



IFUGAO STATE UNIVERSITY

CITIZEN'S CHARTER



MANDATE (QUALITY POLICY)

IFSU shall commit to international quality standards on effective quality management system in delivering excellent administrative services, instruction, research, extension and resource generation towards client's satisfaction.

VISION

A globally recognized University upholding excellence amidst rich cultural heritage.

MISSION

Produce employable graduates who are morally upright, socially and cultural responsible professionals through quality, relevant, and innovative instruction, Research, Extension, and Resource Generation.

GOALS/SERVICE PLEDGE

Goal 1- Academic Excellence

To assure the quality of programs

To ensure effective student life cycle management and career development

To provide unique and lifelong learning experience in the entire student lifecycle

To integrate internationalization perspective towards global connectedness

To strengthen student welfare services for a successful academic formation of students

To integrate Indigenous Knowledge, Systems and Practices (IKSP) in the academic programs to intensify conservation of the rich cultural heritage

Goal 2- Strong research leadership and culture

To establish a strong brand and strengthen image building of IFSU as a research leader

To intensify conduct of research and dissemination of RD outputs

To intensify conservation of the rich cultural heritage

Goal 3- Sustainable extension and community engagement

To package and transfer knowledge and technologies relevant to the needs of clientele

To create a widely shared organizational culture that encourages, promotes and rewards extension and community engagements

To establish/strengthen/sustain linkages with LGUs, industries and other organizations/stakeholders for resource sharing, extension program and service complementation

Goal 4- Excellent public service and good governance

To ensure efficient, transparent and accountable delivery of administrative services

To forge strong network system and resource-sharing through collaborative activities conducted regularly

To strengthen the University's local and international visibility

To enhance efficiency in resource generation and mobilization

To upgrade the competence and capabilities of human resources



To technologize frontline and other services of the University
To ensure a clean, green, safe and GAD-responsive University environment
To intensify conservation of the rich cultural heritage integrating culture in the administrative and support services

CORE VALUES

Excellence

IFSU's strong commitment to achieve superior quality outputs and services in the areas of instruction, research, extension, research generation and administration

Faith

IFSU's strong belief and faith that there is GOD Almighty who guides the University in all its undertakings and endeavors. This also mirrors the University's community members' trust and confidence for each other toward harmonious living

Integrity

IFSU's adherence to moral and ethical values; conformity to principle-driven service in the pursuit of the University vision, mission and goals

Service

IFSU's recognition that the essence of its existence is to serve its clientele and stakeholders for the common good

Creativity

IFSU's commitment to create and nurture a teaching and learning environment that encourages innovation, dynamism and resourcefulness in the pursuit to be globally recognized with its rich cultural heritage. This includes the provision of opportunities for critical thinking, problem-solving, communication and collaboration

Cultural-sensitivity

IFSU's commitment to preserve the rich cultural heritage of the province and the region



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Office of the University President

Request for Official Documents

In the quest of achieving the Ifugao State University’s goal of excellent public service and good governance, the Office of the University and Board Secretary (OUBS) continuously offers services to its clients to ensure efficient, transparent, and accountable delivery of administrative services. These services include the release of documents such as Resolutions/Excerpts and Minutes of Meetings of the Board of Regents (BOR), Administrative Council (ADCO), and Academic Council (ACACDO), and approved/confirmed Memoranda of Agreement (MOA). The herein process shall serve as guide for clients in requesting for documents and to ensure that the Freedom of Information is properly followed.

Office or Division:		Office of the University and Board Secretary		
Classification:		Simple		
Type of Transaction:		G2G, G2C		
Who may avail:		Government Employees of IFSU, Various Clients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip			Office of the University and Board Secretary	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Request Slip form	1.1. Issue Request Slip form	None	1 minute	OUBS Personnel
Fill out and Submit the Request Slip to include his/her name, position/title, department/office, email/contact number, the documents being requested, and the purpose/reason for the request.	2.1. Receive the accomplished Request Slip, and ensure that it is properly filled-out.	None	5 minutes	OUBS Personnel
	Forward the Request Slip to the University and Board Secretary (UBS) for appropriate action.	None	1 minute	OUBS Personnel
	Depending on the request, the	None	3 minutes	UBS



	UBS shall act on the requested documents for release. (If the requested document is a <i>Minutes of a BOR Meeting</i> , it shall be subjected for approval of the University President).			
	Return the Request Slip to the OUBS Personnel for processing.	None	1 minute	UBS
	Process the requested document, if favorably acted by the UBS.	None	5 minutes	OUBS Personnel
	Release a Certified True Copy of the document/s.	None	1 minute	OUBS Personnel
3. Receive the requested document and sign the "Received By" in the Request Slip.	3.1. Ensure that the client signs the "Received By" in the Request Slip	None	1 minute	OUBS Personnel



DEPARTMENT OF QUALITY ASSURANCE

1. Issuance of Data/Status on:
 - 1.1 AACUP, COPC, licensure and ISO print out/e-copy
 - 1.2 Accreditation and COPC Survey Instrument
 - 1.3 AACCUP Board of Action and Technical Review
 - 1.4 AACCUP Summary of Findings and Recommendations
 - 1.5 Certification

The Quality Assurance Office spearheads the institution’s accreditation activities during internal to external from regional to international evaluation. Thus, it coordinates activities and keep records of evaluation for the university reporting to oversight agencies. Further, it releases results to internal and external clients following the prescribed process hereunder stated:

Office or Division:	Department of Quality Assurance			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Government Employees of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out/accomplish request form provided 2. Submit request form	1. Receive request form 2. Issues print out/e-copy of Data/Status requested	None/ Applicable fee for Certification approved by BOR	10 minutes	<i>Office Personnel present</i>



Office of the University and Board Secretary

Issuance of Certifications

The Office of the University and Board Secretary (OUBS) of Ifugao State University (IFSU) recognizes the importance of issuing a Certification that helps employees climb the professional ladder, provides them with credibility, makes them feeling motivated, engaged, and confident in their professional status, and can also be a means for continuous education. With this, the process below serves as guide to the IFSU employees who are requesting for Certifications that they were proponents/co-proponents of proposals that were approved by the Board of Regents (BOR).

