC	Graduate Program Council
GPO	Graduate Program Office
GSC	Graduate Standing Committee
GSS	Guidance Services Specialist
GWA	Grade Weighted Average
HD	Honorable Dismissal
HRDO	Human Resource and Development Office
IA	Institute of Aquaculture
IFPDS	Institute of Fisheries Policy and Development Studies
IFPT	Institute of Fish Processing and Technology
ILP	Interactive Learning Program
IMFO	Institute of Marine Fisheries and Oceanology
IPCR	Individual Performance Commitment Review
IPMO	International Postal Money Order
IPO	Information and Publication Office
IPF	In-Process Files
LAE	Law Aptitude Examination
LOA	Leave of Absence
LTS	Literacy Training Service
MEd	Master of Education
MROUTA	Monthly Report On Undertimes, Tardiness and Unauthorized Absences
MRR	Maximum Residence Rule

NOA	Notice of Action
NSO	National Statistics Office
NSRC	National Service Reserve Corps
NSTP	National Service Training Program
ObR	Obligation Request
OC	Office of the Chancellor
OCS	Office of the College Secretary
OIC	Officer-in-Charge
ONAPUP	Organization of Non-Academic Personnel of UP
OPAC	Online Public Access Catalogue
OPCR	Office Performance Commitment Review
OR	Official Receipt
OS	Obligation Slip
OSA	Office of Student Affairs
OTR	Official Transcript of Records
OUR	Office of the University Registrar
OVCAA	Office of Vice Chancellor for Academic Affairs
PCFG	Professorial Chair and Faculty Grant
PCFGC	Professorial Chair and Faculty Grant Committee
PEP	Personal Effectiveness Program
PFTP	Peer Facilitators Training Program
PR	Purchase Request
PSM	Physical Sciences and Mathematics
REPS	Research, Extension and Professional Staff
RIV	Requisition Issue Voucher
RIS	Requisition Issue Slip
RLC	Research Load Credit
ROTC	Reserve Officers' Training Corps
RP	Republic of the Philippines
SA	Student Assistant
SAGA	Student Assistant and Graduate Assistant
SBP	Summer Bridge Program
SCE	School Credits Evaluator
SDT	Student Disciplinary Tribunal
SFA	Scholarship and Financial Assistance
SFAU	Scholarship and Other Financial Assistance Unit
SG	Salary Grade
SHARE	School, Health And Related Emergencies
SO	Special Order
SOTECH	School Of Technology
SOA	Student Organizations and Activities
SRRV	Special Resident Retiree Visa
SIRV	Special Investor Resident Visa
SSFAC	Student Scholarship and Financial Assistance Committee
ST	Socialized Tuition
STO	Socialized Tuition Office
TBAC	Total Big Time Access Card
TCG	True Copy of Grades
TLRC	Teaching and Learning Resource Center
TO	Travel Order
TOEFL	Test of English as a Foreign Language
TRF	Tutee's Registration Form
TV	Television
UC	University Council
UCSFA	University Committee on Scholarship and Financial Assistance
UP	University of the Philippines
UPCAT	University of the Philippines College Admission Test
UPG	University Predicted Grade
UPHSI	UP High School in Iloilo
UPSPS	UP Scientific Productivity System
UPV	University of the Philippines Visayas
UPVCC	University of the Philippines Visayas Cebu College
UPVTC	University of the Philippines Visayas Tacloban College
USC	University Student Council
VCAA	Vice Chancellor for Academic Affairs
VCD	Video Compact Disk
VCRE	Vice Chancellor for Research and Extension
VHS	Video Home System
VPAA	Vice President for Academic Affairs

CHAPTER I. GENERAL INFORMATION

UNIVERSITY OF THE PHILIPPINES

The University of the Philippines, through Republic Act 9500, was declared the national university in 2008. It is a public and secular institution of higher learning and a community of scholars dedicated to the search for truth and knowledge as well as the development of future leaders. UP is established to lead in setting academic standards and initiating innovations in teaching, research and faculty development in the philosophy, the arts and humanities, the social sciences, the professions and engineering, natural sciences, mathematics, and technology, and maintain centers of excellence in such disciplines and professions *(Republic Act 9500)*.

The University of the Philippines has eight constituent universities *(UP General Information Bulletin for Freshman Admission AY 2016-2017)*:

- UP Diliman (with an Extension Program in Pampanga)
- UP Baguio
- UP Los Baños
- UP Manila (with Schools of Health Sciences in Baler, Palo and Koronadal)
- UP Visayas (with campuses in Iloilo/Miagao and Tacloban)
- UP Cebu
- UP Mindanao, and
- UP Open University

UNIVERSITY OF THE PHILIPPINES VISAYAS (UPV)

The Board of Regents (BOR) during its 114th BOR Meeting on May 31, 1979, approved the establishment of an autonomous University of the Philippines in the Visayas (now University of the Philippines Visayas). President Marcos issued Executive Order 628 on October 30, 1980, operationalizing UPV with its main campus in Miagao and with the College of Fisheries (now College of Fisheries and Ocean Sciences) as its flagship college (*UPV Catalogue, 2013*). Its mandate is to be the national center of excellence for fisheries and aquatic sciences with the mission to help and accelerate the development of the region and of the country. UPV also aims to help in the preservation, dissemination, and enhancement of the national heritage and the culture of the Visayas.

UPV has campuses in the Municipality of Miagao, Iloilo City and Tacloban City.

The Miagao campus houses the Administration offices, the College of Fisheries and Ocean Sciences (CFOS), the College of Arts and Sciences (CAS), and the School of Technology (SOTECH).

The UPV Iloilo City campus has two degree granting units: the College of Management and the U.P. High School in Iloilo (UPHSI, formerly UPV High School) under the Division of

Professional Education, College of Arts and Sciences. The UPHSI is an experimental laboratory for innovative teaching strategies designed to provide academic training for underprivileged students in order to prepare them to access to tertiary education in the University of the Philippines (*UPV Catalogue, 2013*).

The UPV Tacloban College was established to address the need for quality education in Region VIII. It was recognized and inaugurated as a regional unit of the UP System in 1973. It was placed under the administrative supervision of UPV in 1986.

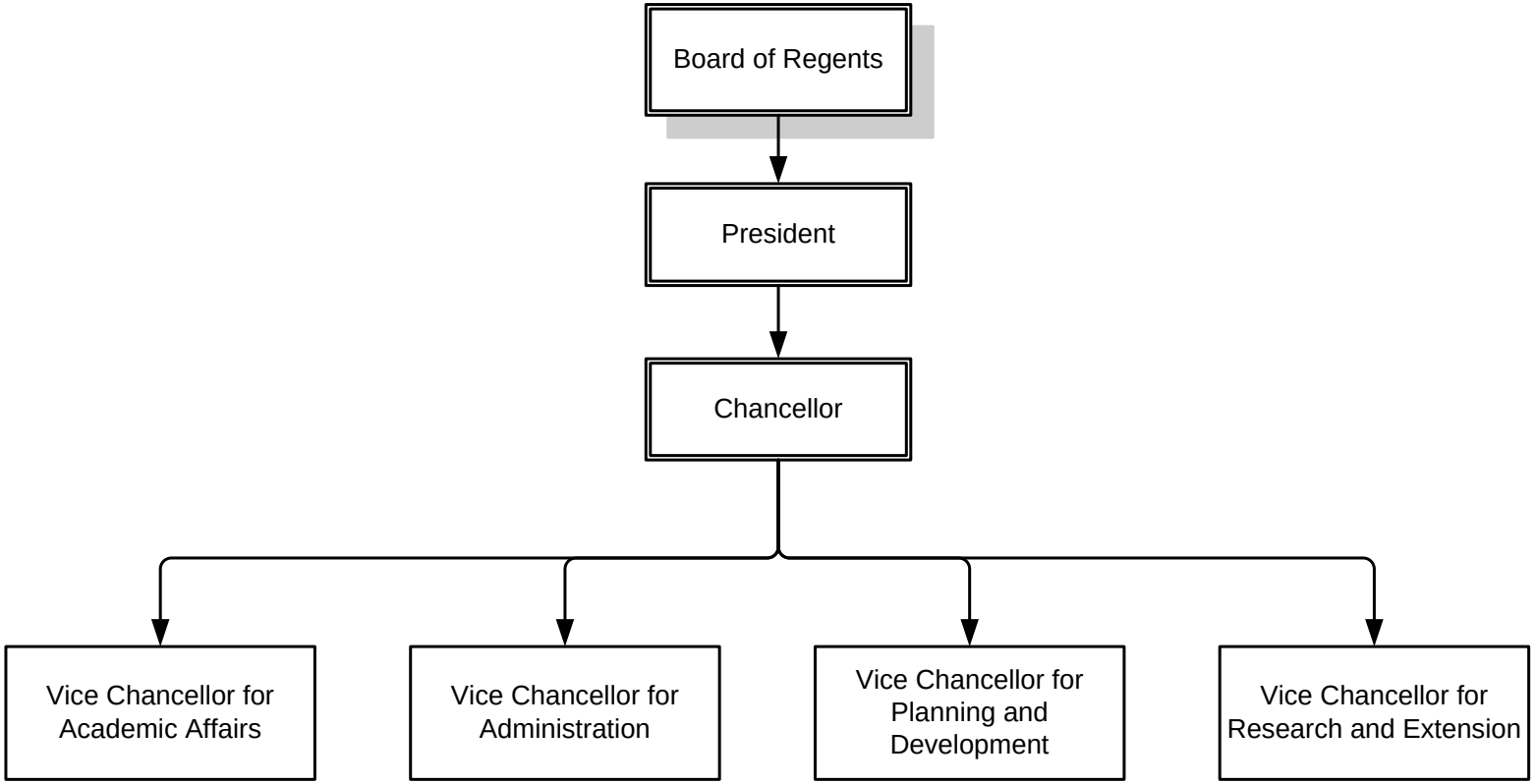

Figure 1. Officers of Administration

OFFICE OF THE CHANCELLOR (OC)

The Chancellor is the executive officer and the head of the faculty of the Constituent University, Ex-officio, s/he is directly responsible to the President for the administration of UPV and also performs other functions that the Board of Regents or the president may delegate him/her.

The Office of the Chancellor is the executive office of UP Visayas. It supervises campus operations through the related offices of the Vice Chancellors.

OFFICE OF VICE CHANCELLOR FOR ACADEMIC AFFAIRS (OVCAA)

The Office of the Vice Chancellor for Academic Affairs assists the Chancellor in coordinating curricular, instructional, library and other academic programs in UP Visayas. Its mandate is guided by the vision to uphold the standards of academic excellence. It is in charge of the development and implementation of quality and responsive academic programs, systems and mechanisms in the curricular, instructional and support for teaching and learning activities to ensure the attainment of the goals and objectives of the university.

The following offices are under the Vice Chancellor for Academic Affairs (VCAA):

OFFICE	HEAD OF UNIT
Office of the University Registrar (OUR)	University Registrar
Office of Student Affairs (OSA)	Director
Graduate Program Office (GPO)	Director
University Library	University Librarian
Teaching and Learning Resource Center (TLRC)	Director
National Service Training Program (NSTP)	Director

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CHAPTER II. OFFICE OF THE VICE CHANCELLOR FOR ACADEMIC AFFAIRS (OVCAA)

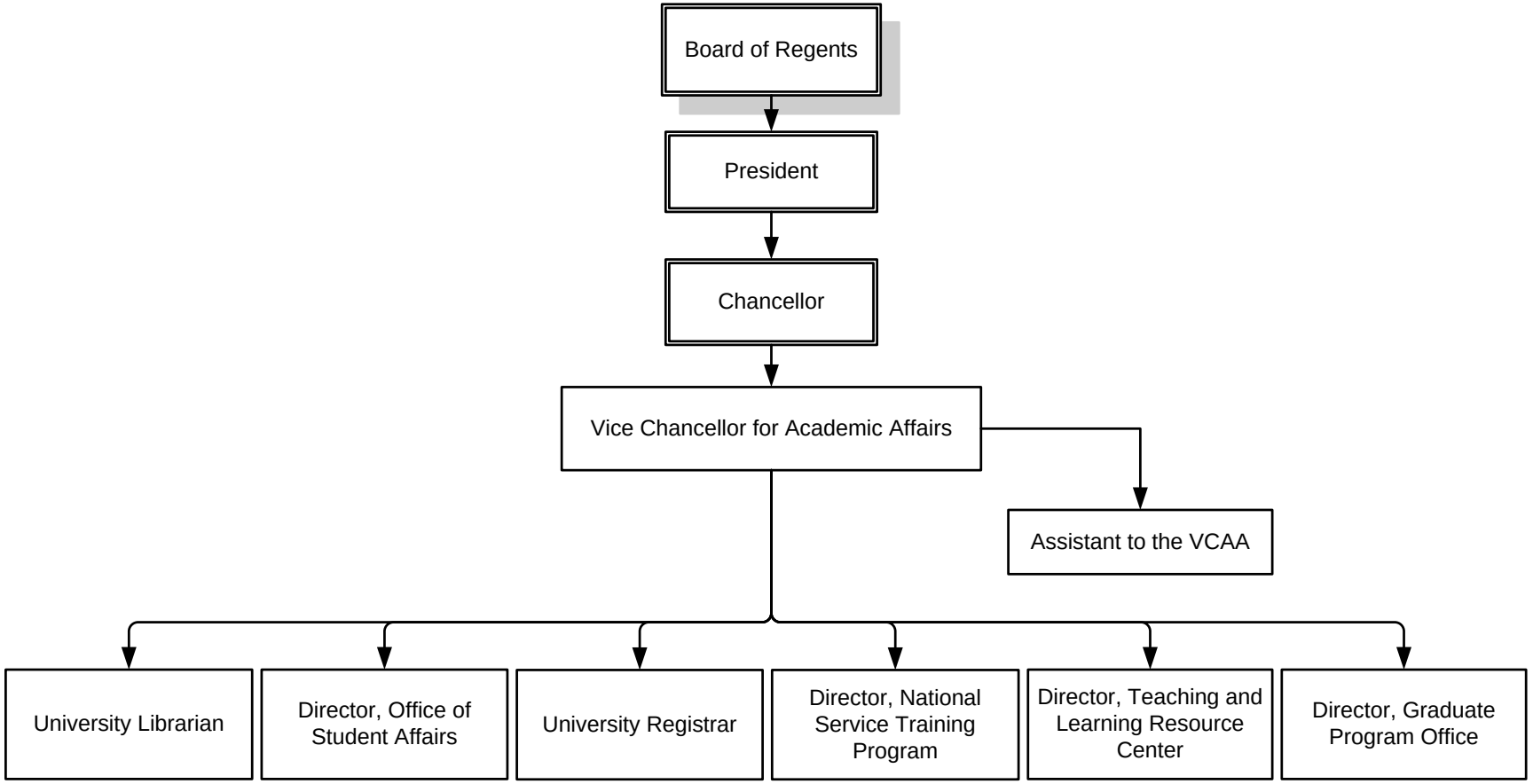


Figure 2.OVCAA Organizational Structure

FUNCTIONS

Guided by the vision to uphold the standards of academic excellence, the Office of the Vice Chancellor for Academic Affairs is in charge of the development and implementation of quality and responsive academic programs, systems and mechanisms in the curricular, instructional and support for teaching and learning activities to ensure the attainment of the goals and objectives of the university.

DUTIES AND RESPONSIBILITIES

Assistant to the Vice Chancellor for Academic Affairs

Takes care of matters pertaining to institutional linkages and foreign students. Performs other tasks assigned by the VCAA.

Administrative Services

- Takes care of the overall administrative operations of the OVCAA; works closely with all units under the OVCAA and coordinates with other offices/units in the University and other CUs; drafts communications for the VCAA and supervises staff members

- Processes overload claims of faculty members; computes faculty need of the colleges for requests to hire faculty; drafts letter or memo concerning overload claims; prepares DVs for payment of telephone bills and holds cash advance for the gasoline expenses of the OVCAA; prepares MROUTA and fuel consumption reports; and performs other tasks assigned by the supervisors
- Prepares VCAA's travels/liquidations; prepares DVs, OS, PRs, RIVs, etc. of the OVCAA re replenishment of CA and purchases of office supplies; assists the AVCAA in External Scholarships/ International linkages; serves as secretary of PCFG UP-SPS and Reneging Fellows Committees

- Logs/delivers incoming and outgoing communications to offices/units; attends to various inquiries regarding status of requests; traces/tracks these and informs/responds to clients; Prepares Travel Orders and pouch transmittals; files documents

- Takes care of military training program of the university for cadets/cadet officer's sponsors and inactive reservists; enrolls, classifies and encodes all students taking ROTC and prepares data for submission to the higher headquarters; performs all administrative functions related to ROTC

- Conducts the VCAA on official trips; maintains the OVCAA vehicle and performs some messengerial work for the OVCAA

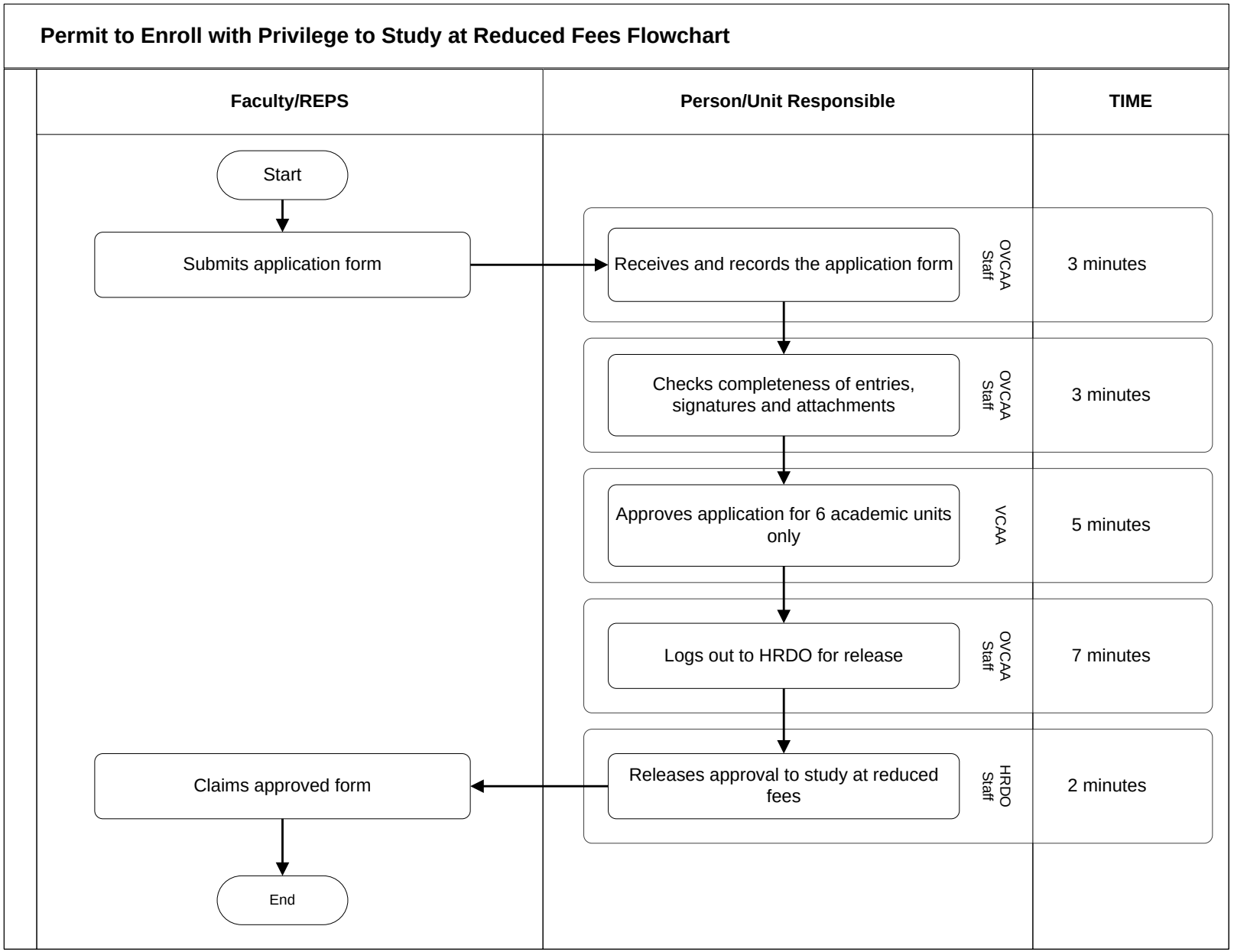
SERVICE STANDARDS AND FLOWCHARTS

SERVICE: **PERMIT TO ENROLL WITH PRIVILEGE TO STUDY AT REDUCED FEES**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break), prior to registration
Clients/Customers: Faculty and REPS
Requirements: Duly filled up Application for Privilege to Study at Reduced Fees Form
Copy of approved permit to enroll.
Processing Time: 20 minutes. Assumption: All responsible signatories/officials are available
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Submits application form	Receives and records the application form	3 minutes	NA	OVCAA Staff	Application form
2		Checks completeness of entries, signatures and attachments	3 minutes	NA	OVCAA Staff	NA
3		Approves application for 6 academic units only	5 minutes	NA	VCAA	NA
4		Logs out to HRDO for release	7 minutes	NA	OVCAA Staff	NA
5	Claims approved form	Releases approval to study at reduced fees	2 minutes	NA	HRDO Staff	NA
END OF TRANSACTION						

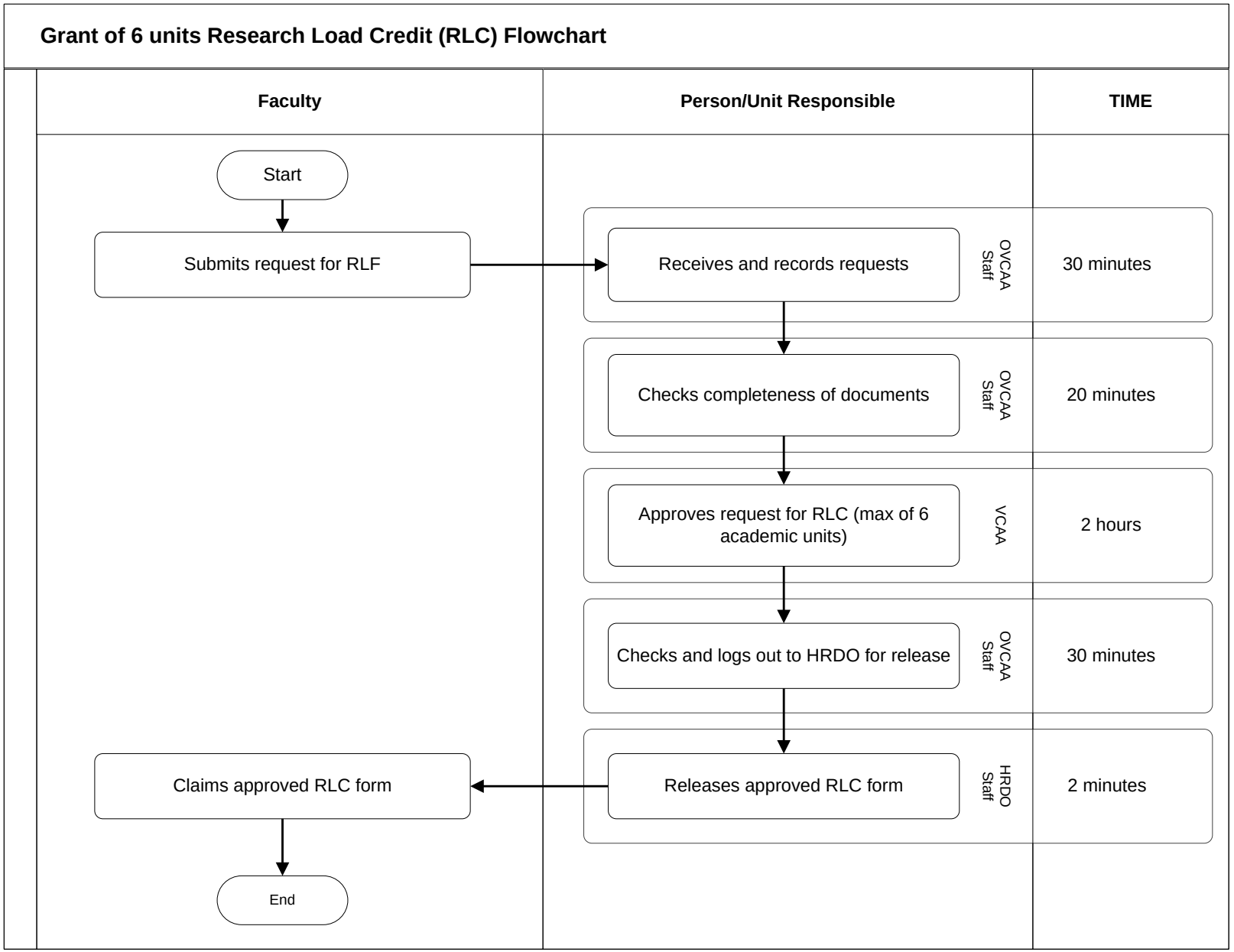
Permit to Enroll with Privilege to Study at Reduced Fees Flowchart



SERVICE: **GRANT OF 6 units RESEARCH LOAD CREDIT (RLC)**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: Faculty
Requirements: Letter Request of faculty proponent endorsed by their Division Chair/Institute Director/Dean
Progress Report of the Project; and endorsement/recommendation of the VCRE
Processing Time: 3 hours and 22 min. *Assumption: All responsible signatories/officials are available.*
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Submits request for grant of RLC	Receives and records request	30 minutes	NA	OVCAA Staff	NA
2		Checks completeness of documents	20 minutes	NA	OVCAA Staff	NA
3		Approves request for RLC (max of 6 academic units)	2 hours	NA	VCAA	NA
4		Checks and logs out to HRDO for release.	30 minutes	NA	OVCAA Staff	NA
5	Claims approved RLC form	Releases approved RLC form	2 minutes	NA	HRDO Staff	NA
END OF TRANSACTION						

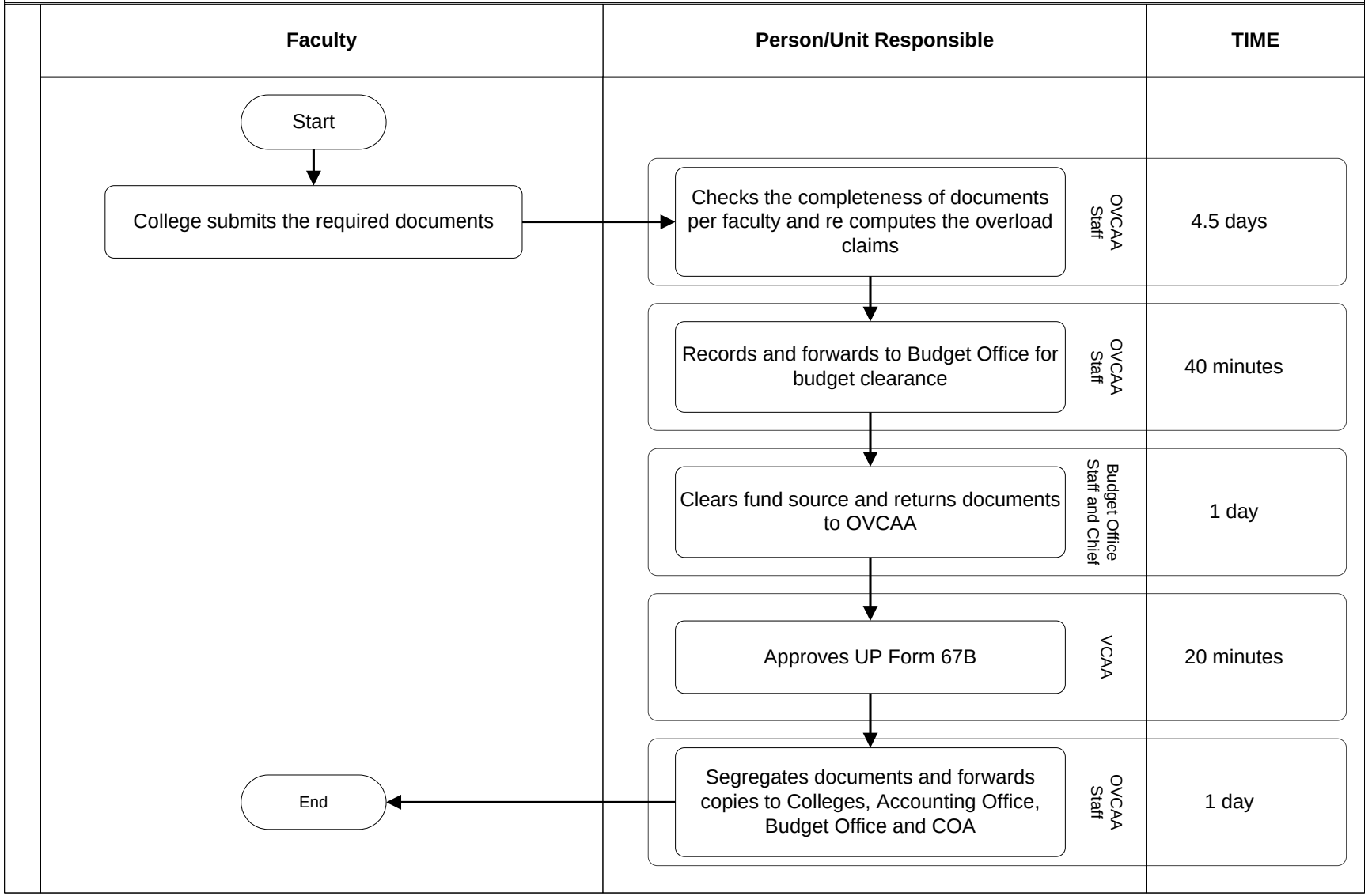

Grant of 6 units Research Load Credit (RLC) Flowchart
Faculty
Person/Unit Responsible
TIME
Start
Submits request for RLF
Receives and records requests
OVCAA Staff
30 minutes
Checks completeness of documents
OVCAA Staff
20 minutes
Approves request for RLC (max of 6 academic units)
VCAA
2 hours
Checks and logs out to HRDO for release
OVCAA Staff
30 minutes
Releases approved RLC form
HRDO Staff
2 minutes
Claims approved RLC form
End

SERVICE: **GRANT OF OVERLOAD CLAIMS OF FACULTY**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: Faculty
Requirements: UP Form 67, UP Form 67A and UP Form 67B.
Processing Time: 6 working days and 5 hours. Assumption: *All responsible signatories/officials are available.*
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	College submits the required documents	Checks the completeness of documents per faculty and re-computes the overload claims	4.5 days	NA	OVCAA Staff	UP Forms 67, 67A and 67B
2		Records and forwards to Budget Office for budget clearance	40 minutes	NA	OVCAA Staff	UP Forms 67A and 67B
3		Budget Office clears fund source and returns documents to OVCAA	1 day	NA	Budget Office Staff and Chief	UP Form 67B
4		VCAA approves UP Form 67B	20 minutes	NA	VCAA	UP Form 67B
5		Segregates documents and forwards copies to Colleges, Accounting office, Budget Office and COA	1 day	NA	OVCAA Staff	UP Forms 67A and 67B
END OF TRANSACTION						

Grant of Overload Claims of Faculty Flowchart



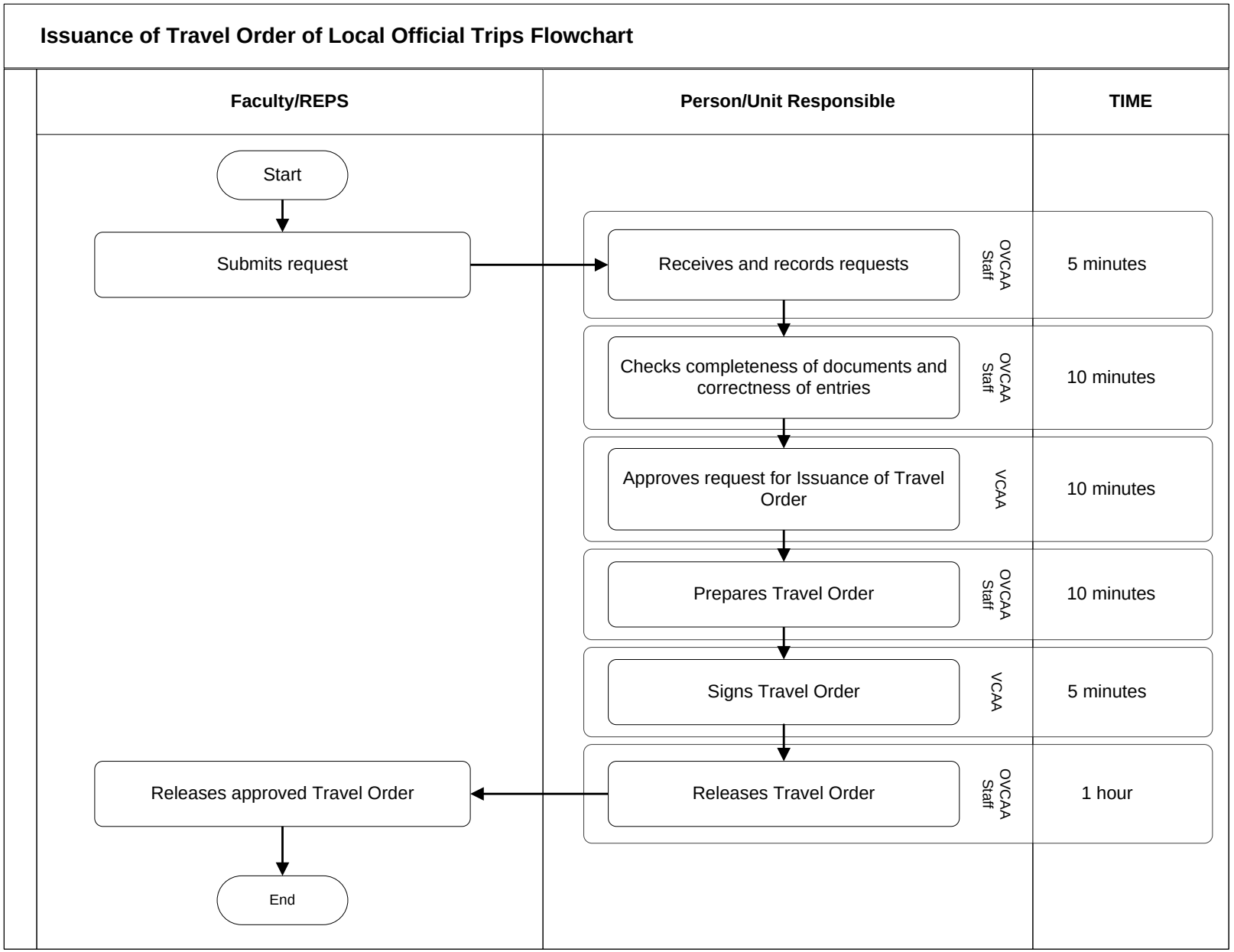
SERVICE: **ISSUANCE OF TRAVEL ORDER OF LOCAL OFFICIAL TRIPS**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: Faculty and REPS/ Deans and Vice Chancellors
Requirements: Request for Issuance of Travel Order Form
Processing Time: 1 hour, 40 minutes. *Assumption: All responsible signatories/officials are available.*
Issuance Target: Faculty and REPS - more than 8 calendar days
Deansand Vice Chancellors - not more than 7 days

Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Submits request	Receives and records request	5 minutes	NA	OVCAA staff	Request for issuance of Travel Order
2		Checks completeness of documents and correctness of entries	10 minutes	NA	OVCAA staff	Request for issuance of Travel Order
3		Approves request for issuance of Travel Order	10 minutes	NA	VCAA	Request for issuance of Travel Order
4		Prepares Travel Order	10 minutes	NA	OVCAA Staff	Travel Order
5		Signs Travel Order	5 minutes	NA	VCAA	Travel Order
6	Receives approved Travel Order	Releases Travel Order	1 hour	NA	OVCAA staff	Travel Order
END OF TRANSACTION						

Issuance of Travel Order of Local Official Trips Flowchart



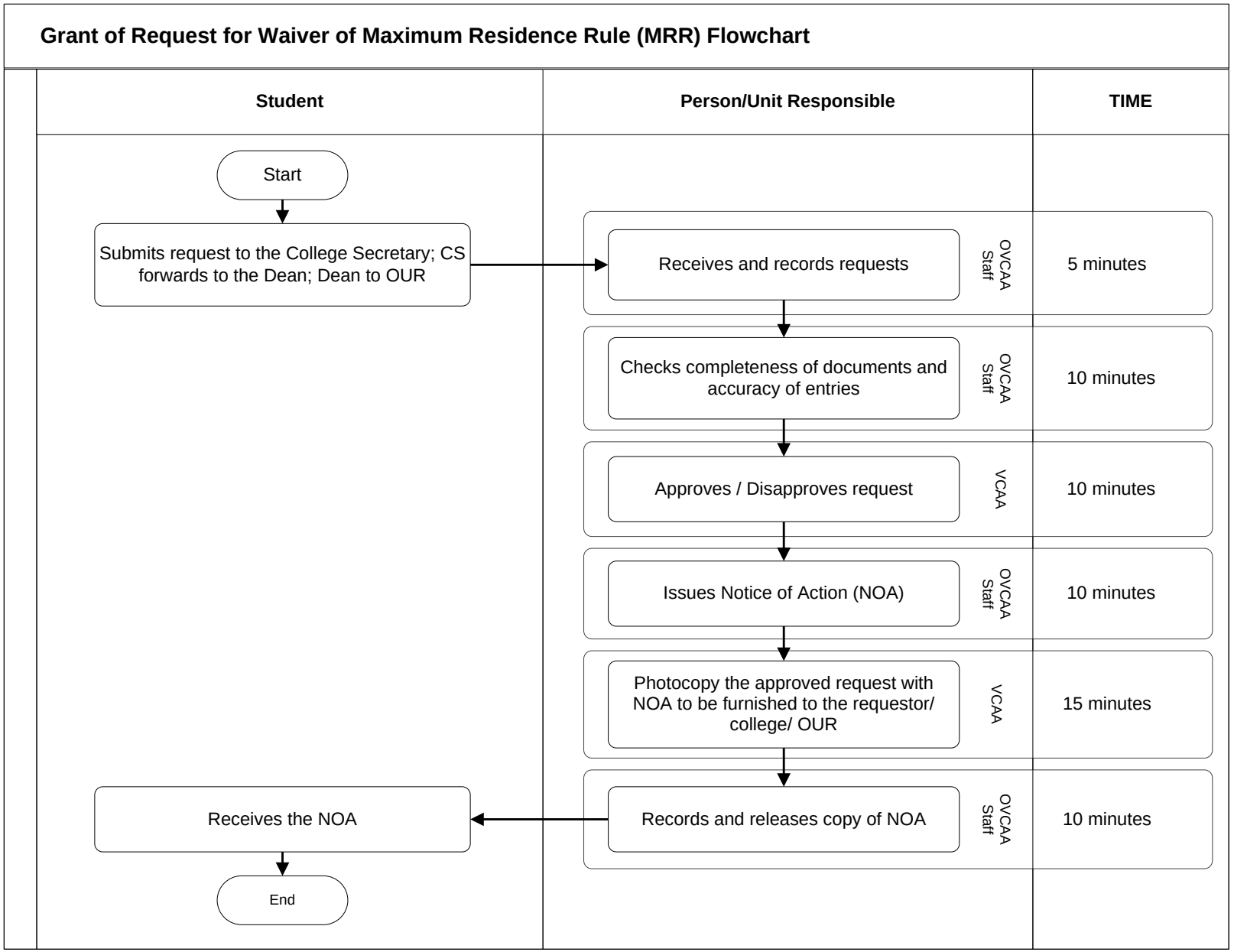
SERVICE: **GRANT OF REQUEST FOR WAIVER OF MAXIMUM RESIDENCE RULE (MRR)**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: Undergraduate/Graduate Students
Requirements: Request for waiver of MRR form; OCS Evaluation with the recommendation of the following: College Admission Committee Chair/ College Dean/Registrar.
Processing Time: 1 hour
The one hour time is for one request only.
Assumption: *There is no more problem with the request and no more information needed.*
All responsible signatories/officials are available.

Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Submits request to the College Secretary; CS forwards to the Dean; Dean to OUR	Receives and records request	5 minutes	NA	OVCAA staff	Request for waiver of MRR
2		Checks completeness of documents and accuracy of entries	10 minutes	NA	OVCAA staff	Request for waiver of MRR, and OCS Evaluation
3		Approves/Disapproves request	10 minutes	NA	VCAA	Request for waiver of MRR
4		Issues Notice of Action (NOA)	10 minutes	NA	OVCAA staff	Request for waiver of MRR
5		Photocopies the approved request with NOA to be furnished to the requestor/ college/ OUR	15 minutes	NA	OVCAA staff	Request for waiver of MRR
6	Receives the NOA	Records and releases copy of NOA	10 minutes	NA	OVCAA staff	NA
END OF TRANSACTION						

Grant of Request for Waiver of Maximum Residence Rule (MRR) Flowchart



SERVICE: **GRANT OF PROFESSORIAL CHAIRS AND FACULTY GRANT AWARDS**

Schedule: 1st batch: Award for January to December of the present year
(submission of application: within one (1) month before the scheduled meeting of the PCFG Committee)
2nd batch: Award for July of the present year to June of the following year
(submission of application: within one (1) month before the scheduled meeting of the PCFG Committee)

Clients/Customers: UPV Faculty

Requirements: Duly filled up PCFG Evaluation Instrument (PCFG Form 1)
Duly filled up PCFG Application Form (PCFG Form 2) with the following attachments:
Student Evaluation for Teachers
Summary of Faculty Evaluation (new matrix sheet 4)
Photocopy of valid identification card of the student
Certification from the College Secretary regarding: a) submission of syllabi, b) prompt submission of grades, c) attendance to faculty meetings
Certification from the Registrar's Office regarding: attendance of applicant to University Council (UC) meetings

Processing Time: 29 working days and 5 hours

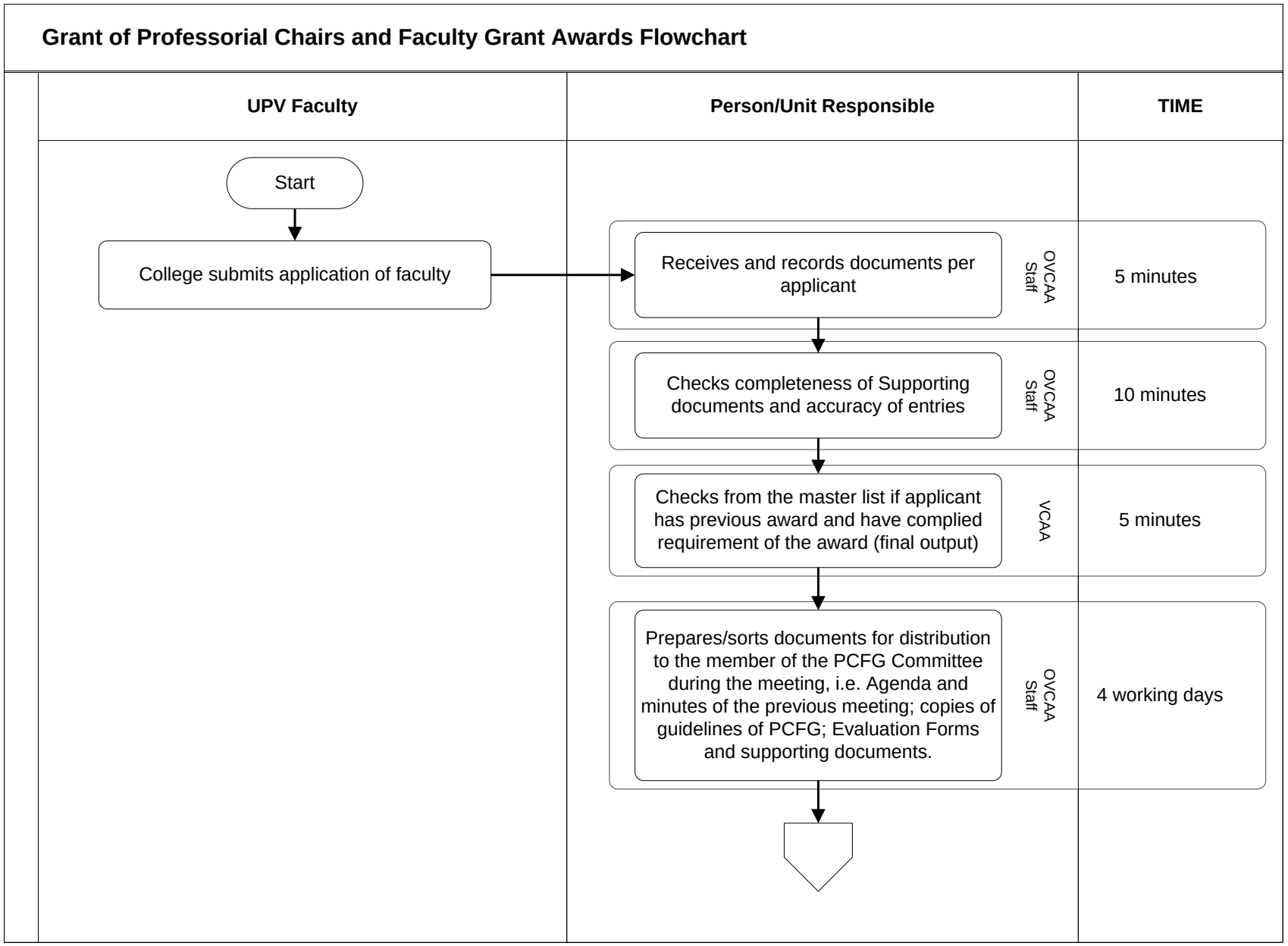
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	College submits application of faculty	Receives and records documents per applicant	5 minutes	NA	OVCAA Staff	PCFG Forms 1 and 2
2		Checks completeness of supporting documents and accuracy of entries	10 minutes	NA	OVCAA staff	PCFG Forms 1 and 2 and attachments
3		Checks from the master list if applicant has previous award and have complied	5 minutes	NA	OVCAA Staff	NA

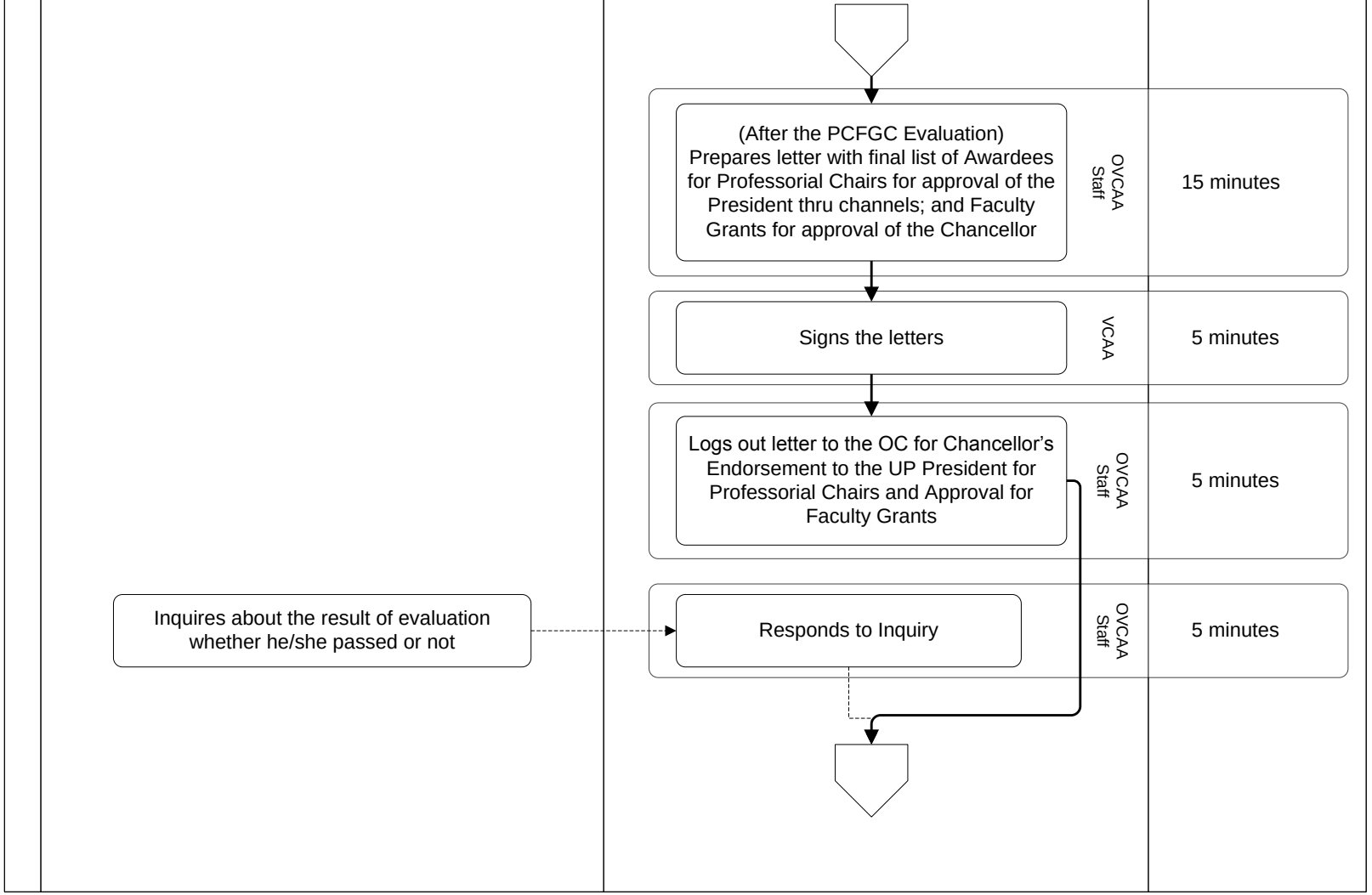
Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
		requirement of the award (final output)				
4		Prepares/sorts documents for distribution to the member of the PCFG Committee during the meeting, i.e. Agenda and minutes of the previous meeting; copies of guidelines of PCFG; Evaluation Forms and supporting documents	4 working days	NA	OVCAA Staff	PCFG Forms 1 and 2 and attachments
5		(After the PCFGC Evaluation) Prepares letter with final list of Awardees for Professorial Chairs for approval of the President thru channels; and Faculty Grants for approval of the Chancellor	15 minutes	NA	OVCAA Staff	NA
6		Signs the letters	5 minutes	NA	VCAA	NA
7		Logs out letter to the OC for Chancellor's Endorsement to the UP President for Professorial Chairs and Approval for Faculty Grants	5 minutes	NA	OVCAA Staff	NA
8	Inquires about the result of evaluation whether he/she passed or not	Respondsto inquiry	5 minutes	NA	OVCAA Staff	NA
9		Endorses/recommends list of awardees	10 working	NA	UPV Chancellor	NA

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
		Endorses/recommends list of awardees	days		Vice President for Academic Affairs	
		Approves list of awardees			UP President	
10	Returns approved list of awardees from OP	Receives and records approved list of awardees	5 minutes	NA	OVCAA Staff	NA
11		Prepares Certificates of Award	4 hours	NA	OVCAA Staff	NA
12		Signs Certificates of Award	5 working days	NA	Deans and UPV Chancellor	NA
13		Photocopies certificates and attaches it to the request for funding.	10 working days	NA	OVCAA staff	NA
14	UPFI/UPVFI sends notice of availability of funds for the awards	Receives and records documents	5 minutes	NA	OVCAA Staff	NA
15	Receives the certificates and monetary awards of PCFG	Release Certificates and monetary awards to the new Awardees of Professorial Chairs and of Faculty Grant during the University Council Meeting	NA	NA	UPV Chancellor and VCAA	NA
END OF TRANSACTION						

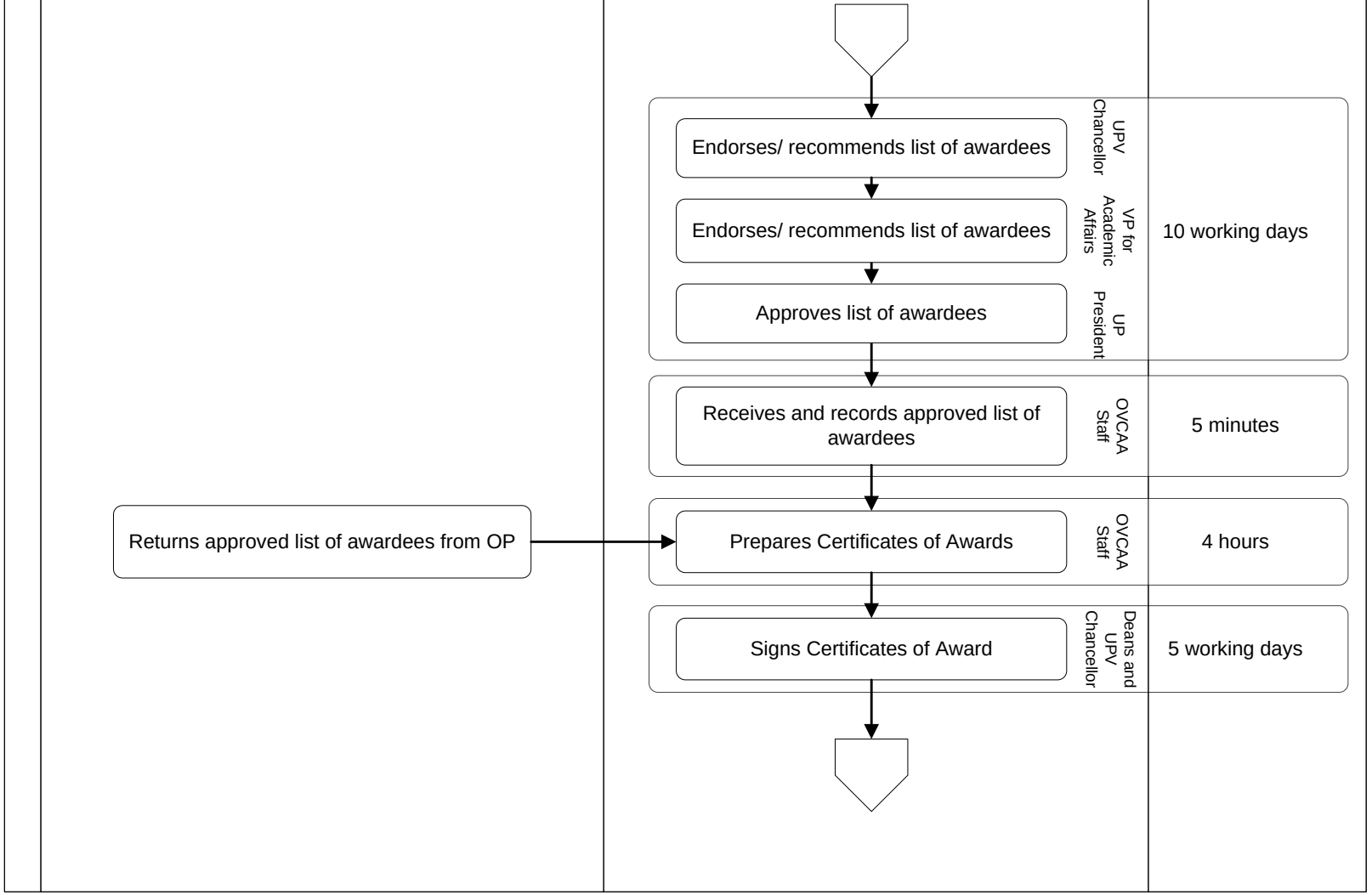
Grant of Professorial Chairs and Faculty Grant Awards Flowchart