Office or Division:		Office of the University and Board Secretary		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Government Employees of IFSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request by the Personnel		N/A		
Certification		Office of the University and Board Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the Records Section his/her request letter for the issuance of a Certification to include the purpose of the request.	1.1. Receive the document following the process in receiving documents.	None	1 minute	Records Personnel
	1.2. Receive the request letter from the Records Personnel. Stamp the letter with "Received", and ensure that it is scanned and recorded in the Incoming Communication Logsheet.	None	3 minutes	OUBS Personnel
	1.3. Forward the request to the University and Board Secretary (UBS) for	None	1 minute	OUBS Personnel



	appropriate action.			
	1.4. Return to the OUBS Personnel in charge who shall do research to substantiate the request.	None	1 minute	UBS
	1.5. Do proper research, prepare the Certification, and forward it to the UBS for signing.	None	3 hours	OUBS Personnel
	1.6. Sign the Certification	None	5 minutes	UBS
	1.7. Receive and scan the signed Certification, and release it via the Records Section ensuring that it is properly logged in the Outgoing Communication Logsheet.	None	10 minutes	OUBS Personnel
	1.8. Bring/deliver the Certification to the IFSU Personnel (Client).	None	30 minutes	Records Personnel
2. Receive the Certification from the Records Personnel.	2.1. Ensure that the process of releasing documents is properly followed.	None	3 minutes	Records Personnel



Office of the Vice President for Administration

Incoming and outgoing Communications/Documents in the Office of the University Vice President for Administration

This is the process of incoming and outgoing document/communication for action by the Officer In-Charge (OIC) for the day on Behalf of the University President especially when she is on Official Business.

Office or Division:	Vice President for Administration			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Staff of the Office of the University President			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Routing slip from the Office of the University President		University President Office		
Code number on the document				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Deliver communication/document for action by the OIC for the day	Receive the communication/document	None	1 minute	<i>OVPA Staff</i>
None	Forward communication/documents to the VPA.	None	1 minute	<i>OVPA Staff</i>
None	Act on the communication/document	None	3 minutes	<i>VPA</i>
None	Return the communication/document to the office of the University President	None	2 minutes	<i>OVPA Staff</i>
TOTAL		None	7 minutes	



Department of Administrative Services

Authentication of Documents

To ensure the proper process of authenticating of documents be followed.

Office		Records Office		
Classification:		Simple		
Type of Transaction:		G2G -Government to Government G2C- Government to Client		
Who may avail:		All Internal employees of IFSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authentication of Documents		None		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Give documents to Records personnel for authentication	Asses and check the documents for authentication and put a stamp and sign by the authorize signatory	None	3 minutes or more depending on the volume of documents for authentication	Records personnel
Received the authenticated documents and sign at the records log sheet for authentication	None	None	None	None



Medical Services/ Consultation

The University health service is tasked to promote the health of the school populace and nearby communities through health education, medical treatment and maintenance of sanitation. With a vision to provide quality health and wellness services, empowering students to become avid health consumers responsible for their well - being and fulfilment of their personal and academic goals.

Office or Division:		Health Services Unit		
Classification:		Simple		
Type of Transaction:				
Who may avail:		Students, Employees and nearby Community		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School I.D.		Internet Room		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	TO PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Information desk	1.1 Assist clients to register/ log - in on the Clinic Activity daily log.	None	30 seconds	School Nurse Health Services Unit
	1.2 Locate Individual Health Record.		30 seconds	School Nurse Health Services Unit
	1.4 Assess the client.		30 seconds	School Nurse Health Services Unit
	1.5 Record complaint and findings.		1 minute	School Nurse Health Services Unit
			30 seconds	School Nurse Health Services Unit
2. Fill out treatment slip and submit to the school nurse	1.1 Issue treatments slip to client.	None	30 seconds	School Nurse Health Services Unit
3. Wait for result of assessment and evaluation.	3.1 Gives necessary treatment or first aid.	None	1 minute	School Nurse Health Services Unit
	3.2 Record treatment or first aid done.		30 seconds	School Nurse Health Services Unit
	3.3 Refers client if needed for further management.		1 minute	School Nurse Health Services Unit
	3.4 Follow up cases treated and referred.		1 minute	School Nurse Health Services Unit



Procurement of goods and services below 1,000,000.00

This service serves as guide for IFSU employees to procure goods and services under alternative mode of procurement wherein the approved budget is below 1,000, 000.00.

Office or Division:	Procurement Management Section			
Classification:	Simple			
Type of Transaction:	G2G -Government to Government G2C- Government to Client			
Who may avail:	All Internal employees of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request		End-user		
Approved Request for Quotation		End-user		
Annual Procurement Plan		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user submit Approved-Purchase Request (PR) and Approved Request for Quotation	Receive Purchase Request and Request for Quotation, evaluate completeness of data required and verify specifications, unit and quantity of each items. If incomplete, return the procurement document package to end-user for completion If complete, assign PR number and RFQ number and forward procurement document package to Procurement Planning Management Unit (canvasser)	None	2 minute s	<i>PPMU staff</i> Procurement Planning Management Unit (Receiving staff)
	Procurement Planning Management Unit (Canvasser) receive procurement	None	7 days	<i>PPMU staff</i> Procurement Planning Management Unit



	<p>document and log in the log sheet.</p> <p>Give one copy of the RFQ to end-user if they opt to conduct canvassing activities.</p> <p>Perform canvassing activities through face to face or online platform.</p> <p>Retrieve RFQ's from the suppliers through face to face or online platform</p> <p>Forward procurement document package to Contract Management Unit (CMU) for the preparation of abstract of canvass and purchase order</p>			
	<p>Receive and log procurement document package.</p> <p>Open the sealed envelope containing quotations.</p> <p>Attach required documents from the suppliers such as PhilGEPS Registration, statement, business permit or other documents that may be soon required by the government. Prepare Abstract of Quotation (AoQ)</p>	None	7 days	<p><i>CMU staff</i> Contract Management Unit</p>



	<p>and facilitate signing of signatories and other signatories as maybe required.</p> <p>in case the budget determined in the PR is underestimated, the procurement document package will be returned to end-user for rectification or adjustment.</p> <p>Prepare Purchase Order (P.O.) and facilitate approval of authorized official.</p> <p>Forward procurement document package to Procurement Planning Management Unit (PPMU)</p>			
	<p>Receive and log procurement document package. Coordinate with the winning bidder for the signing of conforme</p> <p>Serve the P.O to the winning bidder for conforme through face to face or online platform and facilitate delivery of the items.</p> <p>One copy of the PO will be given to the supplier for reference.</p>	None	20 days	PPMU staff Procurement Planning Management Unit



	<p>One copy of PO will be given to CMU for office reference.</p> <p>Forward the procurement document package to the end-user for the preparation and attachment of obligation document.</p>			
	<p>Receive and log approved procurement document package from Accounting office</p> <p>For Procurement of meals and snacks, forward to end-user for the attachment of attendance</p> <p>Forward and retrieve procurement document package with ABC of above Php. 50,000.00 to the BAC office for post-awarding in the Philgeps website</p> <p>Forward the procurement document package to Supply and Property office</p>	None	5 minutes	CMU staff Contract Management Unit
	<p>Sends Notice of Rejection of Goods in case of report of non-compliance from the inspection officer in terms of quantity and specifications in the PO.</p>	None	2 minutes	CMU staff Contract Management Unit



	Issue Supplier Corrective Action Request (SCAR) if necessary.	None	2 minutes	<i>CMU staff</i> Contract Management Unit
	Conduct Suppliers Evaluation Report.	None	2 minutes	<i>CMU staff</i> Contract Management Unit
	Sends Notice of Rejection of Goods in case of report of non- compliance from the inspection	None	2 minutes	<i>CMU staff</i> Contract Management Unit



Property Accountability Transfer

Office or Division:		Supply and Property Office		
Classification:		Simple		
Type of Transaction:		G2G/G2C		
Who may avail:		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Summary of Property Accountabilities		Supply and Property Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for transfer of SME Accountability thru the Request Form or Request Letter. <i>Note:</i> <i>a. If possible, bring SME to the Supply Office for detail-taking.</i> <i>b. If SME will be donated to transacting public, proceed to step 5.</i>	Prepares the Property Transfer Report with the new PAR & ICS indicating actual specifications of SME	None	5 minutes or more depending on the quantity of SME	Inventory Unit Staff
2. Receives the PTR, PAR & ICS and have it signed by the new accountable officer	Issues the PTR with the new PAR & ICS.	None	5 minutes or if depends on the quantity of SME.	Client and Inventory unit Staff
3.Submits the duly signed PTR, PAR & ICS	Checks completeness of form and signs the approved by portion.	None	2 minutes	Head of Supply Office
4.Receives the signed PTR and clearance certificate. <i>Note: SME shall be issued directly to the new accountable officer upon signing of RIS.</i>	Issues duplicate copy of PTR and Clearance certificate.	None	2 minutes	Head of Supply Office
5.Claims donations as per approved by the University President.	Directs the client to pay documentary fee.	P30.00	5 minutes	Cashier Section
6.Submits the OR.	Prepares the PTR, Deed of Donation (DOD) and	None	5 minutes	Inventory Unit Staff



	Acknowledgement Receipt (AR).			
7. Signs the PTR, DOD and AR.	Issues the duplicate copy of PTR, DOD and AR to client.	None	3 minutes	Head of Supply Office and Inventory Unit Staff
8. Ocular inspection and hauling of SME.	Assists client in the inspection and manual hauling of SME	None	5 minutes or more	Warehouse Man
9. Receives Gate Pass	Issues gate pass to client in order to pass the Security Personnel.	None	3 minutes	Head of Supply Office



Clearance from Property Accountability

Office or Division:	Supply and Property Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Employees of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of University Clearance		Department of Human Resources		
Summary of PAR & ICS (for transfer of property accountability)		Supply and Property Office		
Return Slip or RLSDDP (for return of SME)		Supply and Property Office		
Property Transfer Report (duly signed), if from other campus		Supply and Property Office where employee is assigned		
Original copy of University Clearance		Department of Human Resources		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the original copy of clearance and logs on the Employee Clearance Logsheet. <i>Note: For employees from other campus, designated Supply Officer's from the campus must affix his/her signature.</i>	Receives the documentary requirements and checks if client has property accountability/ies. <i>Note: If client has accountability/ies proceed to step 2 to 4. Otherwise, proceed to step 5.</i>	None	5 minutes	Inventory Unit Staff
2. Requests for transfer of accountabilities and provide specific information.	Prepares the Property Transfer Report (PTR) with the new PAR & ICS to be accomplished by the end-user assisted by Supply staff.	None	5-10 minutes	Inventory Unit Staff
3. Submits the duly signed PTR with the new PAR & ICS.	Receives the duly signed PTR with the new PAR & ICS	None	5-10 minutes depending on the availability of the new accountability officer	Client
4. Submits Return Slip with the functional SME, if no one wants to take over. Submit RLSDDP if SME are unserviceable.	Checks conformity of SME to the specifications on the Supply Office's filed copy of PAR & ICS.	None	5 minutes or more depending on the quantity of SME	Inventory Unit Staff
5. Receives signed clearance form.	Signs the clearance and return to client.	None	1 minute	Head of Supply office



Request Relief from Property Accountability

Office or Division:	Supply and Property Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Employees of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of PAR & ICS		Supply and Property Office		
RLSDDP		Supply and Property Office		
Affidavit/ Joint affidavit of two (2) disinterested person		Certified Attorney to be accomplished by Accountable Officer and two individuals		
Final Security/ Police report and Certification		PNP who investigated the case		
Comments and/ or Recommendation of the Agency Head		to be accomplished by Accountable Officer		
Inspection report on the extent of damage on insured property		TWG and/or competent authority		
Certification		Fire or Chief (if fire incident), Provincial Governor/ Mayor/ PNP/ DRRM (for insurgency case or natural calamity), Veterinarian (if government animals)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accountable Officer notifies Supply Office, Auditor regarding the lost, stolen or damaged property with supporting documents. <i>Note:</i> <i>a. notification shall be within 30 days.</i>	Receives notification, assists accountable officer with his/ her queries and provides documents, if any.	None	10 minutes	Supply Staff
2. Grant or Denial of Request	Waits for the COA Auditor's Decision.	None	Depends upon the COA	COA
3. If Granted	Supply Office updates Individual Employee Ledger removing the property from accountable officer's Accountability	None	2-5 minutes depending on the quantity of returned SMEs	Supply Staff
If Denied	Follow through the recommendation of the COA	Depends on the recommendation.	Depends on the recommendation.	Accountable Officer



Delivery, Inspection and Acceptance of Newly Delivered Supplies, Materials and Equipment (SME)

Office		Supply and Property Office		
Classification:		Simple		
Type of Transaction:		G2G/ G2C		
Who may avail:		Government Employees of IFSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order		Procurement Office		
Inspection and Acceptance Report		Supply and Property Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Delivers Supplies, materials and equipment. (Supplier/ Procurement personnel)	<ul style="list-style-type: none"> Receives SME which conformed to the specification and quantity indicated in the Purchase Order for temporary acceptance. SME's that do not follow the specifications shall be returned to the Supplier. Shall accept and sign the Delivery Receipt from the Supplier. 	None	10 minutes or depending on the quantity of delivery	Supply Staff



Issuance of Supplies, Materials and Equipment

Office		Supply and Property Office		
Classification:		Simple		
Type of Transaction:		G2G/ G2C		
Who may avail:		Government Employees of IFSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Issuance Slip (RIS)				
Inspection and Acceptance Report		Supply and Property Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Submits duly signed RIS to the warehouse man.	<ul style="list-style-type: none"> Receives duly signed RIS and checks availability. If available, Warehouse man shall prepare. If unavailable, this shall be the basis of end-user to prepare for Purchase Request. For available items, Supply staff shall prepare the ICS for items amounting to P49,000 below and PAR for those of P50,000 and above. Consumable items are not included. 	None	10 minutes or depending on the quantity of delivery	End-user Supply Staff
3. Signing of PAR or ICS	<ul style="list-style-type: none"> Shall let the end-user sign the ICS and PAR. Shall sign the approve portion in the documents. 	None	3 minutes	Supply Staff
4. Issuance of SME	<ul style="list-style-type: none"> Shall hand over the supplies, materials and equipment to the end-user 	None	3 minutes or less	Supply staff



	with attached inventory tags.			
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Inventory