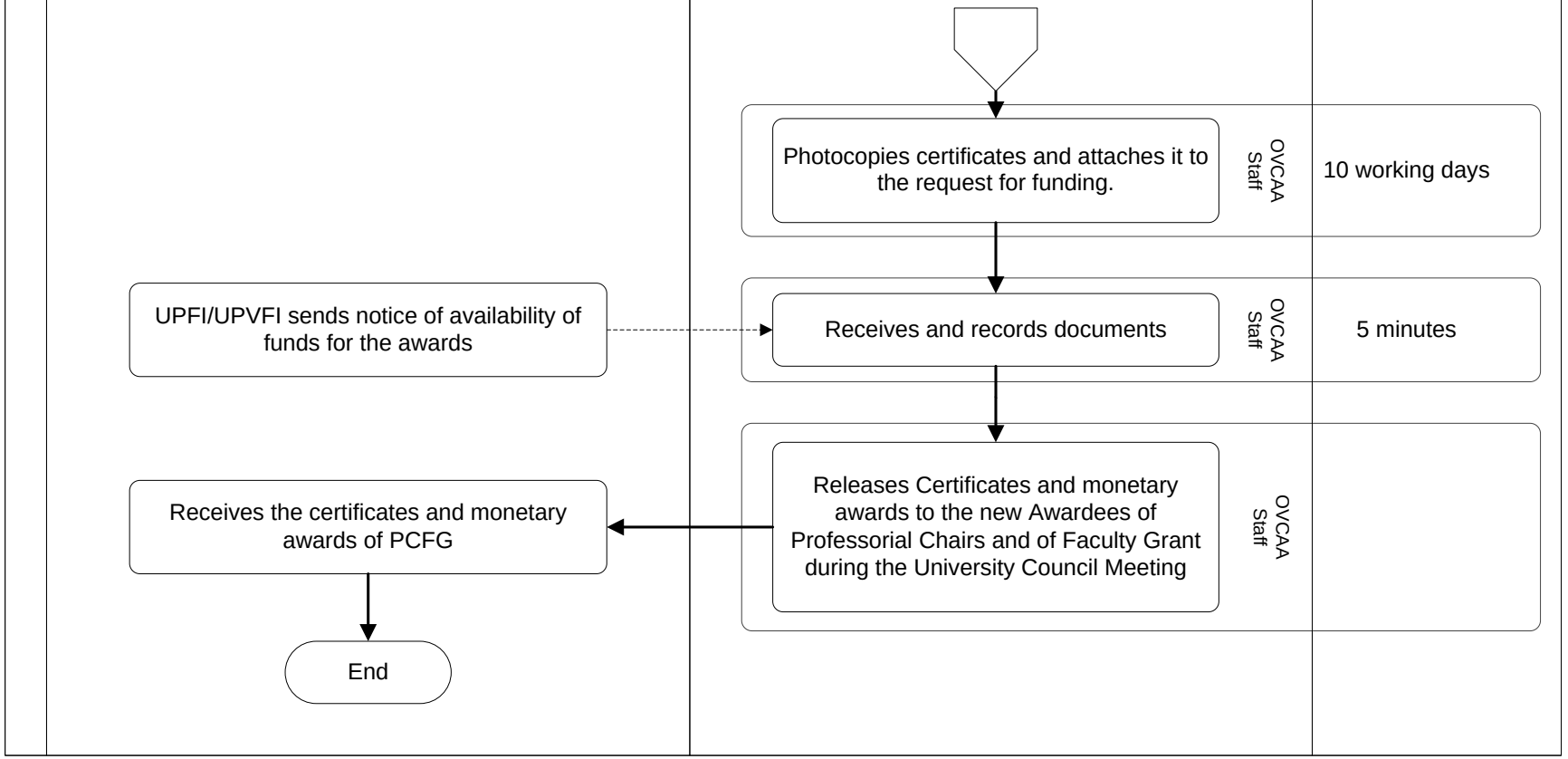
Grant of Professorial Chairs and Faculty Grant Awards Flowchart



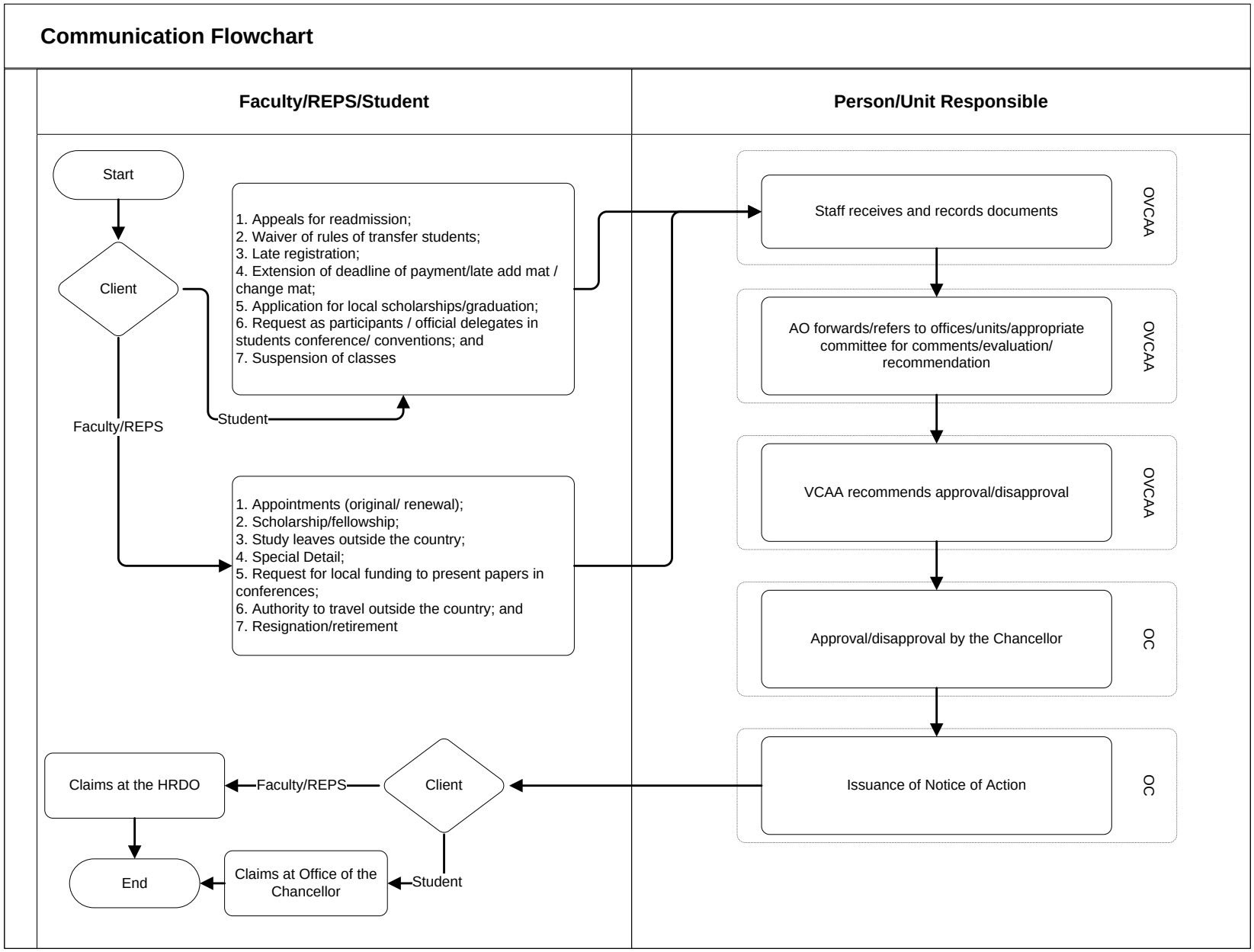
Grant of Professorial Chairs and Faculty Grant Awards Flowchart



Grant of Professorial Chairs and Faculty Grant Awards Flowchart



Communication Flowchart



OPERATIONAL CONTROL AND SUPERVISION

DELEGATED AUTHORITY	OFFICIAL	REFERENCE
A. ACADEMIC MATTERS		
1. Number of sections to offer, opening of sections with small class size, or offering off-stream courses and other related concerns	*Deans*	*OC Memo No. 2004-06-54, 15 June 2004*
2. Cross enrollment of students to another educational institution	*VCAA*	*OC Memo No. 90-12, 07 March 1990*
3. Waiver of student's maximum residence rule	*VCAA*	
4. Late application for graduation	*Registrar*	
5. Exceptions to the rules on class size	*VCAA*	
6. Appeal of the Dean's decision on applications for substitution of courses	*VCAA*	
7. Signing of diplomas/certificates for participants in training or special programs	*VCAA*	
8. Teaching load		
a. Request for authority to teach in another college within UP Visayas	*VCAA*	
b. Assignment of teaching load credits to graduate courses	*Registrar*	
c. Assignment of teaching load credits to undergraduate courses and pre-collegiate courses	*Registrar*	
d. Assignment of teaching load credits to non-teaching activities	*VCAA*	
e. Waiver of the rules on teaching load	*VCAA*	
9. Overload Teaching (Permission and Payment)		
a. Six (6) units or less	*Registrar*	
b. More than six (6) units	*VCAA*	

DELEGATED AUTHORITY	OFFICIAL	REFERENCE
10. Request for extension of period to submit grades	*VCAA*	
B. PERSONAL MATTERS (FACULTY AND REPS)		
1. Study Leave for Faculty (within the University)	*VCAA*	
2. Request for change of work schedule of individual employees	*Head of Unit*	
3. Study Privileges to Study at reduced fee for Faculty and REPS	*VCAA*	
4. Request for permission to study outside the University (within the country) for Faculty and REPS	*VCAA*	
5. Approval of maternity leave, paternity leave, and special leave privileges	*VCAA*	*OC Executive Order No. 2002-001, 31 January 2002*
6. Approval of vacation and sick leave for more than 15 continuous calendar days but not exceeding 260 working days (with or without pay)	*VCAA. This includes teacher's sick and vacation leaves during the semester*	
7. Approval of teacher's summer leave	*VCAA*	
8. All applications for academic leave	*Chancellor*	
9. Approval of monetized leave not exceeding ten (10) days	*VCAA*	
10. Approval of rehabilitation leave for job related injuries not exceeding three (3) months	*VCAA*	
11. Approval of terminal leave not exceeding 260 working days	*VCAA*	
C. APPOINTMENTS (FACULTY AND REPS)		
1. Approval of basic request/recommendation and the basic paper for the renewal of temporary, substitute, casual, contractual, and part-time (including lecturers) basic appointments.	*VCAA for academic personnel except for renewal of faculty appointments that exceeded the maximum allowable period provided in the UP Code*	*OC Executive Order No. 2002-001, 31 January 2002*

DELEGATED AUTHORITY	OFFICIAL	REFERENCE
2. Signing of the renewal of additional assignments except for deans, director, division/department chairs, institute directors, assistants to the Chancellor, and college secretaries	*VCAA*	
3. Signing of reappointment and reemployment without change in salary and rank/position	*VCAA for Academic Personnel*	
4. Signing of the renewal of professorial chair and faculty grant appointment	*VCAA*	
5. Signing of the appointment for chairmanship and/or membership in Comprehensive Examination Committee	*VCAA*	
6. Signing of the appointment of graduate and student assistants	*Dean for the college; VCAA for the supra college support units (academic and administrative)*	
7. Signing of salary adjustments by virtue of the BOR approval, DBM circulars, and RP President executive orders	*VCAA for all academic personnel*	
8. Signing of appointments of resource persons, facilitators, support staff for training programs, seminar, and workshops conducted/sponsored by UPV and outside agencies	*VCAA*	
9. Signing of appointment of coaches, referees, umpires, and other sport officials	*VCAA*	
10. Designation of OICs for more than 15 continuous calendar days but not to exceed 29 calendar days	*VCAA for divisions, departments, colleges*	
D. FELLOWSHIP, STUDY LEAVES, AND OFFICIAL TRIPS (FACULTY AND REPS)		
1. Approval of local fellowships and local study leave within and outside the UP System that has not yet exceeded the maximum allowable period for the degree pursued	*VCAA for all academic personnel*	*OC Executive Order No. 2002-001, 31 January 2002*

DELEGATED AUTHORITY	OFFICIAL	REFERENCE
2. Approval of request for permission to study outside the UP System but within the country	*VCAA for all academic personnel*	
3. Signing of fellowship/scholarship contracts and surety contracts to study within the country	*VCAA for all academic personnel*	
4. Signing of research contracts between UPV and faculty members and other personnel of the University	*VCAA for the release of payment of dissertation and/or thesis grant of all academic personnel*	
5. Approval of local official trips of the deans and the vice chancellors and the signing of their travel orders for less than 7 continuous calendar days	*VCAA*	
6. Approval of request for attendance in meetings, elections, and other official activities of recognized employee associations (ONAPUP, ALL UP Workers Union, Employees Cooperative, REPSA, etc.)	*VCAA*	
E. TEMPORARY DEPLOYMENT		
Approval of temporary deployment for not more than one month	*Dean for deployment to other units within the college only; VCAA for deployment to other college/units within UPV*	*OC Executive Order No. 2002-001, 31 January 2002*
F. OTHERS		
1. Approval of request for overtime services	*VCAA; Dean for UPVTC*	*OC Executive Order No. 2002-001, 31 January 2002*
2. Approval of the renewal for permission to teach outside office hours on part-time basis within UPV	*VCAA; Dean for UPVTC*	
3. Approval of the renewal for limited practice of professions	*VCAA*	
4. Approval of request for change of name and civil status	*VCAA for all academic personnel*	

DELEGATED AUTHORITY	OFFICIAL	REFERENCE
5. Authority of personnel to drive government vehicles but only in the absence of regular driver(s) or as the exigency of the service may require	*VCAA; Dean for UPVTC*	
6. Approval of application for permission to enroll during weekends and for reduced tuition fee privilege	*VCAA for all academic personnel*	
7. Approval of request for research load credits not exceeding six (6) units	*VCAA for all academic personnel based on the recommendation of the VCRE*	
Note: For the above-stated delegated authority, please refer to EO #2002-001 on Delegation of Authority on Appendices		
8. Approval on the use of TLRC facilities	*TLRC Director*	*NOA #12-1350, 14 December 2012*

CHAPTER III. OFFICE OF THE UNIVERSITY REGISTRAR

MISSION

- To maintain efficient student records management.
- To provide fast and accurate students' records evaluation.
- To issue error-free transcript of records, certifications, diplomas, and other academic documents.

CORE VALUES

- Excellence
- Efficiency
- Accuracy
- Client-Friendly

FUNCTIONS OF THE OFFICE OF THE UNIVERSITY REGISTRAR

- To take charge of admissions, registration, and graduation of students;
- To keep, maintain, and prepare students' academic records and data;
- To keep and update academic catalogues, directories, and announcements related to academic programs of UPV;
- To serve as Secretariat of the following:
    - University Council
    - Chancellor's Advisory Council
    - Executive Committee
    - Curriculum Committee
    - Committee on Student's Admission, Progress, and Graduation
- To conduct in-house research on academic matters in support of programs, projects and policies of UPV academic affairs.

PROGRAMS AND SERVICES

Academic Calendar

The general framework of the academic calendar shall be approved by the Executive Committee and the details thereof prepared by the University Registrar, subject to the approval of the President [*Art 305, 789th BOR, 25 November 1969; 790th BOR, 19 December 1969*].

The University Registrar prepares the UPV Academic Calendar for undergraduate programs and presents it to the UPV Executive Committee meeting in February of the following year. He also prepares amendment of academic calendar, if necessary, and presents the same to the UPV Executive Committee for their action.

The Graduate Program Office patterns its graduate academic calendar to the undergraduate calendar.

Admission of Local and Foreign Undergraduate Students

The Office of the University Registrar is in-charge of admission of local and foreign undergraduate students applying as either regular or non-regular.

Regular undergraduate students follow organized programs of study and comply with requirements which lead to the bachelor's degree or undergraduate diploma/certificate. They carry the full semestral load credit for their respective curricula and for registration and classification purposes are divided generally into freshmen, sophomores, juniors, and seniors.

Non-regular students are classified as non-degree students, cross-registrants, special students, or exchange students. These students are not under any college. The University Registrar acts as their adviser and shall therefore sign in the Form 5, except for the foreign students wherein the International Relations Officer acts as their adviser and signs in the Form 5.

Issuance of Academic Credentials

The OUR issues the following academic credentials/official documents:

- Admission Slip
- Authentication of Documents
- Certification, Authentication, Verification of Documents
- Certifications
- Diploma
- English Translation of Diploma
- General Weighted Average
- Grade Point Average
- Honorable Dismissal/Certificate of Transfer Credential
- Notice of Acceptance for New Students (Transferees and Non-Regular Students)
- Official Transcript of Records
- Student ID
- True Copy of Grades
- University Clearance
- Verification of Records

Curricular Services

The OUR keeps and records the approval for the institution, revision, adoption, and abolition of curricular programs and courses of UPV. The office prepares the catalogue of academic programs and updates it as need arises.

Computerized Registration and Student Information System(CRSIS)/Database Management Services

UP Visayas through its CRSIS undertakes automation of the following:

- Freshmen Confirmation
- Class Submission
- Enlistment
- Confirmation of subjects
- General Registration
- Assessment and Automatic Billing
- Grade Submission and Posting
- Student Evaluation of Teachers
- Programs, Study Plans, and Subjects Records Management
- Class Offerings and Schedule of Classes
- Paperless Clearance
- Course Syllabus
- Student Academic Records Management
- Student Accountability
- Data Generation
- Posting of Announcements
- Downloadable Forms

University Committees

The University Registrar acts as the Ex-officio Secretary of the various University committees, namely University Council, Executive Committee, Chancellor's Advisory Council, Curriculum Committee, and Committee on Student Admission, Progress and Graduation. It is his duty to issue the notices for meetings of the Council/Committees, to keep the minutes of its proceedings, and to send a copy of such minutes to each member of the Council/Committee. He forwards to each member of the Council/Committee a copy of the order of business of every regular meeting at least three days prior to the schedule of meeting.

The Office through an appointed Secretarial Support Staff of the University Registrar is in-charge of the preparation of the notices of meetings, minutes, excerpts and working papers and sends them to the members of the Council/Committee. The secretariat also requests for venue and takes care of the documentation of the proceedings. The following are the duties and responsibilities of each Council/Committee.

University Council

- Prescribes courses of study and rules of discipline, subject to the approval of the Board of Regents;
- Fixes the requirements for admission to any college or school of the University;
- Fixes the requirements for graduation and the receiving of a degree; and
- Exercises disciplinary power over the students, through its President or Executive Committee, within the limits prescribed by the rules of discipline approved by the Board of Regents (*Art. 19, UP Code, 1975*)

Executive Committee

- Considers matters of policy and reports on the state of the University to the meetings of the Council;
- Decides cases of discipline in accordance with the rules promulgated by the Council on this subject;
- Acts for and in behalf of the Council in matters expressly delegated to it and such other matters requiring immediate action;
- Serves as the central agency for the various committees of the Council to the end that their functions may be performed with greater coordination and dispatch;
- Acts as a committee in all matters not falling within the jurisdiction of the other committees of the Council;and
- Acts in an advisory capacity to the Chancellor on all matters pertaining to the office for which s/he seeks its advice (*Art. 28, UP Code, 1975*).

Chancellor's Advisory Council

- Serves as the clearing house for matters, policies, and issues involving UPV;
- Gives advice to the Chancellor on issues and problems of university-wide significance;
- Serves as the medium for updates on policy pronouncements from Quezon Hall; and
- Sources of feedback from the UPV constituents on policies, programs and issues (*Administrative Order No. 386, Series of 2005*)

Committee on Curriculum

- Recommends the adoption of the following principles:

  The right to establish and develop new units/departments/ colleges/branches/ autonomous universities/research/ extension centers and to institute academic programs shall be exercised solely by the University.

- Safeguards academic standards; and
- Reviews all matters relating to the institution, modification, and abolition of courses or curricula in the various units of the University and makes recommendations to the Council.

Committee on Student Admissions, Progress, and Graduation

- Follows the students' progress from admission to graduation;
- Sets standards and rules for admission;
- Deals with questions regarding compliance with academic standards, fellowships, honors, and scholarships and make appropriate recommendations to the Council; and
- Acts on behalf of the Council on all special cases of graduation of students whose graduation has been recommended by the faculty of the college or school concerned (*89th UPV UC, 11 July 2009*).

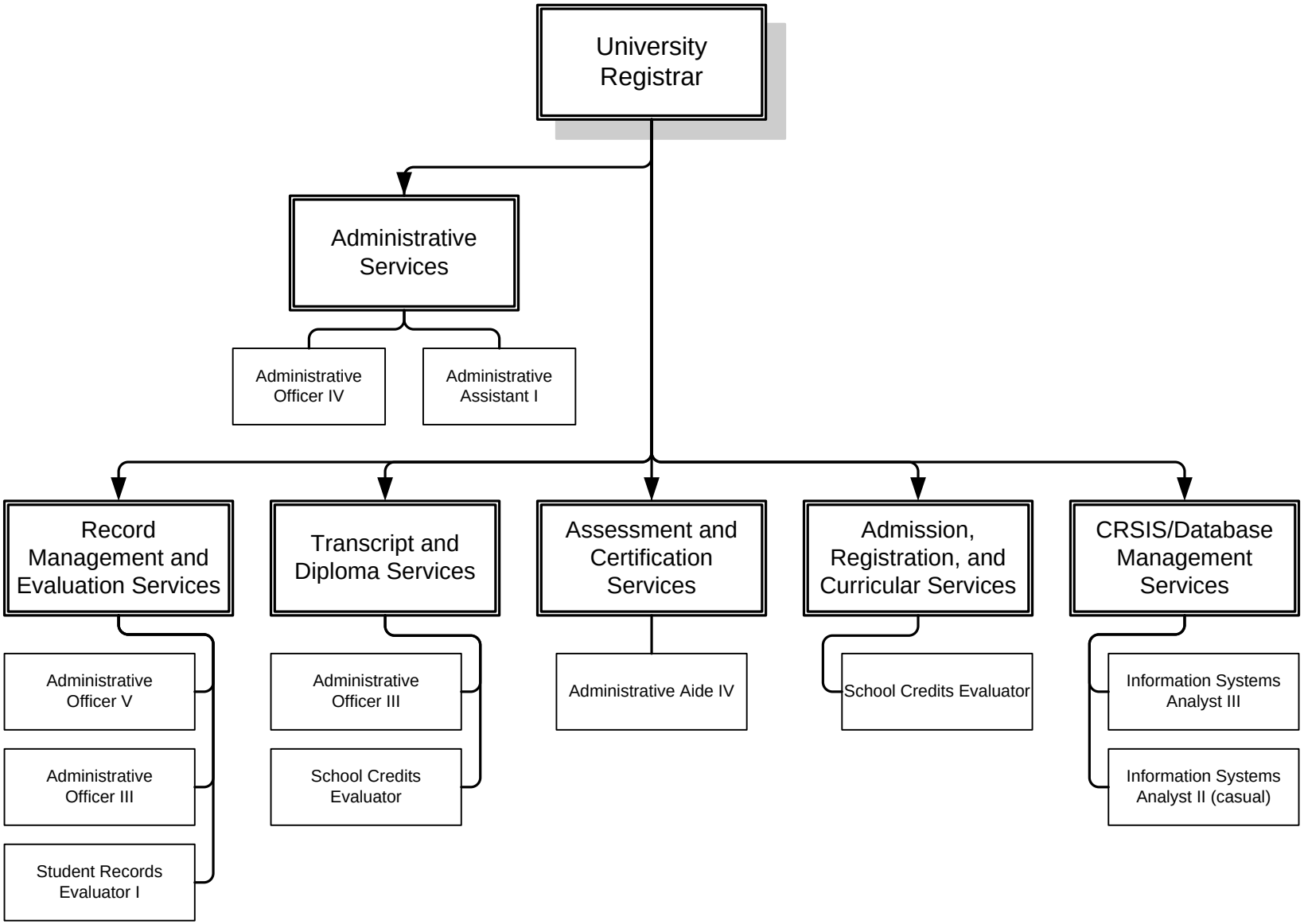


Figure 3. OUR Organizational Structure

DUTIES AND RESPONSIBILITIES

Records Management and Appraisal Services

Manages student records which include checking/verifying, filing of entrance credentials and updating pertinent academic records of active/inactive students and cross registrants

- Encodes and blocks/unblocks accountabilities of students in the CRS
- Proofreads and checks prepared Official Transcript of Records of students
- Responds to verification requests for UPV students sent via email, postmail or walk-in
- Issues university clearance of graduated or transferring students
- Evaluates academic records of graduating students
- Updates program checklist of UPV active students
- Prepares academic evaluation of UPV students appealing for extension of residence and waiver of the Maximum Residence Rule
- Prepares/generates list of graduation deficiencies of applicants for graduation
- Checks and prepares final list of confirmed UPV honorific scholars and honor graduates
- Generates UPV graduation data

Administrative Services

- Assists/directs walk-in clients to staff concerned
- Records the incoming and outgoing communication
- Facilitates the sending out/distribution/mailing of documents to concerned offices in Miagao, Iloilo, Tacloban campuses, and to OUR clients requesting for their credentials
- Drafts communications and memoranda for the University Registrar
- Takes care of the requisition of supplies, equipment, and services
- Renders secretarial services for the three major committees of the University namely, University Council(UC), Executive Committee (EC), and Chancellor's Advisory Council (CAC)
- Takes care of the reproduction of working papers for the committees, official forms, and other pertinent documents
- Monitors/records attendance of UC members in every meeting
- Assists in the hiring of personnel; evaluating personnel for promotion, merit and other awards, tenure, and fellowships/scholarships; and renewal of appointment of casual and Job Hire personnel
- Prepares request for budget and other pertinent documents and process liquidation/ reimbursement of the expenses incurred during the official travel of the University Registrar and Staff
- Monitors attendance and tardiness and prepares the Monthly Report for Undertime and Tardiness of staff;

- Files documents and maintain central records pertinent to administrative matters
- Facilitates the preparation of the Commencement subcommittee's budget, printing of commencement program, and other related tasks
- Serves as cash disbursing officer and monitor office expenditures
- Prepares supporting documents necessary for the processing of payments and obligation requests attendant to financial obligations of the OUR
- Prepares the UPV Academic Calendar
- Supervises staff in the preparation of Individual Performance Commitment Review (IPCR) Target and evaluates their performance
- Facilitates the preparation of target and evaluation of the Office Performance Commitment and Review (OPCR);
- Evaluates/supervises performance of student assistants assigned to the OUR
- Prepares billing statement for UPVTC in payment of students' IDs and diplomas
- Assists in the distribution of UPCAT forms
- Assists the University Registrar in other duties and involvement in committee works

CRSIS (Computerized Registration and Student Information System)

- Maintains the Computerized Registration System (CRS) of UPV
- Develops and fine-tunes all CRS functions and modules
- Checks and validates pertinent academic information of students in the CRS database
- Attends to end-users queries regarding usage, data modifications and other CRS-related concerns
- Conducts trainings and orientations on the use of CRS functions and modules
- Provides statistical data on enrollment and other academic-related information
- Provides technical assistance in the conduct of the Online Student Evaluation of Teachers (oSET)

Transcript of Records and Diploma Services

- Assesses fees and issues billing statement of request for OTR and other documents
- Prepares, encodes, processes first time requests for official transcript of records (OTR) and templates of students and graduates of UPV, UPVTC and UPVCC* (for students enrolled prior to Second Semester 2010-2011)
- Proofreads entries of OTR of students to include personal data, student number, degree, date of graduation, subjects and course title, grades and units.
- Re-prints or re-copies subsequent requests of OTR and English translation of diploma with prepared templates of students and graduates of UPV, UPVTC and UPVCC* from First Semester, 1983 until the present
- Updates/ revises necessary entries and corrections in the OTR.

- Prepares and proofreads certified text/translation of diplomas of UPV, UPVTC and UPVCC* graduates.
- Authenticates OTR, diploma and English translation of diploma based on original documents presented/submitted
- Takes charge of mailing of OTR and other documents to specified addresses
- Prepares letter of acknowledgement to schools for OTR of transfer students
- Facilitates in the filing and storing of students jackets, OTR templates and folders
- Checks and reviews names, date of graduation, degree title, college and signatories of all printed UPV and UPVTC diploma
- Facilitates request for correction of erroneous UPV and UPVTC diploma
- Issues prepared OTR, English translation of diploma, authentication, true copy of grades (TCG) and TCG with general weighted average and authenticated documents
- Prepares letter of reply/communicates too schools/students regarding deficiencies in requirements for the processing and issuance of requested documents
- Attends to walk-in clients, email and telephone inquiries pertinent to foregoing functions
- Encodes courier tracking number of mailed documents.
- Facilitates encashment of checks and computes fees for courier documents
- Assists in the issuance of diploma jackets during commencement exercises

** For records from Second Semester 1985-1986 to First Semester 2010-2011 only.*

Admission, Registration, and Curricular Services

- Coordinates and facilitates the preparation for the UPCAT administration
- Prepares the Instructions for Incoming Freshmen with UPCAT Notice and sends to UPV qualifiers
- Encodes in the CRS the confirmation for admission and entrance credentials submitted by the incoming freshmen
- Processes the application for reconsideration of Non-UPV qualifiers and Non-UPCAT qualifiers who reached the cut-off UPG of 2.700 and confirms final program assignment of waitlisted applicants
- Evaluates scholastic records, computes the GWA/GPA and number of units earned of transfer applicants
- Issues admission slips to newly admitted freshmen and transfer students
- Checks all entrance credentials of newly admitted graduate students
- Requests for Official Transcript of Records of newly admitted graduate students from other schools
- Checks and files all Official Transcript of Records received from other schools and sends acknowledgment receipts

- Provides secretarial services for the UPV UC Curriculum Committee to include transcription and preparation of draft minutes, arranging venue and accommodation, distribution of working papers and other preparations in relation to the meeting
- Indexes all newly instituted, adopted, revised and abolished courses and programs
- Blocks/reposts at the CRS and logs all deficiencies and accountabilities of freshmen and graduate students
- Unblocks/clears the deficiencies of students from the CRS upon completion or compliance of the accountabilities
- Generates and responds to data requests regarding admissions, curriculum and other related concerns
- Prepares and issues Certificate of Honorable Dismissal/Transfer Credentials and other certifications
- Assesses school fees of UP Dependents and takes charge in preparation of billing statement for donors of scholarships
- Attends to reassessment and refund of tuition fees
- Prepares and transmits Statement of Accounts
- Verifies, secures file copy and forwards all bank checks to the Cash Office, and sends acknowledgment notices to funding agencies
- Attends to correspondence/inquiries pertinent to foregoing functions

SERVICE STANDARDS AND FLOWCHARTS

SERVICE**:** **ISSUANCE OF ADMISSION SLIP**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break), prior to registration
Clients/Customers: New Students
Requirements: New/Beginning Freshmen
Original High School Card (Form 138), Secondary Permanent Record (Form 137), NSO Copy of Birth Certificate, 2 pcs. 2x2 /passport size photos, Medical Certificate, Special Power of Attorney for Legal Guardian (for student whose provincial address is outside Iloilo province), Student Directory, 1 long cream-colored folder and Bridge Program Certificate (if applicable)

New Transfer/Second Degree/Non-Degree/Special Students
Original copy of Official Transcript of Records, Certificate of Honorable Dismissal/Certificate of Transfer Credential, NSO Copy of Birth Certificate, 2 pcs. 2x2 or passport size photos, Medical Certificate, 1 long cream-colored folder, Marriage Certificate (for married female applicants only)

Additional Requirements (For Transfer Students from UP Constituent Units)
Approved Permit to Transfer and University and College Clearances

Additional Requirements for Foreign Students
Official TOEFL results, valid passport and acceptable visa, Alien Certificate of Registration or ID, Certificate of Identification or Updated Philippine Passport for Students with Dual Citizenship.

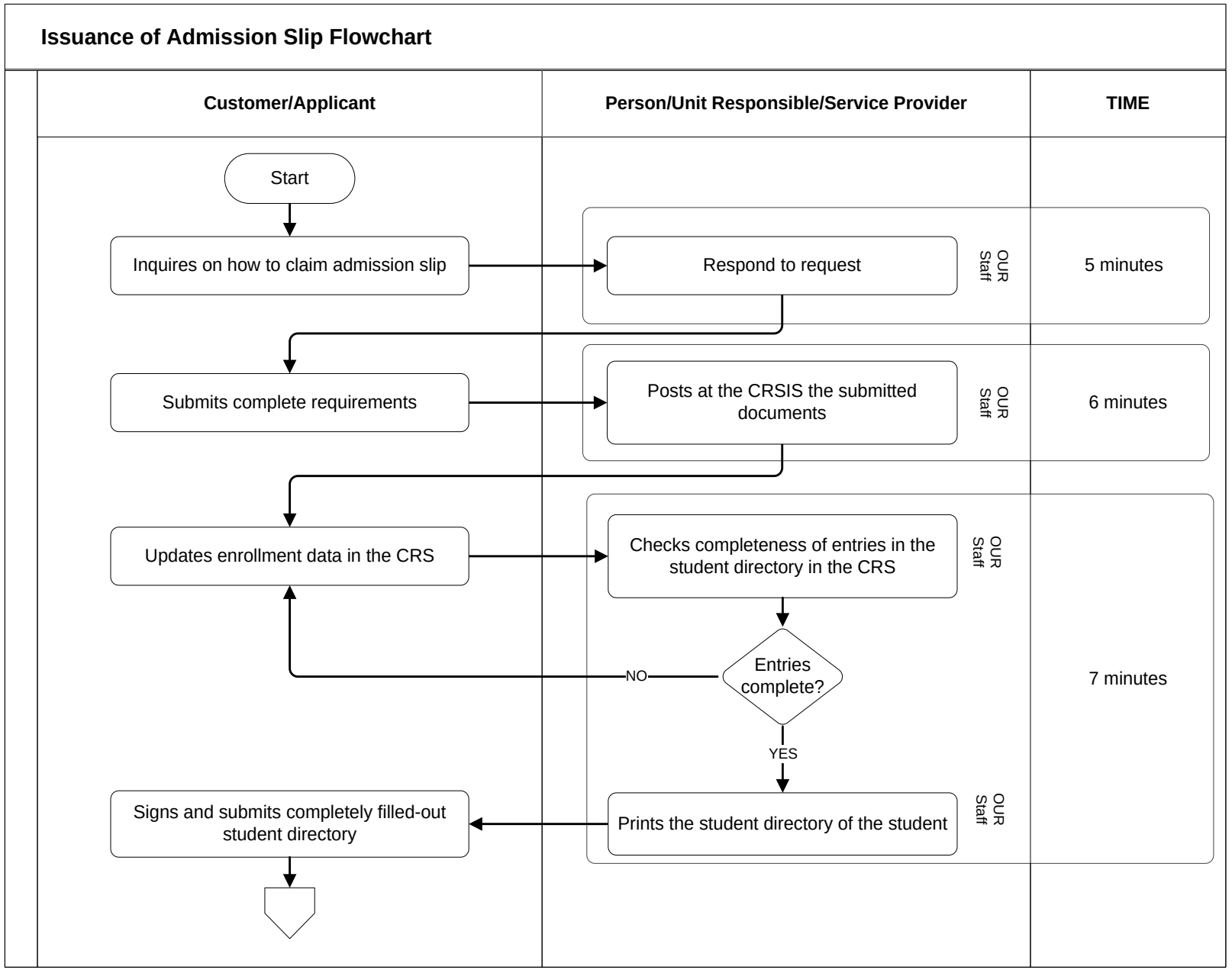
Processing Time: 20 minutes
The 20 minutes processing time is for one client being served at one time. The time is extended when there are more clients and/or documents requested.

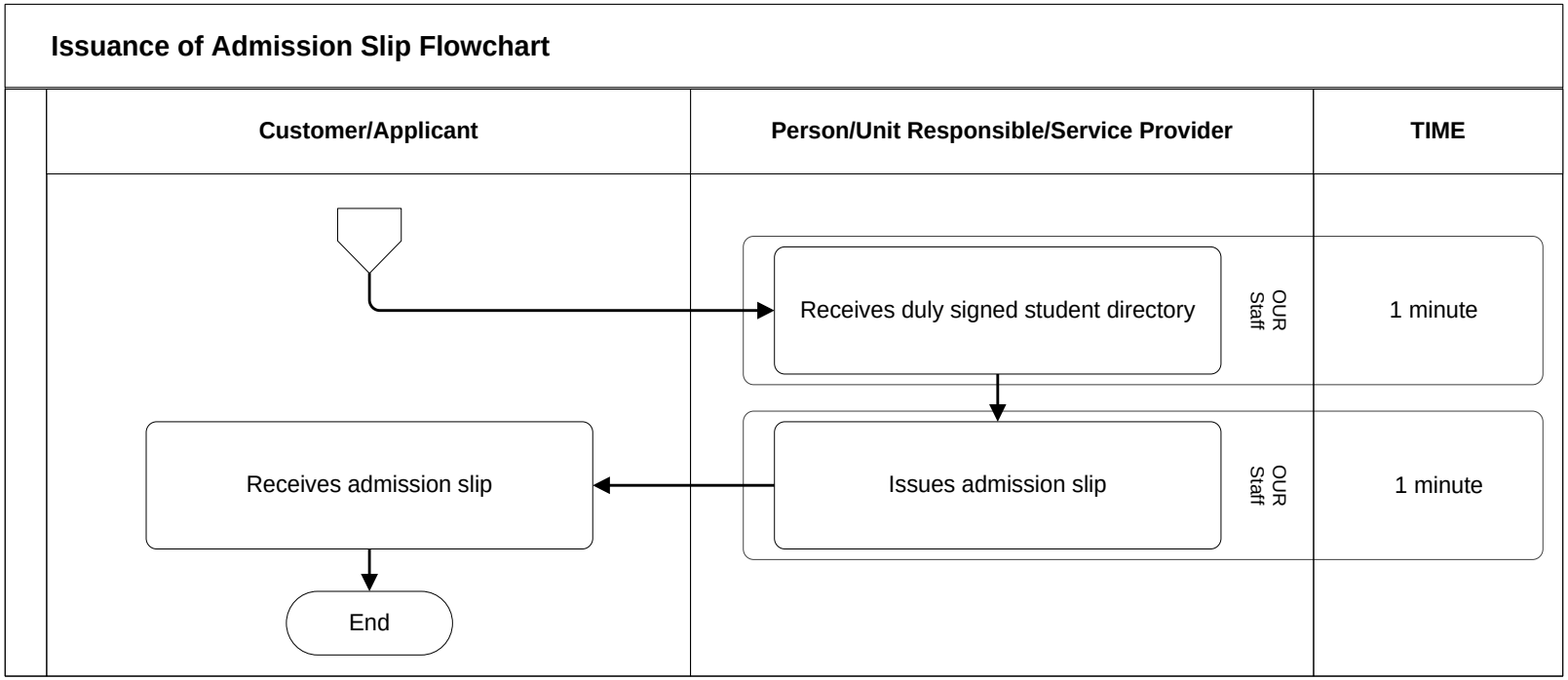
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Inquires on how to claim admission slip	Responds to request	5 minutes	NA	OUR Staff	NA
2	Submits complete	Posts at the CRSIS the submitted	6 minutes	NA	OUR Staff	NA

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
	requirements	documents				
3	Updates enrolment data in the CRS	Checks completeness of entries in the Student Directory in the CRS Prints the Student Directory	7 minutes	NA	OUR Staff	NA
4	Signs and submits duly accomplished Student Directory	Receives duly signed Student Directory	1 minute	NA	OUR Staff	Student Directory
5	Receives Admission Slip	Issues Admission Slip	1 minute	NA	OUR Staff	Admission Slip
END OF TRANSACTION						

Issuance of Admission Slip Flowchart




Issuance of Admission Slip Flowchart
Customer/Applicant
Person/Unit Responsible/Service Provider
TIME
Receives duly signed student directory
OUR Staff
1 minute
Issues admission slip
OUR Staff
1 minute
Receives admission slip
End

SERVICE: **APPLICATION FOR ADMISSION OF LOCAL STUDENTS TO UPV**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Deadline of Application: Local Applicants - one month before registration period
Clients/Customers: Applicants for Transfer/Second Degree/Non-Degree/Special Students
Requirements: Local Applicants - Duly Accomplished U.P. Form 3.1, Official Transcript of Records (OTR) or True Copy of Grades with original signature of authorized official, 2 pcs. 2 x 2/passport size photos
Processing Time: For Non-Qualified Applicants (Registrar Level) – 58 min. *Assumption: All responsible signatories/officials are available.*
For Qualified/Non-Qualified Applicants (College Level) – 12 working days, 2 hours and 28 minutes
Assumption: All responsible signatories/officials/personnel involved are available: [1]Scheduled routing of outgoing communications, [2]Program Coordinator or College Admission Committee, [3]College Secretary, [4]University Registrar
The processing time above stated is for one client being served at one time. The time is extended when there are more applicants for admission.

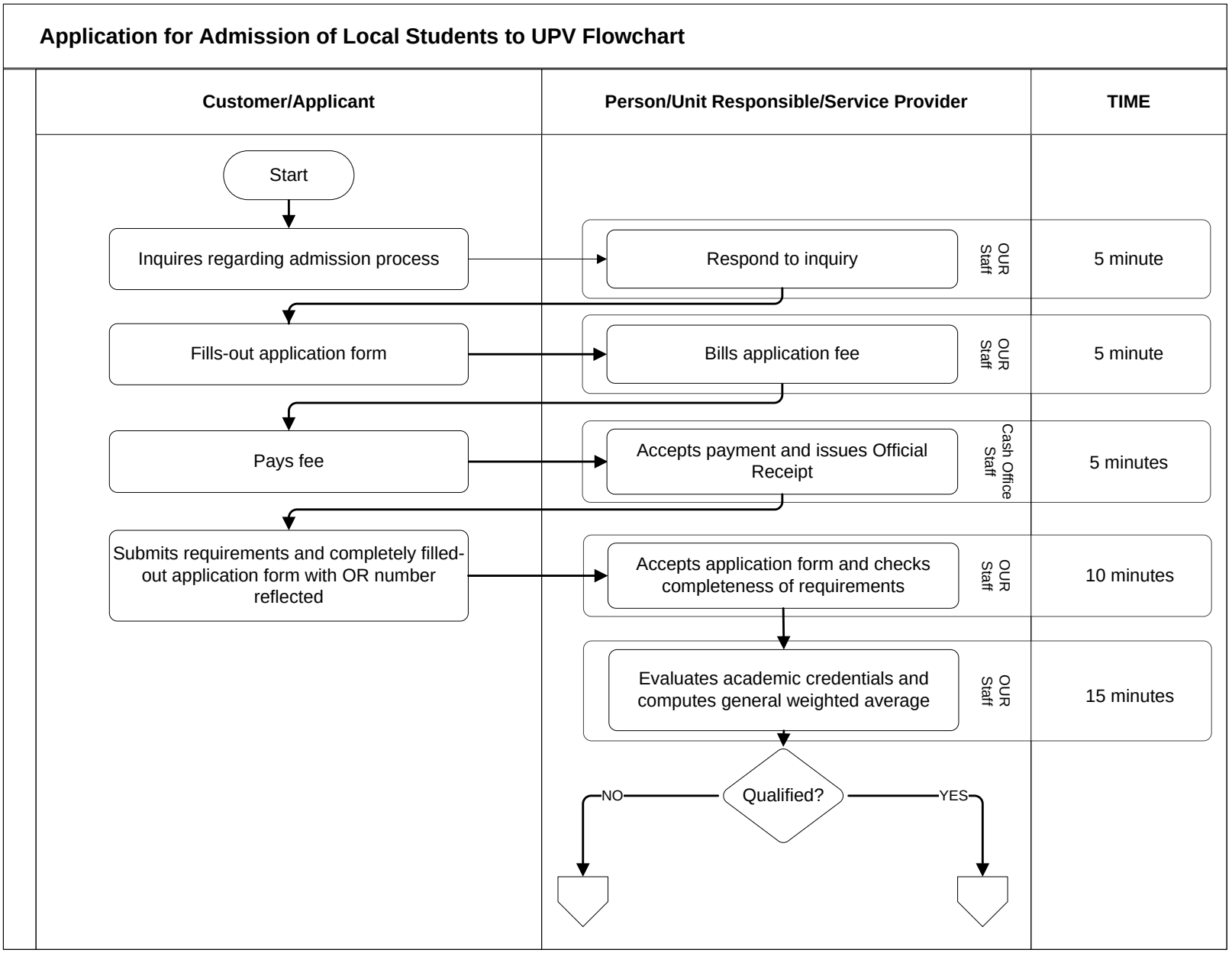
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Inquires regarding admission process	Responds to inquiry	5 minutes	NA	OUR Staff	NA
2	Fills out Application Form*	Bills application fee	5 minutes	NA	OUR Staff	U.P. Form 3.1
3	Pays fee	Accepts payment and issues Official Receipt	5 minutes	P 100.00	Cash Office Staff	Official Receipt
4	Submits requirements and duly accomplished Application Form with Official Receipt Number reflected	Accepts Application Form and checks completeness of requirements	10 minutes	NA	OUR Staff	Application Form and Official Receipt
5		Evaluates academic credentials Computes General Weighted Average (GWA)	15 minutes	NA	OUR Staff	NA

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
6		If qualified, prepares transmittal slip and turns over to in-charge of outgoing communication If not qualified, refer to item number 11 to 13	3 minutes	NA	OUR Staff	Transmittal Slip
7		Delivers/Pouches transmittal slip with attachments to the Office of the College Secretary	1 hour	NA	OUR Staff (In-charge, Outgoing Communications)	Transmittal Slip
8		Receives the transmittal and the Application Form with copies of student credentials and forwards them to division/ department/ college admission committee concerned	30 minutes	NA	College Secretary's Staff	Transmittal Form
9		Deliberates/evaluates/checks availability of slots; Approves/Disapproves and forwards recommendation to the College Secretary	2 weeks	NA	Division/Dept Program Coordinators/ Members of the College Admission Committee	Transmittal Form
10		Endorses the application and forwards to OUR	2 working days	NA	College Secretary	Transmittal Form
11		Prepares Notice of Acceptance/Non-Acceptance	5 minutes	NA	OUR Staff	NA
12		Signs the Notice of Acceptance/Non-Acceptance	5 minutes	NA	University Registrar	Notice of Acceptance/ Non-

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
						Acceptance
13	Receives Notice of Acceptance/Non-Acceptance	Prepares mails/emails or calls applicant to notify Acceptance/ Non-Acceptance	3 minutes	NA	OUR Staff	NA
		Issues Notice of Acceptance/Non-Acceptance to walk-in applicants	2 minutes	NA	OUR Staff	Notice of Acceptance/ Non-Acceptance
END OF TRANSACTION						

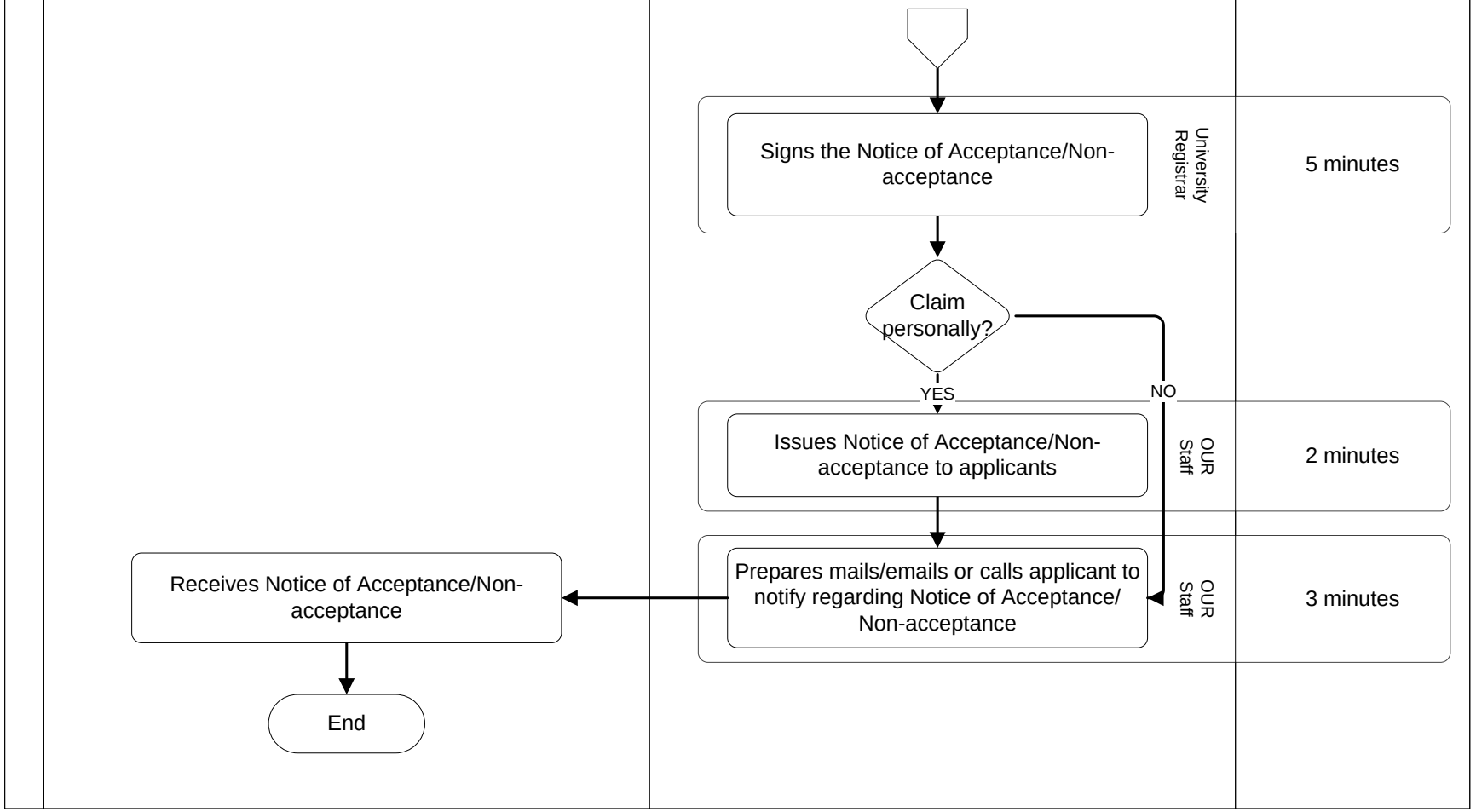
*Application Form can be downloaded from http://www.upv.edu.ph/indexphp/registrars_corner and http://crs.upv.edu.ph


Application for Admission of Local Students to UPV Flowchart
Customer/Applicant
Person/Unit Responsible/Service Provider
TIME
Start
Inquires regarding admission process
Respond to inquiry
OUR Staff
5 minute
Fills-out application form
Bills application fee
OUR Staff
5 minute
Pays fee
Accepts payment and issues Official Receipt
Cash Office Staff
5 minutes
Submits requirements and completely filled-out application form with OR number reflected
Accepts application form and checks completeness of requirements
OUR Staff
10 minutes
Evaluates academic credentials and computes general weighted average
OUR Staff
15 minutes
Qualified?
NO
YES

Application for Admission of Local Students to UPV Flowchart

Customer/Applicant	Person/Unit Responsible/Service Provider	TIME
	NO / YES	
	Prepares transmittal slip and turns over to in-charge of outgoing communication — OUR Staff	3 minutes
	Delivers/pouch transmittal slip with attachments to the Office of the respective College Secretary — OUR Staff	1 hour
	Receives the transmittal and the application form with copies of student credentials and forwards them to division/ department/college admission committee concerned — College Secretary	30 minutes
	Deliberates/evaluates/checks the availability of slots and forwards recommendation to the College Secretary — Admission Committee	2 weeks
	Endorses the application and forwards to OUR — College Secretary	2 working days
	Prepares Notice of Acceptance/Non Acceptance — OUR Staff	5 minutes

Application for Admission of Local Students to UPV Flowchart



SERVICE: **APPLICATION FOR ADMISSION OF FOREIGN STUDENTS TO UPV**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Deadline of Application: Foreign Applicants - six months before registration period
Clients/Customers: Applicants for Transfer/Second Degree/Non-Degree/Special Students
Requirements: Foreign Applicants: Duly Accomplished U.P. Form 3.2., Official Transcript of Records, Course Syllabus/catalogue/handbook of examination, Certification re capability to finance the Travel, Official TOEFL results, copy of passport (duly authenticated)
Processing Time: For Non-Qualified Applicants (Registrar Level) – 2 hours and 29 minutes
Assumption: All responsible signatories/officials are available
For Qualified/Non-Qualified Applicants (College Level) – 12 working days, 4 hours, and 1 minute
Assumption: All responsible signatories/officials/personnel involved are available: [1]Scheduled routing of outgoing communications, [2]Program Coordinator or College Admission Committee, [3]College Secretary, [4]University Registrar
The processing timestated above is for one client being served at one time. The time is extended when there are more foreign applicants for admission.