Office:		Supply and Property Office		
Classification:		Simple		
Type of Transaction:		G2G/ G2C		
Who may avail:		Government Employees of IFSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Summary of Employee Property Accountability		Supply and Property Office		
Report of Physical Count of Property, Plant and Equipment		Supply and Property Office		
RPCPPE checklist		Supply and Property Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Preparation of Property Accountability	<ul style="list-style-type: none"> Shall furnish the department/ office with the office's RCPPE and/ or summary of property accountabilities. This shall be used by the end-user as basis to prepare all the properties prior the actual count. 	None	2 minutes	End-user And Inventory Committee
2. Actual Visit and inventory taking	<ul style="list-style-type: none"> Shall visit the office/ department as per scheduled in the Inventory guidelines and conduct inventory. The following shall be done: <ol style="list-style-type: none"> Update of inventory tags; Checks presence of SME; Adds existing SME not in the list. 	None	10 minutes or depending on the quantity of property	End-user And Inventory Committee
3. Response to post activity result	<ul style="list-style-type: none"> Shall send the result of inventory visit to the accountable 	None	5 minutes	End-user And Inventory Committee



	officer (items which are not in the office). Accountable officer is given 30 days to comply.			
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Return of Supplies, Materials and Equipment

Office:			Supply and Property Office	
Classification:			Simple	
Type of Transaction:			G2G	
Who may avail:			Government Employees of IFSU	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Report of Lost, Stolen, Damaged or Destroyed Property			Supply and Property Office	
Return of Property Accountability			Supply and Property Office	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Return SME' with duly signed form (RLSDDP/ RPA) with attachment.	<ul style="list-style-type: none"> Shall receive the items and checks specification in the form submitted. Use of form as follow: <ul style="list-style-type: none"> A. RLSDDP- for items that are destroyed. For ICT equipment, a certification from ICT department is needed. B. RPA- for items that are still functional 	None	5 minutes	End-user And Supply staff
2. Receipt of Acknowledgement Receipt	<ul style="list-style-type: none"> Shall issue an Acknowledgement Receipt 	None	5 minutes	End-user And Supply staff



Receiving of Incoming Official Documents

The ensure that all documents from various clients are recorded and properly received and forwarded

Office		Records Office		
Classification:		Simple		
Type of Transaction:		G2G -Government to Government G2C- Government to Client		
Who may avail:		All Government Employees, Other agencies and Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Receiving of Communication external (Hard Copy)		None		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Documents sent thru internet to the EMB9 RO email account, personally submit documents, mail, or fast mail carrier.	1.1. Records Receiving Personnel receive documents from clients if the documents are thru email, the Records personnel print the documents and forwarded to the concerned office	None	1 -5 minutes	Records personnel
Client will then be advised by the Records Receiving Personnel for the succeeding step to follow and will explain the client in detail the process the	Records Receiving Personnel forwards the documents to the Receiving Officers of the concerned offices 2.2. Receiving Officer of the concerned offices	None	1-5 minutes	Records personnel Personnel of the concerned office



documents will undergo.	receives the documents in the routing slip and certain action may require depending on the substance of the documents			
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Request for Information and Records

To provide the process as guide for clients in requesting for information and records for release. To ensure that the Freedom of Information is properly followed.

Office:			Records Office	
Classification:			Simple	
Type of Transaction:			G2G-Government to Government G2C- Government to Client	
Who may avail:			All Government Employees, Stakeholders	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Information and Records onsite			Records Office	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Accomplish request form	Shall receive the request form from the requesting party. Evaluation of request Processing of Request Issuance of request	None	5 minutes	Records personnel
Request for Information and Records Thru FOI Web Portal			Records Office	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
Send request thru FOI Web Portal	Shall be recorded thru the FOI Web Portal Check compliance of the request Send to Decision Maker for action	None	5 minutes	Records personnel Decision Maker
Return action by the Decision Maker	Decision Maker decide if the request is approved or disapproved	None	1-15 days	Records personnel Decision Maker



DEPARTMENT OF GENERAL SERVICES

Request for Electrical Services

This is for the maintenance and repair of existing power lines, power transformers and power supply to the buildings and premises in the university.

Office or Division:	Department of General Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Employees and Students of IFSU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Electrical Services Form			Office of the General Services	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIB LE
1.1 Shall report any damage in the electrical services in their respective buildings and colleges and request for Electrical and Air-Conditioning Services shall be filled out and forwarded to the Director for General Services for appropriate action.	1.1 Receive the request form.	None	3 minutes	<i>Electrical Personnel</i>
None	1.2 Shall inspect the extent of reported damages and the needed materials for repair.	None	1 hour	<i>Electrical Personnel</i>
None	1.3 Shall request the materials for repair from the Supply Office/Custodian if available. If materials needed not available, he/she shall report to the Section Head of Electrical Services	None	1 hour	<i>Electrical Personnel</i>
None	1.4 Shall fill out the Purchase Request form from the Procurement Office.	None	5 minutes	<i>Electrical Personnel and Director of GSO</i>



	The Purchase Request shall be signed by the Director of General Services.			
	1.5 Shall receive the Notice of Supply, Material and Equipment Availability from the Supply Office.	None	3 days	<i>Staff of General Services Office</i>
	1.6 Shall receive the supplies and materials procured to be used in the repair and maintenance.	None	2 days	<i>Staff of General Services Office</i>
	1.7 Actual maintenance and repair shall follow.	None	1 day	<i>Electrical Personnel</i>
	1.8 Shall verify the repair done.	None	10 minutes	<i>Dean/Director or/ Department Head</i>
	1.9 Shall file copies of the forms for proper documentation	None	1 minute	<i>Staff of General Services Office</i>
TOTAL		None	6 days, 2 hours and 19 minutes	



Request for Water Services

This is for the maintenance and repair of existing comfort rooms, water lines, drain pipes, and water pumps at the university.