Procedure:

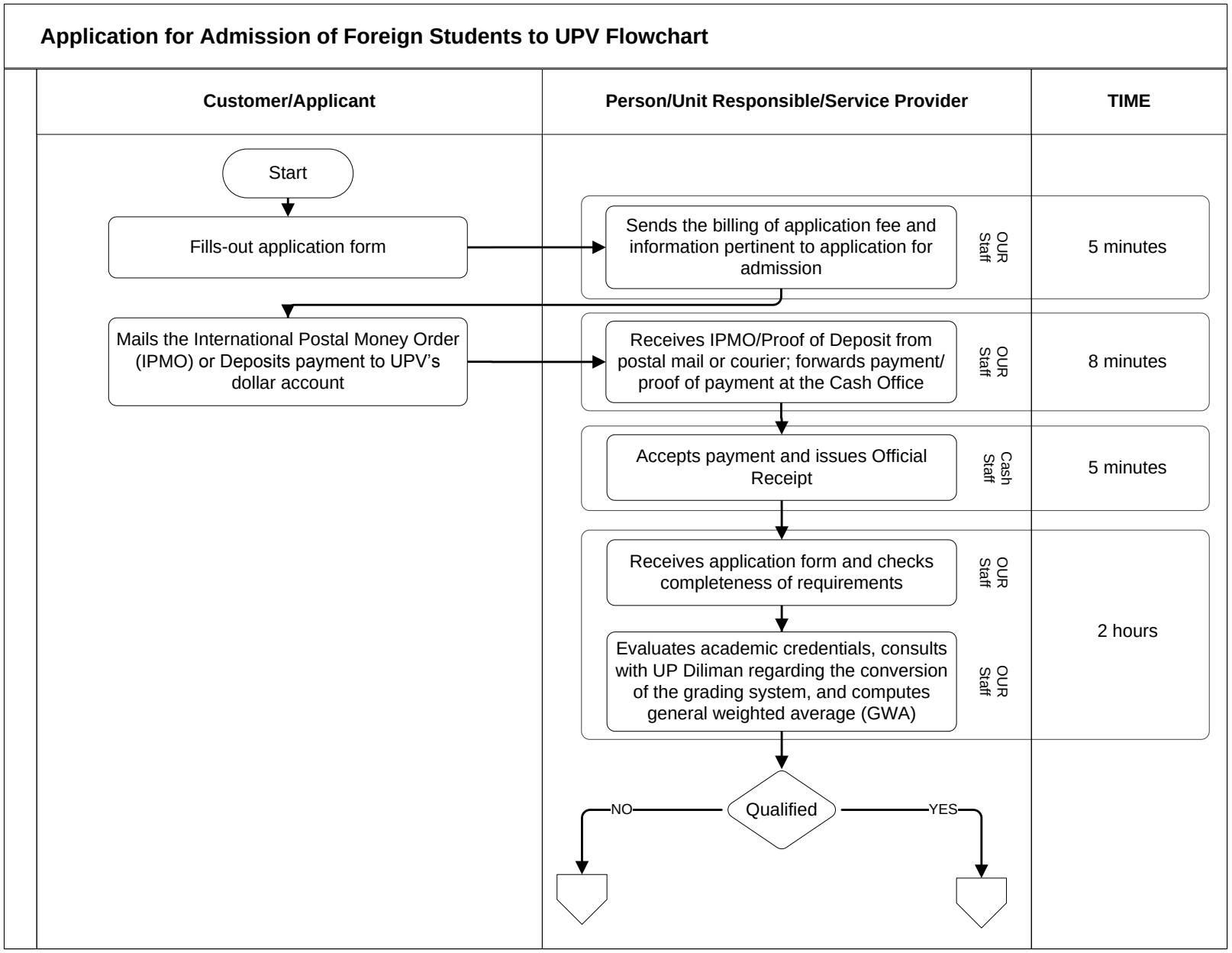
Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Inquires regarding admission process	Provides information pertinent to application for admission	3 minutes	NA	OUR Staff	NA
2	Fills out Application Form and other requirements	Receives Application Form and emails billing of application fee	2 minutes	NA	OUR Staff	U.P. Form 3.2
3	Mails the International Postal Money Order (IPMO) or Deposits payment to UPV's dollar account.	NA	NA	Resident foreign: ₱ 150.00 Non-resident foreign: $20.00	NA	NA

4		Receives IPMO / Proof of Deposit from postal mail or courier; forwards payment/proof of payment at the Cash Office	3 minutes	NA	OUR Staff	NA
5		Accepts payment and issues Official Receipt	5 minutes	Resident foreign: ₱ 150.00 Non-resident foreign: $20.00	Cash Office Staff	Official Receipt
6		Checks completeness of requirements; evaluates academic credentials; consults with UP Diliman regarding the conversion of the grading system; and computes general weighted average (GWA)	2 hours	NA	OUR Staff	NA
7		If qualified, prepares transmittal slip and turn over to in-charge of outgoing communication If not qualified, refer to item numbers 12 to 14	3 minutes	NA	OUR Staff	Transmittal Slip
8		Delivers/transmits application form with attachments to the Office of the College Secretary	1 hour	NA	OUR Staff (In-charge, Outgoing Communications)	Transmittal Slip
9		Receives the transmittal and Application Form with copies of student credentials and forwards them to division/ department/ college admission committee concerned	30 minutes	NA	College Secretary's Staff	Transmittal Form

10		Deliberates/evaluates/checks availability of slots Approves/Disapproves and forwards recommendation to the College Secretary	2 weeks	NA	Division/Dept Program Coordinators/ Members of the College Admission Committee	Transmittal Form
11		Endorses the application and forwards to OUR	2 working days	NA	College Secretary	Transmittal Form
12		Prepares Notice of Acceptance/Non-Acceptance	5 minutes	NA	OUR Staff	NA
13		Signs the Notice of Acceptance/Non-Acceptance	5 minutes	NA	University Registrar	Notice of Acceptance/ Non-Acceptance
14	Receives Notice of Acceptance/Non-Acceptance	Prepares mails/emails or calls applicant to notify Acceptance/Non-Acceptance	3 minutes	NA	OUR Staff	NA
		Issues Notice of Acceptance/Non-Acceptance	2 minutes	NA	OUR Staff	Notice of Acceptance/ Non-Acceptance
END OF TRANSACTION						

*Application Form can be downloaded from http://www.upv.edu.ph/indexphp/registrars_corner and http://crs.upv.edu.ph

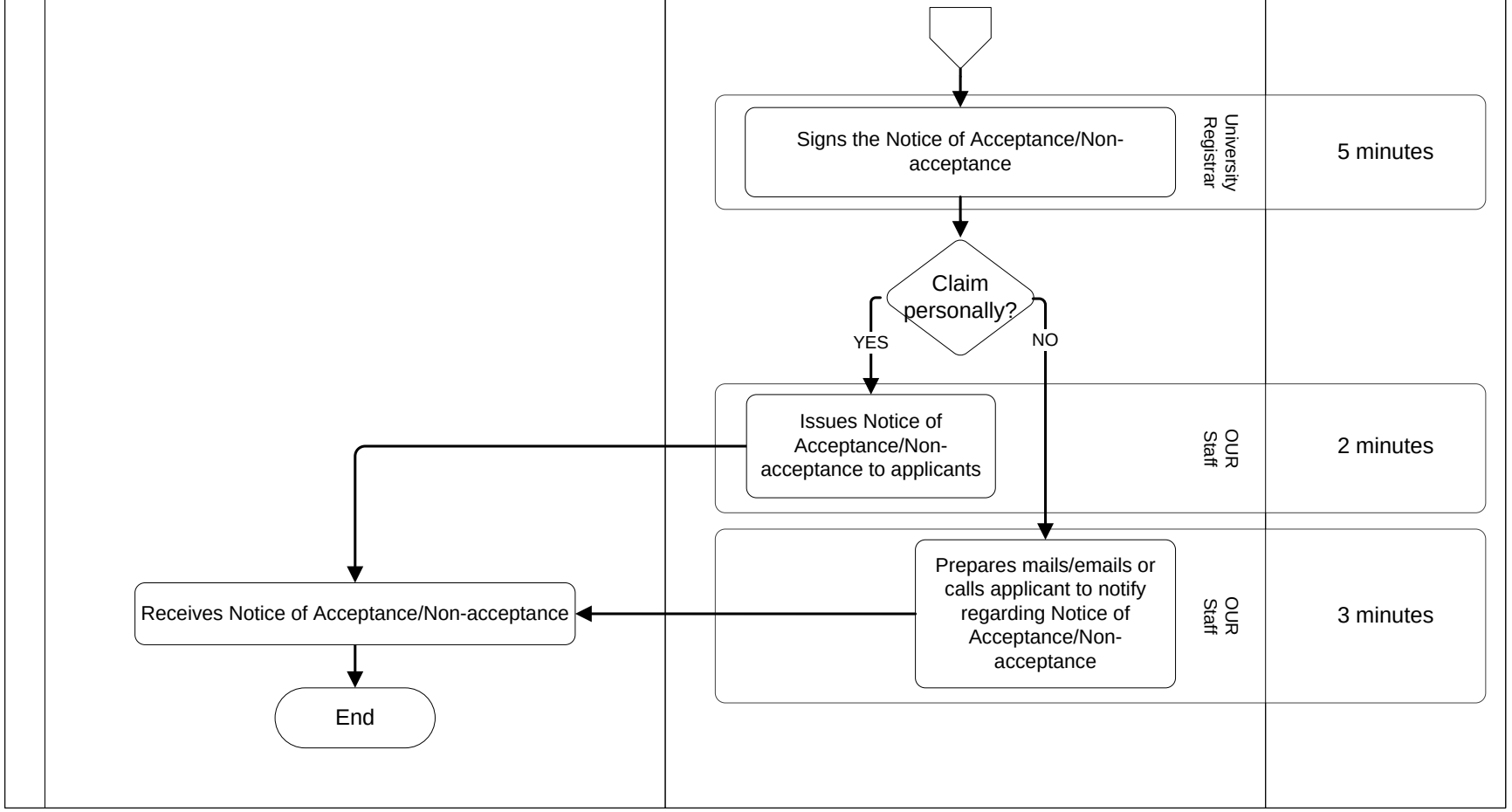
Application for Admission of Foreign Students to UPV Flowchart



Application for Admission of Foreign Students to UPV Flowchart

Customer/Applicant	Person/Unit Responsible/Service Provider	TIME
	NO / YES	
	Prepares transmittal slip and turn over to in-charge of outgoing communication — OUR Staff	3 minutes
	Delivers/ transmits application form with attachments to the Office of the respective College Secretary — OUR Staff	1 hour
	Receives the transmittal and the application form with copies of student credentials and forwards them to division/ department/college admission committee concerned — College Secretary	30 minutes
	Deliberates/evaluates/checks the availability of slots and forwards recommendation to the College Secretary — College Admission Committee	2 weeks
	Endorses application and forwards to OUR — College Secretary	2 working days
	Prepares transmittal slip and turn over to in-charge of outgoing communication — OUR Staff	5 minutes

Application for Admission of Foreign Students to UPV Flowchart



SERVICE: **ISSUANCE OF ENGLISH TRANSLATION OF DIPLOMA**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: Graduated Students
Requirements: Paperless clearance (for students with enrollment from 2007)
College and university clearances (for students with last enrollment prior to 2007)
Availability of original Filipino diploma on file/ photocopy of the original Filipino diploma
For representative: Duly signed authorization letter of request,and
Valid identification card
Processing Time: 1 hour, 17 minutes
The one hour and 17 minutes processing time is for one client being served at one time. The time is extended when there are more clients and/or documents requested.
Assumption: All responsible signatories/officials are available.

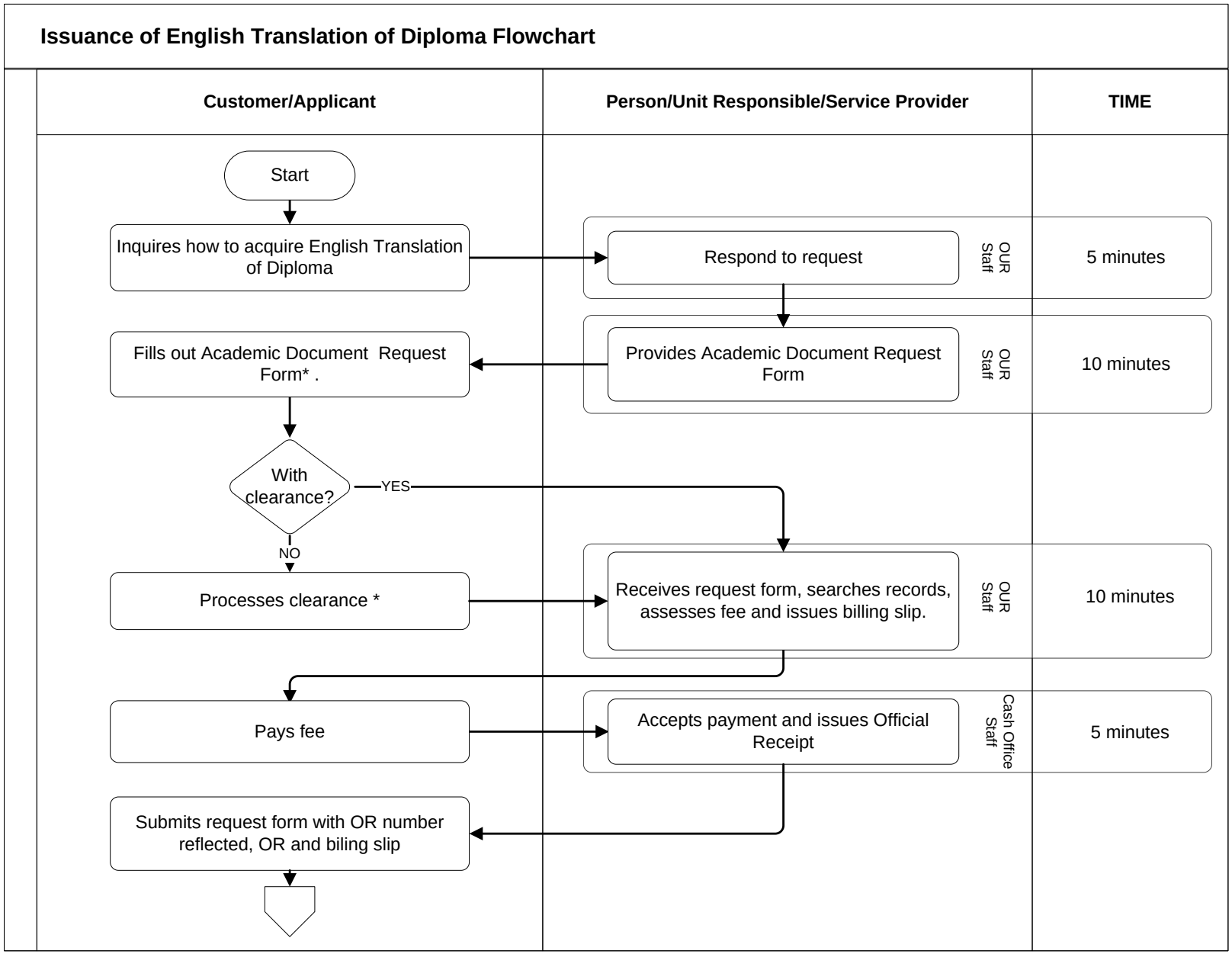
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Inquires how to acquire English Translation of Diploma	Responds to inquiry	5 minutes	NA	OUR staff	NA
2	Fills out Academic Document Request Form*	Provides Academic Document Request Form	10 minutes	NA	OUR staff	Academic Document Request Form
3	Submits Academic Document Request Form and clearance(s)	Searches records and assesses fees; Issues billing slip	10 minutes	NA	OUR staff	Billing slip
4	Pays fee	Accepts payment and issues Official Receipt	5 minutes	English Translation Fee - P50 per copy For local request: Actual mailing cost Envelope = P10.00 Administrative cost = P 10.00	Cash Office Staff	Official Receipt

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
				No mailing cost for pouch Official Transcript of Records, only envelope and administrative cost is charged		
5	Submits request form with Official Receipt number reflected, Official Receipt and billing slip	Receives request form and billing slip; Checks completeness of entriesand returns Official Receipt and issues claim stub	2 minutes	NA	OUR staff	Request form, billing slip, Official Receipt and claim stub
6		Prepares English Translation of the Diploma	30 minutes	NA	OUR staff	NA
7		Signs the English Translation of the Diploma	5 minutes	NA	University Registrar	English Translation of Diploma
8	Presents Official Receipt/claim stub/valid I.D., receives official Transcript of Records and signs logbook	Searches folder and issues English Translation of the Diploma	5 minutes	NA	OUR staff	English Translation of Diploma
9	Receives request through mail	For English Translation of the Diploma to be mailed/pouched: Prepares envelope and forwards to staff-in-charge for pouch or places it in the mailing box	5 minutes	NA	OUR staff	NA
END OF TRANSACTION						

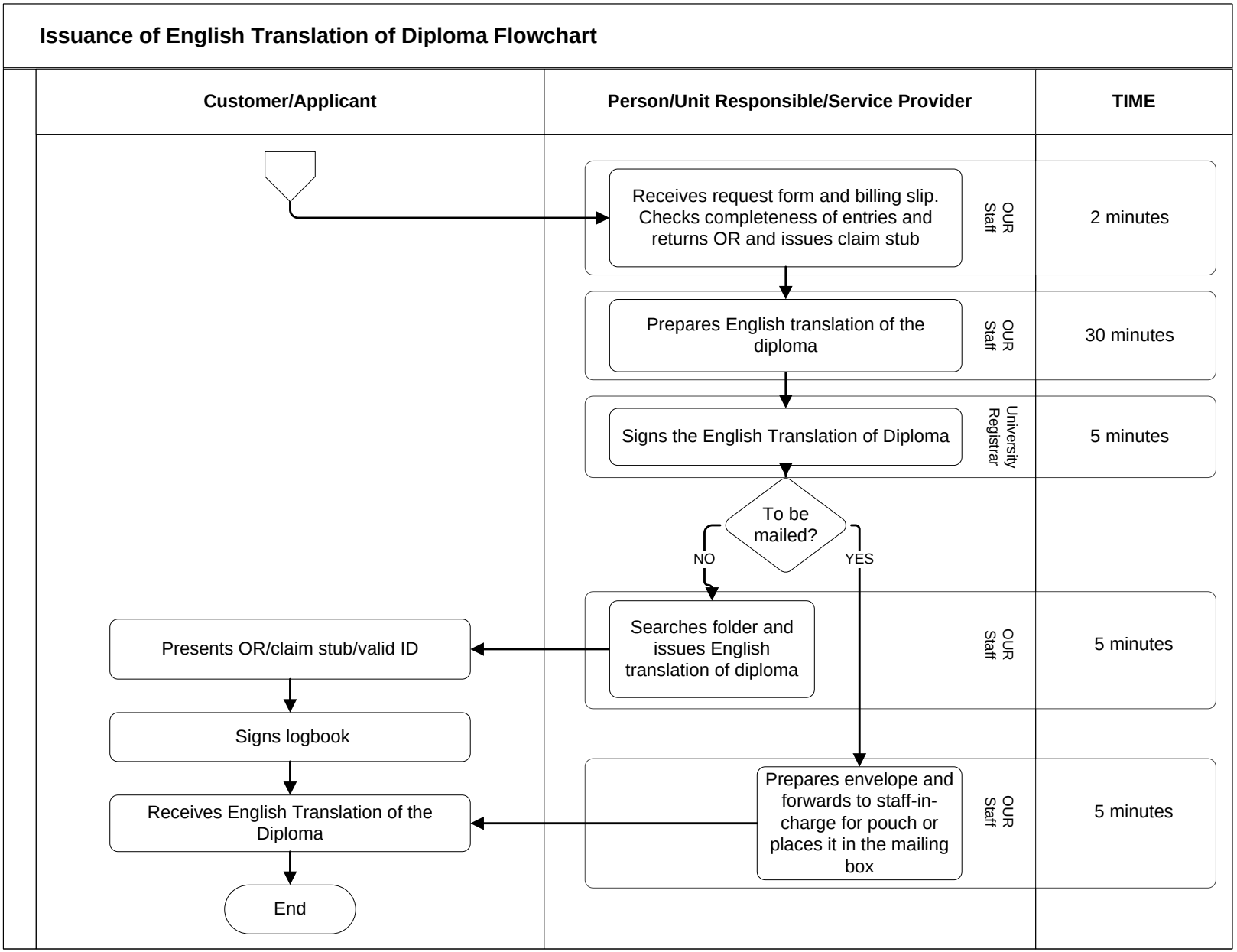
*Forms may also be downloaded at http://crs.upv.edu.ph

Issuance of English Translation of Diploma Flowchart



* Paperless clearance (for students with student no starting at 2007); College and University clearances (for students with student no. prior to 2007)

Issuance of English Translation of Diploma Flowchart

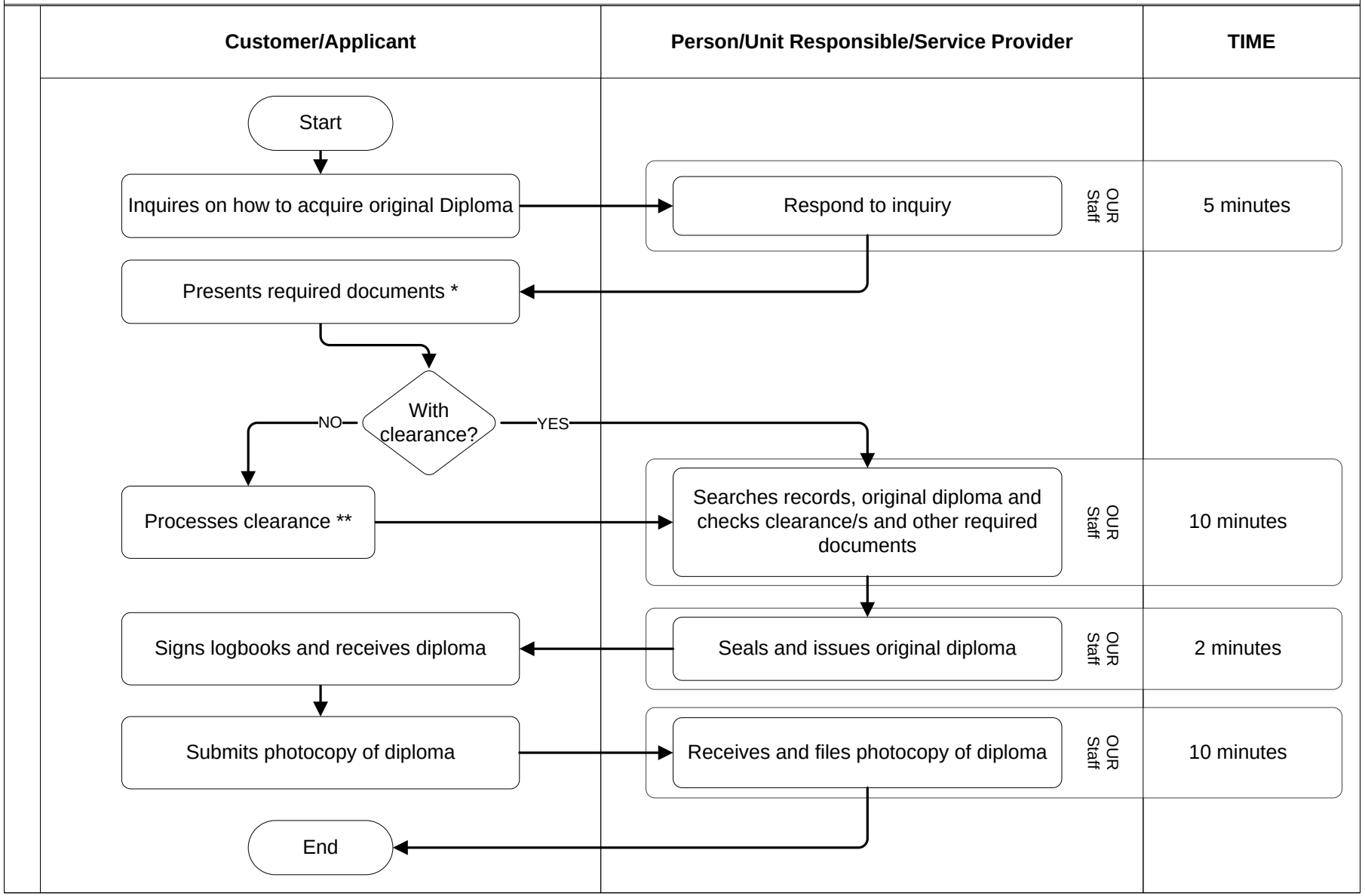


SERVICE: **ISSUANCE OF ORIGINAL DIPLOMA**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: Graduated Students
Requirements: College and/or University Clearances
Graduated student: Valid I.D.
Representative:
Signed authorization letter from the student
Photocopy of valid I.D. of the student
Valid I.D. of the representative
Processing Time: 27 minutes
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Inquires on how to acquire original diploma	Responds to inquiry	5 minutes	None	OUR staff	NA
2	Presents required documents	Searches records and checks clearance (s)	10 minutes	NA	OUR staff	NA
3	Signs logbooks and receives diploma	Seals and issues diploma	2 minutes	NA	OUR staff	NA
4	Submits photocopy of diploma	Files photocopy of diploma	10 minutes	NA	OUR staff	NA
END OF TRANSACTION						

Issuance of Original Diploma Flowchart



* A. College and/or University clearance/s; B. Valid ID card if claimed personally or authorization letter of the graduated student, photocopy of valid ID card of the graduated student and valid ID card of the representative

** Paperless clearance (for students with student no starting at 2007); College and University clearances (for students with student no. prior to 2007)

SERVICE: **ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS (OTR)**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: Graduates/Former Students/Active Students*
Active student request for OTR requires approval of the University Registrar
Requirements: Paperless clearance (for students with enrollment from 2007)
College and university clearances (for students with last enrollment prior to 2007)
For representative: Duly signed authorization letter of request
Valid identification card
Processing Time: 1 hour and 47 minutes
The one hour and 47 minutes processing time is for one client being served at one time. The time is extended when there are more clients and/or documents requested.
Issuance target for bulk processing of OTRs:

First Time Application	Succeeding Applications
Off Peak: 2 weeks	Off Peak: 3 working days
Peak Season (May-August): 1 month	Peak Season (May-August): 1 week

Assumption: All responsible signatories/officials are available. Processing of OTR is on a first come, first serve basis.

Procedure:

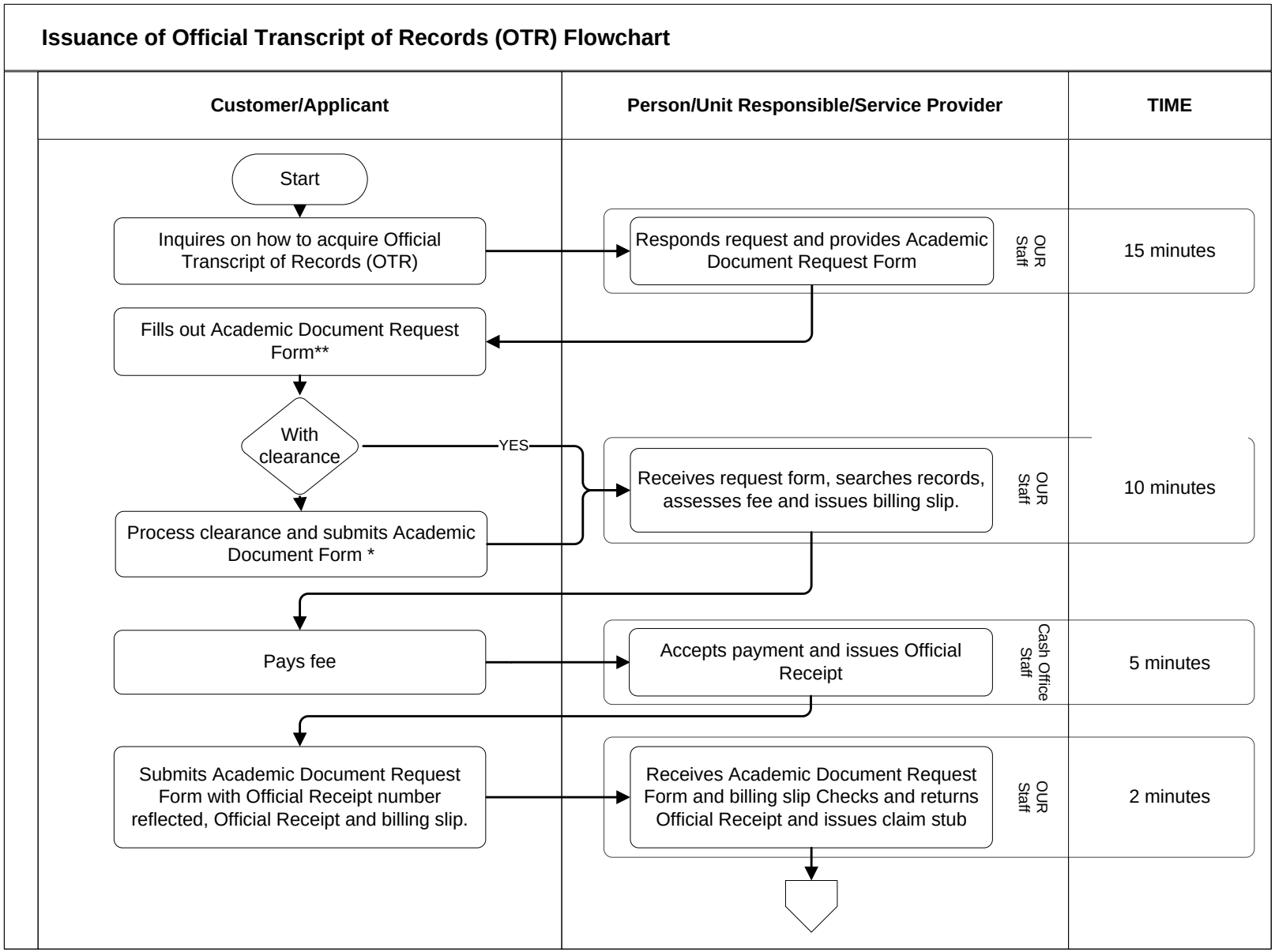
Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Inquires on how to acquire Official Transcript of Records (OTR)	Responds to inquiry	5 minutes	NA	OUR staff	NA
2	Fills out Academic Document Request Form**	Provides Academic Document Request Form	10 minutes	NA	OUR staff	Academic Document Request Form
3	Submits Academic Document Request Form and clearance(s)	Receives request form; Searches records and assesses fee; Issues billing slip	10 minutes	NA	OUR staff	Billing slip

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
4	Pays fee	Accepts payment and issues Official Receipt	5 minutes	P50/ page for local request For international request (inclusive of mailing, exclusive of bank charges): US $ 50/set (Asia and U.S) US $ 60/set (Europe and Africa) For local request: Actual mailing cost Envelope = P10.00 Administrative cost = P 10.00 No mailing cost for pouch OTR, only envelope and administrative cost is charged	Cash Office Staff	Official Receipt
5	Submits Academic Document Request Form with Official Receipt number reflected, Official Receipt and billing slip.	Receives Academic Document Request Form and billing slip Checksentries and returns Official Receipt and issues claim stub	2 minutes	NA	OUR staff	Academic Document Request Form, billing slip, Official Receipt and claim stub
6		Encodes, proofreads, checks, and prints OTR**	1 hour	NA	OUR staff	NA
7		Signs the OTR	5 minutes	NA	University Registrar	NA
8	Presents Official Receipt/claim stub/valid I.D. Receives OTR and signs logbook	Searches folder and issues OTR	5 minutes	NA	OUR staff	NA

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
9	Receives request through mail	Prepares envelope and forwards to staff in-charge for pouch or place[s] [it] in the mailing box for OTR to be mailed/pouched	5 minutes	NA	OUR staff	NA
END OF TRANSACTION						

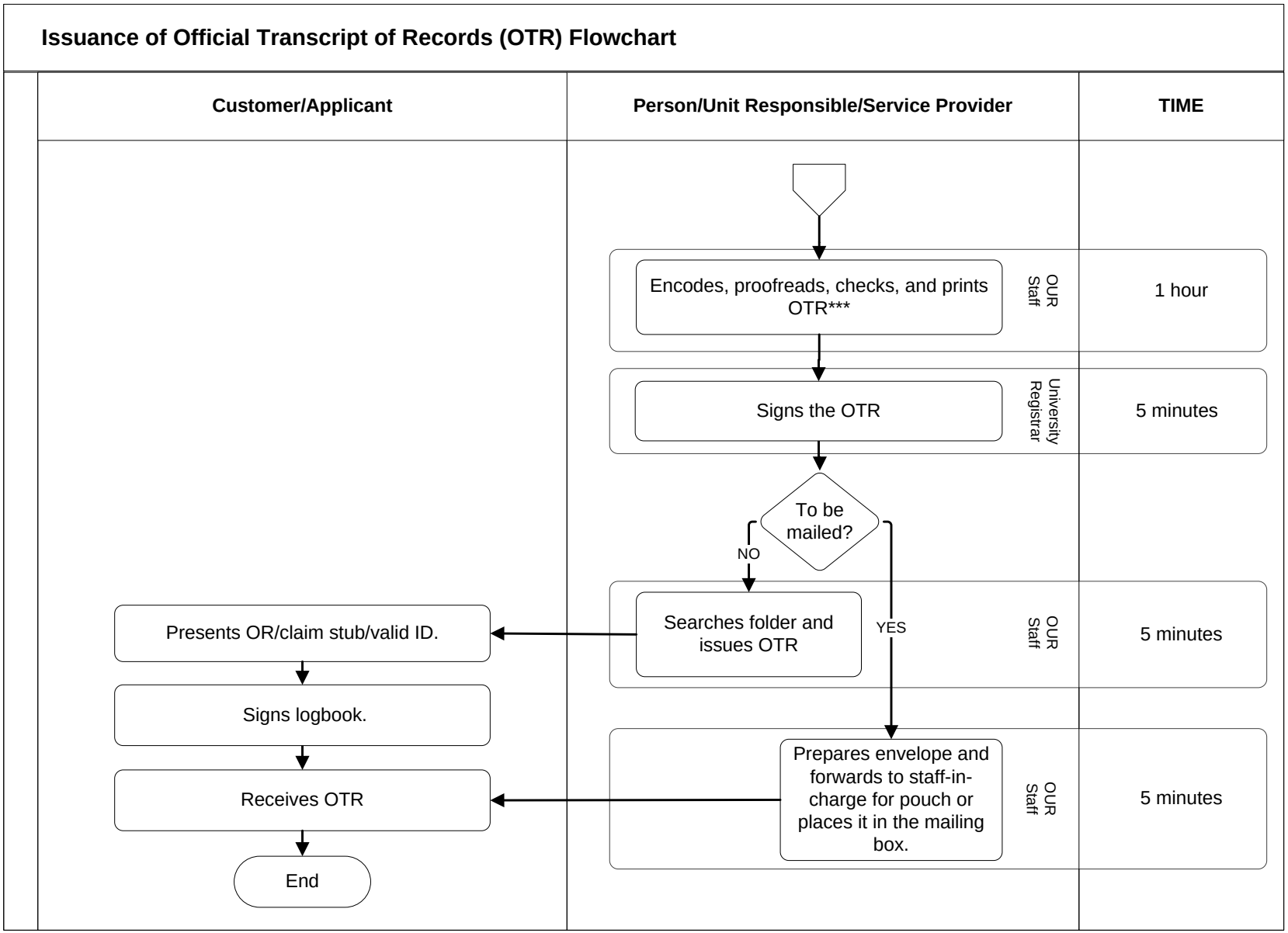
*Forms may also be downloaded or filled out online. For details, visit www.upv.edu.ph
OTRs are prepared by batch and on a *first come, first serve basis*
**Forms may also be downloaded at http://crs.upv.edu.ph

Issuance of Official Transcript of Records (OTR) Flowchart



* Paperless clearance (for students with student no starting at 2007); College and University clearances (for students with student no. prior to 2007)
**Forms may also be downloaded or filled out online. For details, visit www.upv.edu.ph
OTRs are prepared by batch and on a *first come, first serve basis*

Issuance of Official Transcript of Records (OTR) Flowchart



*** Forms may also be downloaded at http://crs.upv.edu.ph

SERVICE: **Issuance of Certifications (Graduation, Honorable Dismissal (HD)/Transfer Credentials (CTC), Certification, Authentication and Verification (CAV), Medium of Instruction, General Weighted Average (GWA)/Grade Point Average (GPA), Law Aptitude Examination (LAE), etc.**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: Graduates/Former Students/Active Students
Requirements: Paperless clearance (for students with last enrollment from 2007)
College and university clearances (for students with last enrollment prior to 2007)
If claimed personally: Valid identification card
If claimed by representative:
Duly signed authorization letter from the student
Photocopy of valid identification card of the student
Valid identification card of the representative
Processing Time: A. 48 minutes – Certificates of Graduation, HD/CTC, Medium of Instruction, Units Earned, Grading System, and for Law Aptitude Examination requirement
B. 1 hour and 38 minutes – CAV, Course Description, and GWA/GPA
The processing time stated above (items A and B) is for one client being served at one time. The time is extended when there are more clients and/or documents requested.
Issuance target for bulk processing of Certifications:
1 working day – for certifications on item A
3-5 working days – for certifications on item B
Assumption: All responsible signatories/officials are available. Processing of certification is on a first come, first serve basis.

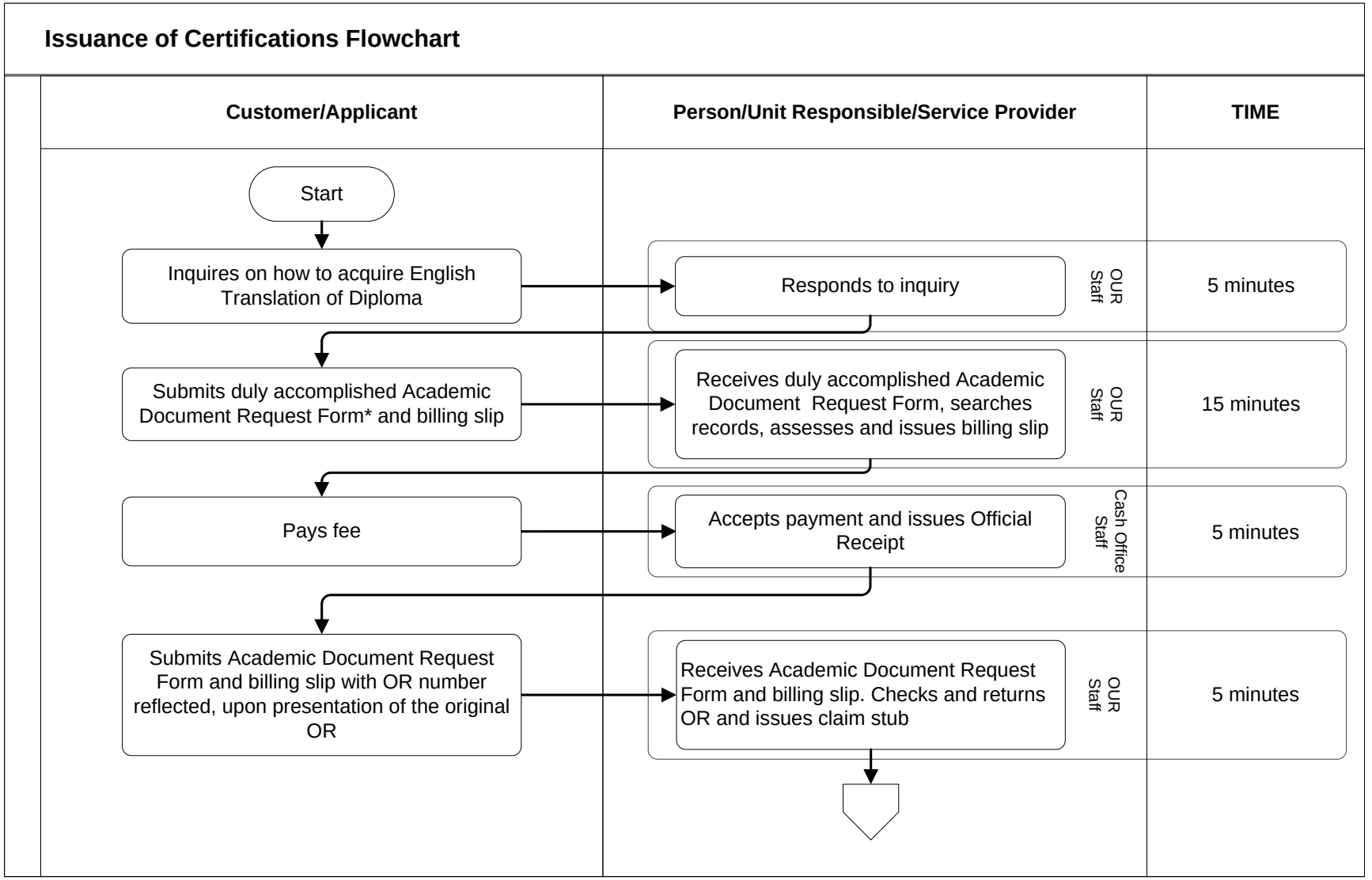
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Inquires on how to request for certification	Responds to inquiry	5 minutes	NA	OUR staff	None
2	Submits duly accomplished Academic Document Request Form* and billing slip	Receives duly accomplished Academic Document Request Form, searches records, assesses and issues billing slip	15 minutes	NA	OUR Staff	Academic Document Request Form and billing slip

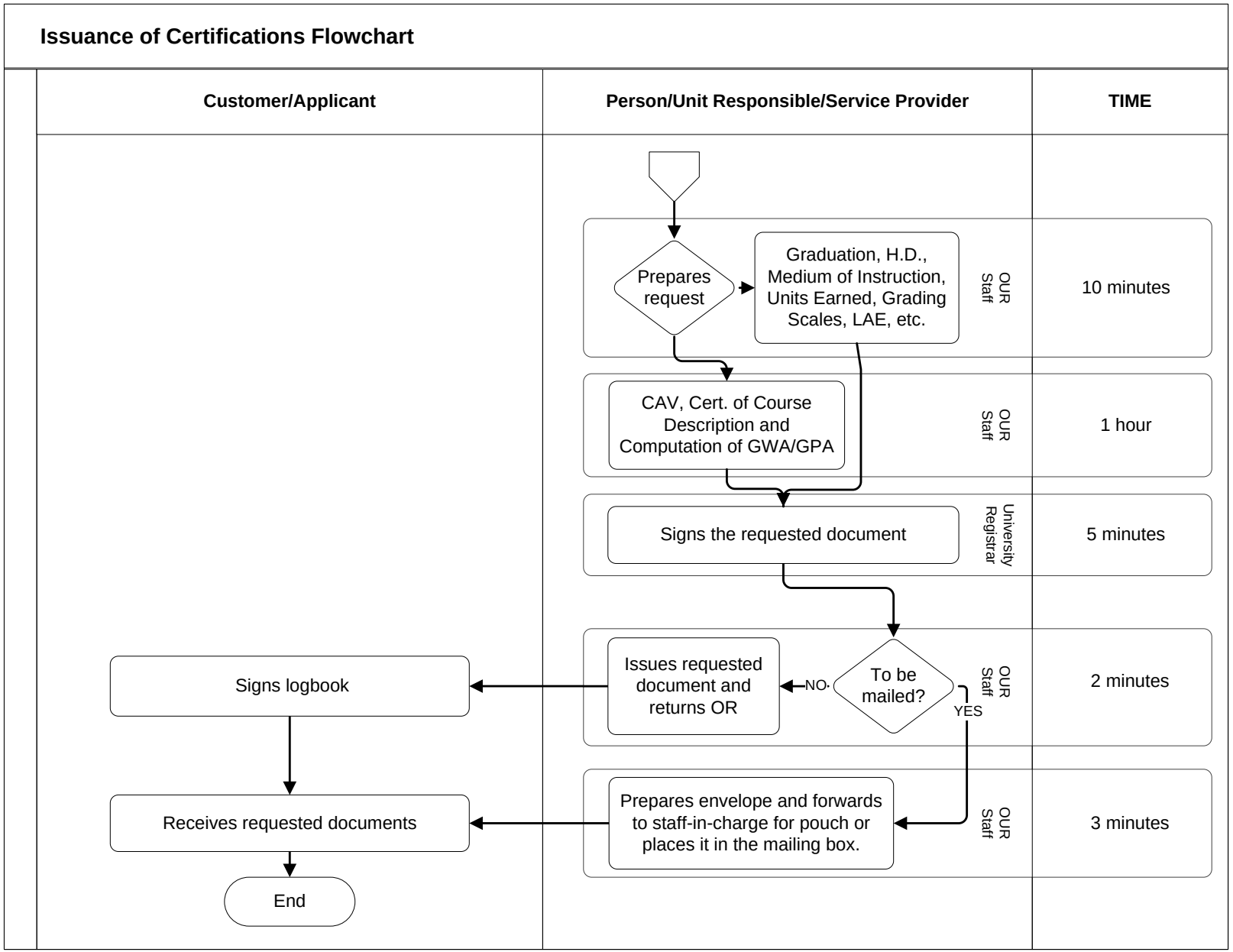
Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
3	Pays fee	Accepts payment and issues Official Receipt	5 minutes	Honorable Dismissal P40.00 Computation of GWA/GPAP100.00/ request Certifications P40.00/page For local request: Actual mailing cost Envelope = P10.00 Administrative cost = P 10.00	Cash Office Staff	Billing Slip
4	Submits Academic Document Request Form and billing slip with OR number reflected, upon presentation of the original OR	Receives Academic Document Request Form and billing slip Checks entriesand returns OR and issues claim stub	5 minutes	NA	OUR staff	Academic Document Request Form, billing slip, Official Receipt and claim stub
5		A. Prepares requested documentCertificate: (Graduation, H.D., Medium of Instruction, Units Earned, Grading Scales, LAE, etc.)	10 minutes	NA	OUR staff	NA
		B. Prepares CAV, Cert. of Course Description and Computation of GWA/GPA	1 hour	NA	OUR staff	NA
6		Signs the requested document	5 minutes	NA	University Registrar	NA
7	Receives/claims requested document and	Issues requested document and returns Official	2 minutes	NA	OUR staff	NA

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
	signs logbook thereafter (for walk-in) or receives document through mail services	Receipt to walk-in applicants				
		Prepares envelope and forwards to staff in-charge for pouch or places itin the mailing box for certifications to be mailed/pouched	3 minutes	NA	OUR Staff	NA
END OF TRANSACTION						

*Forms may also be downloaded at http://crs.upv.edu.ph


Issuance of Certifications Flowchart
Customer/Applicant
Person/Unit Responsible/Service Provider
TIME
Start
Inquires on how to acquire English Translation of Diploma
Responds to inquiry
OUR Staff
5 minutes
Submits duly accomplished Academic Document Request Form* and billing slip
Receives duly accomplished Academic Document Request Form, searches records, assesses and issues billing slip
OUR Staff
15 minutes
Pays fee
Accepts payment and issues Official Receipt
Cash Office Staff
5 minutes
Submits Academic Document Request Form and billing slip with OR number reflected, upon presentation of the original OR
Receives Academic Document Request Form and billing slip. Checks and returns OR and issues claim stub
OUR Staff
5 minutes

Issuance of Certifications Flowchart



SERVICE: **ASSESSMENT OF SCHOOL FEES OF UPV DEPENDENTS AND LOCAL GOVERNMENT SCHOLAR (LGS)**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)

Clients/Customers: Registered Students

Active student request for True Copy of Grades (TCG) other than LAE requires approval of the University Registrar. TCG request of active students is also issued by the College Secretaries.

Requirements: Application for Enrolment Privileges for UPV Dependents Form

Local Government Scholar:

- Certificate from the Mayor
- Certificate from the Barangay Captain
- Income Tax Return
- Birth Certificate
- Copy of Grades from the previous semester

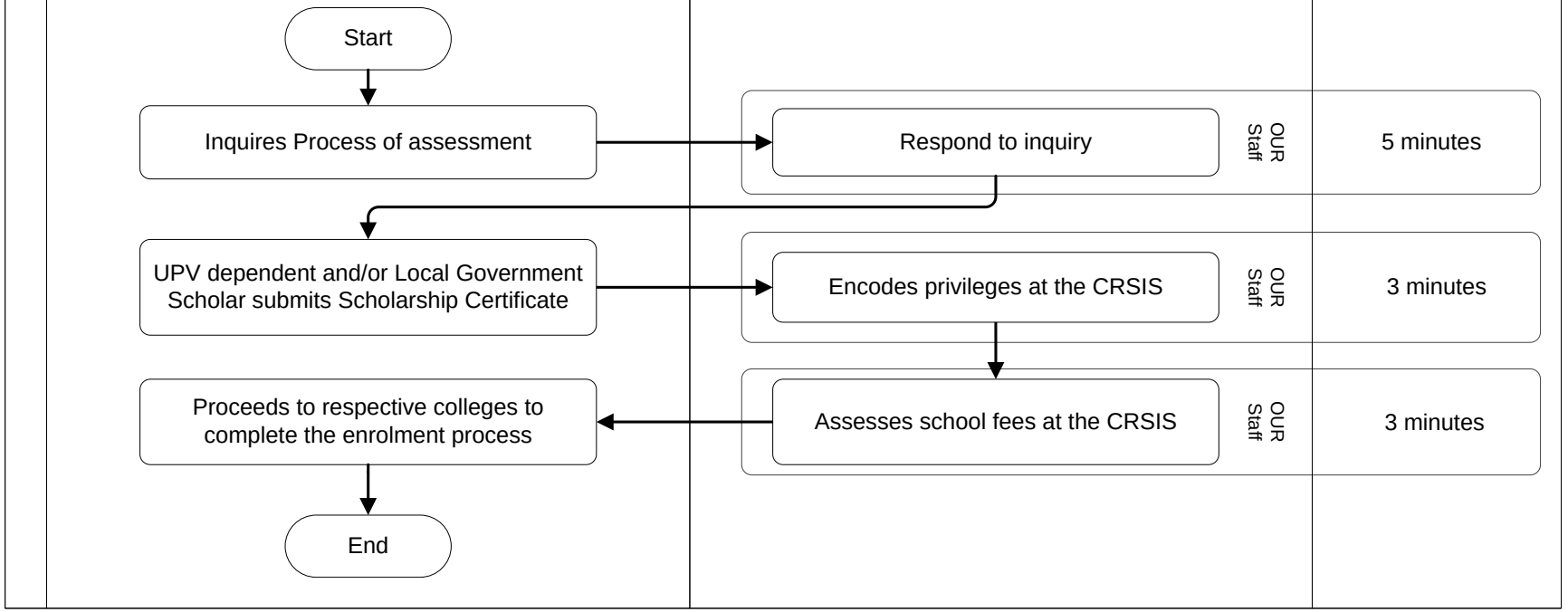
Processing Time: 11 minutes

The processing time stated above is for one client being served at one time. The time is extended when there are more clients and/or documents requested. Assessment of school fees is on a first come, first serve basis.

Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Inquires process of assessment	Responds to inquiry	5 minutes	NA	OUR Staff	NA
2	UPV dependent and/or Local Government Scholar submits Scholarship Certificate	Encodes pertinent scholarships to the CRSIS	3 minutes	NA	OUR staff	Application for Enrolment Privileges Form Scholarship Certificate
3		Assesses school fees for the CRSIS	3 minutes	NA	OUR Staff	NA
4	Proceeds to Cash Office for payment of fees	NA	NA	NA	NA	NA
END OF TRANSACTION						

Assessment of School Fees of UPV Dependents and Local Government Scholar (LGS) Flowchart



SERVICE: **PROCESSING OF REFUND OF FEES**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)

Clients/Customers: Registered Students

Requirements: Original and photocopies of: Registration Form (Form 5), Official Receipt, ST (Socialized Tuition) result or Scholarship Certification

Processing Time: 1 hour, 37 minutes

The processing time stated above refers to batch processing of at least 10 requests being served at one time. Processing of refund of fees is on a first come, first serve basis.

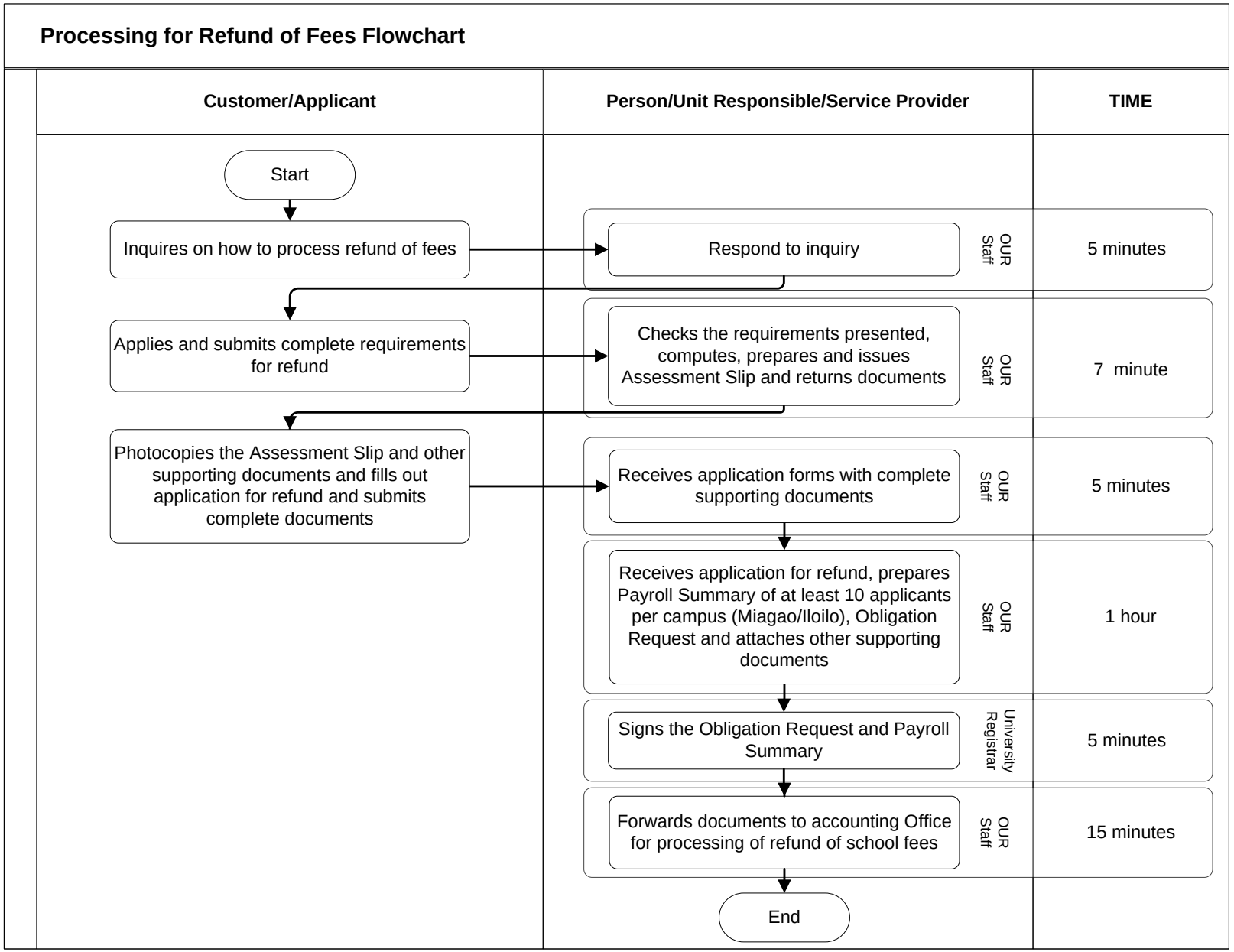
Assumption: All responsible signatories/officials are available.

Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Inquires on how to process refund of fees	Responds to inquiry	5 minutes	NA	OUR Staff	NA
2	Applies and submits complete requirements for refund	Checks the requirements presented; computes, prepares and issues Assessment Slip and returns documents	7 minutes	NA	OUR Staff	Form 5, Official Receipt and scholarship certification
3	Photocopies the Assessment Slip and other supporting documents; fills out application for refund, and submits complete documents	Receives the application forms with complete supporting documents	5 minutes	NA	OUR Staff	Assessment Slip and Application for Refund
4		Receives application for refund, prepares Payroll Summary of at least 10	1 hour	NA	OUR Staff	Obligation Request, Payroll

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
		applicants per campus (Miagao/Iloilo), Obligation Request and other supporting documents				Summary
5		Signs the Obligation Request and Payroll Summary	5 minutes	NA	University Registrar	Obligation Request and Payroll Summary
6		Forwards documents to accounting Office for processing of refund of school fees	15 minutes	NA	OUR Staff	Payroll Summary and Obligation Request
END OF TRANSACTION						

Processing for Refund of Fees Flowchart

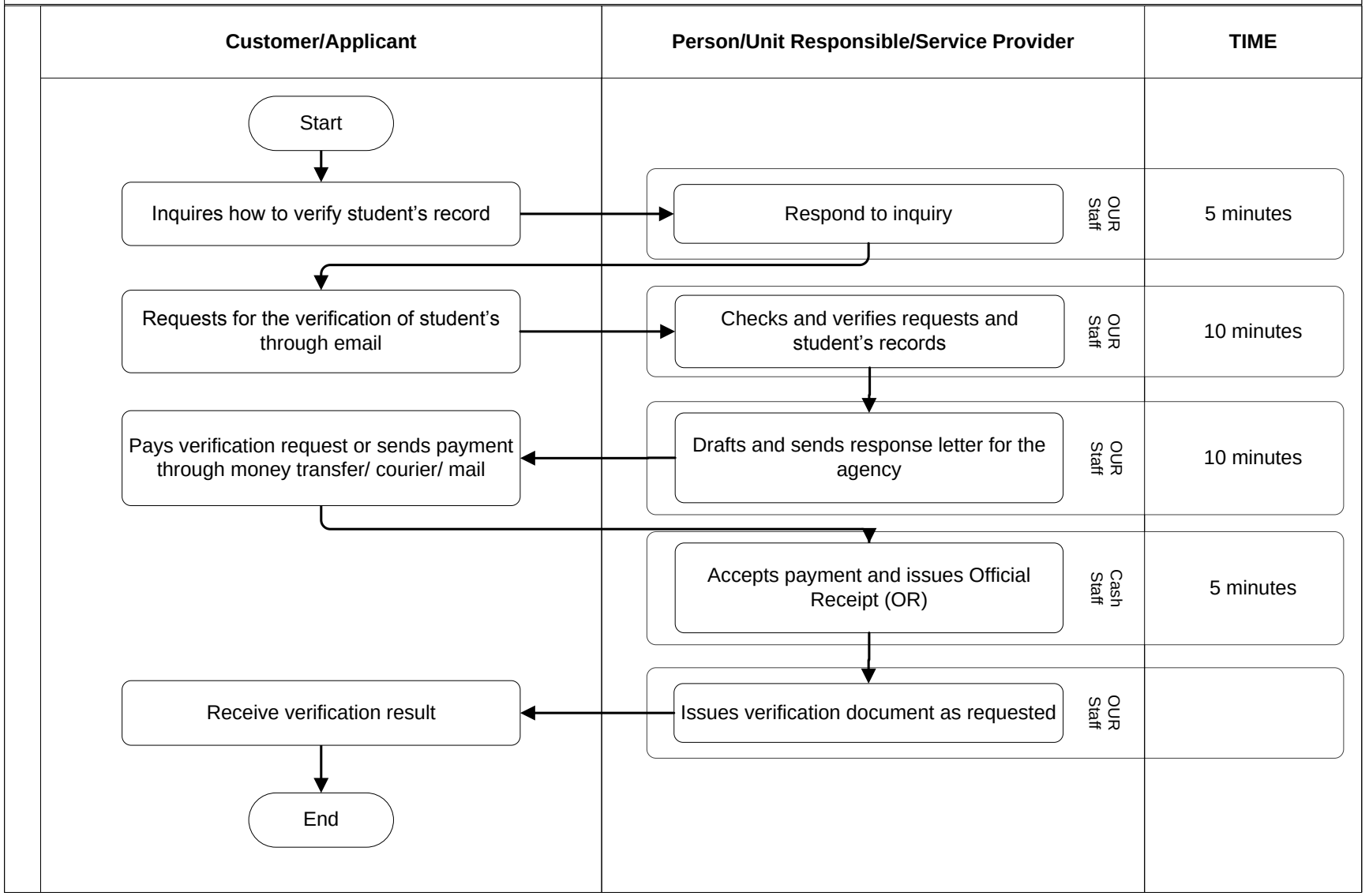


SERVICE: **STUDENT'S RECORD VERIFICATION**
Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: Verifying Agency
Requirements: Verification Request and Authorization of the student
Processing Time: 30 - 39 minutes
Assumption: All responsible signatories/officials are available.
Procedure:

Verification through email

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Inquires onhow to verify student's record	Responds to inquiry	5 minutes	NA	OUR Staff	NA
2	Requests for the verification of student's through email	Checks and verifies requests and student's records	10 minutes	NA	OUR Records Section Staff	NA
		Drafts and emails response letter to the agency	10 minutes	NA	OUR Records Section Staff	NA
3	Pays verification request or sends payment through money transfer/ courier/ mail	Accepts payment and issues Official Receipt	5 minutes	P 100 for local request $ 20 for international request	Cash Office Staff	NA
4	Receives Verification result	Emails verification result	NA	NA	OUR Staff	NA
END OF TRANSACTION						

Student's Record Verification (via Email) Flowchart

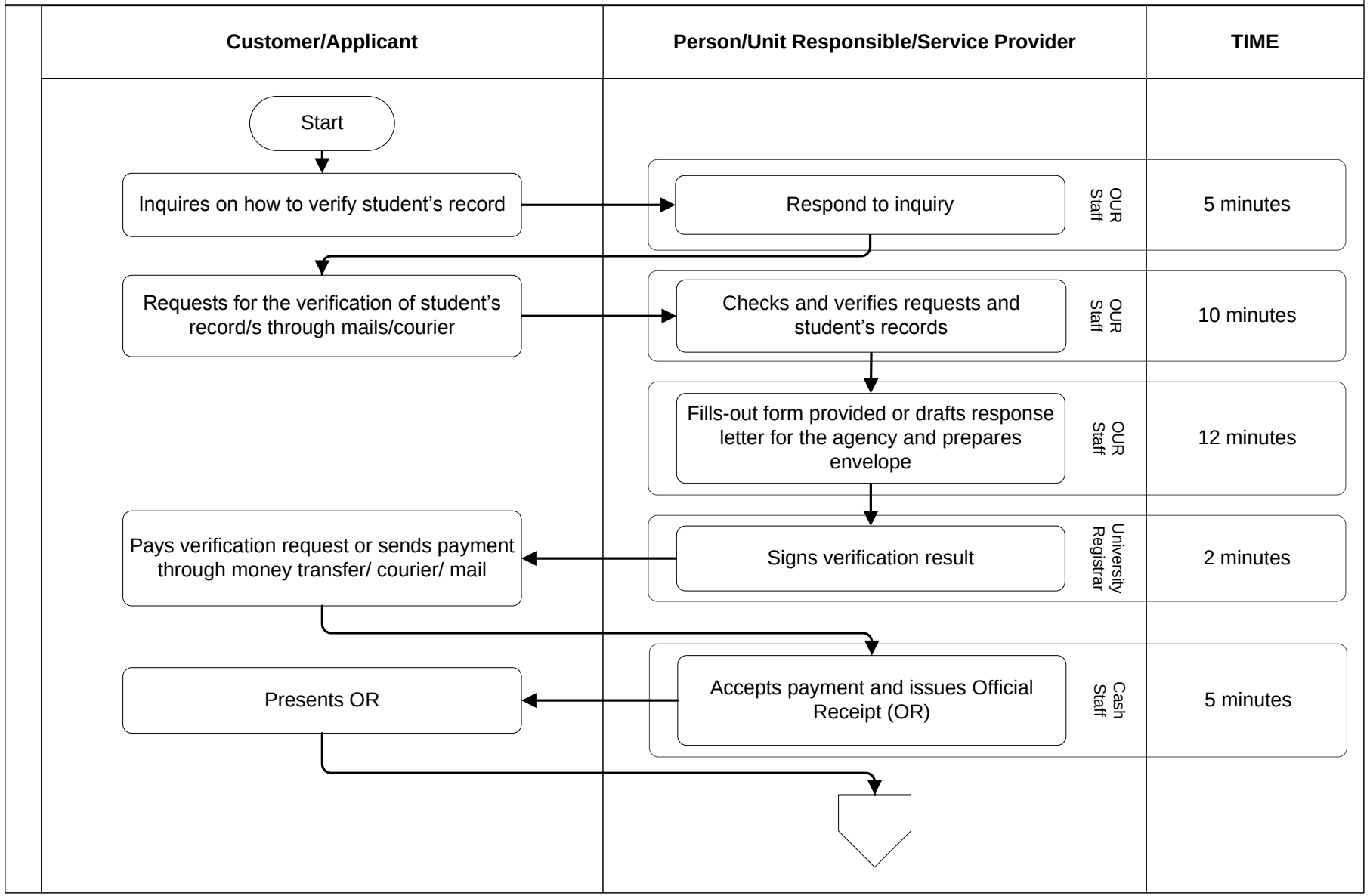


Verification through mail/courier

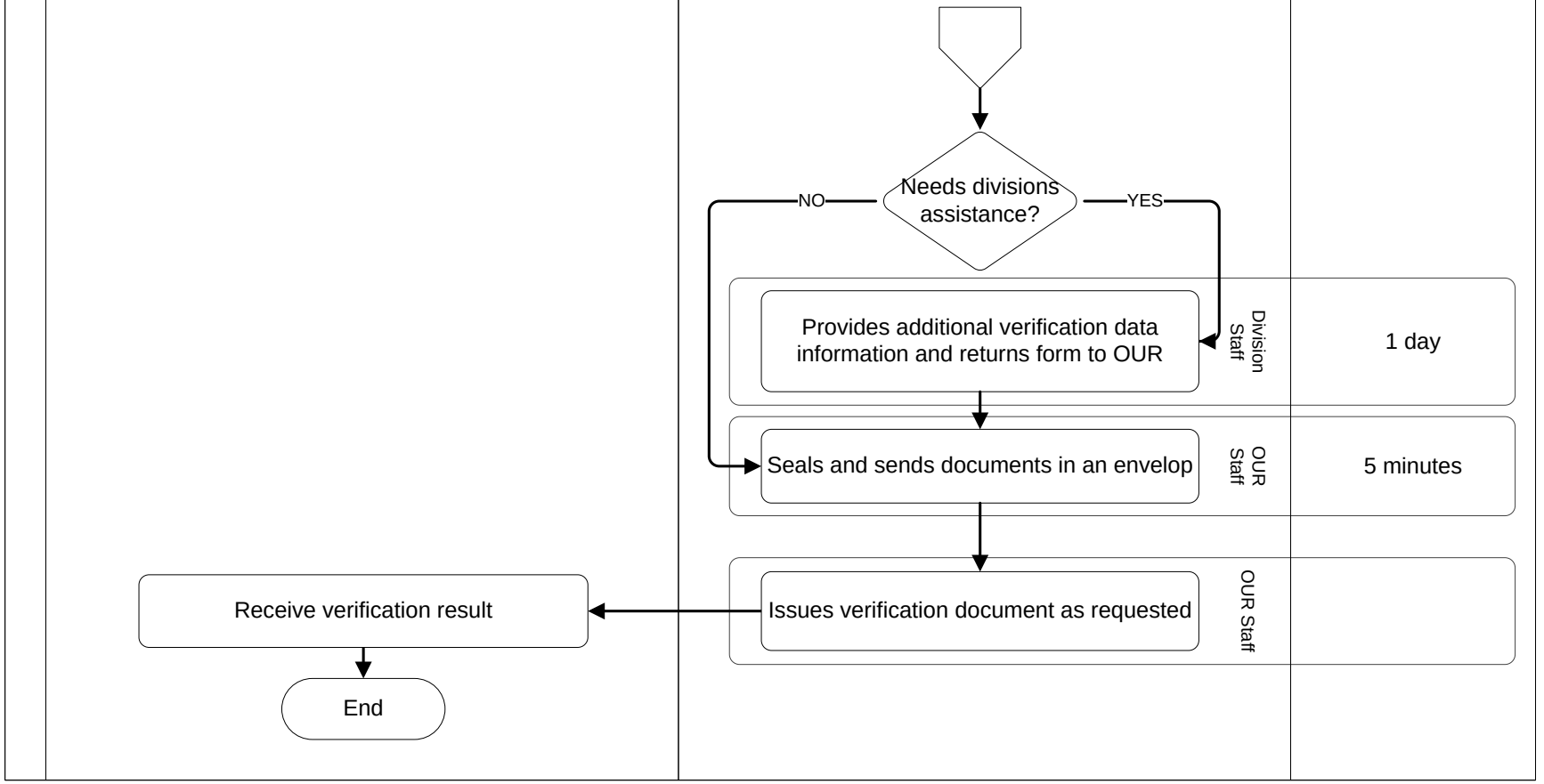
Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Inquires onhow to verify student's record	Responds to inquiry	5 minutes	NA	OUR Staff	NA
2	Requests for the verification of student's record/s through mails/courier	Checks and verifies requests and student's records	10 minutes	NA	OUR Records Section Staff	NA
		Fills out form provided or drafts response letter for the agency and prepares envelope	12 minutes	NA	OUR Records Section Staff	NA
		Signs verification result	2 minutes	NA	University Registrar	NA
		Seals and mails documents in an envelope	3 minutes	NA	OUR Records Section Staff	NA
3	Pays verification request or sends payment through money transfer/ courier/ mail	Accepts payment and issues Official Receipt	5 minutes	P 100 for local request $ 20 for international request	Cash Office Staff	NA
4	Presents OR	Division staff provides additional verification data information and returns form to OUR, if necessary.	1 day	NA	Division Staff	NA

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
		Seals and sends documents in an envelope	3 minutes	NA	OUR Records Section Staff	NA
5	Receives Verification result	Issues verification document as requested	NA	NA	NA	NA
END OF TRANSACTION						

Student Verification (Mail/Courier) Flowchart



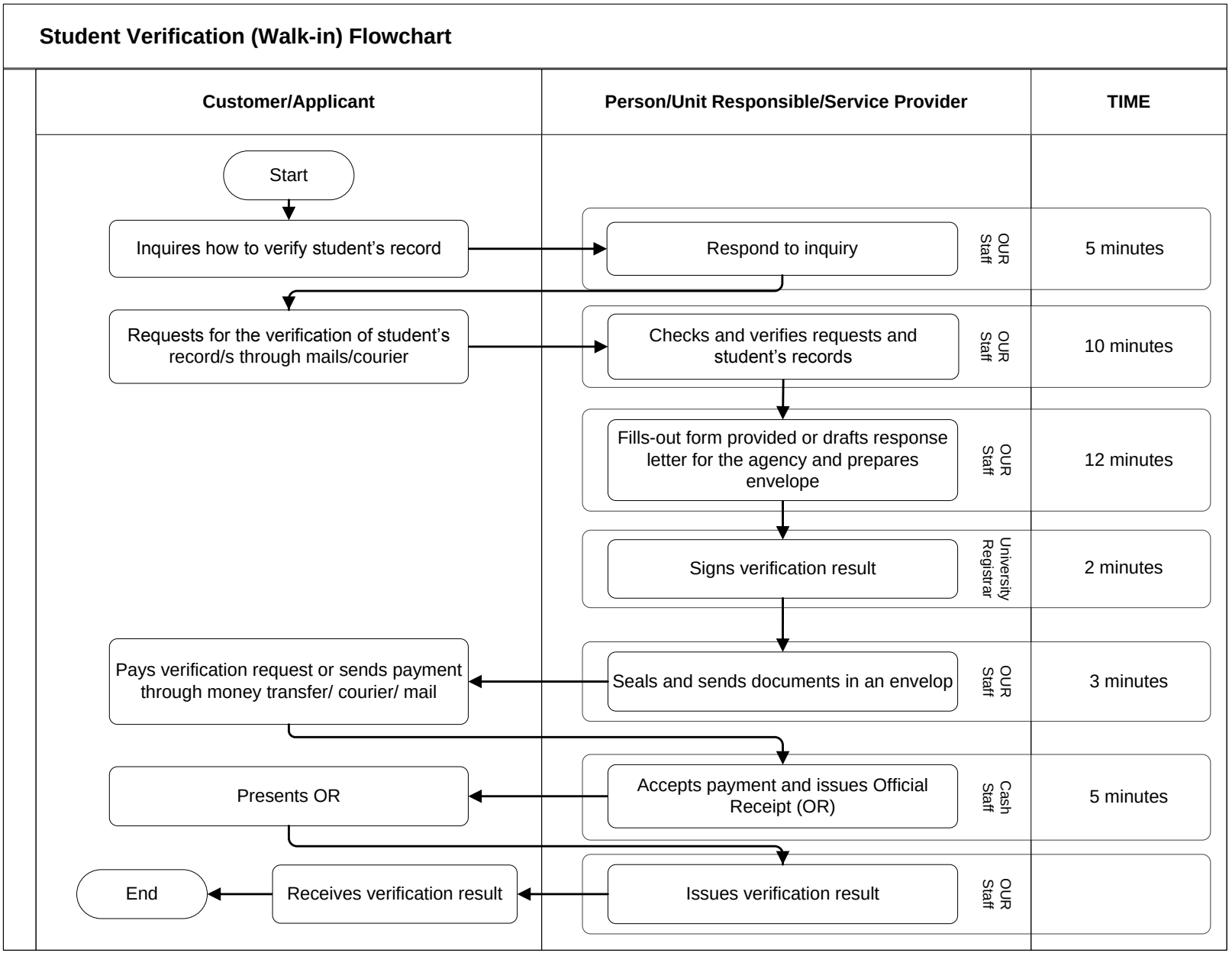
Student Verification (Mail/Courier) Flowchart



Verification through walk-in representatives

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Inquires on how to verify student's record	Responds to inquiry	5 minutes	NA	OUR Staff	NA
2	Requests for the verification of student's record/s through walk-in representative	Checks and verifies requests and student's records	10 minutes	NA	OUR Records Section Staff	NA
		Fills out form provided or drafts response letter for the agency and prepares envelope.	12 minutes	NA	OUR Records Section Staff	Verification form provided by the Agency
		Signs verification result	2 minutes	NA	University Registrar	NA
		Seals documents in an envelope (optional)	3 minutes	NA	OUR Records Section Staff	NA
3	Pays verification request	Accepts payment and issues Official Receipt	5 minutes	P 50 for local request	Cash Office Staff	NA
4	Walk-in applicants presents Official Receipt	Records Official Receipt number	2 minutes	NA	OUR Records Section Staff	NA
5	Receives Verification result	Issues verification result	NA	NA	OUR Staff	NA
END OF TRANSACTION						

Student Verification (Walk-in) Flowchart



SERVICE: **PAPERLESS CLEARANCE***

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break), prior to registration

Clients/Customers: Graduated / Transferring Students

Requirements: Graduated Student: Graduation fee
Transferring Student: Not currently enrolled

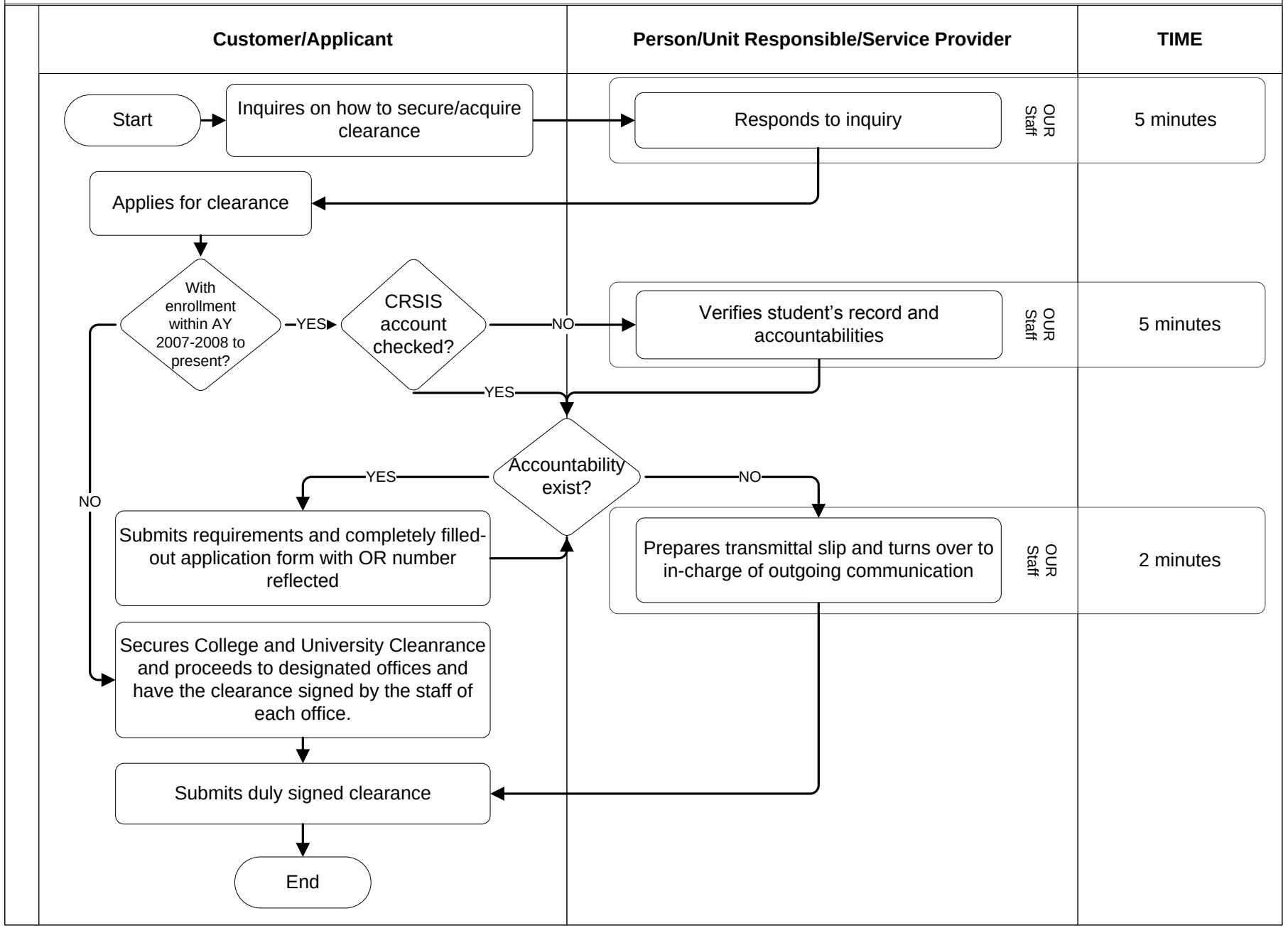
Processing Time: 12 minutes
Assumption: Students have settled all their accountabilities with units concerned
The 12 minutes processing time is for one client being served at one time. The time is extended when there are more clients and/or documents requested.

* Applicable to students with enrollment from 2007 to present. Students who are not covered by the paperless clearance shall go through the old process of signing clearance, wherein students proceed to designated offices and have the clearance form signed by the staff of each office.

Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Inquires on how to secure/acquire clearance	Responds to inquiry	5 minutes	NA	OUR Records Section Staff /Other Offices	NA
1	Applies for clearance	Verifies student's records and accountabilities; informs student of their existing accountabilities, if any.	5 minutes	NA	OUR Records Section Staff /Other Offices	NA
2	Settles accountabilities at the office concerned if any	Clears accountability at the CRS	Subject to student's compliance of accountabilities	NA	Staff Office/ Unit Concerned	NA
3	Receives pertinent documents	Clears, prints clearance and indorses student to Transcript section for request/issuance of pertinent documents	2 minutes	NA	OUR Records Section Staff	NA
END OF TRANSACTION						

Clearance Flowchart



SERVICE: **PROCESSING OF STUDENT ID**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: UPV Students
Requirements: Currently Enrolled
Processing Time: 1 hour and 10 minutes – 1 hour and 25 minutes for freshmen, Iloilo City and UPV Tacloban College(UPVTC)-based student (new file or reprint)
27 - 42 minutes – for upperclassmen Miagao-based student (new file or reprint)
The processing time stated above is for one client being served at one time. The time is extended when there are more clients. ID processing is on a first come, first serve basis.

Issuance target for bulk processing of student ID:
Off Peak months*:* March, April, May, July, November, December
Peak months: January-February; June; August-October

New File:

Miagao	Off-peak: 3 working days	Peak: 1 week
Iloilo	Off-peak: 5 working days	Peak: 10 working days
Tacloban	Off-peak: 2 weeks	Peak: 3 weeks

Reprint:

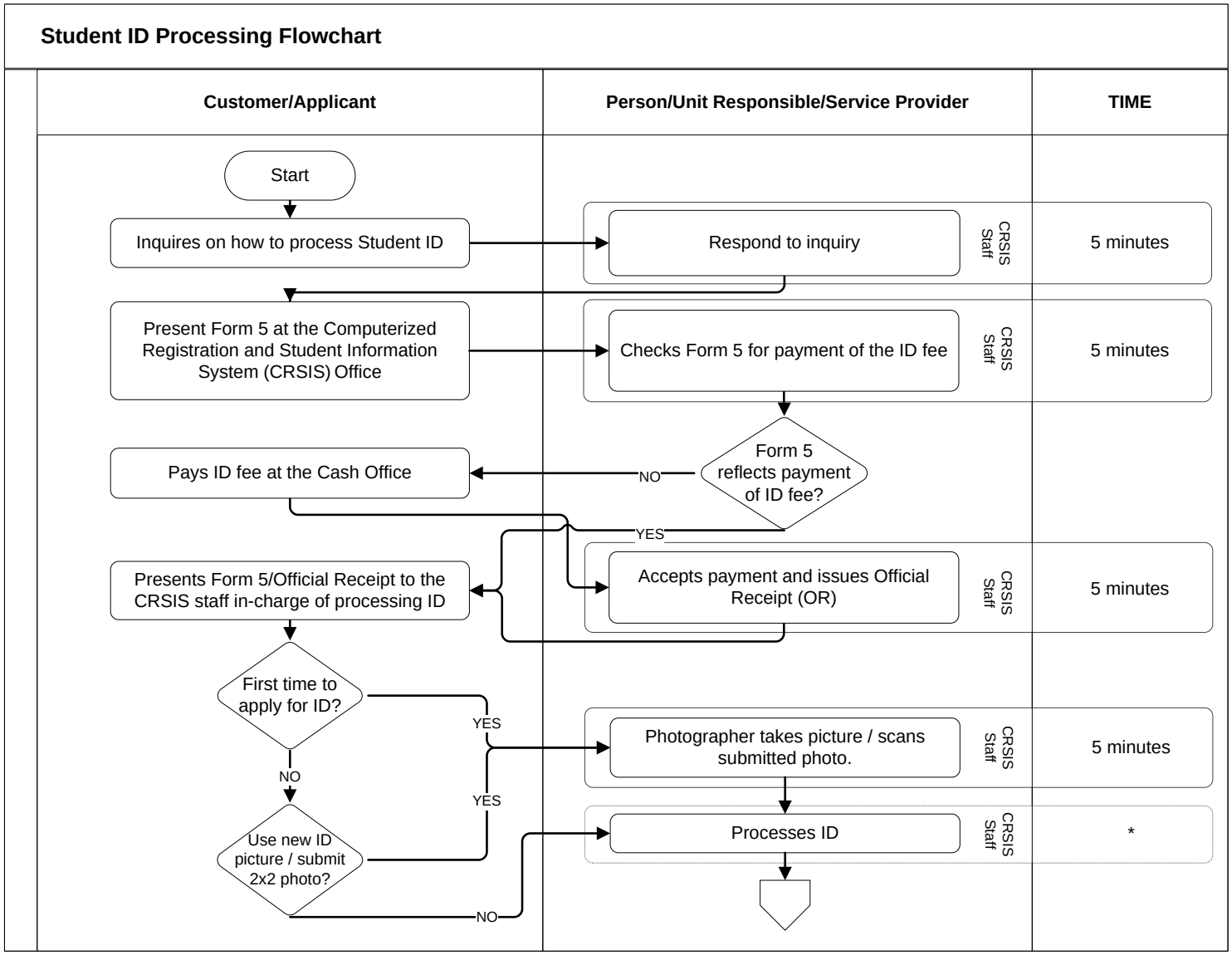
Miagao	Off-peak: 24 hours	Peak: 1 week
Iloilo	Off-peak: 1 week	Peak: 2 weeks
Tacloban	Off-peak: 2 weeks	Peak: 3 weeks

Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee	Person Responsible	Form
1	Inquires on how to process ID	Responds to inquiry	5 minutes	NA	CRSIS Staff	NA
2	Presents Form 5	Checks Form 5	5 minutes	NA	CRSIS Staff	NA
3	Pays the fee*	Accepts payment and issues Official Receipt	5 minutes	P 130.00	Cash Office Staff	NA
4	Presents Official Receipt* and submits	Checks and attaches student photo on Official Receipt* for processing	5 minutes	NA	CRSIS staff	NA

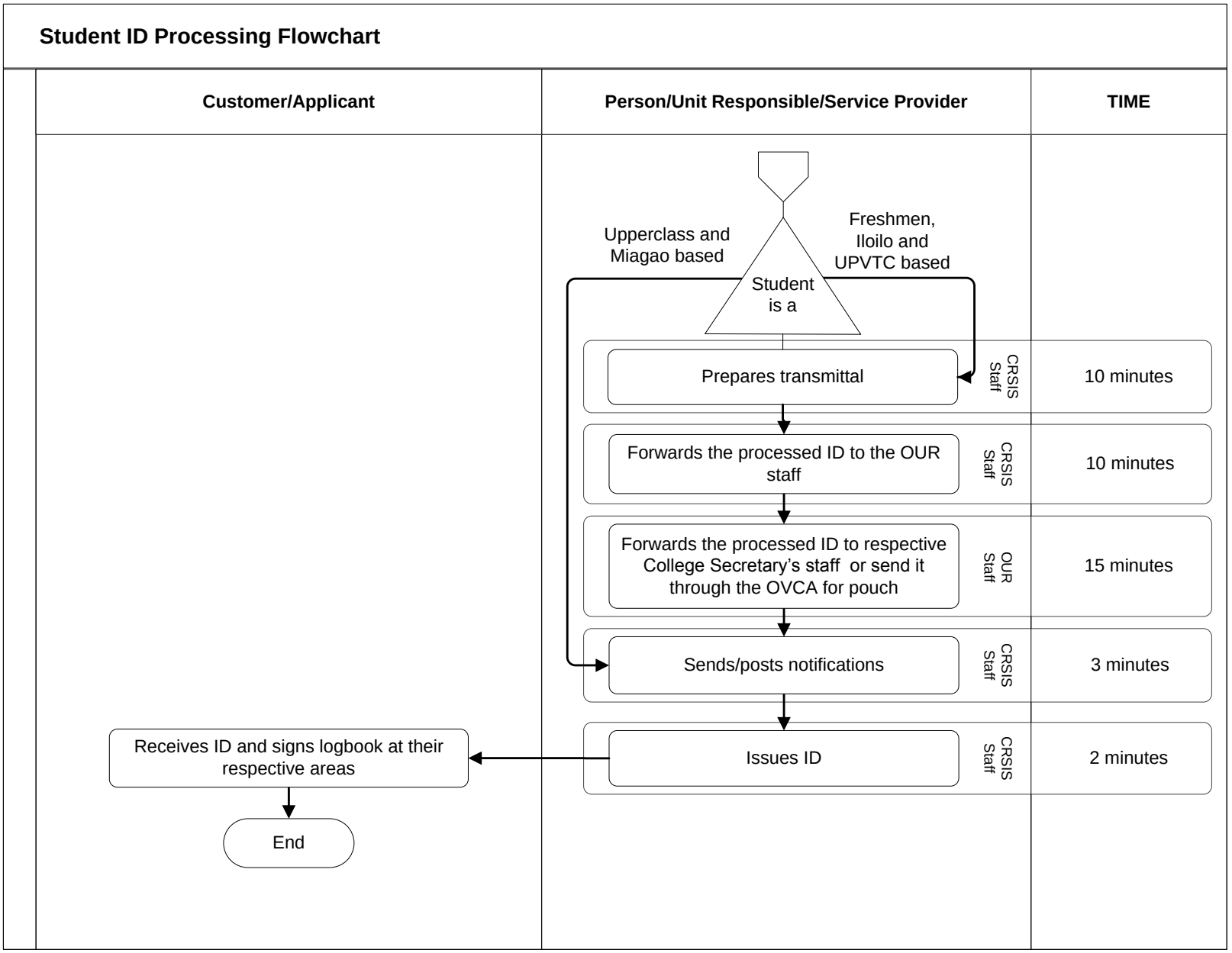
Step	Customer/Applicant	Service Provider	Duration of Activity	Fee	Person Responsible	Form
	a 2x2 ID photo**					
	Presents Official Receipt* and submits self for picture taking***	Takes photo***	5 minutes	NA	CRSIS staff	NA
5		Processes the ID (New File)	20 minutes	NA	CRSIS staff	NA
		Processes the ID (Reprint)	5 minutes			
6		Prepares transmittal slip**** Note: For IDs of upperclassmen Miagao based students, proceed to step 9	10 minutes	NA	CRSIS staff	NA
7		Forwards processed ID to OUR staff ****	10 minutes	NA	CRSIS staff	NA
8		Forwards processed ID to respective College Secretary's staff or sends it through the OVCA for pouch****	15 minutes	NA	OUR staff	NA
9		Posts notification on the student's account	3 minutes	NA	CRSIS staff	NA
10	Receives ID and signs logbook	Issues ID	2 minutes	NA	College Secretary Staff / CRSIS Staff	NA
END OF TRANSACTION						

* For student whose ID payment is not reflected on his/her Form5
** For student who opts to use a printed ID photo on his/her ID.
*** For student who opts to have a new photo taken
**** For Freshmen, Iloilo City based and UPVTC based students



* New File: 20 minutes; Reprint: 5 minutes.

Student ID Processing Flowchart



INTERNAL CONTROL PROCEDURES

Issuance of Admission Slip

New Freshman

1. During admission process, the incoming freshmen should submit the following documents and the person-in-charge should check for its authenticity and validity and encodes the documents in the CRS Freshmen Record System:

   a. Original High School Card (Form 138)
      - Full Name
      - Grades and Over-all Average
      - Signature of the Adviser and Principal
      - with remarks "Graduated" and "Eligible for Admission/Transfer to College"
   b. Original Secondary Permanent Record (Form 137)
      - Full Name
      - Grades from Grade 7 to Grade 12 (1st Year to 4th Year)
      - Signature of Principal or Registrar
      - School Seal or Documentary Stamp
      - With remarks "Eligible for Admission/Transfer to College" and "Copy for UP Visayas"
   c. Original NSO Copy of Birth Certificate
      - should be in security paper (check the back portion for security markings)
      - the name, date of birth, place of birth, sex, full name of the father and full maiden name of the mother should coincide with the electronic data sent by the Admissions Office.
      - if there is error in the NSO Birth Certificate, the person-in-charge should advise the client to apply for correction of entries or to submit the corrected copy of the NSO Birth Certificate. If the student can not submit the corrected copy, the Office of the University Registrar should follow and change the record of the student based on the submitted birth certificate.
   d. 2 pcs. 2x2 or passport size photos
   e. Medical Certificate
   f. Special Power of Attorney for Legal Guardian (for student whose provincial address is outside Iloilo province)
   g. Student Directory
   h. one (1) long cream/white-colored folder
   i. Bridge Program Certificate (if applicable)

2. Upon submission of complete requirements, the person-in-charge issues the admission slip to the student.

    a. In any case that the student can not submit the complete credentials within the period of submission, the person-in-charge should indicate in the admission slip that the student is provisionally admitted pending submission of the lacking documents. The person-in-charge should give a deadline for the student to submit the lacking documents. If the deadline is not met, the student will be blocked at the CRS so he/she can not enroll in the succeeding semester/trimester.

New Transfer/Second Degree/Non-Degree/Special Students

1. During admission process, the new transfer/second degree/non-degree/special students should submit the following documents and the person-in-charge should check for its authenticity and validity:

    a. Original Transcript of Records
        - Full Name
        - Complete Grades until the last semester attended in the previous school
        - Signature of the Registrar
        - School Seal
    b. Certificate of Honorable Dismissal/ Certificate of Transfer Credential
    c. Original NSO Copy of Birth Certificate
        - should be in security paper (check the back portion for security markings)
        - the name, date of birth, place of birth, sex, full name of the father and full maiden name of the mother should coincide with the electronic data sent by the Admissions Office.
        - if there is error in the NSO Birth Certificate, the person-in-charge should advise the client to apply for correction of entries or to submit the corrected copy of the NSO Birth Certificate. If the student can not submit the corrected copy, the Office of the University Registrar should follow and change the record of the student based on the submitted birth certificate.
    d. 2 pcs. 2x2 or passport size photos
    e. Medical Certificate
    f. Student Directory
    g. one (1) long cream/white-colored folder
    h. Original NSO Copy of Marriage Certificate (for married female applicants only)

Additional Requirements (For Transfer Students from UP Constituent Units)

i. Approved Permit to Transfer and University and College Clearances

Additional Requirements for Foreign Students

j. Official TOEFL results (for foreign students whose medium of instruction in school he/she attended is not English)
k. valid passport
l. acceptable visa, any of the following: (9(e), 9(e-1), 9(e-2), 47(a)(2), 9(g), PD 218, 9(d), 13, 13(a) to 13(g), SRRV (Special Resident Retiree Visa), SIRV (Special Investor Resident Visa), Special Study Permit (for non-degree course)
m. Alien Certificate of Registration or I-Card
n. Certificate of Identification for Students with Dual Citizenship who wishes to be considered as Filipino in his/her admission to the University or updated Philippine passport

2. Upon submission of the complete requirements, the /Philippine passport issues the admission slip to the student.
   a. In any case that the student can not submit the complete credentials within the period of submission, the person-in-charge should indicate in the admission slip that the student is provisionally admitted pending submission of the lacking documents. The person-in-charge should give a deadline for the student to submit the lacking documents. If the deadline is not met, the student will be blocked at the CRS so he/she cannot enroll in the succeeding semester/trimester.

Application for Admission of local and foreign students to UPV

The clients for this service are those who are applying as transfer students, second degree, non-degree and special students.

1. The applicants should submit the following documents for evaluation:
   a. Duly accomplished U.P. Form 3.1 for local students and U.P. Form 3.2 for foreign students
   b. Official Transcript of Records or True Copy of Grades with original signature of authorized official
   c. 2 pcs. 2x2 or passport size photos

2. Upon receipt of the documents, the person-in-charge should bill the student for the application fee of P100.00 for local students, $20 for foreign students and P150.00 for foreign resident students.
3. The person-in-charge will evaluate the completeness of the academic credentials submitted by the applicant. The person-in-charge will then compute

the general weighted average of the applicant by the grades and the units taken from previous school/s attended. If the grading system of the applicant from the previous school/s attended is not the same with UP grading system, the person-in-charge will convert the grades to UP grade equivalent and compute the general weighted average.

4. If the applicant has qualified upon the initial evaluation which means that his/her GWA is 2.0 or better and the minimum units he/she earned is 33 units or 30 units for students from other UP constituent units, the person-in-charge prepares the transmittal slip with attachment to be sent to the respective College Secretary's Office for proper action.
5. On the other hand, if the applicant is not qualified upon the initial evaluation which means that he/she did not meet the minimum GWA and units earned requirement as stated above, the person-in-charge prepares the Notice of Disqualification and informs the applicant of the result thru email/mail or phone call.
6. Upon receipt of the transmittal slip with action from the College Secretary, the person-in-charge should prepare the Notice of Acceptance if the action is APPROVED and Notice of Disqualification if the action is otherwise.
7. After preparing the Notice of Qualification/Disqualification, the person-in-charge should send the notices to the applicants thru postal mail or email or contact them thru phone call if contact number is available.

Request for Official Transcript of Records

1. Upon inquiry of clients for official transcript of records (OTR), the person-in-charge should look for the student's records. The person-in-charge should check the student's clearance (paperless clearance for students with student no. starting at 2007, and College and University clearances for students with student no. prior to 2007). If the student has no clearance, the person-in-charge should advise the student to go to the person in-charge of records for clearance. If the student has a clearance, the person-in-charge should issue the request form for OTR.
2. Upon receipt of request form, the person-in-charge should issue the billing to the customers based on what the requestor indicated in the request form received. If the customer is a representative, the person-in-charge should ask for a signed authorization letter from the student/requestor and a valid ID of the representative. If the request is a copy for a school, the person-in-charge should ask for an official request from the school.
3. Upon receipt of the official receipt (OR) of payment, the person-in-charge should check and ensure that the OR details are reflected in the request form. After ensuring that the OR details are reflected, the person-in-charge should return the OR to the requestor.

4. The person-in-charge should give the request form and billing slip to the person in-charge of OTR processing.
5. Based on the request, the one in-charge of OTR should get the student's records either student's folder or student's jacket. If there is an existing electronic copy of OTR, the OTR in-charge may print the OTR on OTR security paper with updates on the following:
   a. date of clearance should be indicated if the student has just recently submitted the clearance
   b. change the name of the University Registrar in case there is a change
   c. indicate the degree and date of graduation if the student has graduated
   d. indicate appropriate remarks as necessary, i.e. " FOR BOARD EXAMINATION PURPOSES ONLY"

If there is no electronic copy but with existing template, the OTR in-charge will prepare the OTR for reproduction and forward to the one in-charge for reproduction indicating the necessary number of copies of OTR.

If it is a first time request for OTR, the OTR in-charge will encode the grades manually for students with student no. prior to 2007 based on student's Form 5s. Encoding of OTR is based on electronic templates. The OTR in-charge should encode manually the entrance data of the student, degree and date of graduation (if graduated) on OTR templates (necessary details can be found in the student's jacket). If the student did not graduate, a remark "NO ENTRY FOLLOWS" should be indicated in the last portion of the course number. If graduated, the degree and date of graduation should also be indicated in the last portion of the descriptive title of the course.

For students with student no. starting at 2007, encoding of OTR is based on CRSIS. The OTR in-charge should log in to CRSIS, click the student record management and search for the student name or student number. Once the student name is indicated, the OTR in-charge should click the student grade summary. The student grades should be copied and pasted to an excel file and edited for word document. The OTR in-charge should encode manually the entrance data of the student, degree and date of graduation which can be found in the student's jacket (if graduated), on the OTR template. If the student did not graduate, a remark "NO ENTRY FOLLOWS" should be indicated in the last portion of the course number. If graduated, the degree and date of graduation should also be indicated in the last portion of the descriptive title of the course.

6. For first time application for OTR, the OTR in-charge should print the OTR template first indicating his/her name and date of preparation. The template should be turned over to the record's officer for checking. After ascertaining the correctness of the data encoded based on student's records, the checker should indicate his/her signature in the checked portion and return the template and student's record to the OTR in-charge. If no correction is necessary, the OTR in-charge could print the data on OTR security paper. If there is a correction, the OTR in-charge should make the necessary correction and return the template to the checker until no correction is necessary then the OTR in-charge could print the data on OTR security paper. The

OTR template should be placed inside the student's folder with the student's name and student's number indicated in the folder. The OTR in-charge should countersign the OTR.
7. The printed OTR should be forwarded to the University Registrar for signature.
8. Once the OTR is signed by the University Registrar, the person-in-charge should place it inside the student's folder for issuance. For OTR to be mailed/pouched, the OTR in-charge prepares the envelope and forwards it to staff in-charge for pouch or place it in the mailing box.

Issuance of Certifications
(Graduation, Honorable Dismissal, Certification, Authentication and Verification (CAV), Medium of Instruction, General Weighted Average (GWA/Grade Point Average (GPA), Law Aptitude Examination (LAE) and etc.)

1. Upon inquiry of clients of certifications, the person-in-charge should look for the student's records. The service provider should check the student's clearance (paperless clearance for students with student no. starting at 2007, and College and University clearances for students with student no. prior to 2007). If the student has no clearance, the person-in-charge should advise the student to go to the records section for clearance. If the student has a clearance, the person-in-charge should issue the Academic Documents Request Form.

2. Upon receipt of Academic Documents Request Form, the person-in-charge should issue the Billing Slip to the clients based on what the requestor indicated in the Academic Documents Request Form received. If the client is a representative, the person-in-charge should ask for a signed authorization letter from the student/requestor and a valid ID of the representative.

3. Upon receipt of the official receipt (OR) of payment, the person-in-charge should check and ensure that the OR details are reflected in the request form. After ensuring that the OR details are reflected, the person-in-charge should return the OR to the client.

4. Based on the request, the person-in-charge should get the student's records either from the student's folder or the student's jacket. The person-in-charge prepares the following certifications requested:

    a. Certificate of Graduation, Honorable Dismissal (HD), Medium of Instruction and Certification, Authentication and Verification (CAV) containing the following information:
        - Full Name
        - Degree Program
        - Date Graduated
    b. Certificate of General Weighted Average (GWA)/Grade Point Average (GPA) containing the following information:

- Full Name
- Degree Program
- Date Graduated

b.1. The person-in-charge should compute the GWA (final grade multiplied by credits taken and then the product divided by the total number of credits earned)

b.2. The person-in-charge should compute the GPA (convert the final grade to its equivalent grade point system then multiply to credits earned. The product is divided by the total number of credits taken)

c. Certificate for Course Description containing the following information:
   - Full Name
   - Course number
   - Course title and description

5. The printed certifications should be forwarded to the University Registrar for signature.
6. The University Registrar signs the certification and returns to the staff-in-charge for issuance.
7. The staff files the document in the issuance folder until the client claims it.
8. For Certifications to be mailed/pouched, the person-in-charge prepares the envelope and forwards it to another staff who is in-charge of pouch preparation or place in the mailing box.

Assessment/Re-Assessment of Fees

1. Upon inquiry of students for re-assessment of refund of tuition fees, the person-in-charge should advise him/her to submit the following documents. The person-in-charge should check the documents received for their validity and completeness:

   a. Form 5 (*2 photocopies*)
      - Full Name
      - Degree
      - Semester
      - Tuition, Miscellaneous and other Fees

   b. Official Receipt (*Original and 1 photocopy*)
      - Full Name
      - Date Issued
      - Amount
      - Nature of Collection

   c. ST Certificate (*Original and 1 photocopy*)
      - Full Name
      - ST Result

2. Refund of school fees of students should be computed based on ST certificate result.
3. The person-in-charge prepares and issues Assessment Slip (AS) to student. Requestor will be asked to photocopy the AS.

4. The person-in-charge gives the application for refund form to student. The student fills out the form and submits complete documents (refer to items 1a-cand 3).
5. Upon gathering ten (10) or more complete applications for refund, the person-in-charge prepares the payroll summary and Obligation Request with supporting documents.
6. The University Registrar signs the payroll summary and Obligation Request.
7. The person-in-charge forwards the documents to Accounting Office for processing of refund of school fees.

CHAPTER IV. OFFICE OF STUDENT AFFAIRS

MISSION

The Office of Student Affairs is committed to serve the needs of students through proactive and responsive program and services in the area of counseling and guidance, financial assistance, dormitory, and meaningful participation in organizations and activities.

CORE VALUES

- Excellence
- Service
- Integrity
- Nurturance
- Nationalism

FUNCTIONS

The Office of Student Affairs is tasked with the promotion of student welfare through:

- systematic planning and management of guidance services,
- supervision and regulation of student organizations and activities,
- supervision and management of residential services
- implementation and monitoring of the scholarships and Financial Assistance Program which include the Socialized Tuition (ST), Private Scholarships, Student Assistantships and SHARE programs of the University, and
- management and conduct of the student disciplinary tribunal.

PROGRAMS AND SERVICES

OSA has four units which are respectively responsible in carrying out their own programs. These units are:

- Guidance and Counseling Unit
- Student Organization and Activities
- Socialized Tuition
- Housing /Residential Services

A. THE GUIDANCE AND COUNSELING SERVICES (GCSU) UNIT

The GCSU facilitates human growth and development of students particularly in their personal, emotional, social, psychological and career.

Objectives:

1. To supervise the implementation of the counseling, psychological testing, career, human development, and extension programs to serve the different campuses of the University, including UP Tacloban College.

2. To gather relevant information about every student to help them better and maximize their potentials for growth in the University.

3. To actively participate in the public service and volunteer programs of the University, particularly in the areas of psychological testing, interpersonal skills training, and career and values development.

4. To conduct orientation programs, briefings, symposia and other information dissemination activities to facilitate student adjustment.

5. To conduct research based on the data gathered from the different services.

1. Counseling Services

These services assist students in their personal, emotional, career and academic concerns and help them cope with problems in the University. The counseling services are conducted on an individual or group basis.

2. Psychological Testing Service

As a necessary tool for counseling, a series of psychological tests are administered to all students to assess their aptitudes, abilities, interests, personalities, problems, and needs. These tests are interpreted to them upon their request and are kept in their confidential cumulative record folders.

3. Career Development Program

This consists of a series of activities to help students plan their careers and make the most suitable career choices. It is a developmental process which starts at the high school level and extends beyond graduation. It includes the graduate placement services where data about graduating students are gathered and processed to match available jobs in the local, national and global scenarios.

The Career Development Programs include:

- Career Talks for Graduating Students
- Options after Graduation
- The Fourth Rung
- Career Gear
- A View of Careers
- Career Tour
- The Job Fair

4. Human Development Program

The program consists of all group guidance and group dynamics activities to facilitate human growth of students. This is carried out through the following activities:

a. Personal Effectiveness Program (PEP)

The program consists of group dynamics activities and lecture workshops to help students adjust to the University and develop coping skills in their personal, social, academic and psychological development. This program includes the following topics:

- Developing Self-concept and Self-confidence
- Developing Interpersonal Relations Skills
- Values Clarification
- Support System
- How to Study Effectively
- Stress Management
- Time Management and Budgeting
- Social Awareness and Responsibility
- Career Decision Making

b. Orientation Program

A four-day orientation program is designed to help incoming freshmen adjust to the University in their transition to college. Another, orientation program is also conducted for the parents of incoming freshmen before the enrolment schedule.

Through this program parents are being challenged to be active partners of the University on the journey of their children.

c. Peer Facilitators' Training

This activity is implemented to train students to help each other cope with their problems. This is instituted to develop skills in facilitating and in conducting group activities for interpersonal growth and peer interaction.

Through this program parents are being challenged to be active partner of the University on the journey of their children.

d. Homeroom Guidance Program

This program is conducted for the High School student at UPV to facilitate their personal interaction and growth.

5. Research and Public Service

Guidance Service Specialists conduct research and data gathering activities based on results of tests available in the office. They are actively involved in public service activities of the University as lecturers and resource persons. They are also available to impart their technical knowledge and expertise to agencies and companies in the region, particularly in the areas of guidance and counseling, psychological testing, leadership trainings and interpersonal skills development.

B. STUDENT ORGANIZATION AND ACTIVITIES (SOA) UNIT

This program is responsible for providing opportunities for development outside the classroom through the different student organizations and activities on campus. These activities serve as venues for development of personal talents and abilities as well as leadership skills and responsibilities. The following services are being undertaken by the SOA:

1. Leadership Development

SOA provides leadership trainings to recognized student organizations and also equips members of UPV DUCES, the volunteer student arm of the Office of Student Affairs. Different resource persons and facilitators train the students who are also student leaders in the University. In return the UPV DUCES, conducts series of leadership trainings to the different officers of the House Councils of the different residential units of the university.

2. Monitoring

The SOA screens and monitors the different activities conducted by the students and the various student organizations recognized under OSA. The presence of Faculty advisers and/or representatives is being required in every activity of the students especially if the activity is beyond seven o'clock in the evening and if it is held off-campus.

3. Welfare and Nurturance

The SOA Office believes that the programs and activities of students promote welfare and growth. Students are given the proper orientation to ensure their security and welfare by observing University rules and guidelines for student conduct.

C. SCHOLARSHIP AND FINANCIAL ASSISTANCE UNIT (SFAU)

The Scholarship and Financial Assistance Unit leads in the implementation of the following programs:

1. Socialized Tuition (ST)

All UP students receive financial support from the national government through a socialized system since the full tuition is much lower than the cost of education in the university. The Socialized Tuition (ST) was designed to provide rates that are based on the assessment of the paying capacity of the household to which a student belongs. This assessment looks at the income as well as the socio-economic characteristics of the household.

2. STUDENT ASSISTANT AND GRADUATE ASSISTANT (SAGA) Program

The Student Assistant and Graduate Assistant (SAGA) Program provides undergraduate and postgraduate students the opportunity to work and earn on-campus while pursuing their studies in the University. Aside from the compensation, students

under the SAGA Program are able to gain work experience that could help prepare them for employment, entrepreneurship, and community service after they leave the university.

The Student Assistant and Graduate Assistant (SAGA) Program gives undergraduate students the opportunity to earn sixty pesos (P60.00) per hour for undergraduate and one hundred pesos (P100.00) per hour for graduate students by working for UP. This enables students to augment their allowance as well as enhance interpersonal skills through interaction with the students and professionals. ST grantees especially those who belong to lower income bracket are given priority.

3. SCHOLARSHIPS

Students may apply for private or government scholarships which are announced regularly. Screening and selection is conducted by the UPV Committee on Student Scholarship and Financial Assistance Committee by the Scholarship and Financial Assistance Unit of OSA. Benefits of scholars vary depending on the nature of the scholarship or which may be in the form of free school fees, monthly stipend, book, and transportation allowance. Scholars are chosen based on merit (academic performance) and/or socio-economic status (financial needs).

4. SCHOOL HEALTH AND RELATED EMERGENCIES (SHARE) Program

The SHARE program is an umbrella project of the OSA that aims to provide loan and other emergency assistance to needy students. It is made available to qualified students who can meet the minimum requirements. Specifically, assistance is in the form of student soft loan for medical and school fees, purchase of books and other academic-related materials, and food.

Types of student loan under the SHARE Program:

1. Medical

The student upon the recommendation of the University Physician may avail of loans intended to pay the medical expenses. The loan is limited to P1, 000.00 only. In exceptional cases, however, the loan can be increased, but, not to exceed P3, 000.00, depending on the need.

2. School-related

Loans intended to pay off school-related expenses may be availed up to P 500.00.

The SHARE Management Committee may institute policies and guidelines governing the SHARE Program recommend other types of loans and act on the loan application

D. HOUSING/RESIDENTIAL SERVICES UNIT

In the Miagao campus, there are five residence halls, namely: *Balay Apitong* (Graduate Hall), *Balay Madya-as, Balay Gumamela*, *Balay Lampirong* (Freshmen Hall I), and *Balay Kanlaon* (Freshmen Hall II), and *Balay Ilonggo*,in the Iloilo City Campus.

In the Miagao campus, freshmen who qualifies in the admission procedures are housed together in two dormitories while upper-class students stay in two other dormitories. These dormitory residents pay a lodging fee. *Balay Apitong* (Graduate Hall) accommodates graduate students, undergraduate thesis students and guests. Transients, who may be accommodated based on availability of rooms, are charged a transient lodging fee.

Dormitory Activities/ Organizations:

1. House Council and Interdorm Council

The House Council officers are selected from among the residents to serve as the bridge between the residents and the management. They also assist the dormitory manager in planning enrichment activities and in formulating and implementing dormitory rules and regulations.

2. Peer Facilitators

Peer Facilitators are students who were trained by the Guidance Specialists to guide the dormers in coping with the pressures in the university. Group dynamics, sports, cultural activities, as well as indoor games are held in coordination with the guidance specialists and student groups in order to facilitate socialization and prevent boredom. These activities also provide the ambiance of "home away from home" and make the dormitories an essential venue for student education and development outside of the classroom.

3. Reflection Facilities

Every dormitory provides avenue to allow the residents time for self -reflection and a moment of silence to meditate. A separate room is made available for individual or group meditation and counseling sessions.

4. Disaster Preparedness

In collaboration with the UPV DRRMT, Disaster Brigade Training, Lectures and Drills are conducted in every dormitory every semester in order to make student residents aware and be prepared in case of natural disasters.