Office or Division:	Department of General Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Employees and Students of IFSU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Water Services Form			Office of the General Services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1.1 Shall report any damage in the water services in their respective buildings and colleges. Request for Water Services shall be filled out and forwarded to the Director for General Services for appropriate action	1.1 Receive the request form.	None	3 minutes	<i>Electrical Personnel</i>
None	1.2 Shall inspect the extent of reported damages and the needed materials for repair.	None	1 hour	<i>Electrical Personnel</i>
None	1.3 Shall request the materials for repair from the Supply Office/Custodian if available. If materials needed not available, he/she shall report to the Section Head of Water Services	None	1 hour	<i>Electrical Personnel</i>
None	1.4 Shall fill out the Purchase Request form from the Procurement Office. The Purchase Request shall be signed by the Director of General Services.	None	5 minutes	<i>Electrical Personnel and Director of GSO</i>
	1.5 Shall receive the Notice of Supply,	None	3 days	<i>Staff of General</i>



	Material and Equipment Availability from the Supply Office.			<i>Services Office</i>
	1.6 Shall receive the supplies and materials procured to be used in the repair and maintenance.	None	2 days	<i>Staff of General Services Office</i>
	1.7 Actual maintenance and repair shall follow.	None	1 day	<i>Electrical Personnel</i>
	1.8 Shall verify the repair done.	None	10 minutes	<i>Dean/Direct or/ Department Head</i>
	1.9 Shall file copies of the forms for proper documentation	None	1 minute	<i>Staff of General Services Office</i>
TOTAL		None	6 days, 2 hours and 19 minutes	



Request for Carpentry Services

This is for the maintenance and repair of existing woodworks, metal works, and masonry to the buildings and premises in the university.

Office or Division:		Department of General Services		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Employees and Students of IFSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Carpentry Services Form		Office of the General Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Shall report any damage in the water services in their respective buildings and colleges. Request for Carpentry Services shall be filled out and forwarded to the Director for General Services for appropriate action	1.1 Receive the request form.	None	3 minutes	<i>Electrical Personnel</i>
None	1.2 Shall inspect the extent of reported damages and the needed materials for repair.	None	1 hour	<i>Electrical Personnel</i>
None	1.3 Shall request the materials for repair from the Supply Office/Custodian if available. If materials needed not available, he/she shall report to the Section Head of Carpentry Services	None	1 hour	<i>Electrical Personnel</i>
None	1.4 Shall fill out the Purchase Request form from the Procurement Office. The Purchase Request shall be signed by the Director of General Services.	None	5 minutes	<i>Electrical Personnel and Director of GSO</i>
	1.5 Shall receive the Notice of Supply,	None	3 days	<i>Staff of General</i>



	Material and Equipment Availability from the Supply Office.			<i>Services Office</i>
	1.6 Shall receive the supplies and materials procured to be used in the repair and maintenance.	None	2 days	<i>Staff of General Services Office</i>
	1.7 Actual maintenance and repair shall follow.	None	1 day	<i>Electrical Personnel</i>
	1.8 Shall verify the repair done.	None	10 minutes	<i>Dean/Director or/ Department Head</i>
	1.9 Shall file copies of the forms for proper documentation	None	1 minute	<i>Staff of General Services Office</i>
	TOTAL	None	6 days 2 hours and 19 minutes	



Request for Transportation Services

This is for the use of available transportation by the University, Faculty, Staff, Students, and renter.

Office or Division:	Department of General Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Employees and Students of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for the Use of Vehicle Form Drivers Trip Ticket Travel Report Vehicle Inspection Report Approved Itinerary Approved Travel Order		Office of the General Services Office of the Records Section Office of the Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1.1 Shall request transportation services from the motor pool and accomplish the request form. At least one (1) day before travel	1.1 Receive the request form and shall check the completeness of documents. If complete, he/she shall submit to the motor pool section for availability of vehicle for dispatch. If incomplete, return to the requesting official.	None	1 minute	Staff of GSO
None	1.2 Shall ascertain available, functional, and most appropriate vehicle for dispatch. Shall identify and assign driver, signs the request and simultaneously prepares drivers trip ticket. If no available vehicle, He/She shall return immediately the request to the requesting official indicating the reasons for non-approval.	None	1 hour	Chief, Motor pool
None	1.3 Shall approve the request and recommends for the approval of the trip ticket by the University	None	2 minutes	Director of General Services



	President / OIC / Campus Administrator.			
1.2 Shall submit the duly approved request, trip ticket to the Staff of General Services for filing and furnishing copies to the driver.	1.4 Shall provide copies of approved trip ticket with attachments to the driver. Shall file copies of approved request for the use of vehicle.	None	10 minutes	Staff of GSO
	1.5 Before departure, He/She shall show the approved documents to the guard in the main gate for recording and acknowledgment of the time of departure. Shall strictly follow the approved itinerary. *any deviation on the approved itinerary of travel must be duly noted and acknowledged by the approving authority prior to the filing of claims in the Certification of Travel Completed (Appendix 47).	None	5 minutes	Driver
	1.6 Shall accomplish trip ticket and indicate the information necessary. (Departure day/time, Arrival day/time, odometer reading, fuel and lubricants used). Shall accomplish travel report for any maintenance and repair. The trip ticket shall be signed by the passenger/s to confirm usage of the same. Shall forward the accomplished trip ticket to the staff of General Service.	None	1 hour	Driver



	<p>1.7 Shall file the submitted duly accomplished Driver's Trip Ticket. Shall furnish copies to the Driver and Requesting Official. Shall submit travel report to Chief Mechanic.</p>	None	30 minutes	Staff of GSO
	<p>1.8 Shall inspect vehicle after every trip for maintenance and repair.</p>	None	1 hour	Chief, Motor pool
	<p>1.9 • Shall check and assess that the vehicles have at least eight (8) hour stand by time before any long trips (at least 300 kms distance)</p> <p>* for the ambulance, it will be used for emergency cases only and during Official Business to Annual Sports Activities, RAATI and other medical related purposes.</p> <p>* for vehicles assigned to University Officials (i.e. University President, Director for Infra and Site Development, etc.), the official driver shall prepare the trip tickets for the Chief Motor pool, Director for General Services to sign and recommends to the University President.</p> <p>* there will be a "No travel Policy" for all vehicles during a Campus wide / University-wide activity</p>	None	1 minute	Chief, Motor pool



	except for emergency cases and/or in any exceptional exigencies.			
	TOTAL	None	3 hours and 49 minutes	



Department of Human Resources and Development

Application for Employment

Ifugao State University believes that proper and thorough screening of its human resources speaks of its success as an organization. Moreover, the University adheres to the Equal Employment Opportunity Principle wherein all applicants regardless of their gender, civil status, special needs, religion, ethnicity or political affiliation are accepted to apply for it believes that diverse human resources greatly contribute to a broader perspective when it comes to skills and experiences and all that contribute to the overall attainment of the goals and objectives of the organization.

Office or Division:	Department of Human Resources and Development			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All interested qualified applicants regardless of gender, civil status, special needs, religion, ethnicity or political affiliation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter		Applicant		
Personal Data Sheet (CSC Form		Applicant		
Photocopy of Official Transcript of Records for Bachelors Degree, Masters Degree and Doctorate Degree if applicable Photocopy of Diploma Photocopy of certification of earned units for Masters Degree/Doctorate Degree if applicable		Applicant		
Photocopy of Service Record or Certificate of Employment issued by authorized HRMO/representative		Applicant		
Photocopy of Certificate of Participation to Seminars, Workshops, Trainings, Conferences, etc...		Applicant		
Photocopy of Certificate of Awards		Applicant		
Photocopy of certification or any proof of research conducted, published or presented (for faculty applicants)		Applicant		
Photocopy of Certificate of Eligibility; Photocopy of PRC License and Board Rating		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Browse the University/CSC	2. Publish/Post vacancies in the	None	At least 10-15 calendar	DHRD Staff in Charge of



<p>website for posted vacancies;</p> <p>Register to the University's Human Resource Information System (hris.ifsu.edu.ph) and browse for vacancies posted/published</p> <p>Search vacancies posted/published in the University's Social Media pages and or Bulletin Boards</p>	<p>University/ CSC Website</p> <p>Post vacancies in the University Human Resource Information System (HRIS)</p> <p>Post/Announce vacancies to University Social Media Pages</p>		<p>days for non-teaching And 5-7 days for teaching</p>	<p>the Recruitment, Selection and Placement Section;</p> <p>Personnel In-charge of the University website and Social Media pages</p>
<p>2. Submit application letter with complete attachments as indicated in the publication/posting</p>	<p>2. Receive application and evaluate the completeness of the submission using the application documents checklist</p>	<p>None</p>	<p>5 to 10 minutes</p>	<p>DHRD Staff in Charge of the Recruitment, Selection and Placement Section</p>
<p>3. None</p>	<p>3. Evaluate submitted documents and prepare Summary of Candidates' Profile;</p> <p>Prepare schedule of screening and notify HRMPSB members on the schedule of interview</p>	<p>None</p>	<p>2 to 3 days per position depending on the volume of applicants</p>	<p>DHRD Staff in Charge of the Recruitment, Selection and Placement Section; DHRD Director/HR MO</p>



<p>4. Wait for application to be acknowledged through email, call/SMS or messenger</p>	<p>4. Inform applicants on the status of their application through email, call/SMS or messenger or any form of documented communication</p> <p>Qualified applicants shall be informed indicating the schedule of screening (Pre employment examination/Teaching Demonstration/Interview)</p>	<p>None</p>	<p>30 minutes</p>	<p>DHRD Staff in Charge of the Recruitment, Selection and Placement Section</p>
<p>5. Attend all screening process (interview, teaching demonstration, pre employment examination)</p>	<p>5. Facilitate Pre employment examination and determine the applicants who shall proceed to the interview if shortlisting is needed due to high volume of applicants</p> <p>If shortlisting is applied, inform those who are qualified to proceed with the interview process</p>	<p>₱ 300 for the Psychometric Examination</p>	<p>3 to 5 days</p>	<p>DHRD Staff in Charge of the Recruitment, Selection and Placement Section; DHRD Director/HRMO; Psychometrician</p>
<p>6. Wait for the result of the screening</p>	<p>6. Consolidate result of screening and prepare the Comparative Assessment Summary;</p>	<p>None</p>	<p>2 days</p>	<p>DHRD Staff in Charge of the Recruitment, Selection and Placement Section;</p>



	<p>Conduct Background Investigation Interview if necessary</p> <p>Route Comparative Assessment Summary for signing of concerned PSB members</p> <p>Submit it to the University President for action</p>			HRMPSB Members; University President
None	<p>7. Receive approved Comparative Assessment Summary</p> <p>Post to HR bulletin board</p>	None	5 minutes to post	DHRD Staff in Charge of the Recruitment, Selection and Placement Section
8. Acknowledge information regarding the result of the screening	<p>8. Inform applicants of the result of the screening through email, call/SMS or messenger or any form of documented communication</p> <p>Give list of needed requirements to the appointee</p>	None	30 minutes	DHRD Staff in Charge of the Recruitment, Selection and Placement Section
	9. Receive required documents and	None	1 day	DHRD Staff in Charge of the



	prepare appointment and route it for signing of concerned officials			Recruitment, Selection and Placement Section
	Issue appointment and other pertinent documents Conduct simple orientation on HR processes and procedures	None	1 day	DHRD Director/HR MO; DHRD Staff in Charge of the 4 sections of the DHRD Office
	Submit appointment for BOR approval/confirmation	None	Within 30 days or depending on the schedule of BOR meeting	DHRD Director/HR MO
TOTAL		None	2 months, 1 hour, 15 minutes	



DEPARTMENT OF PLANNING AND INFORMATION MANAGEMENT

Issuance of requested Data/Documents/Files

The Department of Planning and Information Management has a section called Data Management & Analytics also known as the databank of the University wherein the department would like to ensure that all the data/documents/files to be released are well verified and analyzed before releasing to clients.

Office or Division:	Department of Planning and Information Management			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Students/Alumni/Employees/Other clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Data/documents/files		Department of Planning and Information Management		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shall submit a filled-out request form of the DPIM	1. Receive the request and prepare the data/documents/files requested	None	<ul style="list-style-type: none"> ● Report/record that needs to prepare or compile: 3 working days ● Report/record that no need to compile: 1 day ● Other documents that need to be verified before release: within 3 working days 	DPIM Personnel in-charge



DEPARTMENT OF REGISTRAR AND ADMISSION SERVICES

Admission and Enrolment for New Students (Online)

The service is given for the incoming students who wish to be part of the university. This service allows incoming students to initiate attendance for the coming semester.

Office / Division:	Department of Registrar and Admission Services (DRAS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Incoming new and transferee students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IFSU Entrance Examination Result (for undergraduate)		Department of Student Services and Development (Guidance Counselor)		
Original Form 138-A Report Card		Previous School		
Certificate of Good Moral Character (original)		Previous School		
1 pc passport size ID Picture		The client will provide		
Photocopy of PSA Birth Certificate and photocopy of Marriage Certificate for married women		Philippine Statistics Authority		
Additional for BSN Enrollees				
Hepatitis B Test		The client will provide		
Additional requirements for Transferees and Graduate Studies				
6. Transfer Credential True Copy of Grades		Last school/university attended		
Additional requirements for Cross-Enrollees				
1. Permit to Cross Enroll		University currently enrolled in / Mother School		
2. Certificate of Enrolment		Office of the College Dean from Mother School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Open your web browser and go to aims.ifsu.edu.ph ; Click Register Now and proceed to Register Form; Fill out Registration Form, Sign in using your USERNAME and PASSWORD to upload required documents and wait for APPROVAL of your application	1. Assess the qualifications of the applicant based on the information provided and approve their application.	None	5 minutes	DRAS Personnel in-charge
2. SIGN IN using your USERNAME and PASSWORD to access	2. The College chairperson or dean will check and	None	5 minutes	College Chairperson / Deans



the Student Portal and Create Class Schedule	approve the created class schedule of the students			
Wait for the approval of UNIFAST if qualified for RA 10931 (Universal Access to Quality Tertiary Education)	3. Check and verify if student is qualified for RA 10931	None	3 minutes	UNIFAST Personnel
4. Proceed to Accounting for the printing of Assessment Form	4. Print the Assessment Form of the enrollee	None	3 minutes	Accounting Personnel
Pay fee and receive Official Receipt	5. Receive payment and issue Official Receipt	Amount indicated for payment	3 minutes	Cashiering Personnel
Proceed to the IGP Printing for the preparation of ID Cards	6. Present the Assessment Form and wait for the printing of ID card	None	5 minutes	IGP Printing Personnel
7. Submit the required documents and Secure Validation Sticker at the DRAS office	7. Receive the complete requirements of the students and issue Validation sticker upon presentation of the Assessment Form with marked "Enrolled" issued by the Accounting	None	3 minutes	DRAS Personnel
	TOTAL:	Amount indicated for payment	27 minutes	



Enrolment for Old Students (Online)

This service allows old students in the university to initiate attendance for the coming semester.