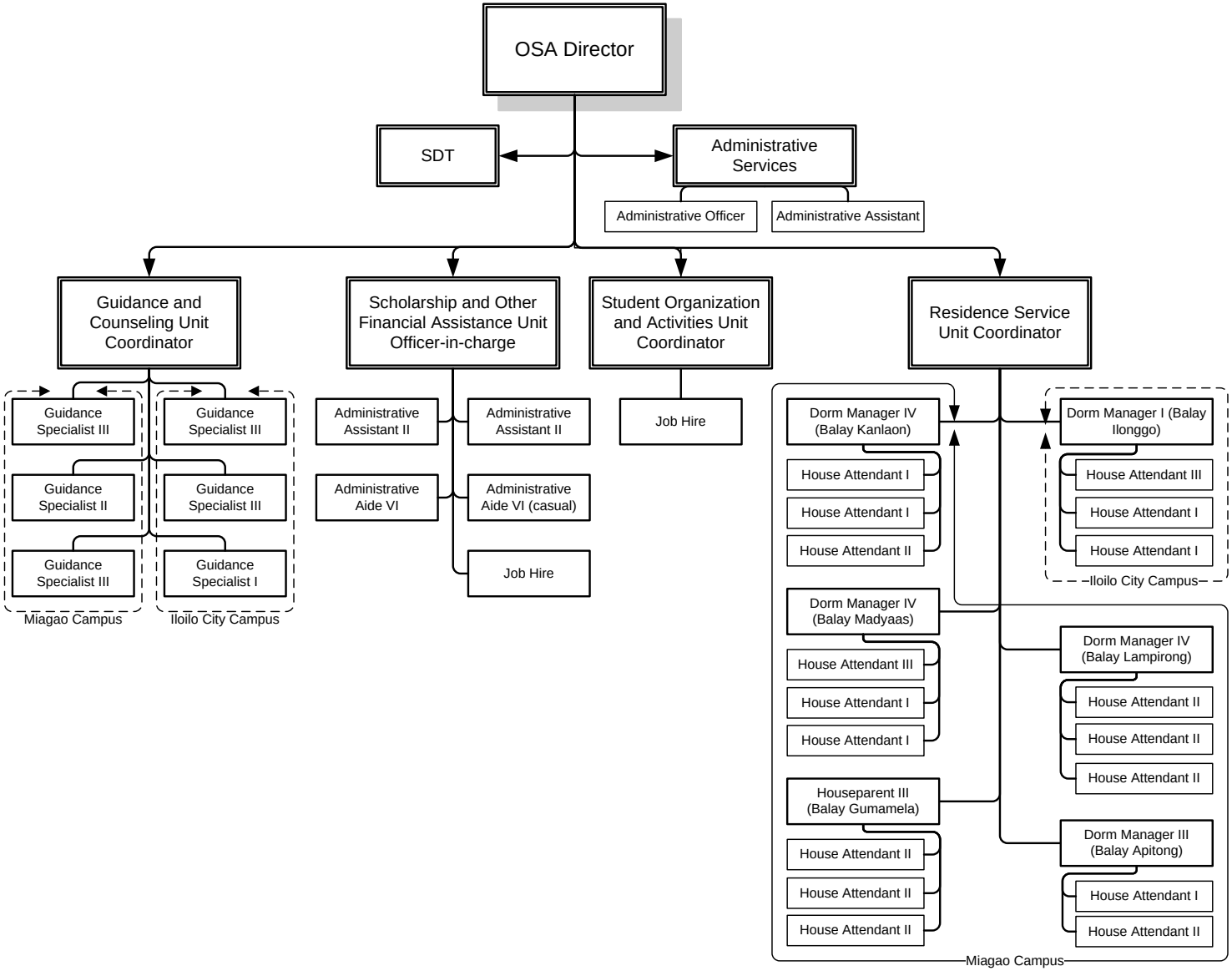


Figure 22. OSA Organizational Structure

Duties and Responsibilities

Administrative Services

- Drafts official and semi-official communications including endorsements for approval/or for correction of the Head of Office
- Records incoming and outgoing communications for appropriate actions
- Encodes official and semiofficial communications for approval or for corrections of the Head of OSA and the GSS Coordinator
- Supervises the progress of work of the clerk and the student assistants
- Processes all basic papers for renewal or for original appointment of OSA casual personnel including job hires
- Monitors the budget of the office and attends to all cash expenses of the office
- Recommends job requests for repairs
- Recommends RIS/PR for supplies and materials procured by the Units under OSA
- Prepares the Annual Procurement Plan of the office
- Requests supplies of the Office
- Prepares vouchers for travels of the Head of Office, Guidance Specialists and cash advances of various activities facilitated by the Office and liquidated/closed said vouchers
- Facilitates/assists in the preparation of the financial requests and liquidations of expenses of requesting USC Officers and student organizations
- Collates data of the Office
- Acts as Secretary of the APC
- Reviews performance targets and ratings of the administrative OSA personnel
- Facilitates SDT matters such as appointments of the SDT members, parent and student jurors
- Signs student clearances, posters and other announcements
- Prepares various OSA forms for risographing or for reproduction
- Routes/sends official/semi communications to various offices and student organizations
- Facilitates requests on venue, materials in various OSA activities
- Follows up pending requests of the Office and the Units under the OSA
- Performs other tasks assigned by the Head of Unit and other OSA personnel

One (1) Guidance Services Specialist V (SG 24) (GSS Coordinator)

1. Coordinates the Guidance and Counseling Services Unit of the University including UPV Miagao, Iloilo, and UP Tacloban Campuses
2. Supervises the implementation of the guidance counseling Activities of UPV Iloilo and Miagao Campuses
3. Develops plans and programs of the Guidance and Counseling Services Unit in consultation with Guidance Services Specialists

4. Revises and updates programs of the Guidance and Counseling Services Unit
5. Conducts annual Guidance and Counseling Services Unit Planning workshop for UPV Iloilo, Miagao, and UP Tacloban
6. Makes annual reports on the Guidance and Counseling Services Unit
7. Evaluates the Guidance and Counseling Services and made evaluation studies on the programs conducted
8. Evaluates performances of Guidance Services Specialists
9. Prepares Performance Targets in consultation with Guidance Specialists
10. Makes programs and prepares for Freshman Orientation activities of the University
11. Conducts Freshman Orientation in cooperation with Guidance Specialists
12. Conducts individual and group counseling sessions to students in UPV Iloilo and Miagao Campuses
13. Interprets psychological tests to individual and groups of students
14. Prepares and conduct Personal Effectiveness Program in Miagao Campus
15. Prepares and conducts Human Development Programs (SensitivityTraining, Life Skills Training, Psycho-Social Program, Post TraumaticStress Debriefing, PFTP Leadership Training, etc.)
16. Coordinates and conducts Career Development Program of the University
17. Conducts case conferences as the need arises
18. Conducts monthly meeting with Guidance Services Specialists
19. Participates in the policy making of the office concerning Student welfare

Four(4) Guidance Service Specialists III (SG 20)
One Guidance Service Specialist II

1. Conducts individual and group counseling to college students of the College of Management/CFOS/CAS
2. Processes, administers, and records psychological tests of College students of College of Management /CFOS/CAS
3. Prepares individual inventory of students
4. Makes individual and group profiles of test results
5. Makes preparations for and conducts Freshman Orientation Program
6. Makes preparations for Personal Effectiveness Program
7. Conducts Personal Effectiveness Program for freshmen students of College of Management/CFOS/CAS
8. Makes preparations for the Leadership Training Program for college students of College of Management /CFOS/CAS
9. Conducts Leadership Training Programs for college students of College of Management//CFOS/CAS
10. Makes preparations for the Peer Facilitators Training for college students of College of Management/CFOS/CAS
11. Conducts Peer Facilitators Training for college students of College of Management/CFOS/CAS
12. Makes preparations for the Psycho-Social Training for fraternities and sororities

13. Conducts Psycho-Social Training for fraternities and sororities
14. Makes preparations for meetings with parents
15. Conducts meetings with parents
16. Makes preparations for and conducts Career Development Program and Graduate Placement Program
17. Conducts Extension Services for the University and the community

One (1) Job Order SOA Assistant

1. Takes charge of student organizations and activities of the University
2. Conducts individual and group counseling to student organizations members, fraternities and sororities
3. Administers, processes and interprets psychological tests to CAS students
4. Conducts human development programs and personal effectiveness program of the College of Arts and Sciences, SOTECH and CF students
5. Takes charge of the Outstanding Student Award and Outstanding Student Organization.
6. Takes charge of Committee awards in the Selection of nominees for Student awards within and outside of the University.

One (1) Scholarship Affairs Officer (SG 16)

1. Supervises the progress of work of ST personnel
2. Attends to special cases of students regarding ST, scholarships and other financial related matters
3. Answers queries on ST, scholarships and other financial assistance related matters
4. Coordinates with and reports to scholarship donors regarding status of scholars, status of funds and related matters
5. Interviews applicants for scholarships
6. Coordinates with OSA Tacloban campus on implementation of ST and scholarship related matters
7. Checks and evaluates reports done by subordinates
8. Prepares documents needed for the conduct of UPV-SSFAC meetings
9. Drafts and encodes communications for approval and/or correction of the Head of Office
10. Issues certification for re-assessment, refund and claims for subsidies of students in UPV Iloilo City
11. Follows up on requests with concerned offices
12. Performs other jobs assigned by the Head of Office

Two (2) Administrative Assistants (SG 8)

1. Prepares data/reports on private scholarship
2. Screens documents submitted by private scholarship applicants
3. Computes grades of private scholarship applicants submitted for evaluation
4. Maintains central file of scholarships
5. Prepares ORs, payrolls and pay slips of scholars
6. Answers queries of students and scholars regarding private scholarships and related matters
7. Drafts and encodes communications related to private scholarship

8. Checks the bundy cards of ST staffs.
9. Prepares and submits monthly report of under times, tardiness and unauthorized absences of ST personnel to HRDO.
10. Interviews ST grantees and appeallants
11. Prepares reports of all interviewed ST grantees and appeallants
12. Answers queries of students on the following: ST program, student assistantships and other related matters
13. Encodes the new bracket assignments of appealants and grantees in the CRS and in the ST masterlist
14. Monitors and prepares data/reports on UPV-ST grantees (including UPVTC) and submits to UP system and other offices of the university.
15. Counterchecks and counts the number of hours rendered by student assistants upon submission of DTR
16. Prepares payrolls, OR's and pay slips for SA salaries per month (Miagao based)
17. Screens application, evaluates and interviews Miagao based Student Assistantships applicants
18. Prepares evaluation forms, SA requests and letter/s re: Student assistantship program and sends to different offices.
19. Takes and prepares minutes of UPV-SSFAC meeting/s.
20. Prepares and liquidates travels of UPV officers to UCSFA and other scholarships' meetings upon receipt of notice or upon instruction by the head of office.
21. Prepares pictures in a Power point presentation for the UPV-SSFAC meeting/s.
22. Interviews ST grantees and appealants
23. Prepares reports of all interviewed grantees and appealants
24. Monitors, requests, follow -up office supplies and equipment for ST use every quarter

Two (2) Administrative Aides (SG 6)

1. Takes charge of UPV Miagao/Iloilo ST online account (updates basic information, downloads and prints results and shortlists, resets student's account/application, cancels application/appeals)
2. Interviews ST appealants/grantees
3. Prepares reports on interviewed ST grantees
4. Reviews reports of interviewed ST appeallants/grantees for discount calculator
5. Prepares OR, payrolls and pay slips of qualified category FDS ST grantees
6. Receives applications, processes, releases and collects payments of SHARE loan in UPV Miagao Campus
7. Issues certifications for re-assessment, refund of fees and claim for subsidies
8. Prepares data/reports on ST and SHARE loan program
9. Interviews ST grantees and appeallants in UPV Iloilo City
10. Prepares reports of all interviewed ST grantees and appeallants in UPV Iloilo City
11. Answers queries regarding ST program, student assistantships and other related matters
12. Counterchecks and counts the number of hours rendered by all Iloilo City based student assistants upon submission of DTR

13. Performs tasks as prescribed by the Supervisor and/or Head of Unit
14. Screens and evaluates documents submitted by scholarship applicants in the Iloilo City campus
15. Screens and evaluates applications of Student Assistants in the Iloilo City campus upon submission of necessary documents
16. Receives applications, processes and releases SHARE loan and collects outstanding balances from students in UPV Iloilo City
17. Announces information to UPV Iloilo City students regarding availability of grants/stipends, refunds and SA salaries
18. Issues certification for re-assessment, refund and claim for subsidies of students in UPV Iloilo City
19. Receives/ records all incoming and outgoing communications on Socialized Tuition (ST) and all other financial assistance related matters in UPV OSA Iloilo City
20. Prepares obligation requests and other supporting documents for the payment of telephone bills of OSA Iloilo City

One (1) Job Order

1. Interviews Socialized Tuition (ST) grantees and appeallants in UPV Miagao campus
2. Prepares reports of interviewed ST grantees and appeallants in UPV Miagao campus
3. Updates and prepares summary of result of ST appeals every after UPV-SSFAC deliberation
4. Prepares obligation requests and other supporting documents of STO petty cash liquidations
5. Manages and answers queries of students on the Facebook page of UPV OSA and ST Office regarding ST program and other related matters
6. Answers queries of students regarding ST program, student assistantships and other related matters in person or via phone calls
7. Creates announcements regarding scholarship opening and ST advisories for posting on UPV website and CRSIS, InfoBoard and STO Facebook page
8. Delivers official communications to other units/ offices
9. Performs tasks as prescribed by the Supervisor and/or Head of Unit

Dorm Managers (IV, III, II, I)

1. Screens applicants, accepts, registers, and orients accepted dormers
2. Plans/implements developmental activities for the student dormers
3. Supports, collaborates, coordinates and attends to activities by the House Council
4. Directs, supervises and controls all work force
5. Implements administrative programs of the University
6. Plans, recommends, and acts on needed repairs or replacement of equipment as well as physical improvements.
7. Oversees that all rentals and other fees are properly collected, accurately recorded and completely assessed

8. Establishes a strong working relationship and open communication line with all dormitory personnel through discussion of problems/issues
9. Prepares reports and communications
10. Performs clerical work; devices a functional system of filing documents
11. Performs other duties as may be assigned by the OSA Director

Houseparent I, Household Attendants (III, II, I and Casual), Job Hire

1. Performs all cleaning/ housekeeping tasks
2. Attends to the lodging needs of all residents as well as to all individual and group transients
3. Institutes all minor emergency repairs and/or replacements*
4. Launders and irons dormitory linens **
5. Checks and secures all lights and doors at scheduled hours
6. Conducts accurately routine room checks and head counts of all residents every night duty
7. Receives promptly all latecomers with late permits
8. Spot checks room, residents, all emergency exits, facilities and equipment
9. Enforces consistently all dormitory rules, regulations, prohibitions, and likewise reports promptly all violations thereof
10. Checks and reports all damaged and defective facilities for repair and/or replacement
11. Oversees the counter during duty hours
12. Attends to all assigned routine administrative, clerical and
13. messengerial tasks during duty hours

** For male household attendant*

*** For female household attendant*

OPERATIONAL CONTROL AND SUPERVISION

Authority of the OSA Director to act

1. Approving Authority

- Approval to hold university-wide activities
- Approval of SHARE loans
- Approval of student loans
- Certificate of Good Moral Character
- Approval of ST Appeal Cases for maximum of 1 step
- Approval of application for recognition of student organizations
- Approval of outstanding student organization

2. Recommending Authority

- Requests of students and various concerns such as:
  - alternative class
  - suspension of class
  - travels to attend (conferences, conventions, workshops, competitions, etc.)
- Appointment of Student Disciplinary Tribunal members
- Appointment of Food Board members

Control of Documents

A. Guidance and Counseling Services Unit

- Psychological Tests Results
- Student Background Information Sheets
- Shifting Forms

B. Student Organizations and Activities

- Accomplishment Report
- Advisorship
- Application Letter (College-Based)
- Application Letter (University-Wide)
- Co-advisorship
- Directory of Members
- Directory of Officers
- Financial Report
- List of Members
- Plan of Activities

C. Socialized Tuition Office

- Application Form for Scholarship Grant
- SA application Form
- Scholarship and Financial Assistance
- SHARE Loan Application Form
- ST Certification for Refund Release of Stipend

D. Residence Halls Services Unit

- Dorm Permit Application
- Parent's Instruction Sheet
- Appliance Declaration Form
- Charged Slip
- Application for Admission (Freshmen and Upperclassmen)
- Residence Hall Contract
- Gentle Reminders
- Certification of Guardian
- Student Directory
- Memorandum

SERVICE STANDARDS AND FLOWCHARTS

SERVICE: **COUNSELING SERVICES**

Schedule: Monday – Friday, 8:00 AM – 4:30 PM (No noon break)
Clients/Customers: UPV Students, Parents, Faculty, Staff and Alumni
Requirements: Individual Inventory Records
Processing Time: 5 hours and 15 minutes
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Sets appointment for counseling	Attends to client and sets schedule for counseling	5 minutes	NA	Guidance Services Specialist (GSS) or OSA staff	Appointment Schedule Form
2	Comes for initial interview	Conducts initial interview to assess problems and needs Establishes rapport with client	1 hour	NA	Guidance Services Specialist	Counseling Form, Cumulative Record
3		Gathers information about client and coordinates with faculty, parents, peers and significant others	1 hour	NA	Guidance Services Specialist	Counseling Form, Cumulative Record
4		Studies test results and background information about the client, analyzes test results and correlates with other information gathered	1 hour	NA	Guidance Services Specialist	Counseling Form, Cumulative Record Test Results

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
5	Comes for counseling	Conducts counseling Interprets test Presents options Presents counseling goals Sets follow up session	1 hour	NA	Guidance Services Specialist	Counseling Form, Cumulative Record
6	Comes for follow up session	Helps client implement counseling goals	1 hour	NA	Guidance Services Specialist	Counseling Form
7	Participates in the evaluation of counseling	Evaluates outcomes of counseling	10 minutes	NA	Guidance Services Specialist	Evaluation sheets
8	If counseling goals is not achieved, comes for a follow-up counseling	If counseling goals is not achieved, repeat the process starting from Step 5 If counseling goals is achieved, terminate counseling	NA	NA	NA	NA
END OF TRANSACTION						

SERVICE: **ADMINISTRATION OF PSYCHOLOGICAL TESTING**

Schedule: *Beginning Freshmen:* Before Registration Period of the 1st Semester
Upperclassmen: Anytime within the school year (upon request)
Clients/Customers: Students, Staff, Applicants, and Outside Agencies
Requirements: *Freshmen*: Pencil (Mongol #2) with eraser; 2x2 ID picture, Secondary Grade Form, Form 137) Transcript of Records
Processing Time: 8hours and 55 minutes
Procedure:

Step	Customer/ Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Requests appointment for psychological testing	Schedules appointment for psychological testing	5 minutes	NA	Guidance Services Specialist	Appointment Schedule Form
2		Prepares test materials and venue for testing	30 minutes	NA	Guidance Services Specialist OSA staff	Test materials Psychological tests Answer sheets
3	Takes psychological tests	Administers psychological tests	3 hours	NA	Guidance Service Specialist	Cumulative Record Test summary form
4		Processes psychological tests (scoring, norming, profiling)	2 hours per test	NA	OSA staff under the supervision of the Guidance Service Specialist	Cumulative Record Test summary form Psychological Test Answer sheets
5		Records psychological tests in individual cumulative record	10 minutes	NA	Guidance Service Specialist	Cumulative Records Test Summary Form

Step	Customer/ Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
6	Sets appointment for test interpretation	Schedules appointment for interpretation	5 minutes	NA	Guidance Service Specialist OSA staff	Appointment Schedule Form
7		Studies test results. Correlates with background information Analyzes test results	1 hour per test	NA	Guidance Service Specialist	Psychological Test Results Background Info Sheets Cumulative records
8	Comes for interpretation of test results	Interprets test results to client or student	1 hour per test	NA	Guidance Service Specialist	Psychological Test Results Background Info Sheets Cumulative records
9	Requests for written interpretation or recommendation	Makes written interpretation or recommendation	1 hour per test	NA	Guidance Service Specialist	Cumulative records Test results Certificate for transfer/Shifting form
10	Claims/Receives written interpretation or recommendation	Releases written interpretation or recommendation to client.	5 minutes	NA	OSA staff	Written Interpretation
END OF TRANSACTION						

SERVICE: **ADMINISTRATION OF PSYCHOLOGICAL TESTING - EXTENSION**
(For requesting Outside Agencies/ Companies and UPV Clients)

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: UPV and Outside Agencies
Requirements: Written Request for Testing
Processing Time: 7 hours and 5 minutes
Procedure:

Step	Customer/ Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Writes request for testing extension service to OSA Director through the HRDO	Attends to clients and refers the request to Guidance Coordinator	10 minutes	NA	OSA Director or staff	NA
2	Discusses needs for testing service	Interviews client to assess need for testing and fees	30 minutes	NA	Coordinator	Interview Form
3		Assigns and coordinates testing service with GSS	30 minutes	NA	Coordinator	NA
4	Confirms schedule for testing service extension	Sets schedule for testing and informs the client	15 minutes	NA	Guidance Services Specialist	Appointment schedule form
5		Prepares psychological tests materials	30 minutes	NA	Guidance Services Specialist	Test materials Psychological test answer sheets
6	Takes psychological tests	Administers psychological tests	2 hours per test	NA	Guidance Services Specialist	Psychological test answer sheets
7		Processes psychological tests (scores, records, norms)	1 hour	NA	Guidance Services Specialist	Summary test report Test profile

Step	Customer/ Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
8		Studies, analyzes and interprets test results	1 hour	NA	Guidance Services Specialist	Test results
9	Pays testing fee at the Cash Office	Prepares and encodes test report	1 hour	P350/test for outside agencies or P100/test for UPV clients	Guidance Services Specialist	NA
10	Claims/Receives test results	Releases test report	10 minutes	NA	Guidance Services Specialist	Test Report
END OF TRANSACTION						

SERVICE: **GROUP GUIDANCE/TRAININGS/WORKSHOPS**

Schedule: Monday – Friday, 8:30 AM – 5:00 PM (No noon break)
Clients/Customers: UPV Students
Requirements: Group Dynamics Modules/Programs, materials, lecturettes
Processing Time: 12 working days and 30 minutes
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Writes request to the OSA Director	Attends to client and refers request to the Coordinator	10 minutes	NA	OSA Director or Staff	Referral Slip
2	Comes for interview to discuss needs and purposes. Confirms schedule for training	Interviews client to assess needs/purposes and sets schedule for training	20 minutes	NA	Coordinator	Interview Forms
3		Coordinates with GSS and makes program; Assigns speakers, facilitators and support personnel Discuss program with the GSS	2 days	NA	Coordinator Guidance Service Specialist	NA
4		Prepares activities, materials, lecturette and venue for training	2 days	NA	Guidance Service Specialist	Group dynamics materials, handouts, etc.
5		Prepares evaluation instrument	2 days	NA	Coordinator Guidance Service Specialist	Evaluation instrument
6	Attends training and	Conducts training and	2 days	NA	Coordinator	Evaluation sheets

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
	participates in the evaluation	evaluation			Guidance Service Specialist Speakers Support staff	
7		Analyses and processes evaluation	2 days	NA	Coordinator	Evaluation sheets
8	Pays corresponding fee (for extension training only)	Makes written report and encodes evaluation results	2 days	P1,000/hr per speaker P500/hr per facilitator	Coordinator Guidance Service Specialist	Evaluation report
END OF TRANSACTION						

SERVICE: **APPEAL FOR READMISSION OF ACADEMIC DELINQUENT STUDENTS IN THE COLLEGE LEVEL**

Schedule: Monday – Friday, 8:30 AM – 4:30 PM (No noon break)
Clients/Customers: UPV Students on Delinquent Status
Requirements: Letter of Appeal for Readmission, Copy of Grades
Processing Time: 7 hours and 20 minutes
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Writes a letter of appeal for readmission to the College Dean	Receives a copy of the letter for appropriate action.	5 minutes	NA	College Dean/ College Secretary	Copy of Grades Letter of Appeal
2		Constitutes the readmission committee to study the case (composed of faculty, guidance, secretary)	10 minutes	NA	College Secretary, Faculty, Dean Guidance Service Specialist	Letter of appeal Copy of grades Committee Memo
3		Conducts meeting and readmission committee to deliberate on the case	2 hours	NA	Committee members	NA
4		Refers the student to the GSS for counselling	5 minutes	NA	Guidance Service Specialist	BIS Test results
5	Attends counselling session and provides copy of the letter of appeal and copy of grades	Conducts counselling and makes recommendations to the college	2 hours	NA	Guidance Service Specialist	Recommendation Report
6		Decides to readmit or deny the student based on deliberations and records of the case	1 hour	NA	Dean Readmission Committee	Letter of appeal Copy of grades Recommendation
		a. If appeal for readmission is	1 hour	NA	College Dean	NA

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
		approved by the committee, refers the student for a follow-up counseling to prepare for readmission b. If appeal for readmission is denied, refers the student to undergo exit counseling or to raise appeal for readmission in the University level)				
	a. If appeal for readmission is approved, comes for a follow-up counseling with the GSS b. If appeal is disapproved comes for exit counseling or makes a letter of appeal to the OVCAA or the Office of the Chancellor (appeal for readmission in the University level)	Conducts follow-up counseling	1 hour	NA	Guidance Service Specialist	NA
END OF TRANSACTION						

SERVICE: **APPEAL FOR READMISSION OF ACADEMIC DELINQUENT STUDENTS (UNIVERSITY LEVEL)**

Schedule: Monday – Friday, 8:30 AM – 4:30 PM (No noon break)
Clients/Customers: UPV Students on Delinquent Status
Requirements: Letter of Appeal for Readmission, Copy of Grades
Processing Time: 5 hours, 40 minutes
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Writes a letter of appeal to the Office of the Chancellor through proper channels	Receives the copy of the letter and refers to the OSA Director for recommendation.	10 minutes	NA	OC staff or OVCAA	Letter of Appeal Copy of Grades
2		Confers with GSS concerned for background information and analysis of the case	20 minutes	NA	OSA Director Guidance Service Specialist	Letter of appeal Copy of grades
3	Sets appointment for interview	Calls the client/student for interview and possible recommendations	1 hour	NA	OSA Director	Letter of appeal Copy of grades
4	Comes for interview with OSA Director	Interviews the applicant	1 hour	NA	OSA Director	Interview Form
5		Studies the case and makes recommendation based on information gathered and submits to OVCAA or Chancellor's Office	1 hour	NA	OSA Director	Recommendation report
6		Decides to readmit or deny the student based on the records and recommendation of the OSA Director	1 hour	NA	Chancellor	Letter or Appeal Copy of Grade Recommendation report
7		a. If approved, refers the student	10 minutes	NA	OSA Director	NA

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
		for a follow-up counseling to prepare for readmission b. If disapproved, Refers the student to undergo exit counselling				
8	a. If approved, the student comes for readmission and follow-up counseling with the GSS b. If disapproved, the student comes for exit counseling with GSS	Conducts follow-up counseling	1 hour	NA	Guidance Service Specialist	NA
END OF TRANSACTION						

SERVICE: **APPLICATION/RELEASE/APPEAL FOR SOCIALIZED TUITION SYSTEM (ST)**

Schedule: For Application: Set by e-UP team
For Release of Results: Set by e-UP team
For Appeals: Set by e-UP team
Clients/Customers: UPV Students
Requirements: Computers for On-line Application
Processing Time: 3 hours, 8 hours/meeting (case to case and subject to schedule set by e-UP)
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Secures password and PIN from the Office of the University Registrar (for New Students) and from the Data and Information System Program (DISP) Office (for Upperclassmen)	Answers queries	10 minutes	NA	OUR staff DISP staff STO staff	For New Students – Admission Slip For Upperclassmen- Photocopies of UP ID and Form 5
2	Logs in at Socialized Tuition System Website (http://sts.up.edu.ph) and fills out ST application form online	(for Special Cases) a) STO personnel updates student's basic information b) Coordinates and submits data to e-UP team	10 minutes/ case	NA	STO staff	On-line Form
3	Submits application online and waits for the results	Processes submitted ST applications and releases results via ST website	Subject to ST system posted schedules	NA	e-UP	Hard and soft copies of the results
4	Checks the result via online (ST or CRS account) or at the ST Office	Encodes ST bracket results in the student's CRS account	5 minutes	NA	STO staff	None
5	**(For those under Appeals**)	Prints shortlist and informs	5 minutes	NA	STO staff	ST shortlist

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
	Logs in at ST website; fills out and submits ST appeal questionnaire online	appellants for the schedule of interview				
6	Reports for interview either personal or via phone	Interviews appellants	10-20 minutes	NA	STO staff	Interview Form
		Requests for supporting documents (if needed) or conducts home visitations (if necessary)	Case to case	NA	STO staff	Checklist of requirements
7	Submits the required supporting documents	Receives documents and corrects/amends data	10-15 minutes	NA	STO staff	Supporting documents
8		Prepares/ summarizes results of home visitation and interviews	30 minutes - 1 hr per report	NA	STO staff	Pictures and reports
9	Waits for the results	Scholarship Committee deliberates appeals	1 day per meeting	NA	UPV SSFAC Committee (chaired by VCAA)	Pictures and reports
10	Checks the results online	Posts results of appeal via CRS or ST website	10 minutes	NA	STO staff	Hard and soft copies of the results
11	For FDS grantee, submits copy of Form 5	Receives Form 5 and prepares payroll, Obligation Request and payslips of FDS grantee and submits to Accounting Office for processing	1 hour	NA	STO staff	Copy of Form 5 Payroll Obligation Requests Payslips

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
12	Secures certification	Issues certification for reassessment/refund or claiming of stipend (FDS grantees)	10 minutes	NA	STO staff	ST certification
END OF TRANSACTION						

SERVICE: **APPLICATION FOR PRIVATE SCHOLARSHIP**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: UPV Students
Requirements: Application form and its supporting documents as stipulated.
Processing Time: 1 month, 39 minutes per transaction
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Secures application forms	Gives out application forms	1 minute	NA	STO Staff	Private Scholarship Application Form
2	Submits completed application form and sets appointments for interview	Receives and checks application forms	5 minutes	NA	STO Staff	Private Scholarship Application Form
3	Reports for interview	Interviews the applicant	15 minutes	NA	STO staff	Interview Form
4		Prepares shortlist of the applicants	10 minutes per applicant	NA	STO staff	Shortlist
5	Waits for the results	Ranks the applicants	1 hour	NA	STO staff	Rank list
6	Checks results of the scholarship	Posts results of the scholarship	5 minutes	NA	STO staff	Hard and soft copies of the results
7	If accepted, submits UP Form 5, Copy of Grades and Thank you letter	Receives additional documents	1 minute	NA	STO staff	UP Form 5, Copy of Grades Thank you Letter Bank Account Number

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
8		Prepares payroll, Obligation request and payslips for scholars' entitlement and submits to Accounting Office for processing	1 hour	NA	STO staff	Payroll Obligation Request Payslips
9	Secures certification to claim benefits	Calls the student and issues certification	2 minutes	NA	STO staff	Certification
END OF TRANSACTION						

SERVICE: **APPLICATION FOR STUDENT ASSISTANTSHIP (SA)**

Schedule: Issuance of application form: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
First day of classes of the semester
Deadline for submission of application: A day after the last day of late registration

Clients/Customers: UPV Students

Requirements: Application form and its supporting documents as stipulated.

Processing Time: 3 hours and 1 minute

Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Secures application forms	Gives out application forms	2 minutes	NA	STO Staff	SA Application Form
2	Submits duly accomplished application form and supporting documents	Receives and checks submitted form and documents	5 minutes	NA	STO Staff	SA Application form and supporting documents
3	Sets appointment for interview	Issues schedule for interview	2 minutes	NA	STO Staff	Schedule form
4	Reports for interview	Interviews the applicant	15 minutes per applicant	NA	STO Staff	None
5	Waits for results	Ranks SA applicants	1 hour	NA	STO staff	List of Ranking
6	Checks list of qualified Student assistants	Posts list of qualified applicants and announces schedule of orientation	2 minutes	NA	STO Staff	Printed copy of the result
7	If qualified, attends SA orientation	Conducts orientation and issues SA basic papers	90 minutes	NA	STO Staff	SA basic papers
8	Fills out and submits SA basic papers	Receives and checks basic papers	5 minutes	NA	STO Staff	SA basic papers
END OF TRANSACTION						

SERVICE: **SCHOOL HEALTH AND RELATED EMERGENCY (SHARE) Loan**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: UPV Students
Requirements: Interview and paid out SHARE previous loan
Processing Time: 16 minutes per transaction (assumption: all responsible signatories/officials are available)
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Secures application form	Issues application form	2 minutes	NA	STO staff	SHARE Loan Application Form
2	Submits duly accomplished loan application form and supporting documents	Receives duly accomplished application form and supporting documents	2 minutes	NA	STO staff	SHARE Loan Application Form Copy of Form 5 Copy of Co-debtor's ID
3	Waits for approval	Endorses application form to Scholarship Affairs Officer and OSA Director for signature and approval	5 minutes	NA	STO staff	SHARE Loan Application Form
4	Receives money	Releases loan	5 minutes	NA	STO staff	NA
5	Pays loan	Receives payment and issues receipt	2 minutes	NA	STO staff	Official receipt
END OF TRANSACTION						

SERVICE: **FILING OF APPLICATION FOR RECOGNITION AS A UNIVERSITY-WIDE STUDENT ORGANIZATION**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
A period of one month after the opening of classes
Clients/Customers: University-wide Student Organizations Applicants
Requirements: Application Forms and Supporting Documents as stipulated
Processing Time: 38 minutes per applicant student organization, whole working day
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Secures an application form/s for recognition	Gives application form Gives instructions and answers queries	2 minutes	None	Student Organizations and Activities (SOA) In-charge	Guidelines for Recognition
2	Fills out application form/s and secures the requirements for recognition and the signatures of Adviser and co-adviser					
3	Submits duly accomplished application form/s and other requirements to SOA office or drops in "SOA" inbox	Receives duly accomplished application form/s and requirements and logs in details of the received documents	2 minutes	None	SOA In-charge	Application form and required documents
4		Assesses the application form/s and requirements for recognition	25 minutes	None	SOA In-charge	None

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
5		Makes recognition certificate for the head, adviser/s, and co-adviser/s for signature of the OSA Director	3 minutes	None	SOA In-charge	Certificate of Recognition
6		Encodes to the database the details of the recognition	5 minutes	None	SOA In-charge	None
7	Claims certificate/s of recognition	Releases the certificates to the student/s or places in the "outbox"	1 minute	None	SOA In-charge	Certificate of Recognition
END OF TRANSACTION						

SERVICE: **FILING OF APPLICATION FOR RECOGNITION AS A COLLEGE-BASED STUDENT ORGANIZATION**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
A period of one month after the opening of classes
Clients/Customers: College-based Student Organizations Applicants
Requirements: Application Forms and Supporting Documents as stipulated
Processing Time: 40 minutes per applicant student organization, whole working day
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Secures an application form/s for recognition	Gives application form Gives instructions and answers queries	2 minutes	NA	Student Organizations and Activities (SOA) In-charge	Guidelines for Recognition
2	Fills out application form/s and secures the requirements for recognition and the signatures of adviser and co-adviser					
3	Submits accomplished application form/s and other requirements to COSAW	Receives application form/s and requirements and logs in details of the received documents	5 minutes	NA	COSAW	Application form and required documents
4		Assesses the application form/s and requirements for recognition	25 minutes	NA	COSAW	NA

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
5		Makes recognition certificate for the head, adviser/s, and co-adviser/s for signature of the OSA Director	3 minutes	NA	COSAW	Certificate of Recognition
6		Encodes to the database the details of the recognition	2 minutes	NA	COSAW	NA
7		Informs OSA of the status of College-based Organizations for confirmation of OSA Director	2 minutes	NA	COSAW	NA
8	Claims certificate/s of recognition	Releases the certificate/s of recognition to the student/s	1 minute	NA	COSAW	Certificate of Recognition
END OF TRANSACTION						

SERVICE: **FILING OF APPLICATION TO HOLD ACTIVITIES (for University-wide Student Organizations)**

Schedule: Monday – Friday, 8:00 AM– 12:00 NN; 1:00 PM – 5:00 PM
Except during moratorium period and holidays
Clients/Customers: Recognized University-wide Student Organizations Members
Requirements: Application Form for Extra-Curricular Activities
Processing Time: 13 minutes (subject to availability for approval of SOA coordinator and OSA Director)
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Secures application form/s for extra-curricular activities	Gives application form/s and answers queries	2 minutes	NA	Student Organizations and Activities (SOA) In-charge	Application form for extra-curricular activities
2	Fills out application form/s and secures signature of adviser/ co-adviser					
3	Submits duly accomplished application form to SOA office or in SOA "inbox"	Receives duly accomplished application form/s and requirements and logs in details important details of the activity	3 minutes	NA	Student Organizations and Activities (SOA) In-charge	Application form for extra-curricular activities and required documents
4		Assesses the details of the application for activity	3 minutes	NA	Student Organizations and Activities (SOA) In-charge	None
5	If activity is beyond 7 PM, secures conforme of Faculty Adviser and submits to SOA office as soon as possible	Recommends approval of SOA coordinator and OSA Director (activity beyond 7 PM must have attached conforme of Faculty Adviser)	3 minutes (assumption: all signatories/ officials are	NA	Student Organizations and Activities (SOA) In-charge	Application form for extra-curricular activities Conforme of Faculty Adviser

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
			available)			Consent (Parental/Individual) Letter of request for University-wide activities or off campus with the attached program of event/activity
6	Claims approved/disapproved application form at the SOA or ins SOA "outbox"	Releases approved/disapproved application form to student/s or places in the "outbox"	2 minutes	NA	Student Organizations and Activities (SOA) In-charge	Application Form for extra-curricular activities and required documents
END OF TRANSACTION						

SERVICE: **FILING OF APPLICATION TO HOLD ACTIVITIES (for College-based Student Organizations)**

Schedule: Monday – Friday, 8:00 AM – 12:00 NN; 1:00 PM – 5:00 PM
Except during moratorium period and holidays
Clients/Customers: Recognized College-based Student Organizations Members (class-related, student-related individual/group of students)
Requirements: Application Form for Extra-Curricular Activities
Processing Time: 18 minutes (assumption: all signatories/officials are available)
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Secures application form for extra-curricular activities	Gives application form/s and answers queries	2 minutes	NA	Student Organizations and Activities (SOA) In-charge	Application form for extra-curricular activities
2	Fills out application form and secures signatures of adviser/ co-adviser					
3	Submits duly accomplished application form to COSAW	Receives duly accomplished application form/s and requirements and logs in details important details of the activity	3 minutes	NA	COSAW	Application form for extra-curricular activities and required documents
4		Assesses the details of the application for activity	3 minutes	NA	COSAW	None
5	If activity is beyond 7 PM, secures conforme of Faculty Adviser and submits to SOA office as soon as possible	Recommends approval of College Dean	3 minutes	NA	COSAW	Application form for extra-curricular activities Conforme of Faculty Adviser Consent (Parental/Individual)

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
						Letter of request for University-wide activities or off campus with the attached program of event/activity
6	Claims approved/disapproved application form to conduct activity at College Dean's Office	Releases approved/disapproved application form to student/s	2 minutes	NA	COSAW	Application Form for extra-curricular activities and required documents
7	Submits approved application to SOA to be noted by the OSA Director	Recommends to OSA Director for appropriate action	3 minutes	NA	Student Organizations and Activities (SOA) In-charge	Application Form for extra-curricular activities and required documents
8	Claims approved/disapproved application form at the SOA Office or in SOA "outbox"	Releases approved copies of application form to student/s or in SOA "outbox"	2 minutes	NA	Student Organizations and Activities (SOA) In-charge	Application Form for extra-curricular activities and required documents
END OF TRANSACTION						

NOTE: If there is a need to utilize any of the facilities and/or personnel services of the University, requestor shall seek approval from the concerned office/unit after the application has been approved by the OSA Director.

SERVICE: **APPROVAL FOR POSTING OF PUBLICITY MATERIALS OF STUDENTS AND STUDENT ORGANIZATIONS**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: UPV Students and Recognized Student Organizations (personal, class-related, student-related) individual/group of students
Requirements: Publicity Materials
Processing Time: 12 minutes
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Presents/Submits publicity material(s) for posting to SOA Office or in the SOA "inbox"	Receives the publicity materials	1 minute	NA	Student Organizations and Activities (SOA) In-charge	Publicity materials
2		Screens the publicity materials	3 minutes	NA	Student Organizations and Activities (SOA) In-charge	Publicity materials
3	If activity is not approved, secures application for conduct of activity and files it to SOA Office (see flowchart for filing)	If activity is approved, stamps the materials with *"Approved for Posting"* and countersigns	5 minutes	NA	Student Organizations and Activities (SOA) In-charge	Publicity materials
4		Records the details of the material and the number of copies	2 minutes	NA	Student Organizations and Activities (SOA) In-charge	NA
5	Picks up approved publicity materials for posting from SOA Office or at the	Releases approved publicity materials for posting or places at the SOA "outbox"	1 minute	NA	Student Organizations and Activities (SOA) In-charge	Publicity materials
END OF TRANSACTION						

SERVICE: **ADMISSION OF STUDENTS AT UPV RESIDENCE HALLS (ILOILO AND MIAGAO CAMPUSES)**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Upperclass students – A month before the semester ends
New Students – 6 weeks before the semester opens
Clients/Customers: UPV Students
Requirements: Application form and its supporting documents as stipulated
Processing Time: 54 minutes per applicant (for Upperclass student applicants)
44 minutes per applicant (for New Student applicants)

Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Secures application form or downloads at CRS website	Provides application form	2 minutes	NA	Dormitory Personnel	Application Form
2	Submits duly accomplished application form with attached requirements (New students submits on line or by courier while Upperclass student submits in person)	Accepts duly accomplished application form (New students through online while Upperclass in person) Checks requirements	5 minutes	NA	Dormitory Personnel	Application form with attached requirements
3	Reports for interview to Dorm Manager (Upperclass only)	Interview student applicant applicants (Upperclass only)	10 minutes	NA	Dormitory Manager	Duly filled-out Application Form
4	Makes self available for evaluation	Evaluates applicants	20 minutes	NA	Dormitory Personnel	Criteria for Evaluation Form
5	If qualified, reports for confirmation of slot	Posts results Requires confirmation of slot Issues requirements	2 minutes	NA	Dormitory Personnel	Required Documents
6	Checks in and submits	Receives and checks the	5 minutes	NA	Dormitory	Required documents

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
	needed requirements	completeness of requirements			Personnel	
7		Gives room assignment and facilities (bed, foam and study carrel)	10 minutes	NA	Dormitory Personnel	NA
END OF TRANSACTION						

SERVICE**:** **PROCESSING OF PAYMENTS FOR RESIDENCE HALL**

Schedule: Daily, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: Students, Transient Guests
Requirements: NA
Processing Time: A. 8 minutes per applicant (for Regular student residents)
B. 23 minutes per applicant (for Transient residents)

Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
A. Regular Student Residents						
1	Secures charge slip	Assesses clients' accountabilities Issues charge slip	5 minutes	NA	Dormitory Personnel	Charge slip
2	Submits Official Receipt	Records Official Receipt	3 minutes	NA	Dormitory Personnel	Official Receipt
END OF TRANSACTION						
B. Transient Residents						
1	Makes reservation	Accepts reservation	3 minutes	NA	Dormitory Personnel	Logbook
2		Prepares transient room	15 minutes /room	NA	Dormitory Personnel	NA
3	Checks in and pays transient fees	Issues provisional receipt Provides keys Ushers to transient room	5 minutes	NA	Dormitory Personnel	UPV Provisional Receipts
END OF TRANSACTION						

OFFICE OF STUDENT AFFAIRS (OSA)

SERVICE: **MANAGING THE COUNTER**

Schedule: Daily, 6:00 AM – 11:00 PM (No noon break)
Clients/Customers: Regular residents, Students
Requirements: NA
Processing Time: 11 minutes per client
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Fills out Late Permit/ Weekend Permit/ Overnight Permit	Approves permits Accepts latecomers	2 minutes	NA	Dormitory Personnel	Permit form
2	Makes social visits/calls	Answers phone and queries Pages, calls concerned student	3 minutes	NA	Dormitory Personnel	NA
3	Claims mails, packages, messages and others	Receives/accepts delivered packages/letters/messages	3 minutes	NA	Dormitory Personnel	NA
4	Makes other requests	Attends to other requests	3 minutes	NA	Dormitory Personnel	NA
END OF TRANSACTION						

SERVICE: **STUDENT WELFARE SERVICES**

Schedule: As need arises
Clients/Customers: Regular residents
Requirements: NA
Processing Time: 35 minutes per client
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Presents personal and other concerns	Attends to requests accordingly	30 minutes	NA	Dormitory Personnel	Permit form
2	Requests assistance for medical concerns	Refers to the clinic/infirmary	5 minutes	NA	Dormitory Personnel	NA
END OF TRANSACTION						

CHAPTER V. GRADUATE PROGRAM OFFICE

MISSION

- Ensure excellent standard of graduate education and research.
- Assist in the development, promotion, and review of graduate programs.
- Facilitate the recruitment, retention and timely graduation of quality students.

COREVALUES

- Service
- Excellence
- Integrity
- Accountability
- Commitment

FUNCTIONS

- Monitor UPV graduate programs to ensure that standards, rules, and regulations are implemented;
- Recommend for enforcement, standards and guidelines for graduate students' admissions, performance and graduations;
- Coordinate, support and assist the colleges/schools in the implementation of the graduate programs;
- Develop and maintain a management information system on all graduate programs; and
- Undertake activities to promote and enhance graduate education.

ORGANIZATIONAL CHART

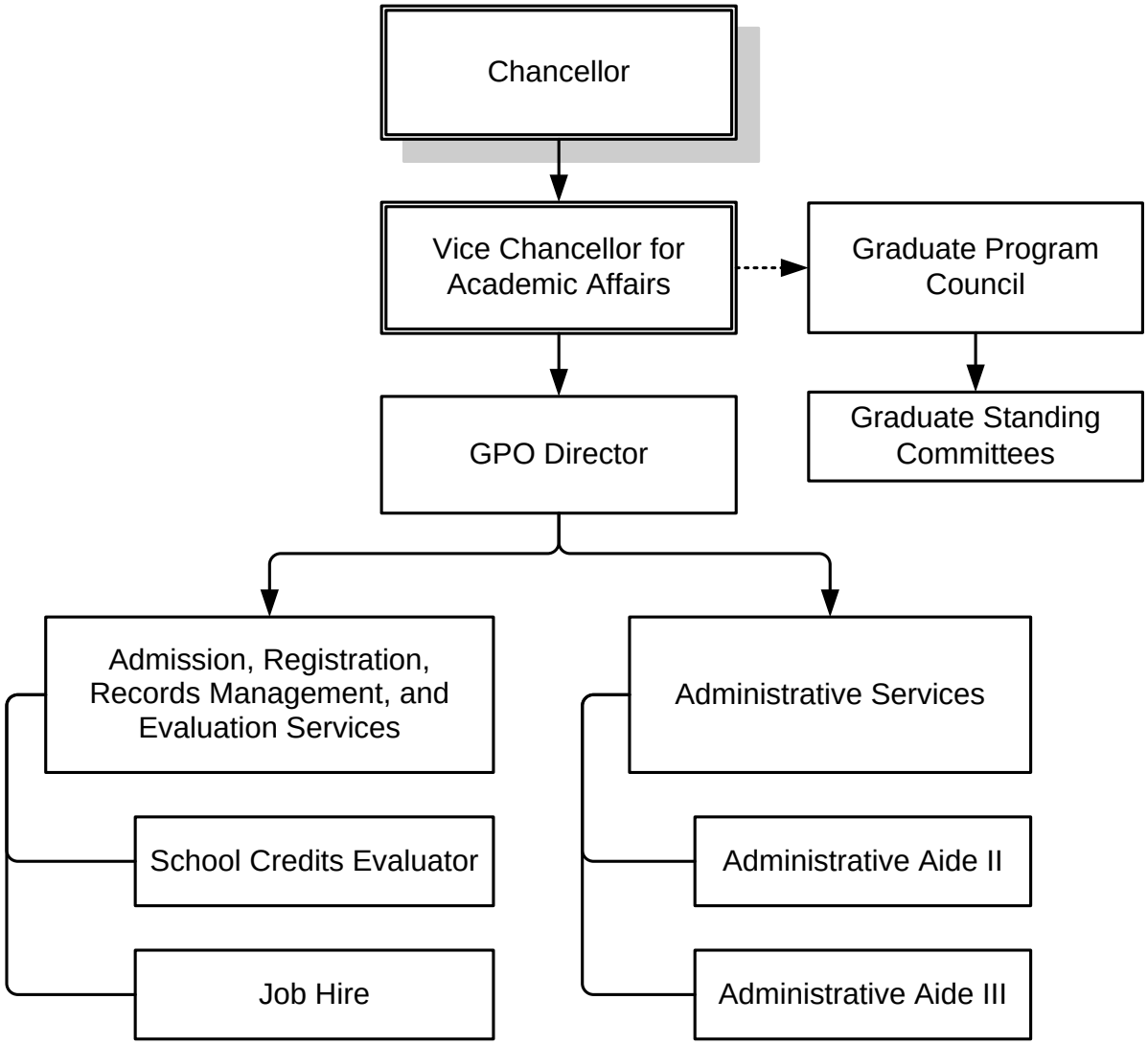


Figure 4. GPO Organizational Chart

DUTIES AND RESPONSIBILITIES

GPO Director

- Manages and supervises the administrative activities of the GPO
- Recommends to the Vice Chancellor for Academic Affairs actions on graduate student-related matters and concerns
- Initiates discussion/dialogues on new directions in graduate program development, evaluation, and revisions
- Acts as Secretary of the Graduate Program Council

Admission, Registration, Records Management, and Evaluation Services

- Processes the applications for admission, comprehensive examination, student's applications for graduation and leave of absence, request for waiver of maximum residency rule (MRR) and provides assistance in the administration of thereof
- Facilitates the admission of foreign students to the UPV graduate programs
- Processes the administration of students' enrollment
- Provides information on procedures and processes for the graduate programs of UPV
- Supports the implementation of *eUP* in UPV
- Assists in the recruitment of graduate students
- Serves as Secretariat of the Graduate Program Council meeting
- Prepares the graduate semestral/trimestral academic calendars
- Prepares the letters of acceptance of qualified applicants from the College of Fisheries and Ocean Sciences (CFOS)
- Issues Admission slips to newly admitted graduate students
- Manages student records which include checking, verifying, filing of entrance credentials and updating pertinent academic records of active/inactive students.

Administrative Services

- Processes payment of lecturer's fees, honoraria of comprehensive/entrance examiners and thesis/dissertation panel members
- Oversees the proper maintenance and cleanliness of graduate program office, classrooms, and facilities
- Processes requests for use of GCEB classrooms and facilities
- Assists in the processing of students' applications for admission, comprehensive examination, graduation, and leave of absence, request for waiver of maximum residency rule (MRR
- Assists in the administration of students' enrollment
- Provides information on procedures and processes for the graduate programs of UPV

- Assists in the recruitment of graduate students
- Assists during the Graduate Program Council meeting
- Provides assistance in the administration of entrance examinations, comprehensive and student's enrollment
- Assists in the receipt and forwarding of communications (application for graduation, LOAs, request for waiver of MRR, vouchers, etc.) to offices concerned in Iloilo and Miagao campuses
- Checks the status of the equipment/facilities and reports those needed to be fixed/repaired
- Maintains list of booked requests for use of GCEB rooms, equipment, and facilities.

SERVICE STANDARD AND FLOWCHART

SERVICE:	**APPLICATION FOR ADMISSION OF LOCAL STUDENTS INTO GRADUATE PROGRAM OF UPV (WITH ENTRANCE EXAM)**
Schedule:	Monday – Friday, 8:00 AM – 5:00 PM (No noon break) Saturday, 8:00 AM– 12:00 NN Deadline for application and Date of Examination: Variable by program as reflected in the Academic Calendar *(downloadable at http://crs.upv.edu.ph)*
Clients/Customers:	Local applicants for admission
Requirements:	Accomplished application form (*downloadable at http://crs.upv.edu.ph or http://upv.edu.ph then click GPO or 202.92.152.46/upv-gpo*) Two (2) letters of recommendation from former professors and/or immediate supervisors in major area of study Original and two (2) photocopies of undergraduate transcript of records (with post-baccalaureate and graduate, if applicable) Certificate of Honorable Dismissal/Certificate of Transfer Credential/Certificate of Transfer Eligibility from the latest school attended Two (2) letters of recommendation from immediate supervisors and/or former professors in the major area Original copy of birth certificate from the National Statistics Office Original copy of marriage contract from the National Statistics Office (for married female applicant only) Entrance Examination Application Fee Other Requirements set by the College
Processing Time:	18 days, 4 hours, 59 minutes
Assumption:	*1. The processing time stated above refers to batch processing of applications for evaluation at one time.* *2. All responsible signatories/officials and personnel involved are available.* *3. Evaluation of academic records/credentials of applicants starts after the deadline of application and are done by batch with more or less 50-75 applicants per batch.* *4. Preparation of profile of applicants, and examination permits are also done by batch.* *5. Issuance of Entrance Exam Permit is 6 working days and 24 minutes after the deadline of application* *Releasing of Examination Results is 11 working days and 35 minutes after the examination period.*

The waiting time for the issuance of entrance exam permit and the releasing of examination results may be extended if there are more applications to be evaluated and more examination papers to be corrected.

Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Inquires about admission procedure	Responds to query	5 minutes	NA	GPO Staff	NA
2	Secures and fills out Application for Admission Form	Issues application for admission form and bills application fee	3 minutes	NA	GPO Staff	Application for Admission Form
3	Pays fee	Accepts payment and issues official receipt	3 minutes	P250.00	Cash Office Staff	Official Receipt
4	Submits duly accomplished Application for Admission Form along with required credentials and Official Receipt Number reflected	Receives and logs in application form with Official Receipt Number and required credentials	3 minutes	NA	GPO Staff	Application for Admission Form and Credentials
5	Waits for the Results of Evaluation	Examines/verifies credentials; computes GWAs; prepares profile of all applicants and forwards to college/unit concerned	5 working days	NA	GPO Staff	NA
6		Checks the applicants' profile and determines who are qualified or disqualified to take the entrance examination and returns to GPO	10 minutes	NA	Div./Dept. Chair	NA

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
7	If qualified, receives Entrance Exam Permit and waits for the Exam Schedule; if disqualified, receives Notice of Disqualification	Prepares and releases entrance exam permits to qualified examinees and informs those who are disqualified upon receipt of action from the unit concerned	1 day	NA	GPO Staff	Permit for Entrance Exam/Notice of Disqualification
8		Prepares examination materials and venue of the examination (*i.e., stamping of codes in the exam booklets, preparing seat assignments, sticking of name and code numbers in the individual plastic case, arranging and placing seat numbers in the chairs*)	2 working days	NA	GPO Staff	NA
9	Takes Entrance Examination	Administers Entrance Examination	4 hours	None	GPO Staff/Proctors	NA
10	Waits for the Exam Results	Segregates used from unused booklets and prepares transmittal for signature of the GPO Director and forwards examination booklets to Entrance Exam Committee for checking	1 day	NA	GPO Director/Staff	NA
11		Checks examination papers and forwards results to GPO	10 working days	NA	Entrance Exam Committee	NA
12		Decodes examinees, prepares summary of results for signature of	30 minutes	NA	GPO Director/Staff	NA

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
		the GPO Director and forwards to College Dean, copy furnish the Div/Dept Chair				
13	Checks Results	Posts List of Qualifiers on GPO Bulletin Board and Website and at UPV Website through the Information and Publication Office	5 minutes	NA	GPO Staff/ IPO Staff	NA
END OF TRANSACTION						

SERVICE: **APPLICATION FOR ADMISSION OF LOCAL STUDENTS INTO GRADUATE PROGRAM OF UPV (WITH NO ENTRANCE EXAM)**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Saturday, 8:00 AM – 12:00 NN
Deadline of Application: Variable by program as reflected in the graduate Academic Calendar *(downloadable at http://crs.upv.edu.ph)*

Clients/Customers: Local Applicants for admission

Requirements: Accomplished application form
Two (2) letters of recommendation from former professors and/or immediate supervisors in major area of study
Original and two (2) photocopies of undergraduate transcript of records (with post-baccalaureate and graduate, if applicable)
Certificate of Honorable Dismissal/Certificate of Transfer Credential/Certificate of Transfer Eligibility from the latest school attended
Original copy of birth certificate from the National Statistics Office
Original copy of marriage contract from the National Statistics Office (for married female applicant only)
Two (2) letters of recommendation from immediate supervisors and/or former professors in the major area
Other Requirements set by the College
Application Fee

Processing Time: 3 days and 39 minutes

Assumption:
1. All responsible signatories/officials and personnel involved are available.
2. The processing time above is for one client being served at one time.
3. The Pouch to and from Miagao takes one day to arrive.
4. The College Admissions Committee are given a maximum of 3 days to evaluate the academic records of the applicant.

Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Inquires about admission process	Responds to queries	5 minutes	NA	GPO Staff	NA
2	Secures and fills out	Issues Application for Admission	3 minutes	NA	GPO Staff	Application

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
	Application for Admission Form	Form and bills Application Fee				for Admission Form
3	Pays application fee	Accepts payment and issues Official Receipt	3 minutes	P250.00	Cash Office Staff	Official Receipt
4	Submits duly accomplished Application for Admission Form along with required credentials and Official Receipt reflected	Receives and logs in Application Form with Official Receipt Number and credentials	3 minutes	NA	GPO Staff	Application form and Credentials
5	Waits for the evaluation results	Examines/verifies credentials submitted, prepares transmittal and forwards to Colleges/Units concerned for evaluation	5 minutes	NA	GPO Staff	NA
		Computes the GWA for programs with cut-off grade requirement and forwards to the College Admissions Committee	5 minutes	NA	College Secretary's Office Staff	NA
		Evaluates academic records, approves or disapproves application, and submits to College Secretary's Office for endorsement	3 working days	NA	College Admissions Committee	NA
		Endorses application to the GPO recommending approval/disapproval based on action of the College Admissions	5 minutes	NA	College Secretary/Staff	Endorsement Letter

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
		Committee				
		Prepares individual Letter of Acceptance or Non-Acceptance for signature of the GPO Director upon receipt of action from the College concerned.	5 minutes	NA	GPO Director/Staff	NA
6	If qualified, receives Letter of Acceptance; if not, receives Letter of Non-Acceptance	Sends Letter of Acceptance or Non-Acceptance thru email copy furnish the College Secretary, Institute Director/Dept./Div. Chair and University Registrar	5 minutes	NA	GPO Staff	Letter of Acceptance or Non-Acceptance
END OF TRANSACTION						

SERVICE:	**APPLICATION FOR ADMISSION OF FOREIGN STUDENTS INTO GRADUATE PROGRAM OF UPV (WITH ENTRANCE EXAM)**
Schedule:	Monday – Friday, 8:00 AM – 5:00 PM (No noon break) Saturday, 8:00 AM– 12:00 NN Deadline for application: Six months before registration Date of Entrance Examination: Variable by program as reflected in the graduate Academic Calendar (*(downloadable at http://crs.upv.edu.ph)*
Clients/Customers:	Foreign applicants for admission
Requirements:	Duly accomplished application form and information sheets A non-refundable application fee of P250.00 for resident foreign students and $20 for non-resident foreign students in money order, cashier's or manager's check payable to the University of the Philippines Visayas Original and two photocopies of undergraduate transcript of records (with post-baccalaureate and graduate, if applicable) from each university/college attended Two letters of recommendation from immediate supervisors and/or former professors in the major area Certification from a reputable bank in the applicant's country about his capability to finance the travel, educational, personal, and other expenses the applicant is expected to incur in his studies in the Philippines/Statement of Funding Support (2 copies) Official TOEFL results with a minimum score of 500 for foreign applicants whose native language or whose medium of instruction is not English Original copy of birth certificate, and for married female applicant, marriage contract Valid passport, the pages showing the name, number, picture, date and place of birth, date and place of issuance, visa and authorized stay. Three passport size or 2x2 photos Alien Certificate of Registration for 9(f), 9(g), and 47(a)(2) visa holders Other Requirements set by the College
Processing Time:	12 days, 5 hours, and 29 minutes
Assumption:	*1. The processing time stated above is for one client being served at one time.* *Issuance of Entrance Exam Permit* is *44 minutes upon receipt of application and documents* *Releasing of Examination Results is 10 working days and 45 minutes after the examination period.* *The waiting time for the issuance of entrance exam permit and the releasing of examination results may be extended if there are more applications to be evaluated and more examination papers to be corrected.*

2. All responsible signatories/officials and personnel involved are available.
3. Evaluation of academic records/credentials of applicant is done upon receipt.
4. Preparation of Examination Permit is done after evaluation of credentials but the applicant has to take the examination together with the local applicants.
5. The applicant is readily available to take the entrance examination on the scheduled date.
6. The six-month period is required to give the applicant ample time to prepare and submit all other required documents.

Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Inquires about admission process	Sends information and/or application form through email pertinent to admission	3 minutes	NA	GPO Staff	NA
2	Fills out and submits duly accomplished Application for Admission Form and submits along with required credentials and International Postal Money Order (IPMO) or Proof of Deposit from postal mail or courier	Receives and logs in accomplished application form and required credentials and IPMO/Proof of Deposit from postal mail or courier	5 minutes	NA	GPO Staff	Application for Admission Form
		Pays fee at the Cash Office	3 minutes	NA	GPO Staff	NA
3		Accepts payment and issues Official Receipt	3 minutes	$20	Cash Office	Official Receipt
4	Waits for the Results of Evaluation	Examines/verifies credentials; computes GWAs, and prepares applicants' profile and forwards to Dept/Div. concerned	15 minutes	NA	GPO Staff	NA

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
5		Checks the applicant's profile and determines if the applicant is qualified or disqualified to take the entrance examination and returns to GPO	10 minutes	NA	Div./Dept./ Chair	NA
6	If qualified, receives Entrance Exam Permit and waits for the exam schedule, if not, receives notice of disqualification	Prepares and releases entrance exam permits and informs disqualified applicants upon receipt of action from the unit concerned	5 minutes	NA	GPO Staff	Permit to take Entrance Exam
7		Prepares examination materials (i.e., stamping of codes in the exam booklets, preparing seat assignments, sticking of name and code numbers in the plastic case) and venue of the examination	2 working days	NA	GPO Staff	NA
8	Takes Entrance Examination and waits for the Exam Results	Administers Entrance Examination	4 hours	None	GPO Staff/Proctors	NA
		Prepares transmittal for signature of the GPO Director and forwards examination booklets to Entrance Examination Committee	20 minutes	NA	GPO Director/Staff	
10		Checks examination papers and forwards results to GPO	10 working days	NA	Entrance Exam Committee	NA

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
11		Decodes examinees, prepares summary of results for signature of the GPO Director and forwards to College Dean, copy furnish the Div/Dept Chair	20 minutes	NA	GPO Director/Staff	
12	Receives Letter of Acceptance or Non-Acceptance	Prepares and sends Letter of Acceptance or Non-Acceptance thru email	5 minutes	NA	GPO Staff	Letter of Acceptance or Non-Acceptance
END OF TRANSACTION						

SERVICE:	**APPLICATION FOR ADMISSION OF FOREIGN APPLICANTS INTO GRADUATE PROGRAM OF UPV (WITH NO ENTRANCE EXAM)**
Schedule:	Monday – Friday, 8:00 AM – 5:00 PM (No noon break) Saturday, 8:00 AM – 12:00 NN Deadline of Application: Six months before registration period
Clients/Customers:	Foreign applicants for admission
Requirements:	Duly accomplished application form and information sheets A non-refundable application fee of P250.00 for resident foreign students and $20 for non-resident foreign students in money order, cashier's or manager's check payable to the University of the Philippines Visayas Original and two photocopies of undergraduate transcript of records (with post-baccalaureate and graduate, if applicable) from each university/college attended Two letters of recommendation from immediate supervisors and/or former professors in the major area Certification from a reputable bank in the applicant's country about his capability to finance the travel, educational, personal, and other expenses the applicant is expected to incur in his studies in the Philippines/Statement of Funding Support (2 copies) Official TOEFL results with a minimum score of 500 for foreign applicants whose native language or whose medium of instruction is not English Original copy of birth certificate, and for married female applicant, marriage contract Valid passport, the pages showing the name, number, picture, date and place of birth, date and place of issuance, visa and authorized stay. Three passport size or 2x2 photos Alien Certificate of Registration for 9(f), 9(g), and 47(a)(2) visa holders Other Requirements set by the College
Processing Time:	7 days and 23 minutes
Assumption:	*1. The processing time stated above is for one client being served at one time.* *2. All responsible signatories/officials and personnel involved are available.* *3. Evaluation of academic records/credentials of applicant is done upon receipt.* *4. The six-month period is required to give the applicant ample time to prepare and submit all other required documents.* *5. The Pouch to and from Miagao takes one day to arrive.*

Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Inquires about admission process	Sends information/application form through email pertinent to application for admission	3 minutes	NA	GPO Staff	NA
2	Fills out and submits duly accomplished Application for Admission Form along with required credentials and International Postal Money Order (IPMO) or Proof of Deposit from postal mail or courier	Receives accomplished application form and IPMO/Proof of Deposit from postal mail or courier	3 minutes	NA	GPO Staff	Application for Admission Form
3		Examines/verifies credentials submitted, prepares transmittal and forwards to the Office of the College Secretary/Institute Director	5 minutes	NA	GPO Staff	NA
4		Receives documents and pays fee at the Cash Office	3 minutes	NA	Secretary's Office/Institute staff	
5		Accepts payment and issues Official Receipt	3 minutes	$20	Cash Office	Official Receipt

6	Waits for the evaluation results	Computes the GWA (for programs with cut-off grade requirement) and forwards application form and credentials to the Admissions Committee and forwards to College Admission Committee	1 day	NA	Secretary's Office/Institute Staff	Application Form, Official Receipt and Credentials
		Evaluates academic records, approves/disapproves application and submits to College Secretary's Office for endorsement	5 working days	NA	College Admission Committee	Evaluation Form
		Recommends approval/disapproval based on College Admission Committee's action and forwards to GPO	1 day	NA	College Secretary	Recommendation Form
7		Prepares individual Letter of Acceptance or Non-Acceptance for signature of the GPO Director upon receipt of action from the College concerned.	3 minutes	NA	GPO Director/Staff	NA
8	If qualified, receives Letter of Acceptance; if not, receives Letter of Non-Acceptance	Sends Letter of Acceptance or Non-Acceptance specifying additional requirements for admission to qualified applicant, thru email, copy furnish the College Secretary, Institute Director/and University Registrar	3 minutes	NA	GPO Staff	Letter of Acceptance or Non-Acceptance
END OF TRANSACTION						

SERVICE: **ISSUANCE OF ADMISSION SLIP**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM, on or before enrollment period (No noon break)
Saturday- 8:00 AM – 12 PM

Clients/Customers: Incoming Graduate Students

Requirements: Original copy of Transcript of Records for undergraduate degree (with post baccalaureate and graduate, if applicable)
Certificate of Transfer Credential/Cert. of Eligibility/Cert. of Honorable Dismissal
Original NSO copy of Birth Certificate
Original NSO copy of Marriage Certificate (for married female applicant)
Medical Certificate; 2 passport size photos
Student Directory
Approved Permit to Study and Application for Privilege to Study at Reduced Fees (for UPV employees)

Processing Time: 20 minutes

Assumption: *1. The student has undergone physical/medical examination prior to issuance of admission slip.*
2. The processing time stated above is for one client being served at one tine.
3.All requirements for admission are submitted.

Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Inquires on how to get admission slip	Responds to query	2 minutes	NA	GPO Staff	NA
3	Updates enrollment data in the CRS and signs Student Directory	Adds student data, checks completeness of entries in the CRS and prints out Student Directory	10 minutes	NA	GPO Staff	Student Directory
5	Receives Admission Slip	Issues Admission Slip	1 minute	NA	GPO Staff	Admission Slip
END OF TRANSACTION						

SERVICE**:** **REGISTRATION FOR NEW STUDENTS**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: Newly Admitted Students
Requirements: Admission Slip for New Students
Approved Permit to Study and Application for Privilege to Study at Reduced Fees (for UPV employee)
Processing Time: 33 minutes (for full payment); 53 minutes (with student loan)
Assumption: *1. All signatories/officials and personnel involved are available.*
2. The student has been issued Admission Slip.
3. Students from the College of Fisheries and Ocean Sciences process their enrollment in the Miagao Campus.
4. The Master of Education student proceeds first to the Program Adviser and presents Admission slip for advising purposes before going to GPO for class listing.

Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Presents Admission Slip for class listing and assessment MEd. student presents slip from Program Adviser with subjects/section to be taken for class listing and assessment	Encodes subjects to take, assesses student fees in the CRS, and issues bill for payment	15 minutes	None	GPO Staff/ MEd Program Adviser	Admission Slip; Permit to Study and/Approved Privilege to Study at Reduced fees
2	**Full payment**: Pays registration fees	Receives payment and issues Official Receipt	10 minutes	P1,000/unit plus miscellaneous and additional fees for new students/ Plus EDF fee of $500 for foreign	Cash Office Staff	Official Receipt
	With Student Loan: Process application for		30 minutes		Cash Office Staff/Student-	Official Receipt and Student Loan

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
	student loan and pays registration fees			student	Loan-Board In-Charge/College Dean/OSA Director/Lawyer	Form
3	CM students presents Official Receipt to CM Secretary's Office for printing of Form 5	Prints Form 5	3 minutes	NA	CM Staff	Form 5
	CAS students presents Official Receipt to GPO for printing of Form 5				GPO Staff	
4	Signs Form 5 and secures adviser's signature	Checks subjects and signs on Form 5	2 minutes	NA	Program Adviser	NA
5	Presents duly signed Form 5 for "Registered" stamping and receives Student's Copy	Stamps **"**Registered**"** on Form 5 and issues Student's Copy	3 minutes	NA	CM Staff for CM student and GPO Staff for CAS student	Form 5 Student's Copy
END OF TRANSACTION						

INTERNAL CONTROL PROCEDURES

Application for Admission of Local and Foreign Applicants

The clients for this service are those who are applying for admission into the graduate programs.

a. The applicants should submit the following documents for evaluation:
- Two (2) copies of accomplished application forms and information sheet (three (3) copies for College of Fisheries and Ocean Sciences programs)
- Two (2) letters of recommendation from former professors and/or immediate supervisors in major area of study
- One (1) original and two (2) photocopies of undergraduate transcript of records (with post-baccalaureate and graduate, if applicable)
- Certificate of Honorable Dismissal/Certificate of Transfer Credential/Certificate of Transfer Eligibility from the latest school attended
- One (1) original copy of birth certificate from the National Statistics Office
- One (1) original copy of marriage contract from the National Statistics Office (for married female applicant only)
- Certificate of English Proficiency for foreign students from countries where English is not the medium of instruction and additional documents required for foreign applicants.
- The person-in-charge will evaluate the completeness of the academic credentials submitted by the applicants.
- Upon receipt of the documents, the person-in-charge should bill the applicant for the application fee of P250.00 for local applicants, $20 for foreign applicants.

b. For programs which do not require entrance examination:
- The person-in-charge will forward the application forms, together with the required documents, to the division/department concerned for evaluation.
- Upon receipt of the evaluation results from the division/department concerned, the person-in-charge will encode the list of qualifiers for signature of the Director and forwards the same to the College Dean concerned, copy furnish the College Secretary, Department/Division Chair, College Secretary, and the University Registrar.
- The person-in-charge will then post the list of qualifiers on the GPO bulletin board/website and in the UPV website through the Information and Publication Office staff.

c. For programs which require entrance examination, work experience (of at least two (2) years), and/or cut-off grade (of at least 2.75 or better):
- The person-in-charge will count the number of years the applicant has been working, then compute the general weighted average based on the undergraduate degree. If the grading system from previous school/s attended is not the same with UP grading system, the person-in-

charge will convert the grades to UP grade equivalent and compute the general weighted average.

- The person-in-charge will then prepare a summary of applicants' profile by degree program (complete name, date of birth, GWA, no. of years of work experience, present designation, address and contact numbers/email address, and degree/s earned) and forwards this to the division/department chair concerned who will determine who will be qualified/disqualified to take the entrance examination among the listed applicants.
- Upon receipt of the action of the Division/Department Chair, the person-in-charge will prepare and release the examination permits of those qualified to take the entrance examination and notify those who are disqualified through email or phone call.
- The person-in-charge will then prepare the examination materials and venue of the examination and will provide assistance during the examination period.
- After the examination period, the person-in-charge will prepare the transmittal slip and forwards the examination booklets to the Entrance Examination Committee for correction and specify number of days for submission of results in the transmittal slip.
- Upon receipt of the examination results from the Entrance Examination Committee, the person-in-charge will encode the list of qualifiers for signature of the Director and forwards the same to the College Dean, copy furnish the College Secretary, Department/Division Chair, and the University Registrar.
- The person-in-Charge will then post the list of qualifiers on the GPO bulletin board and in the UPV website though the Information and Publication Office staff.

Issuance of Admission Slip

The clients for this service are those who are qualified for admission into the graduate program:

New Students

1. During the admission process, the applicant will submit the following documents and the person-in-charge will check for its authenticity and validity:
   a. Original Transcript of Records
      - Full Name
      - Degree and Year Graduated (*for graduates of state universities/colleges)*
      - Degree and Year Graduated with the remarks "**S.O. exempted"** or "**Accredited**" (*for graduates of private colleges/universities which were accredited by any accrediting agency*)
      - Degree and Year Graduated **with Special Order No. from CHED** (*for graduates of private colleges/universities who were not accredited by any accrediting agency*)
      - With signature of University/College Registrar
      - With dry seal of the University/College

b. Certificate of Transfer Credential/Certificate of Transfer Eligibility/Certificate of Honorable Dismissal
   - Full Name
   - With signature of issuing University/College Registrar
   - With signature of student on the request slip, if applicable
   - With school seal or documentary stamp

c. Original NSO Copy of Birth Certificate
   - Should be in security paper (*check the back portion for security markings)*
   - The name, date of birth, place of birth, sex, full name of father, full maiden name of mother should coincide with the data found in the Official Transcript of Records
   - If there are errors in the NSO Birth Certificate, the person-in-charge should advise the client to apply for correction of entries or to submit the corrected copy of the NSO Birth Certificate. If the student cannot submit the corrected copy during the specified period, the Office should follow and change the record of the student based on the submitted birth certificate.

d. Original NSO Copy of Marriage Certificate
   - Should be in security paper (*check the back portion for security markings*)
   - The name of student in the marriage certificate must coincide with
   - the name in the birth certificate
   - If there are discrepancies in the NSO Birth Certificate and the Marriage Certificate, the person-in-charge should advise the client to apply for correction of entries or to submit the corrected copy within the specified date.

e. 2 pcs. 2x2 or passport size photos
f. Medical Certificate
g. Signed Student Directory

2. Upon submission of complete requirements, the person-in-charge issues the admission slip of the student.

   If in any case that the student cannot submit the complete credentials within the period of submission, the person-in-charge should indicate in the admission slip that the student is provisionally admitted pending submission of the lacking documents. The person-in-charge should give a deadline for the student to submit the lacking documents. If the deadline is not met, the student will be blocked by the Office of the University Registrar so the student cannot enroll in the succeeding trimester/semester.

Non-Degree and Special Students

1. During the admission process, the applicants have submitted the following documents and the person-in-charge have checked for its authenticity and validity:
   a. Original Transcript of Records
      - Full Name
      - Degree and Year Graduated (*for graduates of state universities/colleges*)

- Degree and Year Graduated with the remarks **"S.O. exempted"** or "**Accredited" (***for graduates of private colleges/universities which were accredited by any accrediting agency)*
- Degree and Year Graduated with Special Order No. from CHED (*for graduates of private colleges/universities which were not yet accredited by any accrediting agency*)
- With signature of University/College Registrar
- With dry seal of the University/College

b. Certificate of Transfer Credential/Certificate of Transfer Eligibility/Certificate of Honorable Dismissal
   - Full Name
   - With signature of issuing University/College Registrar
   - With signature of student on the request slip, if applicable
   - With school seal or documentary stamp

c. Original NSO Copy of Birth Certificate
   - Should be in security paper (*check the back portion for security markings)*
   - The name, date of birth, place of birth, sex, full name of father, full maiden name of mother should coincide with the data found in the Official Transcript of Records
   - If there are errors in the NSO Birth Certificate, the person-in-charge should advise the client to apply for correction of entries or to submit the corrected copy of the NSO Birth Certificate. If the student cannot submit the corrected copy during the specified period, the Office should follow and change the record of the student based on the submitted birth certificate.

d. Original NSO Copy of Marriage Certificate
   - Should be in security paper (*check the back portion for security markings*)
   - The name of student in the marriage certificate must coincide with the name in the birth certificate
   - If there are discrepancies in the NSO Birth Certificate and the Marriage Certificate, the person-in-charge should advise the client to apply for correction of entries or to submit the corrected copy within the specified date.

e. 2 pcs. 2x2 or passport size photos

f. Medical Certificate

g. Signed Student Directory

2. Upon submission of complete requirements, the person-in-charge issues the admission slip of the student.

If in any case that the student cannot submit the complete credentials within the period of submission, the person-in-charge should indicate in the admission slip that the student is provisionally admitted pending submission of the lacking documents. The person-in-charge should give a deadline for the student to submit the lacking documents. If the deadline is not met, the student will be blocked by the Office of the University

Registrar so the student cannot enroll in the succeeding trimester/semester.

Additional Requirements for Foreign Students

a. Official TOEFL results (for foreign students whose medium of instruction in the
school attended is not English)
b. Valid passport
c. Acceptable visa, any of the following: (9(e), 9(e-1), 9(e-2), 47(a)(2), 9(g), PD 218, 9(d), 13(a) to 13(g), SRRV (Special Resident Retiree Visa), SIRV (Special Investor Resident Visa), Special Study Permit (for non-degree course)
d. Alien Certificate of Registration or I-card
e. Certificate of Identification for Students with Dual Citizenship who wishes to be considered as Filipino in the admission to the University or updated Philippine passport.

Upon submission of the complete requirements, the person-in-charge issues the admission slip to the student.

If in any case that the student cannot submit the complete credentials within the period of submission, the person-in-charge should indicate in the admission slip that the student is provisionally admitted pending submission of the lacking documents. The person-in-charge should give a deadline for the student to submit the lacking documents. If the deadline is not met, the student will be blocked at the CRS so the student cannot enroll in the succeeding semester/trimester.

CHAPTER VI. UNIVERSITY LIBRARY

MISSION :

To provide information resources and services that enhance knowledge and uphold the functions of UPV as a graduate, research, public, and global university

CORE VALUES :

- Access
- Service
- Integrity

FUNCTIONS :

- Provide a collection of information resources that will meet all the curricular, research, and extension needs of UP Visayas;
- Organize, monitor, and evaluate library resources and services to ensure the effective and efficient utilization of funds available;
- Maintain the collection in usable physical condition and conserve the materials for future generation clients;
- Provide facilities and equipment for the storage and use of information resources; and
- Strengthen the collaboration and linkages with both local and international libraries.

PROGRAMS AND SERVICES

PROGRAMS

Collection Development Program

This program aims to ensure that the library can provide its clients with relevant and up-to-date informational materials to support them in their instructional and research necessities, through proper collaboration with the faculty, researchers and students in order to provide them with their exact needs. Below are the activities under this program:

- Continuous purchasing of books
- Updating/purchasing of audio-visual materials
- Subscribing of serials such as journals and periodicals
- Providing a copy to the respective library of the students' papers (term papers, projects, theses, etc.)

Staff Development Program

This program ensures to develop the personality of every staff in order for them to provide library services and deal with clientele in a professional way, and to have a positive user experiences within libraries. The library can achieve this through:

- Attending seminars/workshops/trainings
- Availing of fellowship/study grant
- Visiting other libraries and benchmark operations of the different libraries
- Conducting in-house trainings and seminars during summer break

Library Modernization Program

The objective of this program is to enhance the modernization of the library system to enable its transformation into a successful university institution where its constituents enjoy free access to modern technology and services, addressing the needs of the clients and the institution under the guidance of a trained librarians and library staff. The activities include:

- Digitizing archives and other library materials
- Purchasing of modern and up-to-date facilities and equipment (security devices, computers, printers, etc.)

User Education Program

This program aims to bridge the gap between the library users and the library materials, facilities, and services in order for the users to maximize their use of library resources. This can be achieved through:

- Orienting Freshmen and upperclassmen regarding the library during the start of each semester
- Orientating regarding the Online Public Access Catalogue (OPAC) system, (iLib System) for all constituents and proper dissemination regarding the library official website
- Disseminating information (leaflets, brochures, internet, social media, modern communications, etc.)
- Consulting with the students once every semester
- Orientating clients with new/modern services (online journals, eLib program, etc.)

Linkages Program

The goal of this program is to create partnership with local and international research and academic institutions in order to share resources and provide a better service to the clients by:

- Coordinating with prospective donors for book drives
- Participating in inter-library programs/activities in sharing library resources

Extension Program

The purpose of this program is to extend our teaching role and educational impact as an academic partner and help

small libraries in development and management of their collections through:

- Donating books to barangay public libraries
- Organizing and cataloging of collections of four (4) College of Fisheries and Ocean Sciences (CFOS) Institutes, School of Technology and Division of Humanities

Upgrading and Improvement of Library Facilities Program

The Library wants to enhance its working and learning environment in order to provide the clients with comfort when using/visiting the library by improving its facilities like:

- Refurbishing, repainting, and repairing of stack area, binding area and media room
- Refurbishing, repainting, and repairing of shelves, steel shelves, counter heights, and other equipment

SERVICES

Circulation Services

The Library provides library materials that will enhance learning activities of students and also provides materials for their research needs with the following activities:

- Lending/borrowing of books and other library materials from the different sections of the library (Reference/ Serials/ Circulation/ Filipiniana/ Reserve)
- Using of audio visual materials and media room

Reader's Services

This service provides bibliographic aids and assistance to the clients in identifying, locating, and using library resources by:

- Assisting users in accessing Online Public Access Catalogue (OPAC)
- Availing of Reader's Advisory Service
- Accessing online resources (i.e., online journals, eLib, etc.)
- Providing free access to internet connection for their online needs
- Providing free access to other libraries

Technical Services

Technical services aim to organize the collections of the library and control the materials for maximum utilization.

- Cataloging
- Indexing
- Accessioning
- Integrating of materials in iLib System

Administrative Services

Administrative services maintain relationship with the administration and academic departments and other key groups to ensure effective development of library services.

- Bag counter
- Photocopying
- Collecting of fines
- Signing of clearance

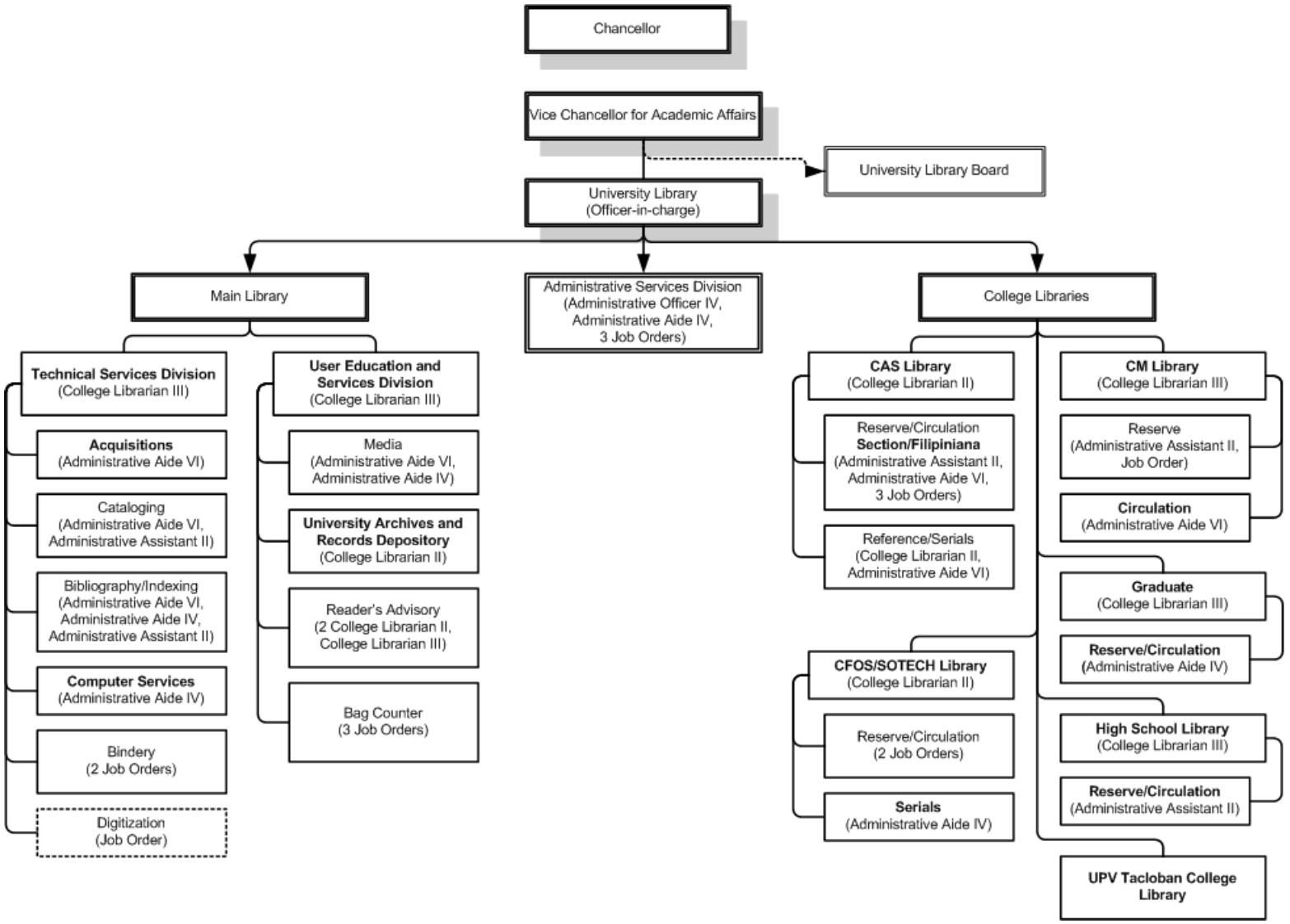


Figure 5. Library Organizational Structure

DUTIES AND RESPONSIBILITIES

Administrative Services

- Answers telephone/walk-in queries
- Assumes administrative responsibility over library collections, equipment and facilitate
- Checks faculty/staff accounts for university clearances for signature of the University Librarian
- Checks Student Assistants' monthly DTR's and evaluates them
- Checks, initials, and photocopies DTRs of staff and job hires and prepares summary of Consolidated Records of Attendance (CRA) for submission to HRDO every end of the month
- Checks, initials, and records Application for Leave of library personnel before signing of the supervisor
- Collects and delivers intra and inter office correspondence, document, packages, office supplies and other materials
- Collects/records/remits fines (overdue books, payment for lost materials) for remittance
- Compiles and consolidates work and library related output statistics
- Compiles lists of delinquent borrowers
- Draws plans and activities; oversees their implementation and assesses the efficiency and effectiveness of the library program and activities
- Edits/prepares/composes/draft correspondences
- Encodes documents (official communications, annual reports, statistics, work schedules, minutes of meetings, endorsements, certifications, certificate of appearance, travel documents, etc.)
- Evaluates and prepares documents needed for payments of telephone bills every month
- Identifies/determines staff assignments
- Inspects users' books, bags, etc., upon exit
- Maintains cleanliness and orderliness of the library office
- Monitors and logs daily attendance of library personnel and prepares summary of daily attendance of the library personnel
- Orients, trains, and assists new Student Assistants with their assignments
- Oversees and assists library staff with personnel-related matters and undertakes functions related to personnel – recruitment, preparation and processes basic papers for various personnel action, e.g., appointments, recommendations, and leaves, etc.
- Prepares and updates list of accountabilities at the end of the month
- Prepares and processes necessary documents for replenishments/reimbursements/payments
- Prepares reports, e.g. annual, statistical, inventory, delinquent list, summary of staff attendance, etc.
- Prepares/processes documents and follow-ups renewal of appointment of casual and job hire contract personnel
- Prints documents
- Receives/records incoming official documents

- Sorts, safely keeps, maintains, and files official and confidential records/documents/communications
- Supervises, evaluates and rates administrative staff directly under supervision
- Takes charge of the maintenance of property, requisition, and receives and records supplies and equipment, control issues and use; and conducts inventory

Technical Services

- Accessions, barcodes, records, stamps ownership of books and other library materials
- Answers/follow ups/verifies orders/subscriptions and other acquisition-related queries
- Assists in the barcoding of books
- Assists in the encoding/editing of bibliographic entries of books in the library databases
- Back-ups Winisis Database every other day
- Catalogs and classifies print and non-print materials
- Checks and collates newly acquired books and other library materials upon receipt
- Checks and corrects minor machine stoppages and error situations
- Checks, notes missing issues, stamps ownership and records issues of periodicals received
- Checks, troubleshoots, and maintains databases
- Collects/reviews/searches/verifies bibliographic entries in the integrated Library (iLib) System for faculty requests/recommended titles for purchase
- Compiles/generates bibliographies and titles for bibliographic data of different subjects/fields
- Coordinates the automation program and activities of the library
- Cuts, clips, mounts, and files newspaper articles
- Edits on-line bibliographic entries
- Encodes bibliographic data in the database
- Encodes bibliographic entries of books and other library materials to produce Accessions book
- Encodes/types and files "add to shelf-list" (ASL) catalog cards
- Encodes/updates book records in the database
- Encodes/updates/indexes Filipiniana materials
- Facilitates reservation and use of audio-visual materials and equipment
- Files book cards/slips and replaces/types book cards/date due slips/book pockets
- Generates accession inventory list
- Generates list of new acquisitions of books and other library materials by main and subject entry
- Identifies dealers/suppliers of library materials for purchase
- Indexes print and non-print materials
- Indexes/clips/mounts, cuts, and files monthly articles from daily newspapers
- Labels the spine of theses, books and other library materials with surname and call numbers
- Maintains acquisition—related files/records of documents

- Maintains and preserves print and non-print materials
- Maintains library databases
- Maintains shelf-list
- Maintains the arrangement of theses and dissertations
- Monitors, manages, and controls budget for books/serials/special funds of library material acquisition/subscriptions
- Operates computer for OPAC, Internet, encodes and prints needed data from source document
- Operates TV, VHS, VCD, multi-media projector and other media services equipment
- Pastes book pockets, date due slips, and call numbers of books
- Performs on-line Catalogs of books and other library materials
- Performs preliminary descriptive catalogs and/or In-Process Files (IPF) cards of books and other library materials
- Prepares and encodes list of books for de-selection
- Prepares and encodes subject headings of the articles of the journals received
- Prepares and types shelf-list cards, book cards, and book pockets of the newly acquired books
- Prepares list of new acquisitions of books and other library materials for posting
- Prepares list of requested titles for purchase for approval of the College Library Committee
- Prepares required documents for payment of books and other library materials for purchase
- Receives, records, and takes charge of books and other library resources included in the unit library
- Records and segregates issues of active library subscription
- Records and takes statistics of the materials received
- Records books and other library material donations/gifts received
- Records entries in the accession records and other library materials
- Restores/mends damaged books and other library materials
- Searches/edits/verifies bibliographic records online/offline using the iLib System and other library records
- Searches/verifies books and other library materials on shelf for inventory purposes
- Selects, reviews and recommends materials for possible purchase
- Sends acknowledgment receipt/s thru email or mail/s to donors
- Solicits, and evaluates gifts and exchange materials received
- Types book cards, date due slips, book pockets, call numbers, and inventory cards
- Upkeeps/maintains computer units of the Library
- Appraises archive materials based on their evidential, historical, researches informational and/or symbolic value
- Describes archive materials
- Preserves archives
- Restores damaged/deteriorated archival records

Users Education Services

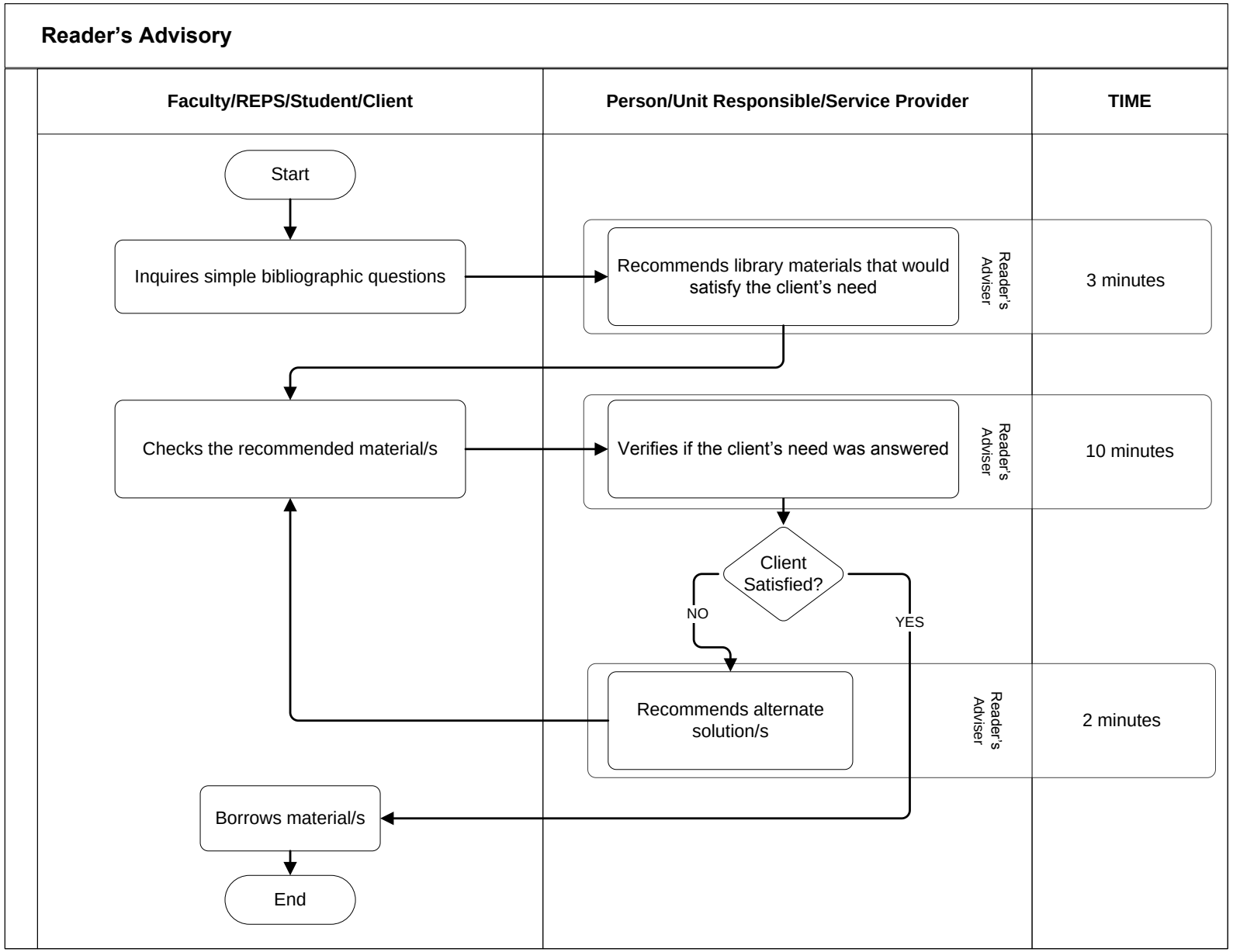
- Answers directional/bibliographic factual inquiries of library users
- Approves and issues overnight reservation of books daily
- Arranges archives
- Assists students in looking/finding books on the shelves
- Assists users in the preparation of materials for instruction and researches
- Assists users in the use of the on-line catalog
- Checks out and checks in books and other library materials
- Conducts orientation
- Explains library rules and regulations
- Implements library policies, rules and regulations
- Instructs and assists library users on how to use the OPAC and other reference tools
- Locates specific/requested items
- Operates inter library loan system
- Operates the Reserve/Circulation/Serials lending system
- Oversees control desk for incoming library users
- Receives and facilitates reservation and use of audio-visual materials and equipment
- Registers new borrowers, counter-signs ID and issues library cards
- Services archives
- Shelves/shelf-reads books and other library materials

UNIVERSITY LIBRARY SERVICE STANDARD

SERVICE: **READER'S ADVISORY**

Schedule: Monday – Friday, 8:00 AM - 5:00 PM, No noon break
Clients/Customers: Students and Faculty members
Requirements: NA
Processing Time: 15 minutes
Procedure:

Step	Customer / Applicant	Service Provider	Duration of the Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Inquire simple bibliographic question	Recommends library materials that would satisfy the client's need	3 minutes	NA	Reader's Adviser	NA
2	Checks the materials recommended	Fills out the logbook with the following information: a. Name of client b. Course of client c. Subject of inquiry	10 minutes	NA	Reader's Adviser	Logbook
		Verifies if the client's need was answered (if not, recommends alternative solution)				NA
3	Borrows materials	Advices client to proceed to desk counter for lending/borrowing of library materials	2 minutes	NA	Reader's Adviser	NA
END OF TRANSACTION						


Reader's Advisory
Faculty/REPS/Student/Client
Person/Unit Responsible/Service Provider
TIME
Start
Inquires simple bibliographic questions
Recommends library materials that would satisfy the client's need
Reader's Adviser
3 minutes
Checks the recommended material/s
Verifies if the client's need was answered
Reader's Adviser
10 minutes
Client Satisfied?
NO
YES
Recommends alternate solution/s
Reader's Adviser
2 minutes
Borrows material/s
End

SERVICE: **LENDING/BORROWING OF BOOKS (MIAG-AO/ILOILO CAMPUSES)**

Schedule:

CAS Library (Miag-ao)	Monday – Friday, 7:30 AM – 5:30 PM, No noon break
CFOS Library (Miag-ao)	Monday – Friday, 8:00 AM – 5:00 PM, No noon break
HS Library (Ioilo)	Monday – Friday, 8:00 AM – 5:00 PM, No noon break
Graduate Library (Iloilo)	Monday – Friday, 9:00 AM – 6:00 PM, No noon break Saturday, 9:30 AM – 5:30 PM, No noon break
CM Library (Iloilo)	
Reserve Section	Monday – Friday, 7:30 AM – 5:00 PM, No noon break
Circulation Section	Monday – Friday, 8:00 AM – 12:00 NN; 1:00 PM – 5:00 PM

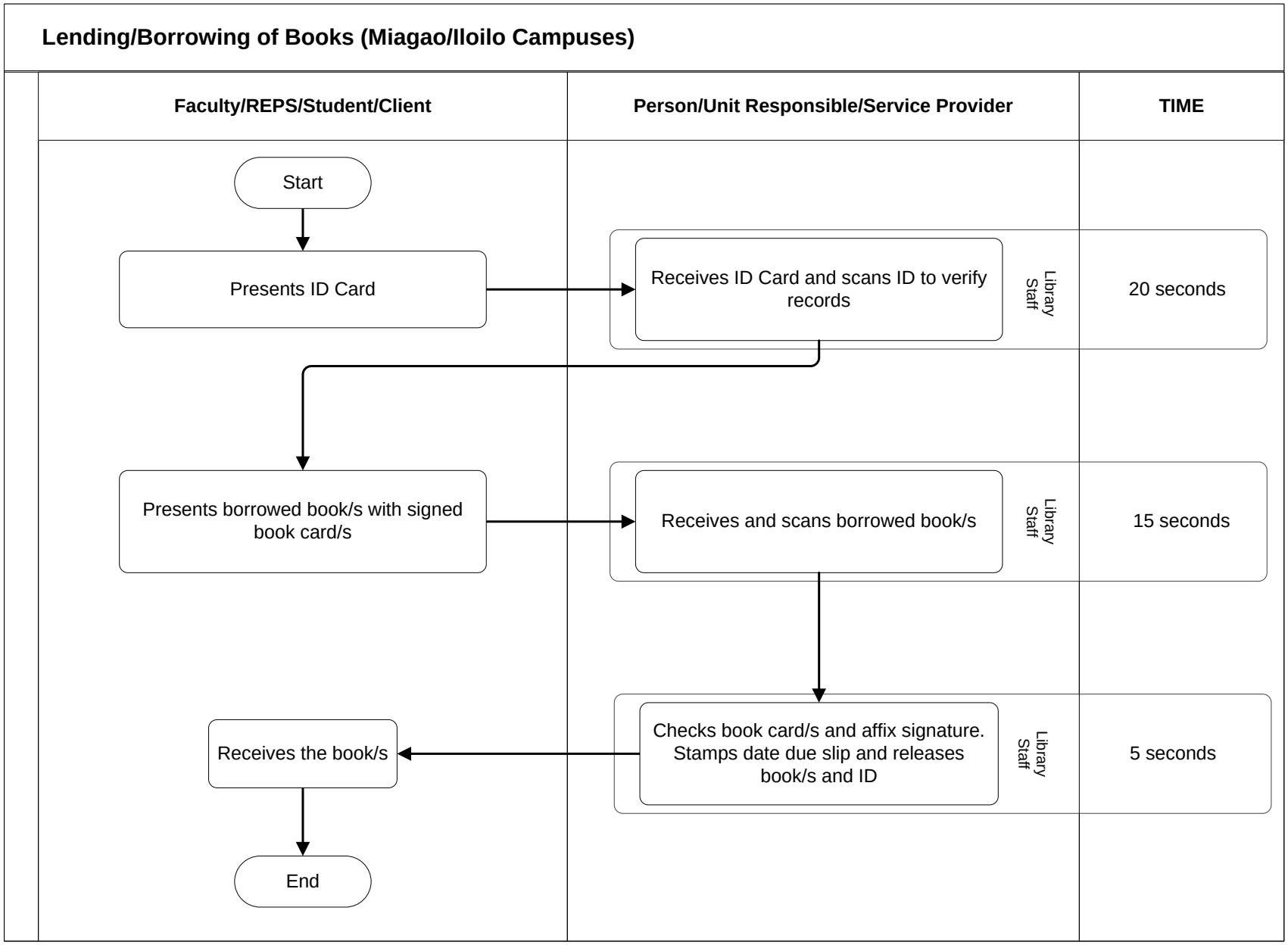
Clients/Customers: Students, Faculty, Staff, and Non-UPV users/clients

Requirements: UPV ID for students, faculty and staff
ID and letter request for non-UPV clients.

Processing Time: 40 seconds per book

Procedure:

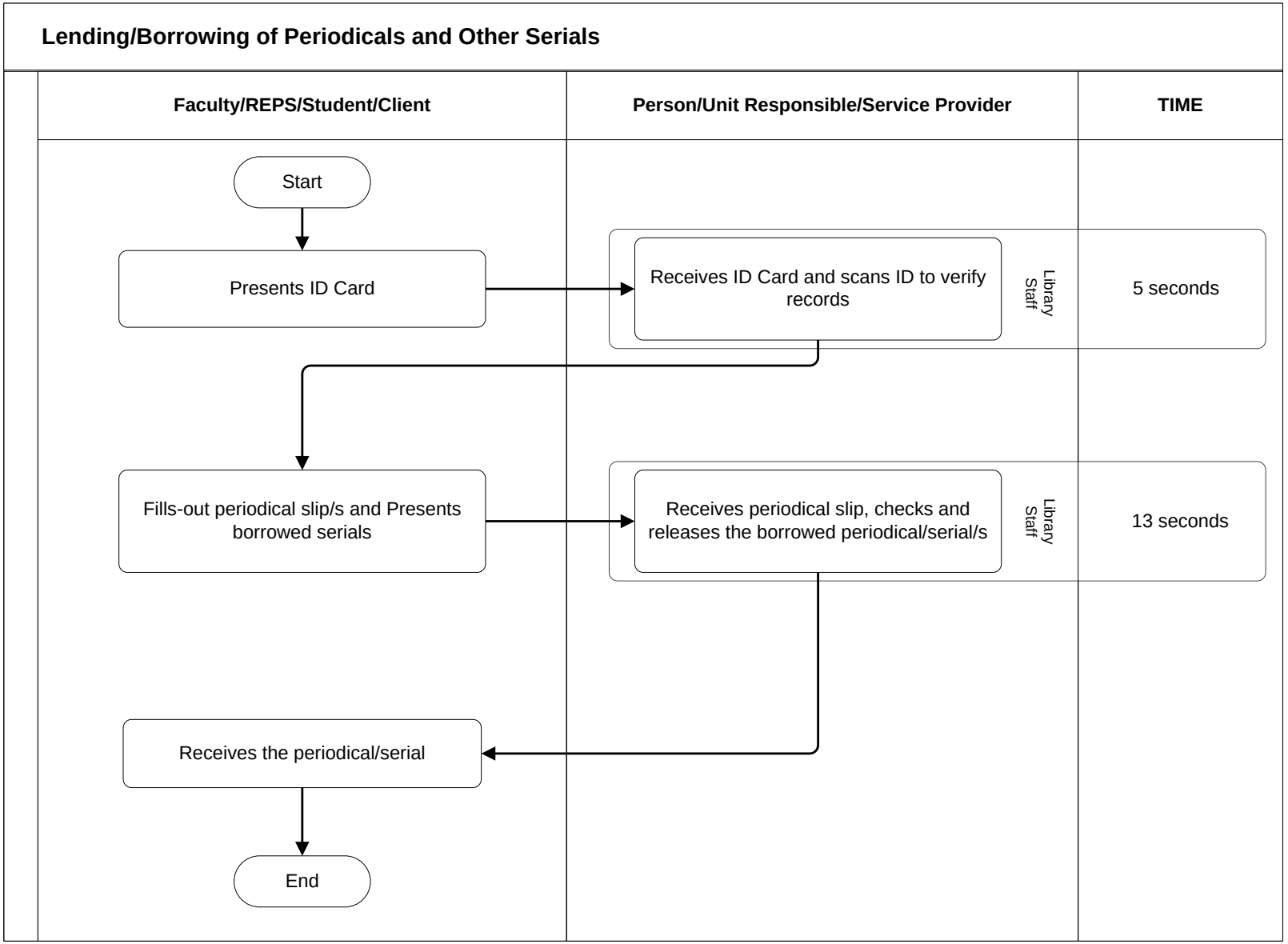
Step	Customer / Applicant	Service Provider	Duration of the Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Presents ID card	Receives ID and scans to verify records	20 seconds	NA	Library Staff	ID card
2	Presents borrowed book/s with signed book card/s	1. Receives and scans borrowed book/s 2. Checks book card/s and affixes signature 3. Stamps date due slip	15 seconds	NA	Library Staff	Book card and date due slip
3	Receives the book/s	Releases borrowed book/s	5 seconds	NA	Library Staff	NA
END OF TRANSACTION						


Lending/Borrowing of Books (Miagao/Iloilo Campuses)
Faculty/REPS/Student/Client
Person/Unit Responsible/Service Provider
TIME
Start
Presents ID Card
Receives ID Card and scans ID to verify records
Library Staff
20 seconds
Presents borrowed book/s with signed book card/s
Receives and scans borrowed book/s
Library Staff
15 seconds
Checks book card/s and affix signature. Stamps date due slip and releases book/s and ID
Library Staff
5 seconds
Receives the book/s
End

SERVICE: **LENDING/BORROWING OF PERIODICALS AND OTHER SERIALS**

Schedule: Monday – Friday, 7:30 AM - 5:00 PM, No noon break
Clients/Customers: Students, Faculty, Staff, Non-UPV users/clients
Requirements: UPV ID for students, faculty, and staff
ID and letter request to use Library for non-UPV clients
Processing Time: 18 seconds per periodical (newspaper, magazines, journals, etc)
Procedure:

Step	Customer / Applicant	Service Provider	Duration of the Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Presents ID card.	Receives ID	5 seconds	NA	Library Staff	ID card
2	Fills-out periodical slip	Receives periodical slip	5 seconds	NA	Library Staff	Periodical slip
3	Presents borrowed periodical.	Checks borrowed periodical	5 seconds	NA	Library Staff	NA
4	Gets periodical.	Releases periodical	3 seconds	NA	Library Staff	NA
END OF TRANSACTION						

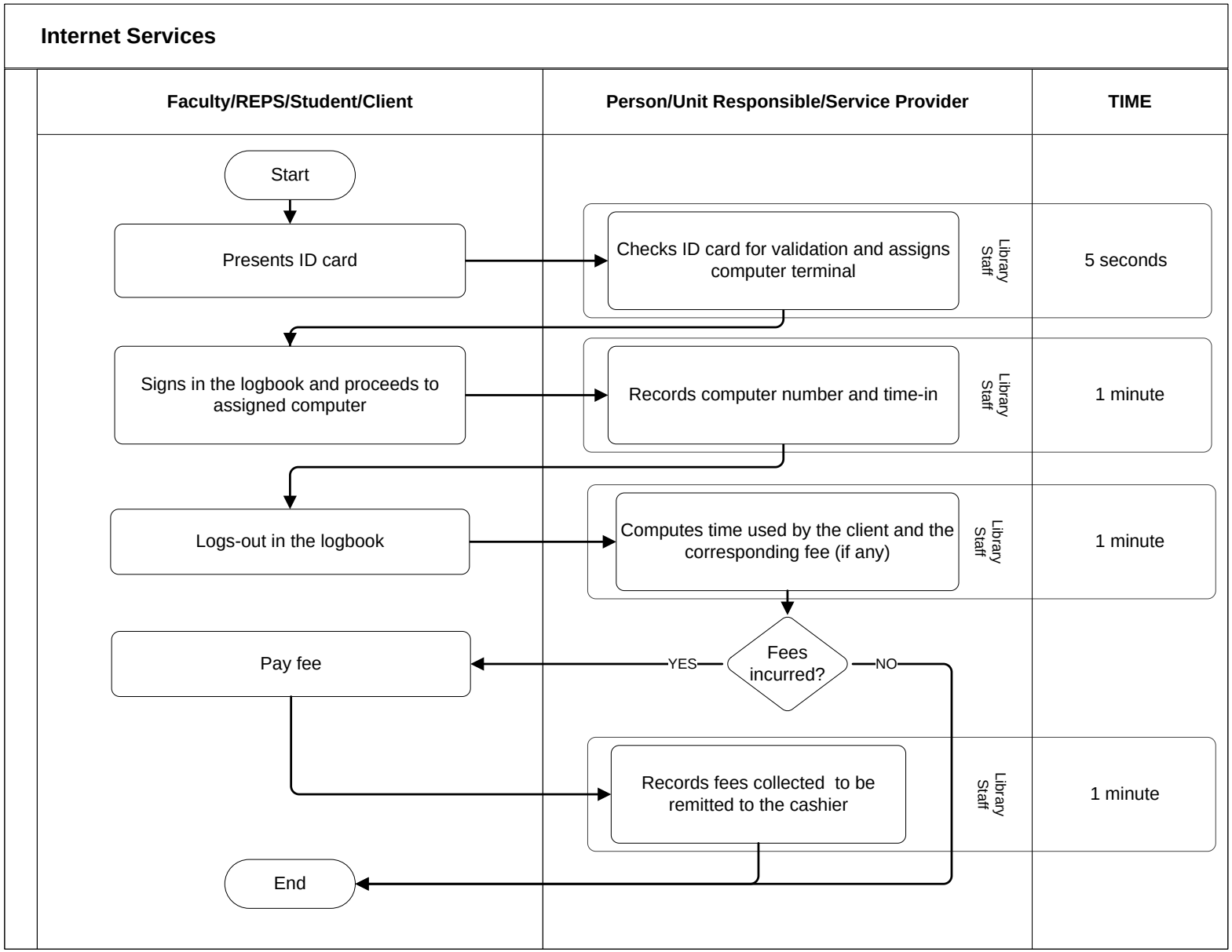

Lending/Borrowing of Periodicals and Other Serials
Faculty/REPS/Student/Client
Person/Unit Responsible/Service Provider
TIME
Start
Presents ID Card
Receives ID Card and scans ID to verify records
Library Staff
5 seconds
Fills-out periodical slip/s and Presents borrowed serials
Receives periodical slip, checks and releases the borrowed periodical/serial/s
Library Staff
13 seconds
Receives the periodical/serial
End

SERVICE: **INTERNET SERVICES**

Schedule: Monday – Friday, 8:00 AM - 4:45 PM, No noon break
Clients/Customers: Students, Faculty, and Staff
Requirements: Validated UPV ID cards
Processing Time: 3 minutes and 5 seconds per transaction
Procedure:

Step	Customer / Applicant	Service Provider	Duration of the Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Presents ID card	Checks ID card for validation	5 seconds	NA	Library Staff	ID card
2	Signs in the logbook and proceeds to assigned computer	Assigns computer terminal and records time in	1 minute	NA	Library Staff	Logbook (for Internet use)
3	Logs out in the logbook	Computes time used by the client and the corresponding fee (if any)	1 minute	P 20 per hour*	Library Staff	Logbook (for Internet use)
4	Pays fee (if any)	Records fees collected (if any) to be remitted to the cashier	1 minute	NA	Library staff	Logbook (for fees)
END OF TRANSACTION						

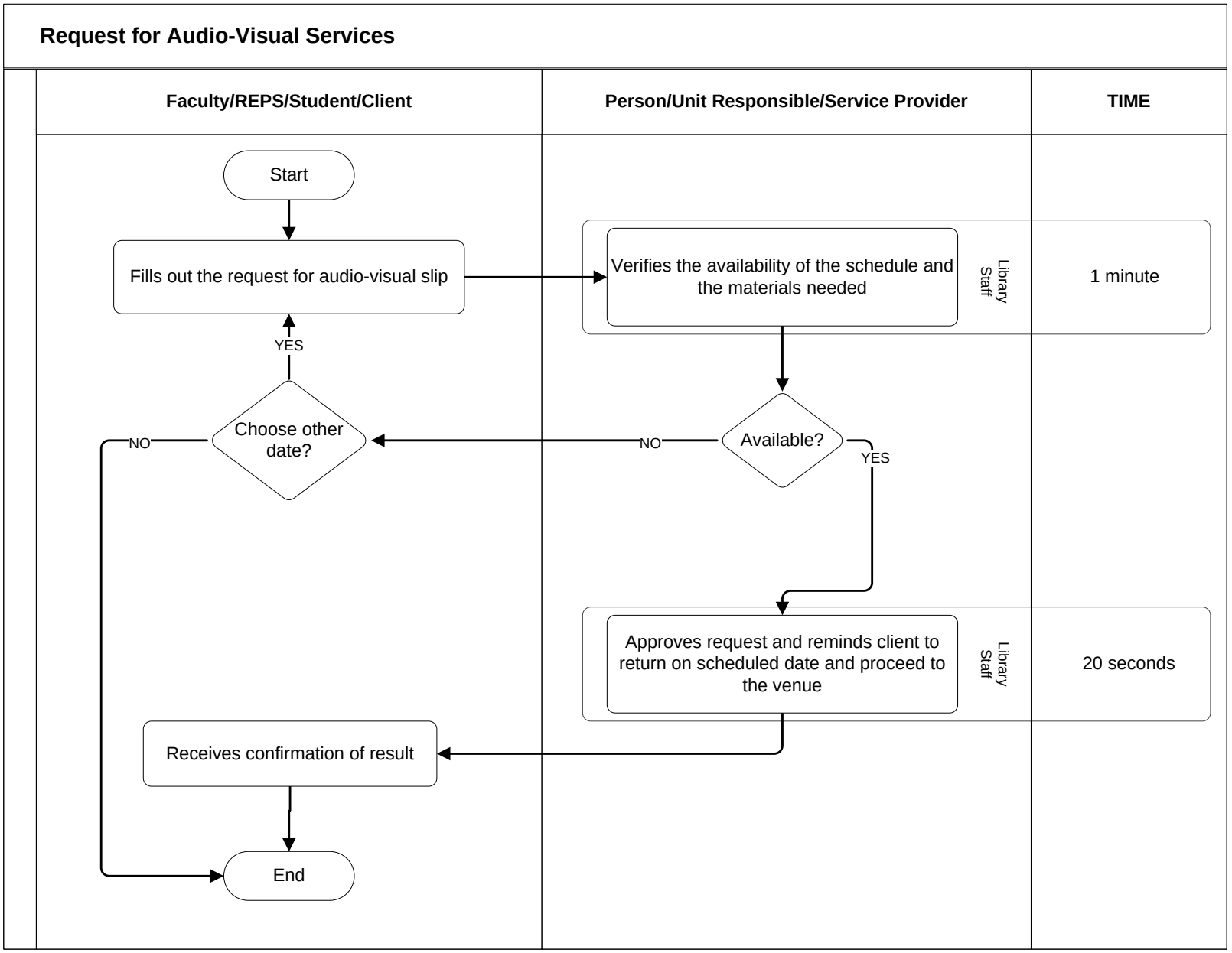
* First 20 hours is free for freshmen students and pays the fee for the succeeding hours


Internet Services
Faculty/REPS/Student/Client
Person/Unit Responsible/Service Provider
TIME
Start
Presents ID card
Checks ID card for validation and assigns computer terminal
Library Staff
5 seconds
Signs in the logbook and proceeds to assigned computer
Records computer number and time-in
Library Staff
1 minute
Logs-out in the logbook
Computes time used by the client and the corresponding fee (if any)
Library Staff
1 minute
Fees incurred?
YES
NO
Pay fee
Records fees collected to be remitted to the cashier
Library Staff
1 minute
End

SERVICE: **REQUEST FOR AUDIO-VISUAL SERVICES**

Schedule: Monday – Friday, 8:00 AM - 5:00 PM, No noon break
Clients/Customers: Students and Faculty members
Requirements: UPV ID card for students
Photocopy of Appointments for new faculty member
Processing Time: 1 minute and 20 seconds per transaction
Procedure:

Step	Customer / Applicant	Service Provider	Duration of the Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Fills out the request for audio-visual slip with the following information: • Schedule/date of viewing • Material/s needed • Number of viewers	Verifies the availability of the following: • Schedule/date of viewing • Title/s of material/s needed	1 minute	NA	Library staff	Calendar of Activity; Request for audio-visual slip
2	Receives confirmation of request	Approves request. Reminds client to return on scheduled date and proceed to the media room for viewing	20 seconds	NA	Library staff	NA
END OF TRANSACTION						


Request for Audio-Visual Services
Faculty/REPS/Student/Client
Person/Unit Responsible/Service Provider
TIME
Start
Fills out the request for audio-visual slip
Verifies the availability of the schedule and the materials needed
Library Staff
1 minute
YES
Choose other date?
NO
Available?
NO
YES
Approves request and reminds client to return on scheduled date and proceed to the venue
Library Staff
20 seconds
Receives confirmation of result
End

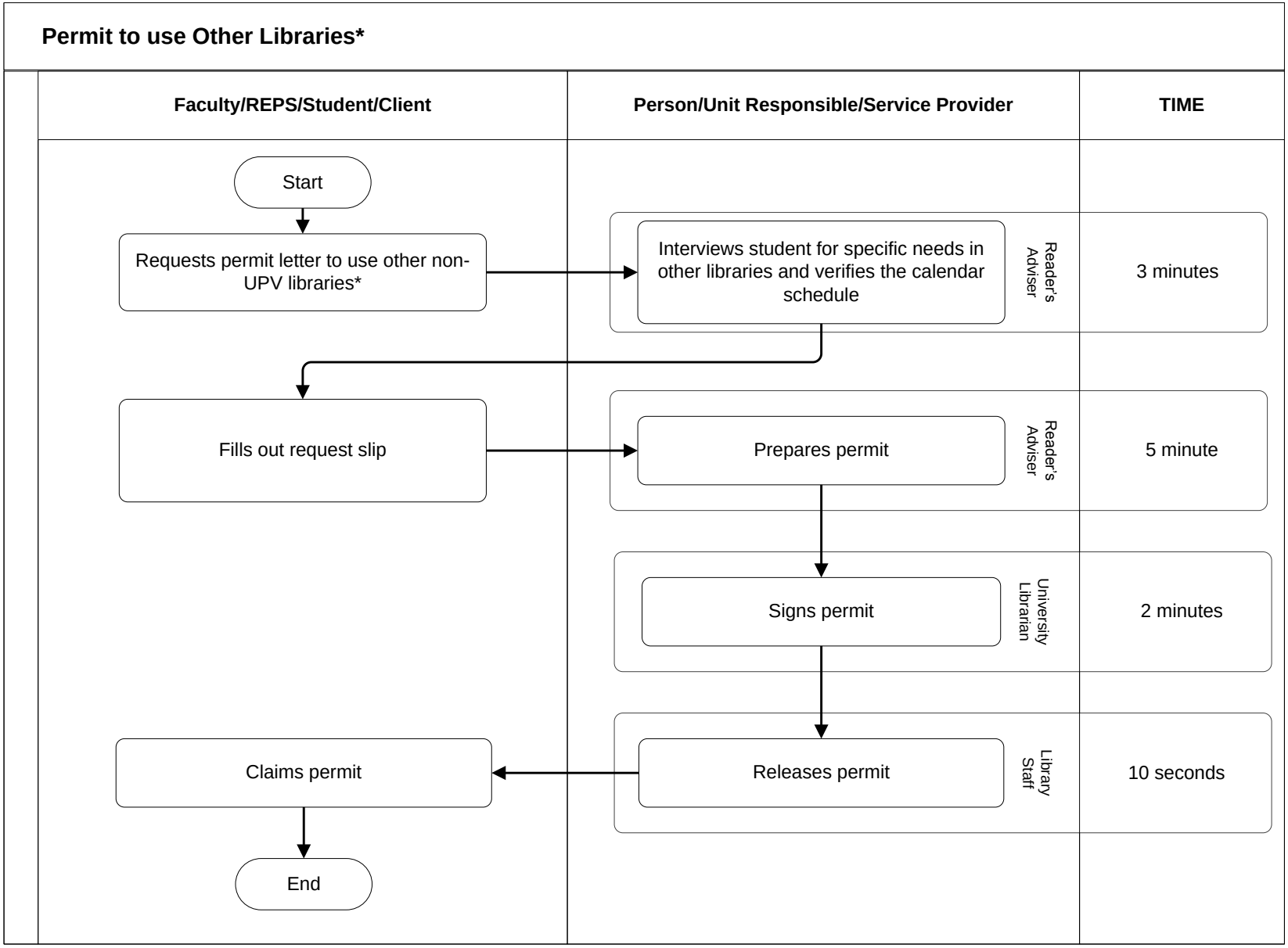
SERVICE*:* **PERMIT TO USE OTHER LIBRARIES***

Schedule: Monday – Friday, 8:00 AM - 5:00 PM, No noon break
Clients/Customers: Students and Faculty members
Requirements: UPV ID card
Processing Time: 10 minutes, 10 seconds per client
Procedure:

Step	Customer / Applicant	Service Provider	Duration of the Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Requests permit letter to use other non-UPV libraries*	• Interviews student for specific needs in other libraries • Verifies/records schedule in the calendar (*Purpose: To limit at least 5 students in every library visited*)	3 minutes	NA	Reader's Adviser	Request Slip
2	Fills out slip with the following information: name; student number; topic; course; scheduled date; class adviser; school to be visited	• Prepares Permit to Use Non-UPV Libraries • Forwards Permit to University Librarian for signature	7 minutes	NA	Reader's Adviser; University Librarian/Head Librarian	Permit to Use Non-UPV Libraries
3	Claims permit	Releases permit	10 seconds	NA	Library Staff	Permit to Use Non-UPV Libraries
END OF TRANSACTION						

* Clients are advised to file request 1 day before scheduled date.

Permit to use Other Libraries*



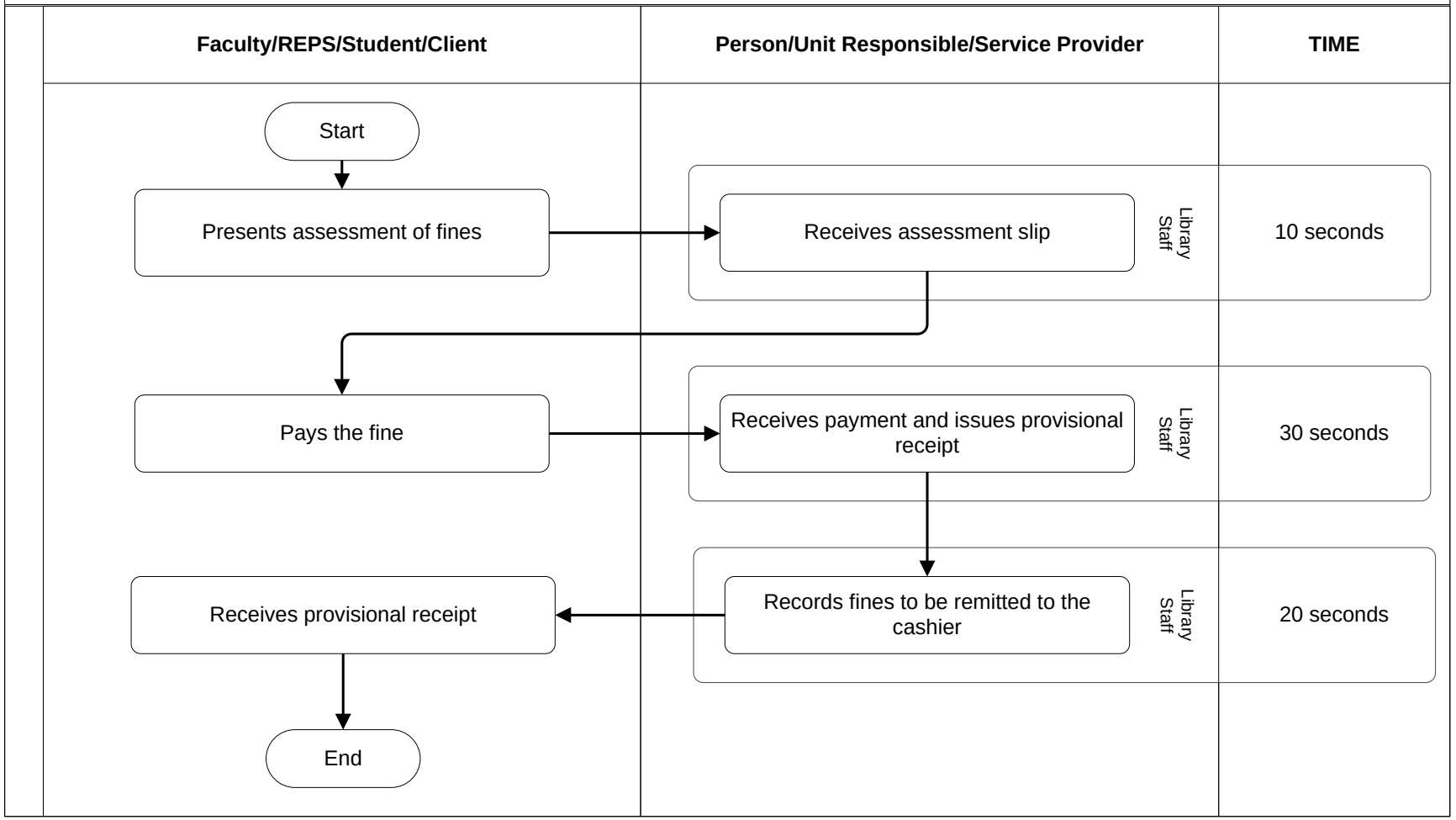
* Clients are advised to file request 1 day before scheduled date

SERVICE: **COLLECTING FINES**

Schedule: Monday – Friday, 8:00 AM - 5:00 PM, No noon break
Clients/Customers: Students, Faculty, and Staff
Requirements: NA
Processing Time: 1 minute per transaction
Procedure:

Step	Customer / Applicant	Service Provider	Duration of the Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Presents assessment of fines	Receives assessment slip	10 seconds	NA	Library Staff	Assessment Slip
2	Pay fines	Receives payment and issues Provisional Receipt	30 seconds	as assessed	Library Staff	Provisional Receipt (provided by the Cash Office)
3	Receives Provisional Receipt	Records fines to be remitted to the Cashier	20 seconds	NA	Library Staff	Logbook
END OF TRANSACTION						

Collecting Fines

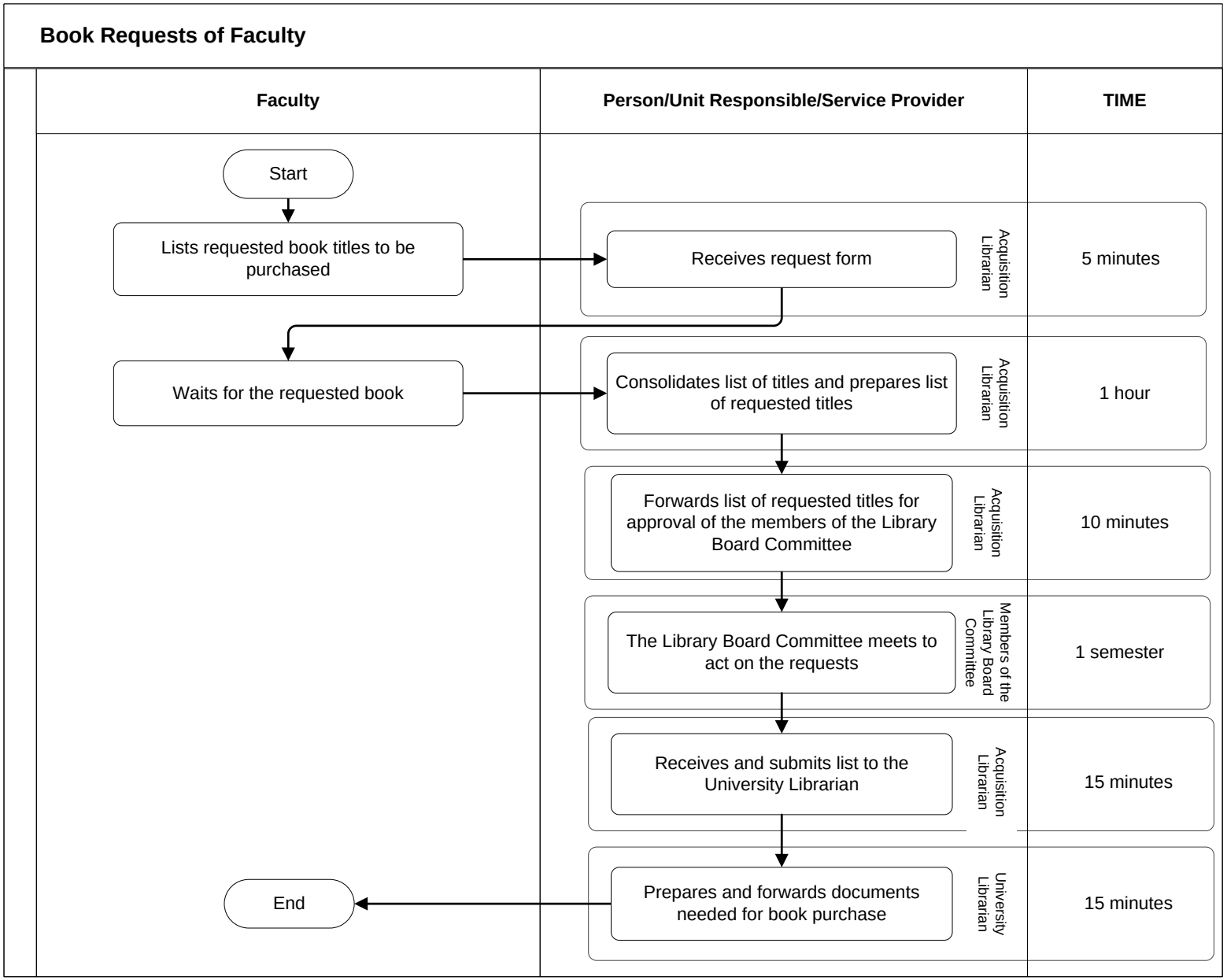


SERVICE: **BOOK REQUESTS OF FACULTY**

Schedule: Monday – Friday, 8:00 AM - 5:00 PM, No Noon Break
Clients/Customers: Faculty
Requirements: Library purchase request form
Processing Time: 1 semester
Procedure:

Step	Customer / Applicant	Service Provider	Duration of the Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Lists requested book titles to be purchased	Receives request form	5 minutes	NA	Faculty and Acquisition Librarian	Library Purchase Request Form
2	Waits for the requested book	Consolidates list of titles; Prepares list of requested titles	1 hour	NA	Acquisition Librarian	Library Purchase Request Form
		Forwards list of requested titles for approval of the members of the Library Board Committee*	10 minutes	NA	Acquisition Librarian	List of requested titles
		The Library Board Committee meets to act on the requests	Within the Semester	NA	Members of the Library Board Committee	List of requested titles
		Receives and submits list to the University Librarian; Prepares and forwards documents needed for book purchase	30 minutes	NA	Acquisition Librarian; University Librarian	List of requested titles; Purchase Request
END OF TRANSACTION						

*The VCAA calls for a meeting subject to availability of members of the committee


Book Requests of Faculty
Faculty
Person/Unit Responsible/Service Provider
TIME
Start
Lists requested book titles to be purchased
Receives request form
Acquisition Librarian
5 minutes
Waits for the requested book
Consolidates list of titles and prepares list of requested titles
Acquisition Librarian
1 hour
Forwards list of requested titles for approval of the members of the Library Board Committee
Acquisition Librarian
10 minutes
The Library Board Committee meets to act on the requests
Members of the Library Board Committee
1 semester
Receives and submits list to the University Librarian
Acquisition Librarian
15 minutes
Prepares and forwards documents needed for book purchase
University Librarian
15 minutes
End

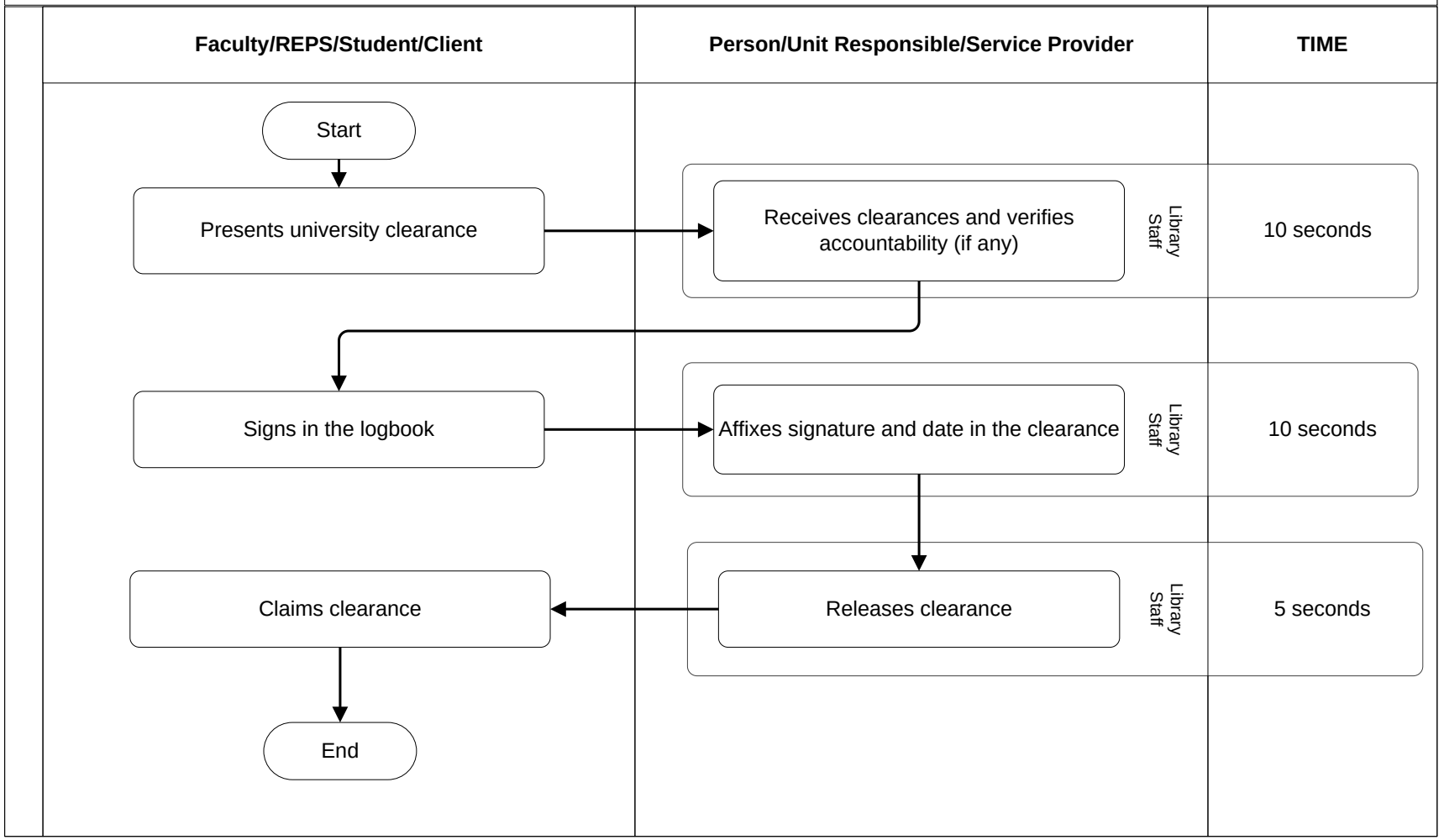
SERVICE**:** **SIGNING OF CLEARANCE (STUDENTS)***

Schedule: Monday – Friday, 8:00 AM - 5:00 PM, No noon break
Clients/Customers: Students
Requirements: Settle all accountabilities with the University Library
Processing Time: 25 seconds per student
Procedure:

Step	Customer / Applicant	Service Provider	Duration of the Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Presents university clearance	Receives clearances and verifies accountability (if any)	10 seconds	NA	Library staff in charge of clearance	University Clearance
2	Signs in the logbook	Affixes signature and date in the clearances.	10 seconds	NA	Library staff in charge of clearance	University Clearance; log book
3	Claims clearance	Releases clearance	5 seconds	NA	Library staff in charge of clearance	University Clearance
END OF TRANSACTION						

*Paperless clearance started last April 2013. Only those with accountabilities in the Library come to settle their accounts. Those without accountabilities need not come to the Library. Library accountabilities are encoded thru CRSIS.

Signing of Clearance (Students)*



* Paperless clearance started last April 2013. Only those with accountabilities in the Library come to settle their accounts. Those without accountabilities need not come to the library. Library accountabilities are encoded thru CRSIS.

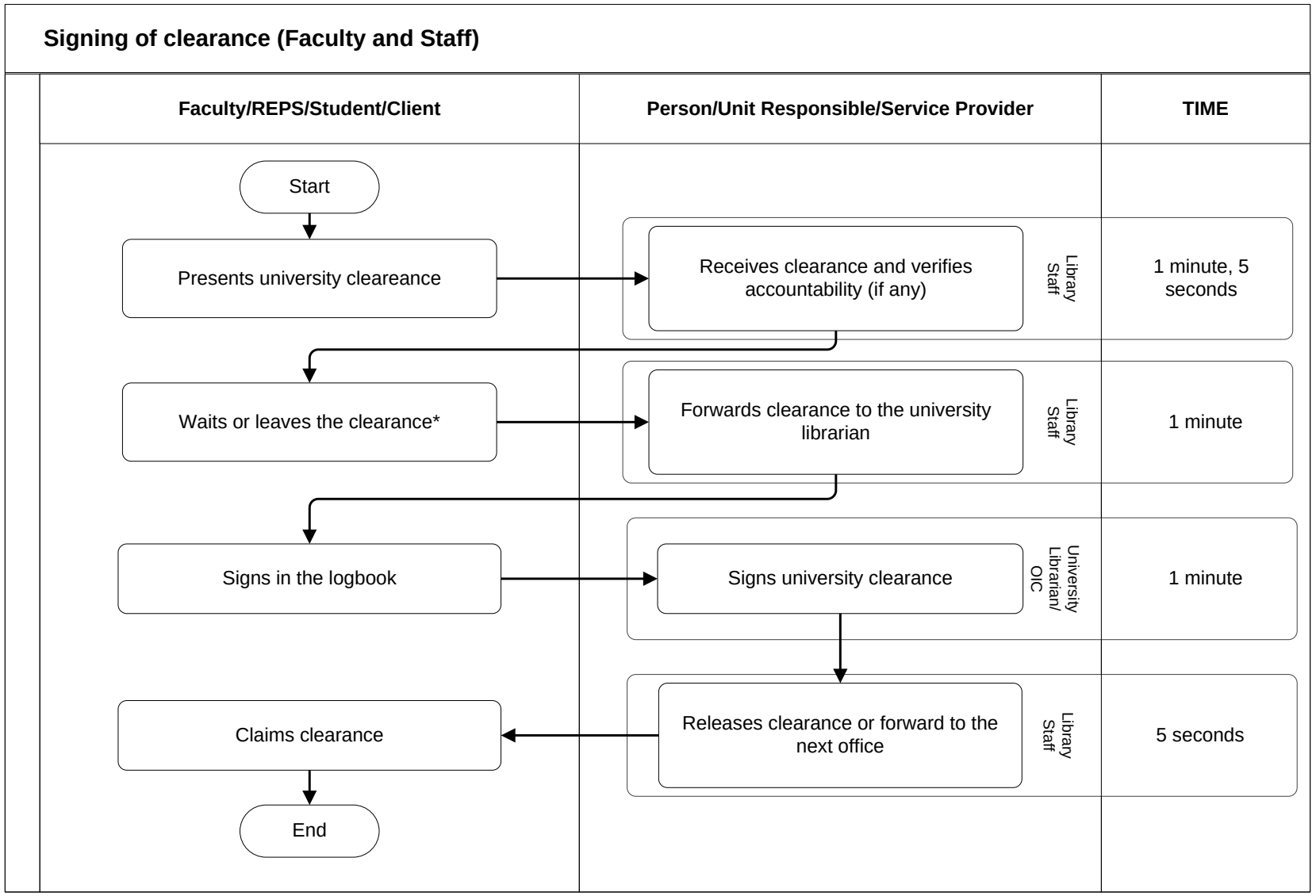
SERVICE: **SIGNING OF CLEARANCE (FACULTY AND STAFF)**

Schedule: Monday – Friday, 8:00 AM - 5:00 PM, No noon break
Clients/Customers: Faculty and staff
Requirements: Settle all accountabilities with the University Library
Processing Time: 3 minutes and 10 seconds per client
Procedure:

Step	Customer / Applicant	Service Provider	Duration of the Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Presents university clearance	Receives clearance and verifies accountability (if any)	1 minute, 5 seconds	NA	Library Staff-in-Charge from each section of the library	Clearance
2	Waits or leaves the clearance*	Forwards clearance to the university Librarian	1 minute	NA	Library Staff-in-Charge	Clearance
3	Signs in the logbook	Signs university clearance	1 minute	NA	University Librarian/OIC	Clearance
4	Claims clearance	Releases clearance or forward to the next office	5 seconds	NA	Library Staff-in-Charge	Clearance
END OF TRANSACTION						

* If client leaves the clearance, the Library Staff in-charge of clearance records and forwards it to the next office once signed by the University Librarian/OIC

Signing of clearance (Faculty and Staff)



* If client leaves the clearance, the Library Staff in-charge of clearance records and forwards it to the next office once signed by the University Librarian / OIC

INTERNAL CONTROL PROCEDURES

CASH RECEIVED BY THE COLLECTOR

a. Upon payment, the person-in-charge/collector should issue a Provisional Receipt (as supplied by the Cash Office) to the payee for the amount received.
b. The person-in-charge/collector should turn-over/remit the daily collections, together with the Provisional Receipt booklet and logbook to the Cash Office.
c. The Cash Office personnel should issue original Official Receipt with the total amount remitted by the person-in-charge.

CHAPTER VII. TEACHING AND LEARNING RESOURCE CENTER

MISSION

- Nurture the passion for learning among students.
- Enrich the learning environment of students.
- Provide skills enhancement programs in teaching among faculty members.

COREVALUES

- Excellence
- Nurturance
- Service

FUNCTIONS

A. Organizational functions:
   - To supplement, complement, and coordinate existing learning assistance programs; and
   - To ensure that the goal of promoting academic excellence will be realized in a more caring and nurturing environment.

B. Strategic functions:
   - To implement the Summer Bridge Program for selected incoming freshmen students.

C. Core functions:
   - To provide students with learning assistance through tutorials, learning modules, and other instructional materials;
   - To provide students computer and internet access, venue for class presentations and film showings;
   - To provide students venues for study, recreation, and camaraderie or fellowship; and
   - To assist in enhancing teaching competence through training in collaboration with other academic units of the university.

D. Support functions:
   - To serve as a support facility to university – wide activities.

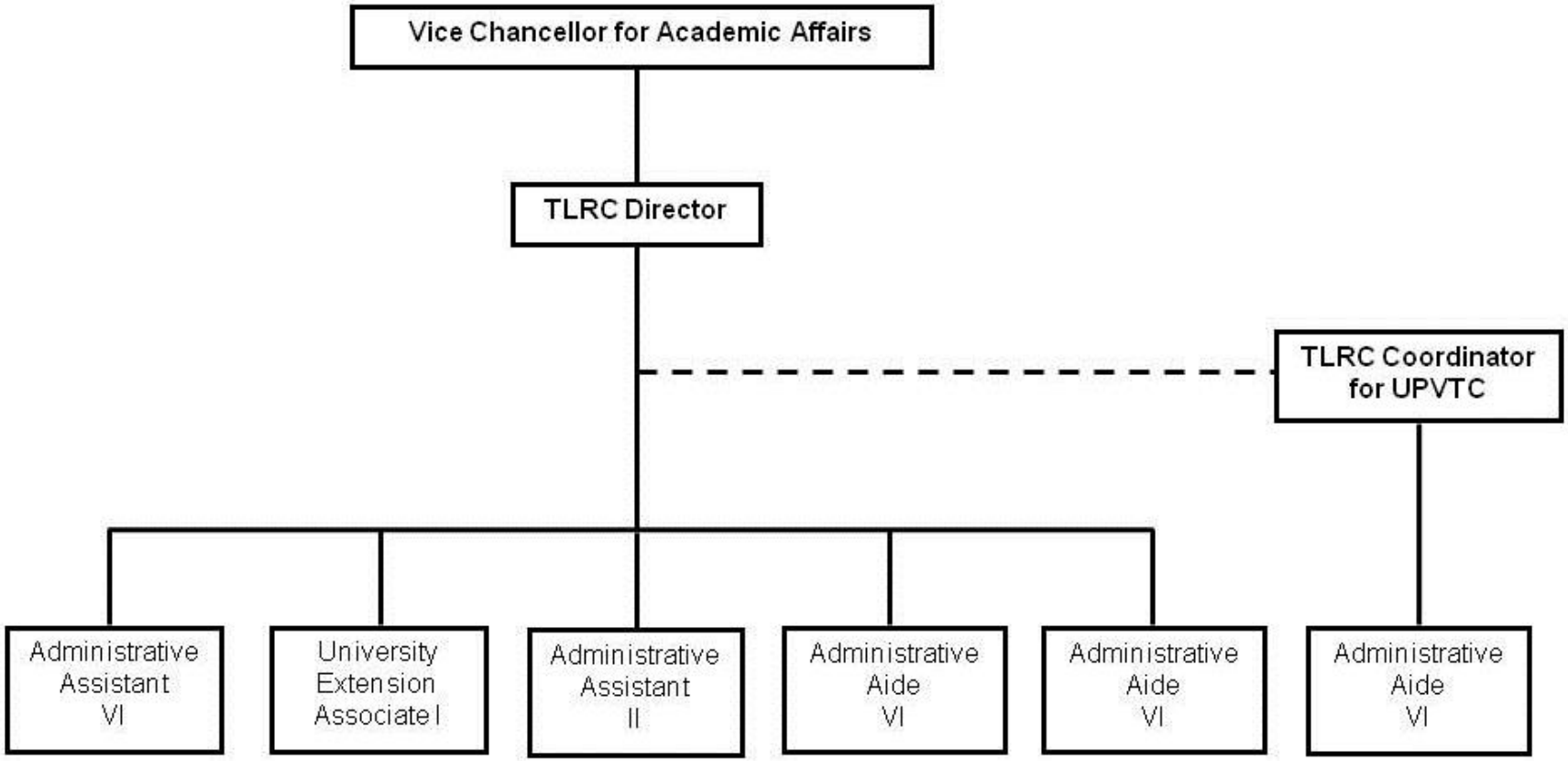
Programs and Services

1. Summer Bridge Program (SBP) – intensive course intended for incoming freshmen. It specifically aims to bridge the gap between high school exit skills and college entry skills and upgrade students' capacity to meet the demands of UP education, particularly in Mathematics.
2. Peer Tutorial Program – Designed for students who need selective learning assistance in certain subject areas like Mathematics, Physics, Chemistry, and Communications.
3. Computer and Internet Access – Offers easy access to computers and internet. Students who have registered at the TLRC in the beginning of every semester have the

privilege of 30 hours of free computer use. Students who are doing their thesis or special problem can avail themselves of additional 15 hours of free computer use by presenting certification from their respective advisers. All TLRC computers are connected to the internet and printer operate in the Windows operating systems and applications.

4. Printing and Photocopying –Provide printing and photocopying services on a first-come-first served basis.
5. Book Club – Collection of reading materials such as pocketbooks and other reference materials which can be borrowed and read at the TLRC.
6. Movie Club – Collection of more than 600 films in different genre e.g. action, drama, love story, documentary, adventure, suspense, animation, Filipino classics, etc. which the students can borrow and view at the TLRC.
7. TBAC (Total Bigtime Access Card) - serves as cashless payment to all TLRC services. The card is in two denominations: 50 and 100 pesos. This card is transferrable. That is, students can share the card use as long as there is remaining amount. To avail of this card, the student will pay for a selected denomination (50 or 100 pesos) at the Cash Office. To use the card, the student will present it to the TLRC staff before availing a particular service. The TLRC staff will deduct the amount of a particular service provided. The balance amount will be written at the back of the card for close monitoring. Once the amount has been used up, the student will again buy another card.
8. Lamination, ring binding, scanning, CD/DVD burning – Other academic support services for UPV clients payable using TBAC.
9. Audio – Visual Room Services - Available for film showing, seminars, and fora. The TLRC has two audio-visual rooms fully equipped with multimedia projectors, television sets, projector screens, and DVD players. The Interactive Learning Program (ILP) AVR can accommodate 100 persons while the TLRC AVR can accommodate 50.
10. Teaching Act Training – Intensive training program which aims to inculcate among UPV faculty the true calling of teachers as well as the principles and values of teaching.
11. Self – Instructional Learning Modules –Available for students who wish to supplement classroom learning with individual study. The learning modules are published by the UP System in the areas of Communication, Mathematics, Chemistry, Biology, and Natural Sciences.
12. Interactive Learning Program – supports the teaching and learning requirements of the university by providing alternative venues for learning activities that utilize the latest advancements in electronic, multimedia, and internet technologies.

A. Organizational Structure



Duties and Responsibilities

Director

- Directly supervises all TLRC operations
- Initiates plans and programs of the office

Coordinator

- Directly supervise the satellite office in UPVTC

Administrative Services

- Assists in the conduct of TLRC programs such as the Summer Bridge Program and the Teaching Act training;

- Performs a variety of clerical tasks such as to receive incoming calls, to record incoming and outgoing communications, to deliver documents to other offices, etc.;

- Sets up filing system of reports and other papers/documents for easy reference;

- Stores and maintains records databank of TLRC services;

- Follows up pertinent papers and attend to inquiries or refers telephone callers or visitors to proper sources.

I. Operational Control and Supervision

The approving/recommending authority is at the Director's level. This includes the following:

1. To act on requests of student organizations related to TLRC student services;
2. To approve and recommend staff promotion based on outstanding performance.

SERVICE STANDARD AND FLOWCHART

SERVICE: **TOTAL BIGTIME ACCESS CARD (TBAC)**

Description: The Total Big-time Access Card serves as cashless payment to all TLRC services. The card is in two denominations: 50 and 100 pesos. This card is transferrable. That is, students can share the card use as long as there is remaining amount. To avail of this card, the student will pay for a selected denomination (50 or 100 pesos) at the Cash Office. To use the card, the student will present it to the TLRC staff before availing a particular service. The TLRC staff will deduct the amount of a particular service provided. The balance amount will be written at the back of the card for close monitoring. Once the amount has been used up, the student will again buy another card.

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)

Clients/Customers: Students and Faculty members

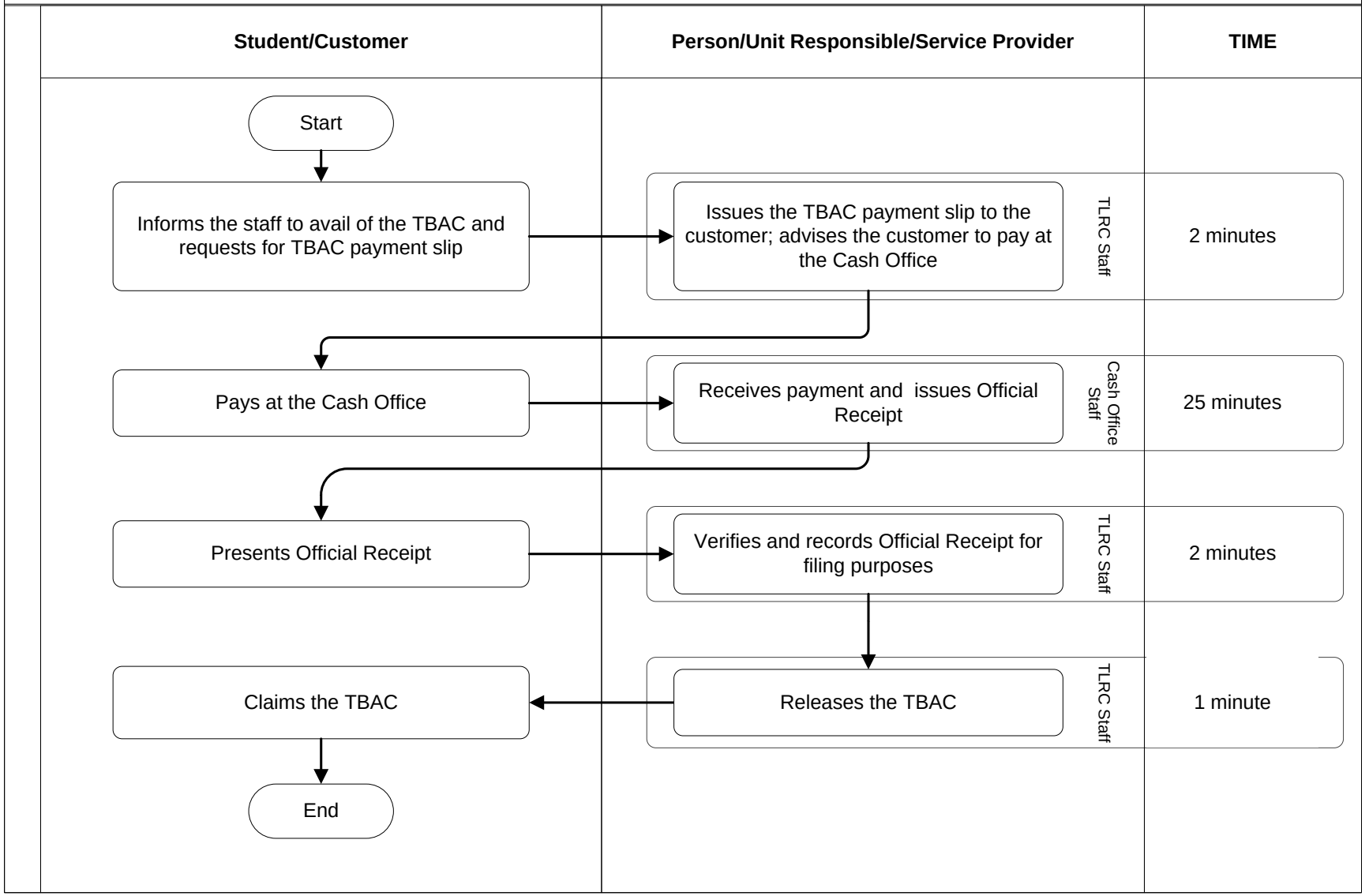
Requirements: None

Processing Time: 30 minutes

Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Informs the staff to avail of the TBAC and request for TBAC payment slip	Issues the TBAC payment slip	2 minutes	NA	TLRC Staff	TBAC payment slip
2	Pays at the Cash office	Receives payment and issues Official Receipt	25 minutes	50.00 or 100.00 pesos per TBAC	Cash Office Staff	NA
3	Presents Official Receipt	Verifies and records Official Receipt for filing purposes	2 minutes	NA	TLRC Staff	Official Receipt
4	Claims the TBAC	Releases the TBAC	1 minute	NA	TLRC Staff	NA
END OF TRANSACTION						

Total Bigtime Access Card (TBAC) Flowchart



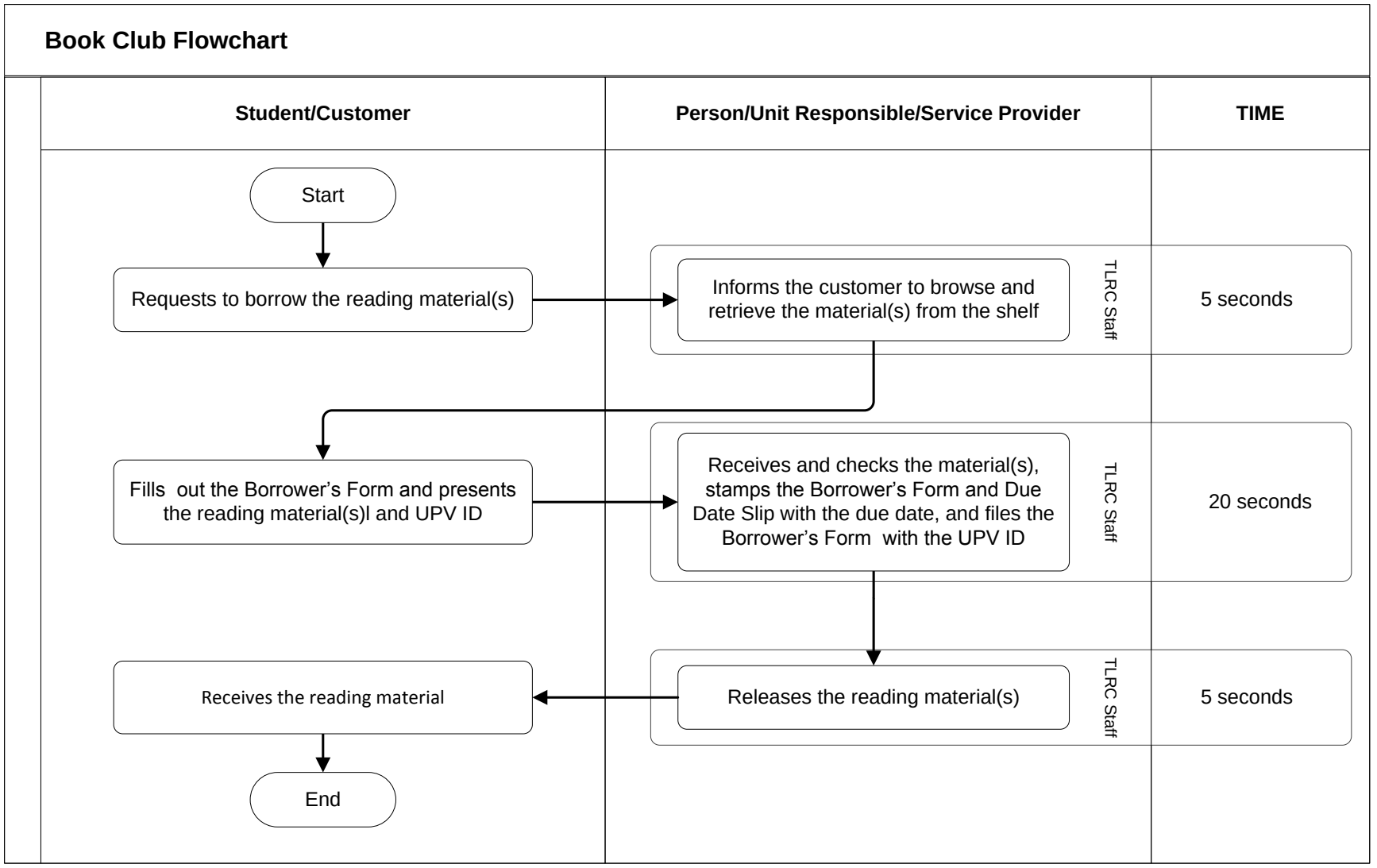
SERVICE: **BOOK CLUB**

Description: Collection of reading materials such as pocketbooks, self-instructional learning modules, and magazines which can be borrowed and read at the TLRC.
Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: Students and Faculty members
Requirements: UPV ID and Book Club Borrower's Form
Processing Time: 30 seconds per reading material
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Requests to borrow the reading material (s)	Informs the customer to browse and retrieve the material(s) from the shelf	5 seconds	NA	TLRC Staff	NA
2	Fills out the Borrower's Form and presents the reading material(s)l and UPV ID	Receives and checks the material(s), stamps the Borrower's Form and Due Date Slip with the due date, and files the Borrower's Form with the UPV ID	20 seconds	NA	TLRC Staff	UPV ID and Book Club Borrower's Form
3	Receives the reading material(s)	Releases the reading material(s)	5 seconds	NA	TLRC Staff	NA
END OF TRANSACTION						

Note:

1. Book Club materials (pocketbook and module) can be borrowed for 2 weeks.
2. Failure to return on due date will be reprimanded.
    a) First offense – suspension of 1 week
    b) Second offense – suspension of 1 month
    c) Third offense – suspension of 1 semester


Book Club Flowchart
Student/Customer
Person/Unit Responsible/Service Provider
TIME
Start
Requests to borrow the reading material(s)
Informs the customer to browse and retrieve the material(s) from the shelf
TLRC Staff
5 seconds
Fills out the Borrower's Form and presents the reading material(s)l and UPV ID
Receives and checks the material(s), stamps the Borrower's Form and Due Date Slip with the due date, and files the Borrower's Form with the UPV ID
TLRC Staff
20 seconds
Receives the reading material
Releases the reading material(s)
TLRC Staff
5 seconds
End

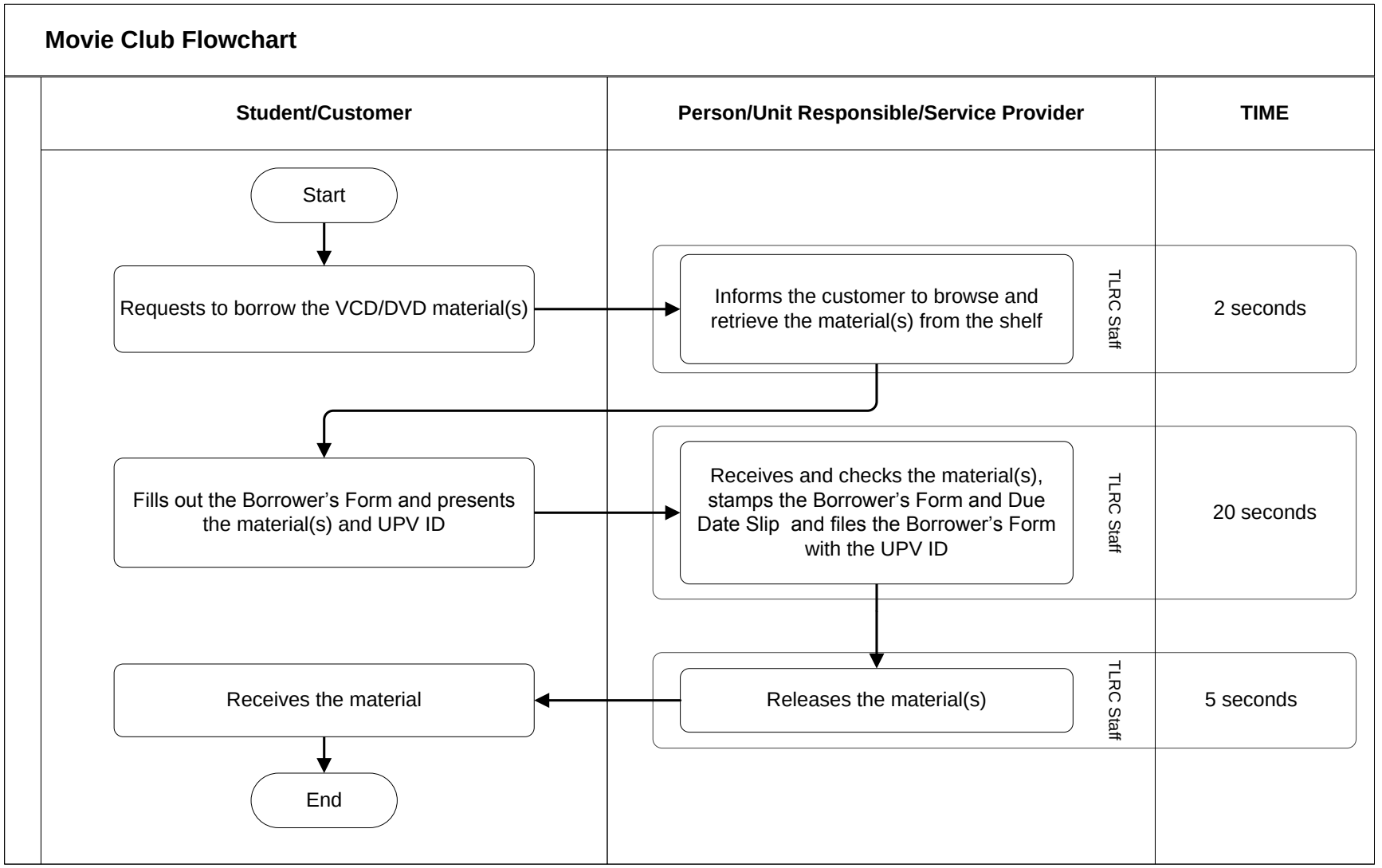
SERVICE: **MOVIE CLUB**

Description: Collection of more than 600 films in different genre e.g. action, drama, love story, documentary, adventure, suspense, animation, Filipino classics, etc. which the students can borrow and view at the TLRC.
Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: Students and Faculty members
Requirements: UPV ID and Movie Club Borrower's Form
Processing Time: 30 seconds per film/movie
Procedure:

Steps	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Requests to borrow the VCD/DVD material(s)	Informs the customer to browse and retrieve the material(s) from the shelf	5 seconds	NA	TLRC Staff	NA
2	Fills out the Borrower's Form and presents the material(s) and UPV ID	Receives and checks the material(s), stamps the Borrower's Form and Due Date Slip and files the Borrower's Form with the UPV ID	20 seconds	NA	TLRC Staff	UPV ID and Movie Club Borrower's Form
3	Receives the material(s)	Releases the material(s)	5 seconds	NA	TLRC Staff	NA
END OF TRANSACTION						

Note:

1. Movie Club materials (VCDs/DVDs) can be borrowed for 1 week.
2. Failure to return on due date will be reprimanded.
    a) First offense – suspension of 1 week
    b) Second offense – suspension of 1 month
    c) Third offense – suspension of 1 semester


Movie Club Flowchart
Student/Customer
Person/Unit Responsible/Service Provider
TIME
Start
Requests to borrow the VCD/DVD material(s)
Informs the customer to browse and retrieve the material(s) from the shelf
TLRC Staff
2 seconds
Fills out the Borrower's Form and presents the material(s) and UPV ID
Receives and checks the material(s), stamps the Borrower's Form and Due Date Slip and files the Borrower's Form with the UPV ID
TLRC Staff
20 seconds
Receives the material
Releases the material(s)
TLRC Staff
5 seconds
End

SERVICE: **COMPUTER AND INTERNET ACCESS**

Description: To help students in their academic requirements, TLRC offers easy access to computers and internet. Students who have registered at the TLRC in the beginning of every semester have the privilege of 30 hours of free computer use. Students who are doing their thesis or special problem can avail themselves of additional 15 hours of free computer use by presenting certification from their respective advisers. The TLRC computers all connected to the internet and printer operate in the Windows operating systems and applications.