Office / Division:	Department of Registrar and Admission Services (DRAS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	On going students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certification of Grades			Can be viewed in the Student portal	
2. Student Identification Card			The student will present	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIB LE
1. Open your web browser and go to aims.ifsu.edu.ph ; Sign in using your USERNAME and PASSWORD to access the Student Portal and Create Class Schedule	1. The College chairperson or dean will check and approve the created class schedule of the students	None	10 minutes	College Chairperson / Deans
2. Wait for the approval of UNIFAST if qualified for RA 10931 (Universal Access to Quality Tertiary Education)	2. Check and verify if student is qualified for RA 10931	None	3 minutes	UNIFAST Personnel
3. Proceed to Accounting for the printing of Assessment Form	3. Print the Assessment Form of the enrollee	None	3 minutes	Accounting Personnel
4. Pay fee and receive Official Receipt	4. Receive payment and issue Official Receipt	Amount indicated for payment	3 minutes	Cashiering Personnel
5. Secure Validation Sticker	5. Issue Validation sticker upon presentation of the Assessment Form with marked “Enrolled” issued by the Accounting	None	1 minute	DRAS Personnel
	TOTAL:	Amount indicated for payment	20 minutes	



Enrollment for Old Students from 2nd Year to 4th Year

This service allows old students in the university to initiate attendance for the coming semester.

Office / Division:	Department of Registrar and Admission Services (DRAS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	On going students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certification of Grades			DRAS Office	
2. Student Identification Card			The student will present	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the ID to the faculty/clerk assigned on the enrollment process	1. The faculty enrolling officer will assess the subjects to be enrolled (pre-assessment)	None	5 minutes	Enrolling Faculty Officer/ College Chairperson / Deans
2. Proceed to the Guidance Office for the filling out of Personal Data Inventory Form	2. Guidance Officer will let the Students fill out the Personal Data Inventory Form	None	3 minutes	Guidance Counselor
3. Proceed to the University Clinic for the filling out of the Student Medical Form	3. The nurse in charge will let the students fill out the form	None	3 minutes	University Doctor/Nurse
4. Go to UNIFAST office for the approval if qualified for RA 10931 (Universal Access to Quality Tertiary Education)	4. Check and verify if student is qualified for RA 10931	None	2 minutes	UNIFAST Personnel
5. Proceed to the Department of Registrar and Admission Services for the encoding of subjects to be enrolled	5. Encode in the SIAS system the subjects being enrolled by the student	None	3 minutes	DRAS Personnel
6. Proceed to Accounting for the printing of Assessment Form	6. Print the Assessment Form of the enrollee	None	2 minutes	Accounting Personnel
7. Pay fee and receive Official Receipt	7. Receive payment and issue Official Receipt	Amount indicated for payment	3 minutes	Cashiering Personnel



8. Secure Validation Sticker	8. Issue Validation sticker upon presentation of the Assessment Form with marked "Enrolled" issued by the Accounting	None	1 minute	DRAS Personnel
	TOTAL:	Amount indicated for payment	22 minutes	



Issuance of Official Transcript of Records and Diploma (2nd Copy)

This service caters to students and alumni requesting for the issuance of their Official Transcript of Records and Diploma

Office of Division:	Department of Registrar and Admission Services (DRAS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	IFSU graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School IDs, Valid IDs of Identification		Requesting Client		
Authorization letter, claimants ID (if the client is not the owner of the document)		Requesting Client		
Request for Document form		DRAS Office		
Clearance Form		DRAS Office		
Affidavit of Loss		Requesting Client		
For claiming of requested documents				
4. Official Receipt		Cashiering Office		
Claim Stub		DRAS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform window-in-charge of document/s to be requested by filling out the Request for Documents Form. <i>*Present Authorization Letter and Valid ID if representative</i>	1.1. Determine the type of request 1.2. Retrieve records and evaluate completeness requirements 1.3. Assess concern and charge appropriate fee	None	4 minutes	DRAS Personnel in-charge
2. Proceed to the Cashiering Office and present the filed out Request for Document form	2. Receive payment and issue Official Receipt	TOR – Undergraduate - 50/page Graduate - 100/page Diploma - 200	3 minutes	Collecting Officer (Cashiering Office)
3. Proceed to DRAS office and submit request form with Official Receipt	3. Check completeness of request form with Official Receipt	None	1 minute	DRAS Personnel



4. Receive Claim Stub and take note of information provided	4. Issue Claim Stub and inform client of expected processing time and wait for a call if requested TOR/diploma is ready for pick up	None	2 minutes	DRAS Personnel
5. Return after receiving a call from DRAS personnel in charge and present Claim Stub	5.1. Receive Claim Stub with any valid Identification Card 5.2. Release requested documents	None	3 minutes	DRAS Personnel
	TOTAL:	TOR – 50/page Diploma - 200	Within 7 days	



Issuance of Certifications (Grades, Enrolment, Graduation, Earned Units, General Weighted Average, True Copy of Grades, and Certification, Authentication and Verification (CAV))

This service allows former and currently enrolled students requesting for their needed various academic documents.

Office of Division:	Department of Registrar and Admission Services (DRAS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Alumni, Parents/Guardians/Authorized Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School IDs, Valid IDs of Identification		Requesting Client		
Authorization letter, claimants ID (if the client is not the owner of the document)		Requesting Client		
Clearance Form		DRAS Office		
Request for Document form		DRAS Office		
For claiming of requested documents				
4. Official Receipt		Cashiering Office		
Claim Stub		DRAS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform window-in-charge of document/s to be requested by filling out the Request for Document form <i>*Present Authorization Letter and Valid ID if representative</i>	1.1. Determine the type of request 1.2. Retrieve records and evaluate completeness of requirements	None	3 minutes	DRAS Personnel
2. Present the Request for Document Form to the Cashiering office and pay the fee indicated and receive Official Receipt	Receive tender of payment and issue Official Receipt	Cert Fee – 30/copy CAV – 110/set	3 minutes	Collecting Officer
3. Proceed to DRAS and submit request form with Official Receipt	Receive the Request for Document Form with the Official Receipt and prepare and process the document/s being requested	None	3 to 5 minutes	DRAS Personnel
4. Receive the document/s requested	Release requested documents	None	3 minutes	DRAS Personnel



and fill out Feedback Survey Form				
		TOTAL:	Cert Fee –30/copy CAV – 110/set	14 minutes



Application for Certificate of Transfer Credentials

This involves steps in requesting and processing Certificate of Transfer Credentials or Honorable Dismissal. This is issued by the University Registrar to a student who voluntarily withdraws from the University for the purpose of transferring to another school.