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)

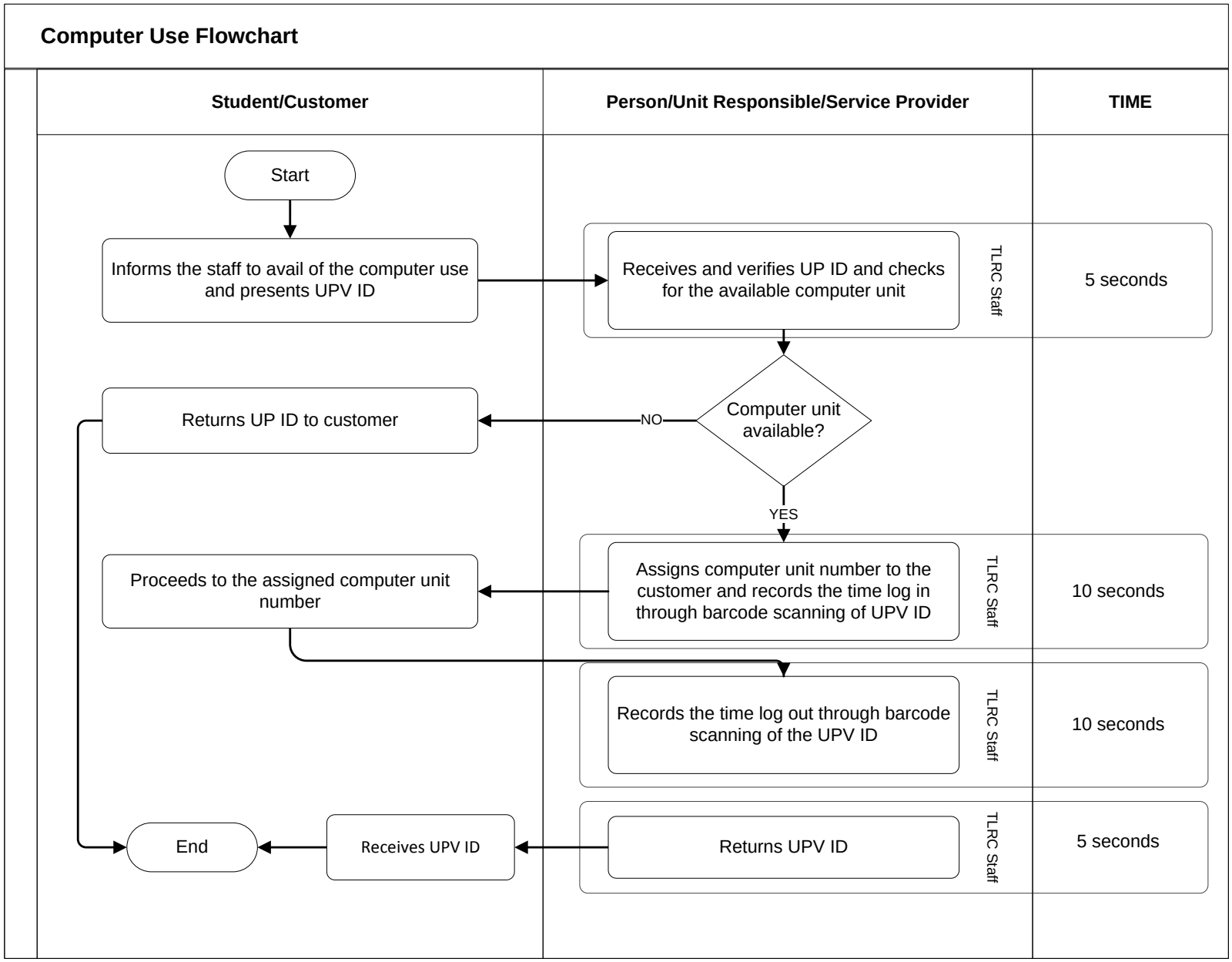
Clients/Customers: Students and Faculty members

Requirements: UPV ID

Processing Time: 30 seconds

Procedure:

Steps	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Informs the staff to avail of the computer use and presents UPV ID	Receives and verifies the UPV ID, checks and assigns the available computer unit; informs and returns UPV ID of customer when no computer unit is available	5 seconds	NA	TLRC Staff	NA
2	Proceeds to the assigned computer unit number	Records the time log in through barcode scanning of the UPV ID	10 seconds	NA	TLRC Staff	NA
3	Informs the staff to log out when finished	Records the time log out through barcode scanning of the UPV ID	10 seconds	NA	TLRC Staff	NA
4	Receives UPV ID	Returns UPV ID	5 seconds	NA	TLRC Staff	NA
END OF TRANSACTION						

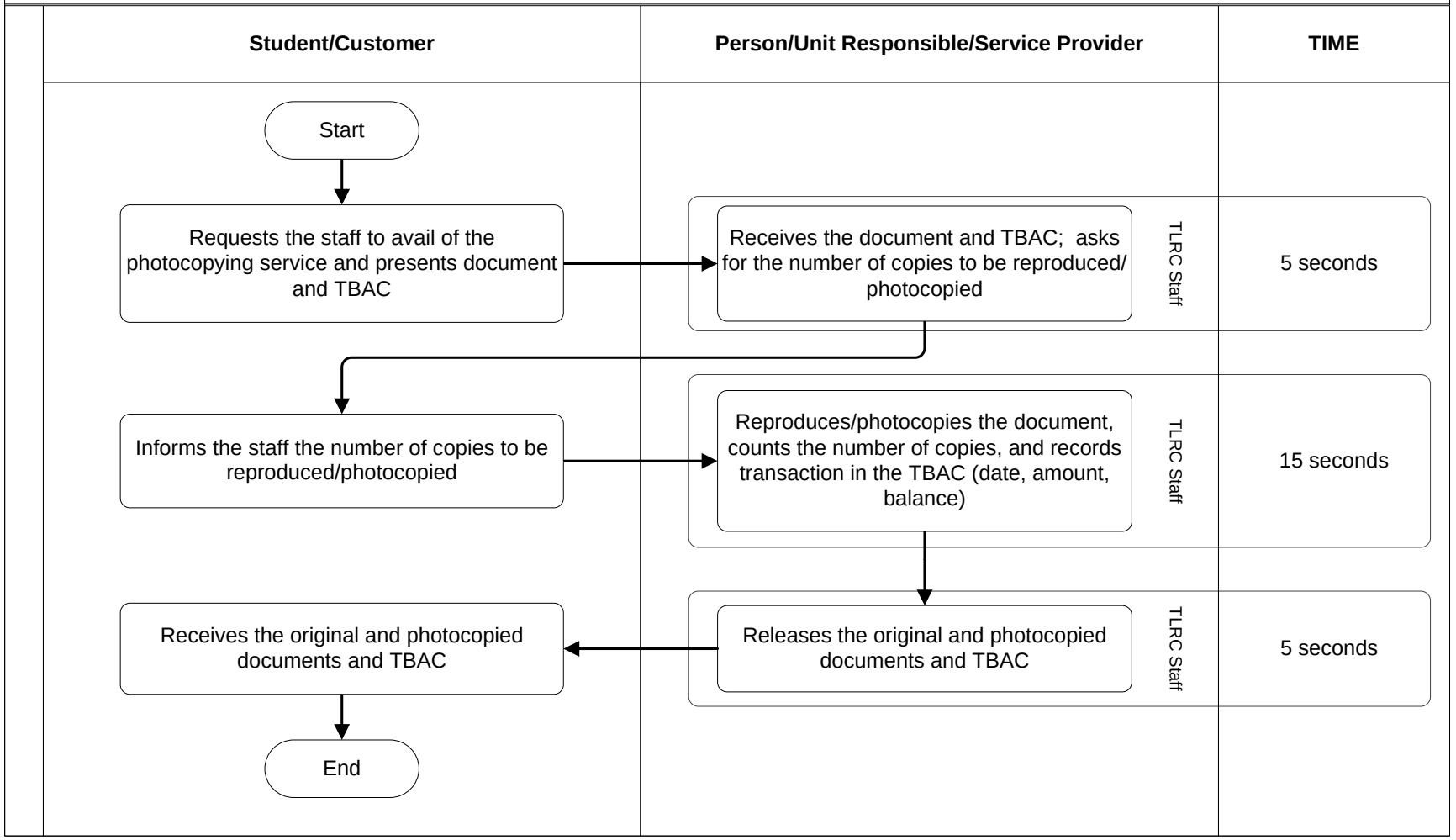

Computer Use Flowchart
Student/Customer
Person/Unit Responsible/Service Provider
TIME
Start
Informs the staff to avail of the computer use and presents UPV ID
Receives and verifies UP ID and checks for the available computer unit
TLRC Staff
5 seconds
Computer unit available?
NO
Returns UP ID to customer
YES
Assigns computer unit number to the customer and records the time log in through barcode scanning of UPV ID
TLRC Staff
10 seconds
Proceeds to the assigned computer unit number
Records the time log out through barcode scanning of the UPV ID
TLRC Staff
10 seconds
Returns UPV ID
TLRC Staff
5 seconds
Receives UPV ID
End

SERVICE: **PHOTOCOPYING**

Description: Only UPV clients can avail themselves of the photocopying service. Photocopying is a first-come-first served basis and the schedule must be strictly observed.
Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: Students, Faculty members, and Staff
Requirements: TBAC
Processing Time: 30 seconds per copy
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Requests the staff to avail of the photocopying service and presents document and TBAC	Receives the document and TBAC; asks for the number of copies to be reproduced/photocopied	5 seconds	P1.50 per copy	TLRC Staff	TBAC
2	Informs the staff the number of copies to be reproduced/photocopied	Reproduces/photocopies the document, counts the number of copies, and records transaction in the TBAC (date, amount, balance)	20 seconds	NA	TLRC Staff	NA
3	Receives the original and photocopied documents and TBAC	Releases the original and photocopied documents and TBAC	5 seconds	NA	TLRC Staff	NA
END OF TRANSACTION						

Photocopying Flowchart

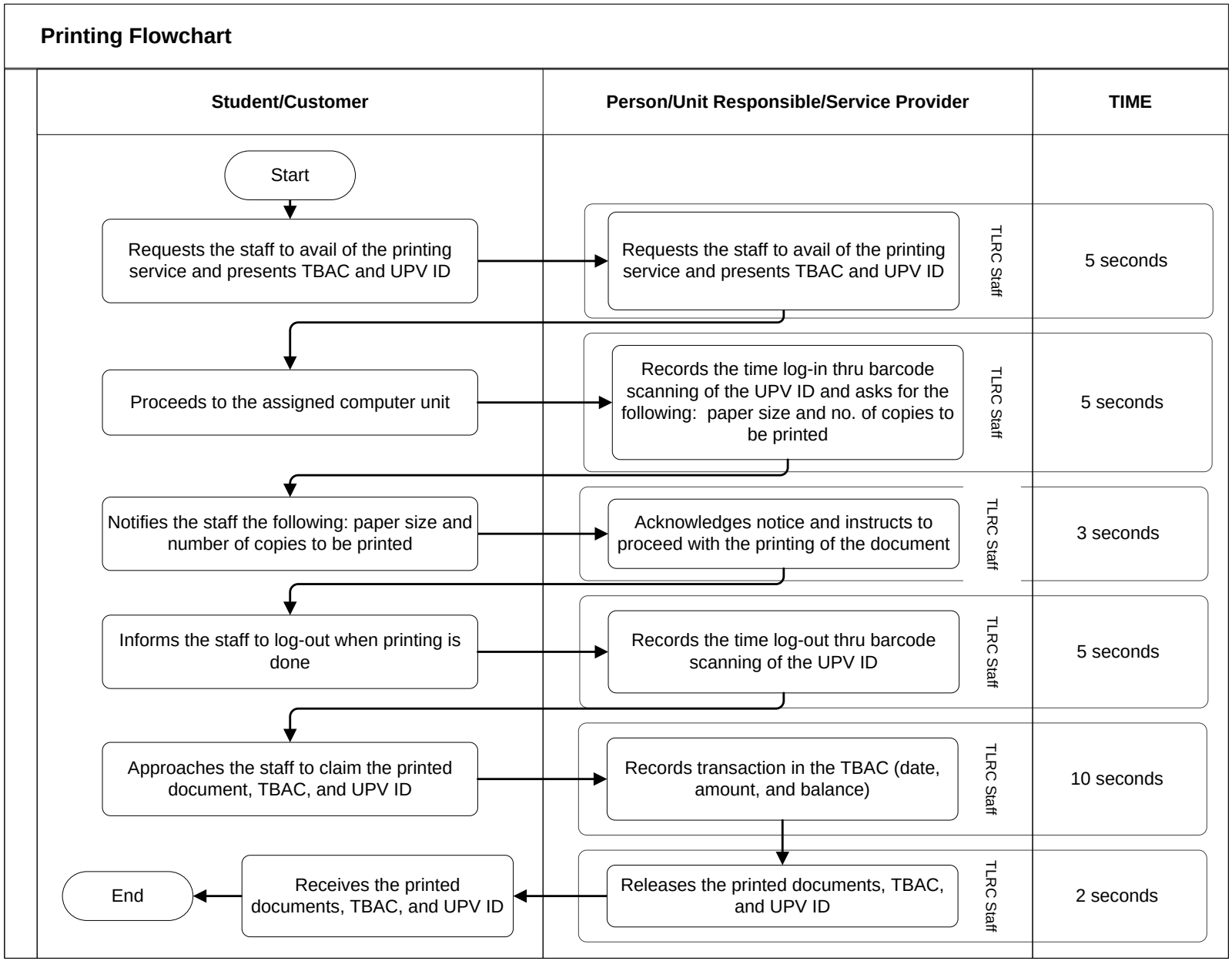


SERVICE: **PRINTING**

Description: Only UPV clients can avail themselves of the printing service. Printing is a first-come-first served basis and the schedule must be strictly observed.
Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: Students, Faculty members, and Staff
Requirements: TBAC and UPV ID
Processing Time: 30 seconds per page
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Requests the staff to avail of the printing service and presents TBAC and UPV ID	Receives and verifies TBAC and UPV ID, checks and assigns the available computer unit	5 seconds	P3.00 per page	TLRC Staff	TBAC and UPV ID
2	Proceeds to the assigned computer unit	Records the time log-in thru barcode scanning of the UPV ID and asks for the following: paper size and no. of copies to be printed	5 seconds	NA	TLRC Staff	NA
3	Notifies the staff the following: paper size and number of copies to be printed	Acknowledges notice and instructs to proceed with the printing of the document	3 seconds	NA	TLRC Staff	NA
4	Informs the staff to log-out when printing is done	Records the time log-out thru barcode scanning of the UPV ID	5 seconds	NA	TLRC Staff	NA
5	Approaches the staff to claim the printed document, TBAC, and UPV ID	Records transaction in the TBAC (date, amount, and balance)	10 seconds	NA	TLRC Staff	NA

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
6	Receives the printed documents, TBAC, and UPV ID	Releases the printed documents, TBAC, and UPV ID	2 seconds	NA	TLRC Staff	NA
END OF TRANSACTION						


Printing Flowchart
Student/Customer
Person/Unit Responsible/Service Provider
TIME
Start
Requests the staff to avail of the printing service and presents TBAC and UPV ID
Requests the staff to avail of the printing service and presents TBAC and UPV ID
TLRC Staff
5 seconds
Proceeds to the assigned computer unit
Records the time log-in thru barcode scanning of the UPV ID and asks for the following: paper size and no. of copies to be printed
TLRC Staff
5 seconds
Notifies the staff the following: paper size and number of copies to be printed
Acknowledges notice and instructs to proceed with the printing of the document
TLRC Staff
3 seconds
Informs the staff to log-out when printing is done
Records the time log-out thru barcode scanning of the UPV ID
TLRC Staff
5 seconds
Approaches the staff to claim the printed document, TBAC, and UPV ID
Records transaction in the TBAC (date, amount, and balance)
TLRC Staff
10 seconds
End
Receives the printed documents, TBAC, and UPV ID
Releases the printed documents, TBAC, and UPV ID
TLRC Staff
2 seconds

SERVICE: **AUDIO – VISUAL ROOM (AVR) RESERVATION**

Description: The TLRC has two audio-visual rooms and fully equipped with multimedia projectors, television sets, projector screens, and DVD players. The Interactive Learning Program (ILP) AVR can accommodate 100 persons while the TLRC AVR can accommodate 50. The audio-visual rooms are available for film showing, seminars, and fora.

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)

Clients/Customers: Faculty members and Staff

Requirements: AVR Reservation Form

Processing Time: 2 days, 10 minutes

Procedure:

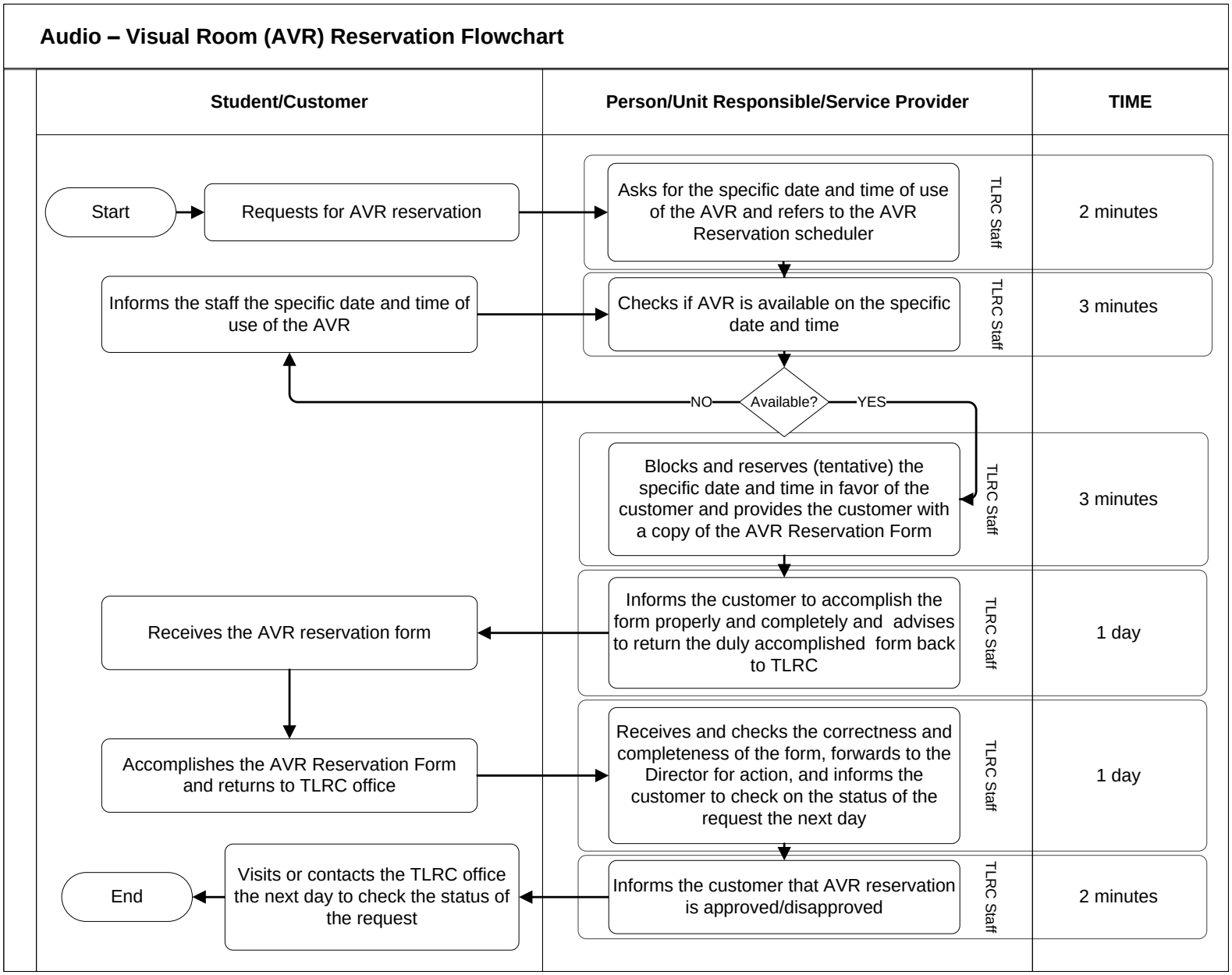
Steps	Customer/ Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Requests for AVR reservation	Asks for the specific date and time of use of the AVR and refers to the AVR Reservation scheduler	2 minutes	None (for GE and Non-GE classes)	TLRC Staff	AVR Reservation Form
2	Informs the staff the specific date and time of use of the AVR	Checks if AVR is available on the specific date and time (if available, informs the customer that the AVR is free; if not available, informs the customer that AVR is already reserved)	3 minutes	NA	TLRC Staff	NA
3	Informs the staff to reserve the specific date and time	Blocks and reserves (tentative) the specific date and time in favor of the customer and provides the customer with a copy of the AVR Reservation Form	3 minutes	NA	TLRC Staff	NA
4	Receives the AVR	Informs the customer to	1 day	NA	TLRC Staff	NA

Steps	Customer/ Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
	reservation form	accomplish the form properly and completely and advises to return the duly accomplished form back to TLRC				
5	Accomplishes the AVR Reservation Form and returns to TLRC office	Receives and checks the correctness and completeness of the form, forwards to the Director for action, and informs the customer to check on the status of the request the next day	1 day	NA	TLRC Staff	NA
6	Visits or contacts the TLRC office the next day to check the status of the request	Informs the customer that AVR reservation is approved/disapproved	2 minutes	NA	TLRC Staff	NA
END OF TRANSACTION						

Note:

1. Each class can use the AVR for only 3 sessions in a semester for free. These sessions should follow the official class schedules.
2. The faculty-in-charge should file the reservation 5 working days and confirm the reservation 3 working days prior to date of use.
3. All learning materials and films should be tested one day before the scheduled date.
4. For student organizations, administration offices, and other requesting parties, a letter requesting for use of AVR addressed to the TLRC Director must be secured first. Upon approval of the request, accomplish the reservation form and pay the corresponding fees at the UPV Cashier's Office at least three (3) days before the scheduled day of use.
5. Paid reservation is considered confirmed and non-refundable.

Audio – Visual Room (AVR) Reservation Flowchart

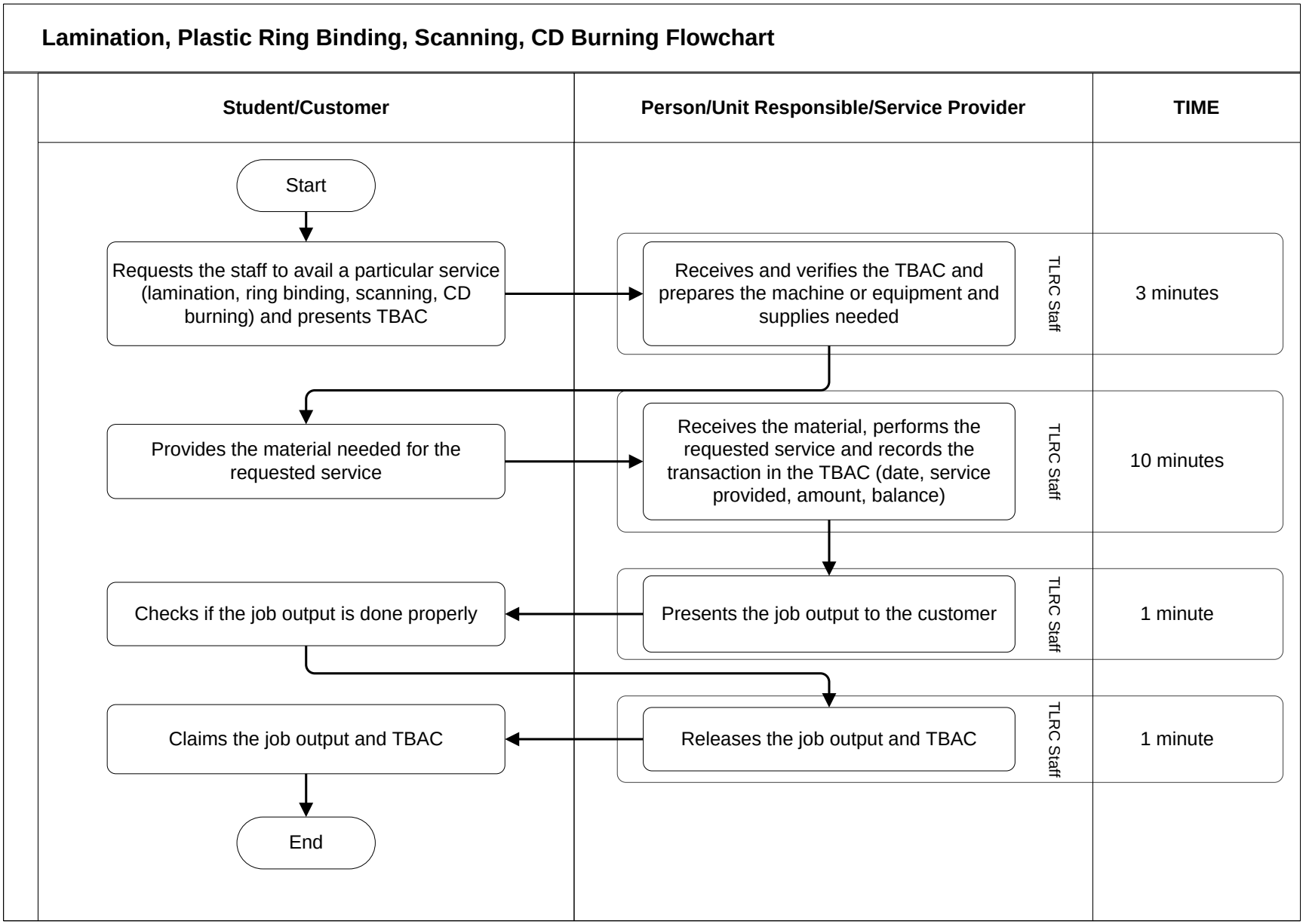


SERVICE: **LAMINATION, PLASTIC RING BINDING, SCANNING, CD BURNING**

Description: Only UPV clients can avail themselves of the lamination, plastic ring binding, scanning, and CD burning services on a first-come-first served basis. The schedule must be strictly observed.
Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: Students, Faculty member, and Staff
Requirements: TBAC
Processing Time: 15 minutes per service
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Requests the staff to avail a particular service (lamination, ring binding, scanning, CD burning) and presents TBAC	Receives and verifies the TBAC and prepares the machine or equipment and supplies needed	3 minutes	-P10.00 per lamination -P20.00-40.00 per ring binding -P10.00 per scanning -P10.00 per CD burning	TLRC Staff	TBAC
2	Provides the material needed for the requested service	Receives the material, performs the requested service and records the transaction in the TBAC (date, service provided, amount, balance)	10 minutes	NA	TLRC Staff	NA
3	Checks if the job output is done properly	Presents the job output to the customer	1 minute	NA	TLRC Staff	NA
4	Claims the job output and TBAC	Releases the job output and TBAC	1 minute	NA	TLRC Staff	NA
END OF TRANSACTION						

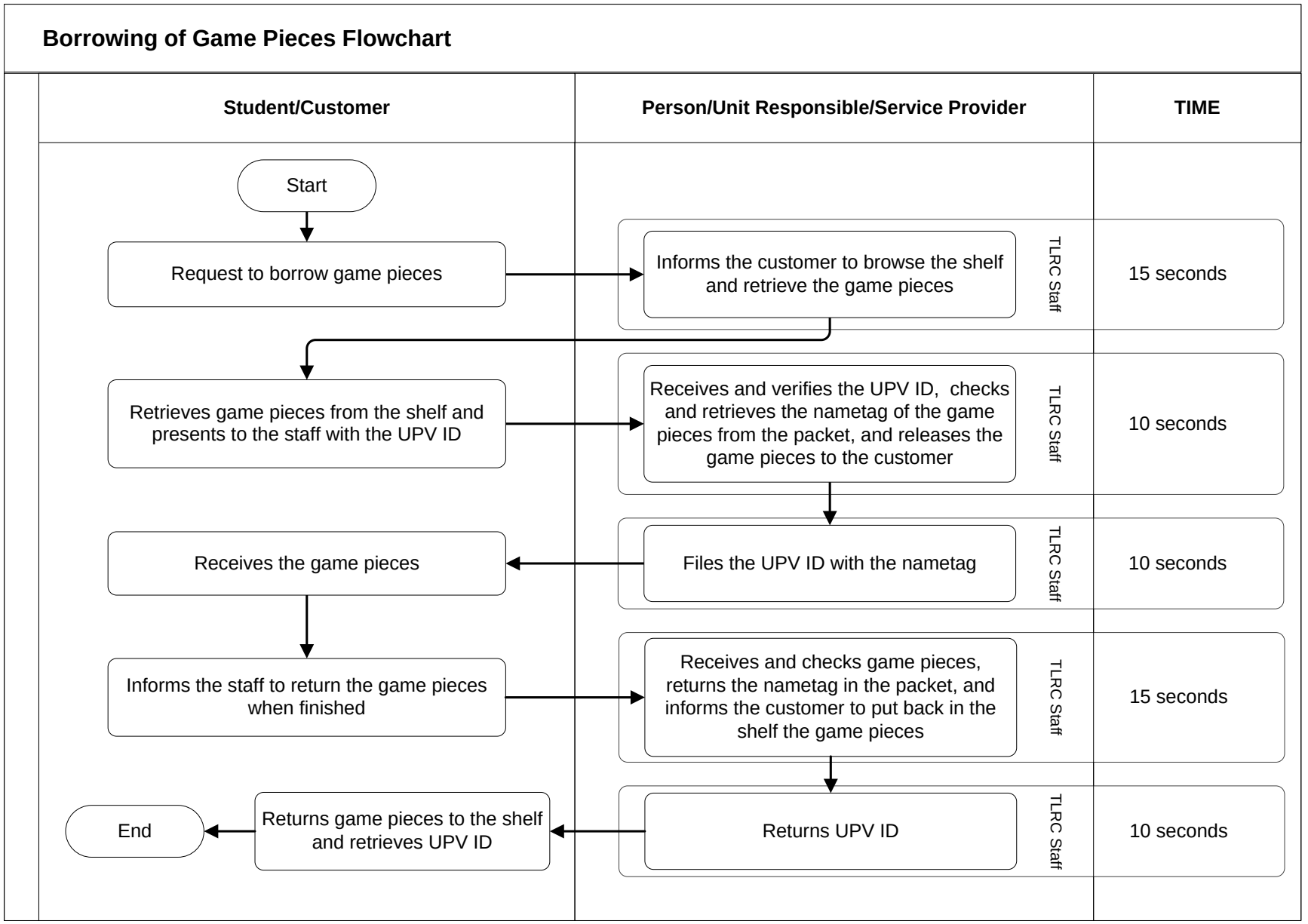
Lamination, Plastic Ring Binding, Scanning, CD Burning Flowchart



SERVICE: **BORROWING OF GAME PIECES**

Description: Only UPV clients can borrow board games and other game pieces at the TLRC.
Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: Students, Faculty members, and Staff
Requirements: UPV ID
Processing Time: 1 minute
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Request to borrow game pieces	Informs the customer to browse the shelf and retrieve the game pieces	15 seconds	None	TLRC Staff	NA
2	Retrieves game pieces from the shelf and presents to the staff with the UPV ID	Receives and verifies the UPV ID, checks and retrieves the nametag of the game pieces from the packet, and releases the game pieces to the customer	10 seconds	NA	TLRC Staff	NA
3	Receives the game pieces	Files the UPV ID with the nametag	10 seconds	NA	TLRC Staff	NA
4	Informs the staff to return the game pieces when finished	Receives and checks game pieces, returns the nametag in the packet, and informs the customer to put back in the shelf the game pieces	15 seconds	NA	TLRC Staff	NA
5	Returns game pieces to the shelf and retrieves UPV ID	Returns UPV ID	10 seconds	NA	TLRC Staff	NA
END OF TRANSACTION						

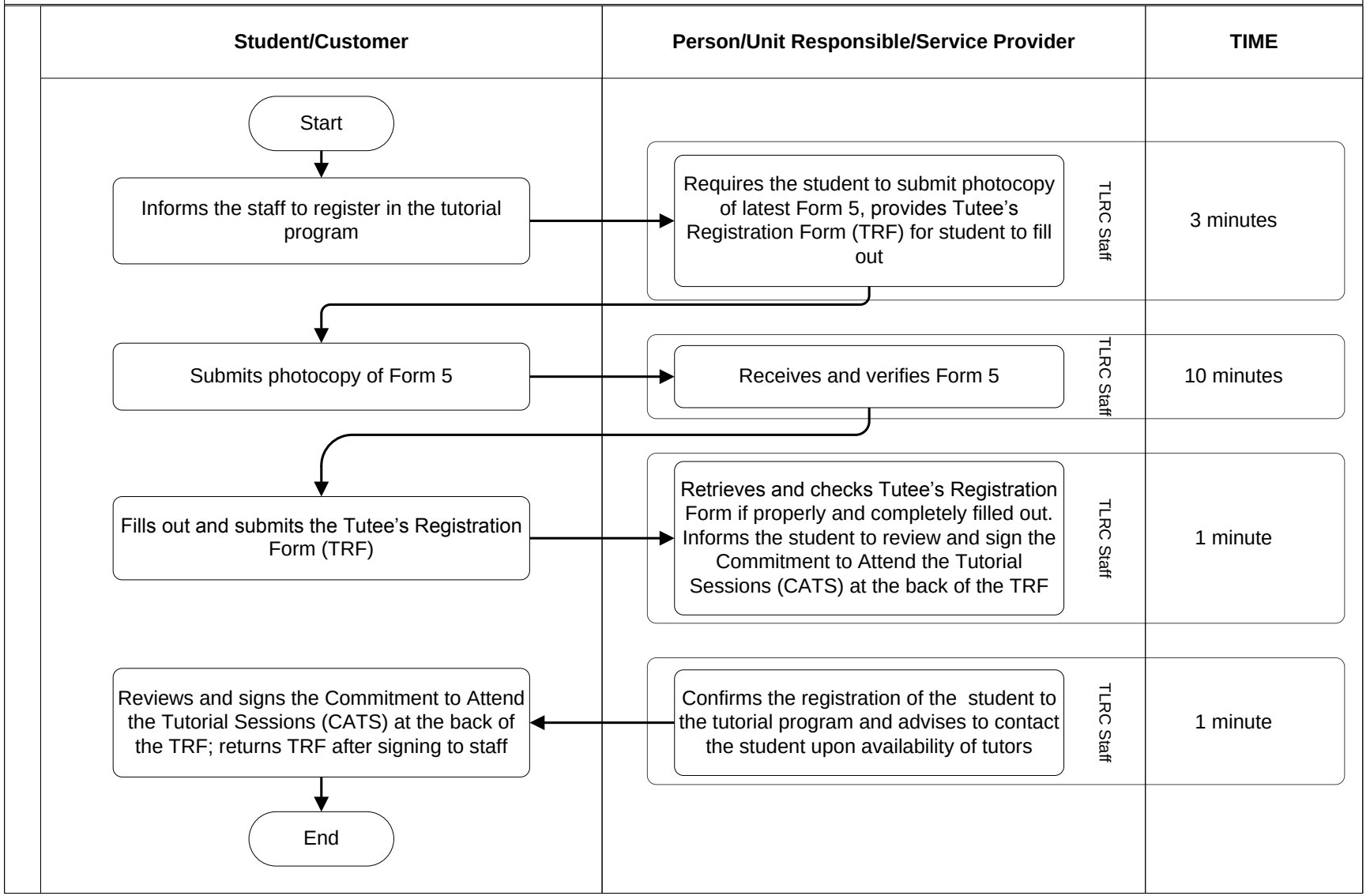

Borrowing of Game Pieces Flowchart
Student/Customer
Person/Unit Responsible/Service Provider
TIME
Start
Request to borrow game pieces
Informs the customer to browse the shelf and retrieve the game pieces
TLRC Staff
15 seconds
Retrieves game pieces from the shelf and presents to the staff with the UPV ID
Receives and verifies the UPV ID, checks and retrieves the nametag of the game pieces from the packet, and releases the game pieces to the customer
TLRC Staff
10 seconds
Receives the game pieces
Files the UPV ID with the nametag
TLRC Staff
10 seconds
Informs the staff to return the game pieces when finished
Receives and checks game pieces, returns the nametag in the packet, and informs the customer to put back in the shelf the game pieces
TLRC Staff
15 seconds
End
Returns game pieces to the shelf and retrieves UPV ID
Returns UPV ID
TLRC Staff
10 seconds

SERVICE: **REGISTRATION TO THE TUTORIAL PROGRAM**

Schedule: Monday – Friday, 8:00 AM – 5:00 PM (No noon break)
Clients/Customers: Students
Requirements: Photocopy of Form 5 and Tutee's Registration Form
Processing Time: 5 minutes
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Informs the staff to register in the tutorial program	Requires the student to submit photocopy of latest Form 5, provides Tutee's Registration Form (TRF) for student to fill out	1minute	None	TLRC Staff	Form 5 and Tutee's Registration Form
2	Submits photocopy of Form 5	Receives and verifies Form 5	1 minute	NA	TLRC Staff	NA
3	Fills out and submits the Tutee's Registration Form (TRF)	Retrieves and checks Tutee's Registration Form if properly and completely filled out. Informs the student to review and sign the Commitment to Attend the Tutorial Sessions (CATS) at the back of the TRF	2 minutes	NA	TLRC Staff	NA
4	Reviews and signs the Commitment to Attend the Tutorial Sessions (CATS) at the back of the TRF; returns TRF after signing to staff	Confirms the registration of the student to the tutorial program and advises to contact the student upon availability of tutors	1 minute	NA	TLRC Staff	NA
END OF TRANSACTION						

Registration to the Tutorial Program Flowchart



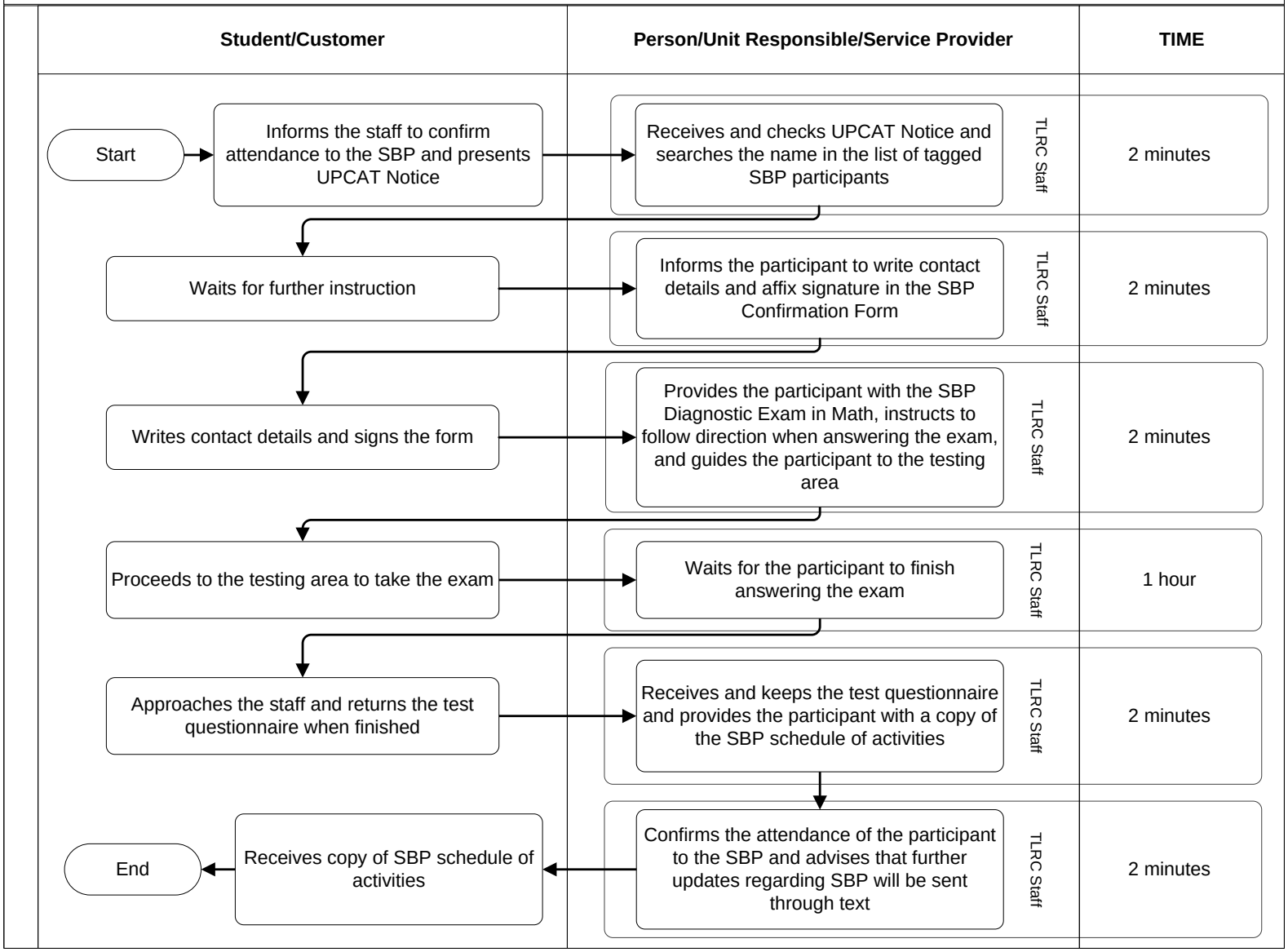
SERVICE: **CONFIRMATION OF ATTENDANCE TO THE SUMMER BRIDGE PROGRAM IN MATHEMATICS**

Description: Summer Bridge Program is a two-week intensive course in Math for selected incoming freshmen students
Schedule: Monday – Friday, 8:00 AM –5:00 PM (No noon break)
Clients/Customers: Incoming/Beginning Freshman students
Requirements: UPCAT Notice and SBP Confirmation Form
Processing Time: 1 hour, 10 minutes
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Informs the staff to confirm attendance to the SBP and presents UPCAT Notice	Receives and checks UPCAT Notice and searches the name in the list of tagged SBP participants	2 minutes	NA	TLRC Staff	UPCAT Notice
2	Waits for further instruction	Informs the participant to write contact details and affix signature in the SBP Confirmation Form	2 minutes	NA	TLRC Staff	SBP Confirmation Form
3	Writes contact details and signs the form	Provides the participant with the SBP Diagnostic Exam in Math, instructs to follow direction when answering the exam, and guides the participant to the testing area	2 minutes	NA	TLRC Staff	NA
4	Proceeds to the testing area to take the exam	Waits for the participant to finish answering the exam	1 hour	NA	TLRC Staff	NA
5	Approaches the staff and returns the test questionnaire when finished	Receives and keeps the test questionnaire and provides the participant with a copy of the SBP schedule of activities	2 minutes	NA	TLRC Staff	NA

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
6	Receives copy of SBP schedule of activities	Confirms the attendance of the participant to the SBP and advises that further updates regarding SBP will be sent through text	2 minutes	NA	TLRC Staff	NA
END OF TRANSACTION						

Confirmation of Attendance to the Summer Bridge Program in Mathematics Flowchart



CHAPTER VIII. NATIONAL SERVICE TRAINING PROGRAM

MISSION

- Enhance civic consciousness and defense preparedness in the youth by developing the ethics of service and patriotism.
- Develop the ethics of service, nationalism, and altruism through pro-active community involvement, especially in fishing communities that are vulnerable and marginalized
- Produce National Service reservists ready to respond to incidents related to climate change and natural disasters

NSTP Program Components

1. Reserve Officers' Training Corps ((ROTC)

Trains and develops college students in the rudiments of military service and produce capable Army reservists and future reserve officers of the AFP

2. Literacy Training Service (LTS)

Trains students to become teachers of literacy and numeracy skills to segments of society in need of their service

3. Civic Welfare Training Service (CWTS)

Introduces students to activities contributory to general welfare and betterment of life for the members of the community

GOALS

NSTP

- To instill and reinforce the concepts of nationalism, humanism, and environmental responsibility in the youth for local and national development

ROTC

- To prepare college students for possible service in the Philippine Army in the event of emergency;
- To train college students to become reservists of the Philippine Army; and
- To train college students to become potential officers for possible commission in the Armed Forces of the Philippines

FUNCTIONS OF NATIONAL SERVICE PROGRAM

- To teach (CHED-approved) common module to all NSTP students and component modules for respective NSTP components, including any required training courses
- Review and upgrade all syllabi and modules
- Update and submit regular and special reports related to planning, development and finance
- Attendance to relevant symposia and conferences for updating on syllabi and other NSTP – related concerns

- To provide a pool of Army and National Service reservists
- To support UPV administration and nearby communities in terms of disaster preparation, response and management
- To evaluate and implements climate change - and disaster response – related modules suggested by related government agencies

Duties and Responsibilities

NSTP Director

- Provides vision to the NSTP
- Oversees the service components under the NSTP as they align their activities towards the achievement of its vision

CWTS/LTS Coordinator

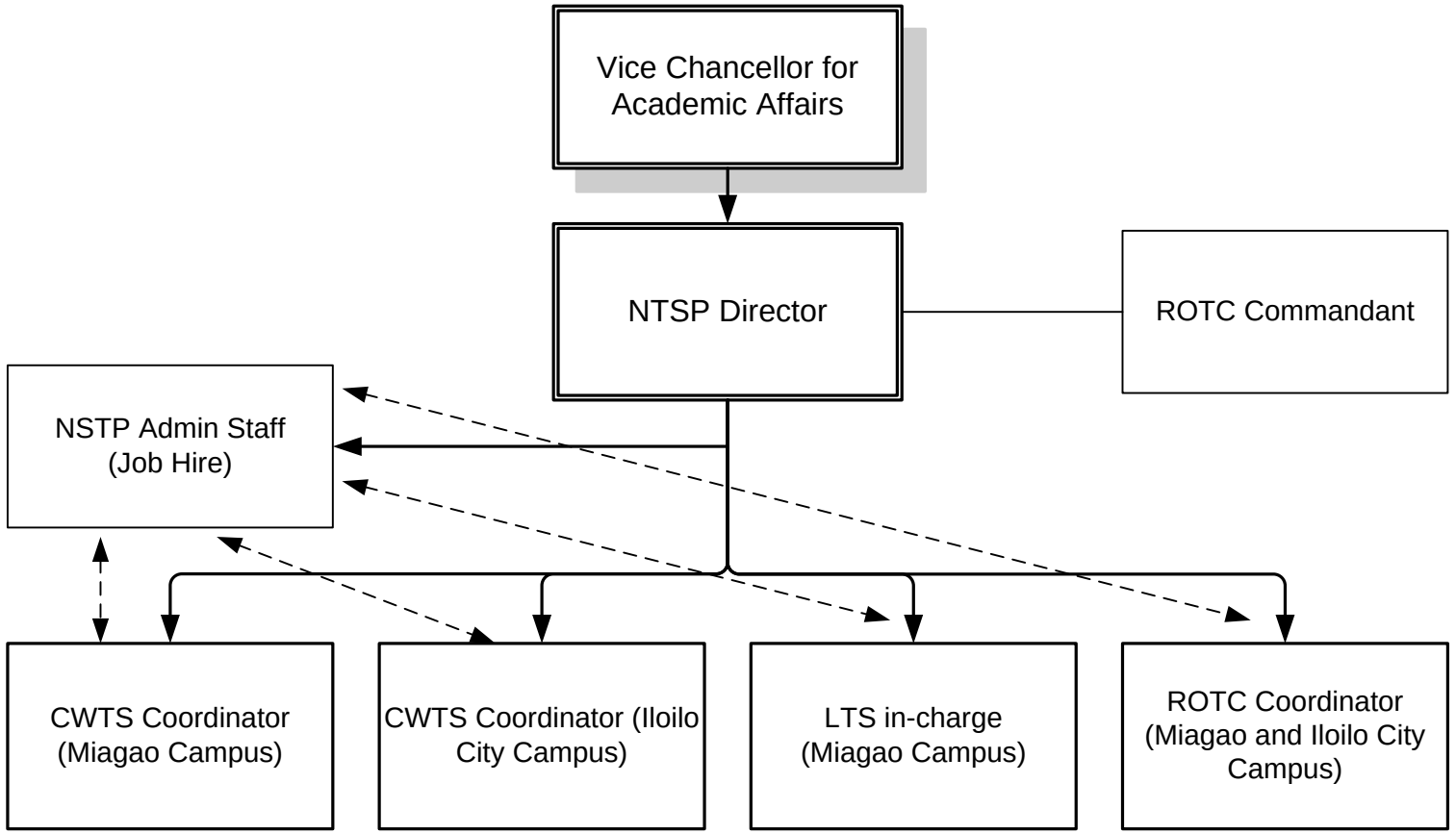
- Oversees the planning and implementation of CWTS/LTS classes and projects
- Exposes the students to the different fields of CWTS/LTS and assists them in planning and in the implementation of community-based projects
- Prepares list of CWTS/LTS graduates for submission to NSRC
- Facilitates establishment of NSRC for CWTS/LTS graduates still enrolled in UPV

ROTC Coordinator

- Oversees the planning and implementation of ROTC classes and projects
- Prepares list of ROTC graduates for submission to AFP

NSTP Job-Hire Staff

- Assists the Director and Coordinators in both administrative and academic activities of NSTP and its components
- Assists students assistants in academic and administrative activities of NSTP


Vice Chancellor for Academic Affairs
NTSP Director
ROTC Commandant
NSTP Admin Staff (Job Hire)
CWTS Coordinator (Miagao Campus)
CWTS Coordinator (Iloilo City Campus)
LTS in-charge (Miagao Campus)
ROTC Coordinator (Miagao and Iloilo City Campus)

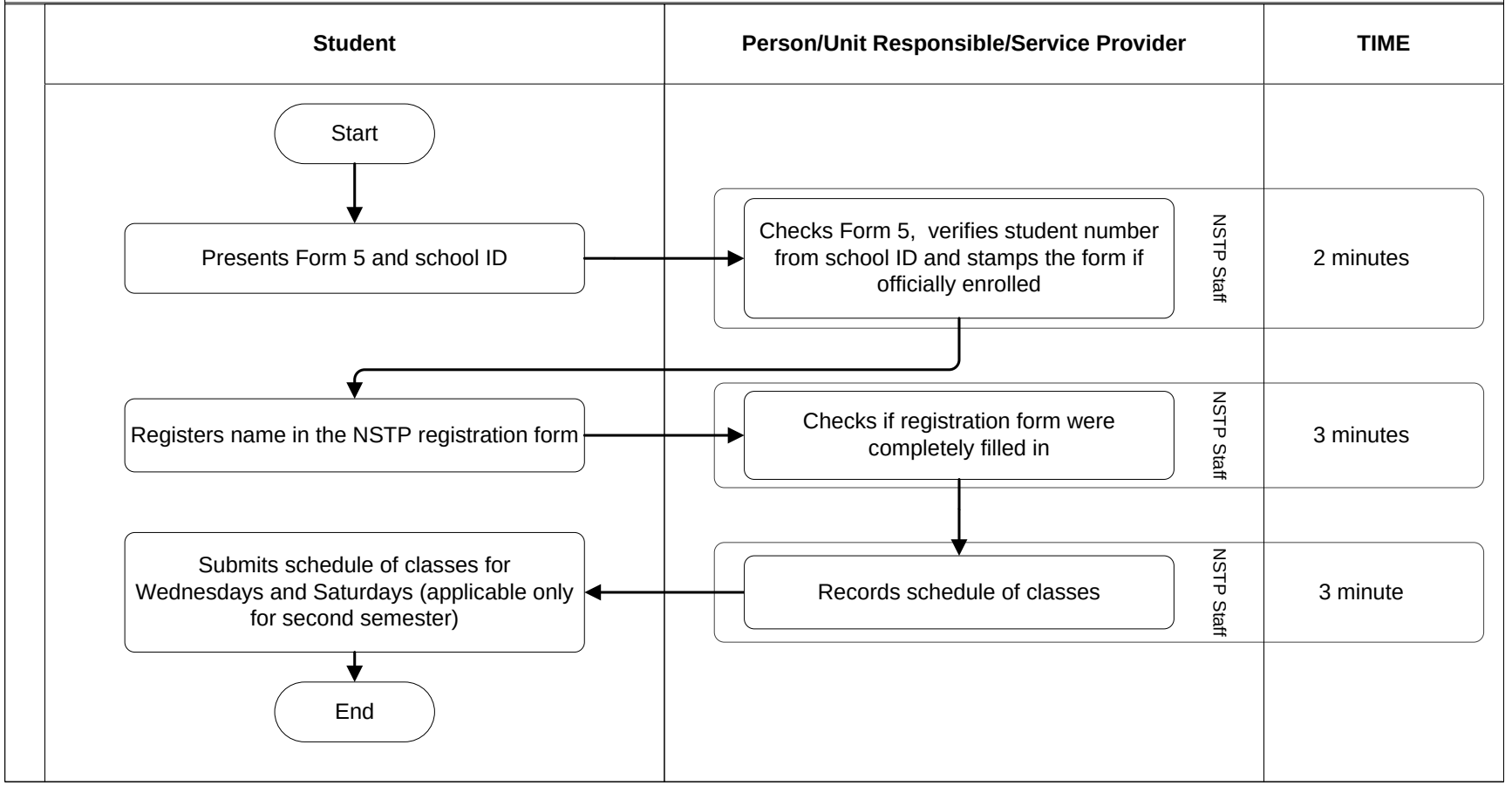
SERVICE STANDARDS AND FLOWCHARTS

SERVICE: **STUDENT REGISTRATION TO NSTP** (after enrolment)

Schedule: Monday – Friday, 8:00 AM – 12NN
Clients/Customers: NSTP Students (Freshmen or upper class officially enrolled in NSTP)
Requirements: Form 5
School ID
Processing Time: 8 minutes
Procedure:

Step	Customer/Applicant	Service Provider	Duration of Activity	Fee(s)	Person(s) Responsible	Form(s)
1	Presents Form 5 and school ID	Checks Form 5, verifies student number from school ID and stamps the form if officially enrolled	2 minutes	NA	NSTP Staff	Form 5 School ID
2	Registers name in the NSTP registration form	Checks if registration form were completely filled in	3 minutes	NA	NSTP Staff	NSTP Registration Form
3	Submits schedule of classes for Wednesdays and Saturdays (applicable only for second semester)	Records schedule of classes	3 minutes	NA	NSTP Staff	Form 5
END OF TRANSACTION						

Student Registration to NSTP Flowchart



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