Office of Division:	Department of Registrar and Admission Services (DRAS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Alumni, Parents/Guardians/Authorized Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School IDs, Valid IDs of Identification		Requesting Client		
Authorization letter, claimants ID (if the client is not the owner of the document)		Requesting Client		
Clearance Form		DRAS Office		
Request for Document form		DRAS Office		
For claiming of requested documents				
4. Official Receipt		Cashiering Office		
Claim Stub		DRAS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform window-in-charge of document/s to be requested by filling out the Request for Documents. Submit Clearance form <i>*Present Authorization Letter and Valid ID if representative</i>	1. Retrieve records and evaluate completeness of non-academic requirements and University Clearance <i>*If non-academic requirements are incomplete: END OF TRANSACTION</i> <i>*If non-academic requirements are complete: Issue Clearance Form</i>	None	3 minutes	DRAS Personnel in-charge
2. Process Clearance for the request of Transfer Credentials	2. Sign Clearance as applicable	None	Within 1 to 2 hours	Head of offices providing Clearance to Students
3. Present the Request for Document Form to the Cashiering office and pay the fee indicated and receive Official Receipt	3. Receive tender of payment and issue Official Receipt	Cert Fee – 30/copy OTR – 50/page CTC – 50/copy	3 minutes	Collecting Officer



4. Proceed to DRAS and submit request form with Official Receipt	4. Receive the Request Form with the Official Receipt and prepare and process the document/s being requested	None	3 to 5 minutes	DRAS Personnel
5. Receive the document/s requested and fill out Feedback Survey Form	5. Release requested documents	None	3 minutes	DRAS Personnel
	TOTAL:	Cert Fee – 30/copy OTR – 50/page CTC – 50/copy	2 hours and 14 minutes	



COLLEGE OF ADVANCED EDUCATION

Enrollment

This service, in collaboration with the Registrar's office, involves admitting students who qualify for any of the Advanced Education program. The College of Advanced Education office is open from Monday to Saturday; 8:00 am to 5:00 pm, excluding holidays.

Office or Division:		COLLEGE OF ADVANCED EDUCATION		
Classification:		G2C – Government to Citizens, and G2G – Government to Government		
Type of Transaction:		Simple transaction		
Who may avail:		Individuals/students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Freshmen/Incoming students				
1. Choose class schedule	Evaluate & Approve class schedule		3 minutes	Dean, Program Chairperson
End of transaction				
Total			3 minutes	
Old students (Onsite enrolment)				
1. Present copy of grades for the previous semester and other requirements as necessary	Assess general weighted average of professional and major courses <i>(if retention policies be approved)</i>		5 minutes	Dean/PC/ Enrolling officer/Faculty in-charge
2. Fill out registration form using the google form (online & onsite enrollees)	Approve enrolled subjects		10 minutes	Dean/PC/ Enrolling officer/Faculty in-charge
End of transaction				
Total			15 minutes	
Transferees/Shifters				
1. Present requirements	Evaluate and credit courses		5 minutes	Dean, Program Chairperson
2. Fill out enrolment form using SIAS <i>(for old Shifter students only)</i>	Approve courses to be enrolled		10 minutes	Dean, Program Chairperson
End of transaction				



Total			15 minutes	
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Handling of Complaints

This procedure intends to ensure that the client’s concerns, complaints, and grievances against the college services and officials and employees are immediately, efficiently, and responsibly addressed or referred to the proper offices.

Office or Division:	COLLEGE OF ADVANCED EDUCATION			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Individuals/students/organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint letter	Discuss issue/concern with the client		20 minutes	Dean, Program Chairperson
2. Wait for the endorsement of the complaint	Prepare endorsement correspondence to concerned office/individual		20 minutes	Dean, Program Chairperson
3. Receive feedback	Act on the complaint and provide feedback to the client		Within the day	Concerned office/individual
End of transaction				
Total			Within the day or more depending on gravity and extent of complaint	



REQUEST FOR TECHNICAL ASSISTANCE, TRAINING

Office or Division:	COLLEGE OF ADVANCED EDUCATION			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Individuals/students/organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement letter from the university president or Invitation/request channeled thru the Record's section				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the visitor's log. Submit request or invitation to the Record's section	Endorse the invitation or request to the college		20 minutes	Records section
2. Wait for the request or invitation to be processed	Process the request		20 minutes	Dean, program chairperson
3. Receive feedback/response about the request or invitation	Provide feedback to the client		10 minutes	Dean, program chairperson
End of transaction				
Total			50 minutes	



STUDENTS CONSULTATION FOR THESIS/DISSERTATION

This service covers the face-to-face consultation by thesis/dissertation students of the various graduate programs with faculty of the college for guidance and recommendations towards the improvement and completion of the requirement.

Office or Division:		COLLEGE OF ADVANCED EDUCATION		
Classification:		Special Transaction		
Type of Transaction:		G2C, G2G		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of designation of adviser Copy of manuscript				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the office log book and at the consultation log book	Review designation papers		5 minutes	CAE Secretariat
2. Proceed to the consultation room.	Coordinate the client purpose to the concerned thesis/dissertation adviser.		10 minutes	CAE Secretariat
3. Face to face meeting/dialogue with designated Adviser	Provide conducive space for the academic discussion		1 hour	Program chairperson and adviser
4. Fill in feedback form	receive feedback form by dropping the same into the feedback form box		5 minutes	CAE Secretariat
End of transaction				
Total			1 hour and 20 minutes	



Application for Completion of Grades

This application relates to the compliance of requirements to complete grades that were marked “ INC”

Office or Division:		COLLEGE OF ADVANCED EDUCATION		
Classification:		Special Transaction		
Type of Transaction:		G2C		
Who may avail:		Individuals/students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished completion form from the Registrars’ office Payment receipt for the completion of grades issued by the university Treasury				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to CAE Secretariat	Review requirement and contact the concerned faculty		10 mins	CAE Secretariat
2. Student consultation with Faculty	Student and Faculty identifies completion requirements		20 minutes	Program Chairperson and concerned Faculty
3. Accomplish of completion requirement	Wait for the submission of completion requirements by student		1 day	CAE secretariat
4. Submission of completion requirements by student	Receive and review requirement from students		20 minutes	Program chairperson and faculty
5. Issuance of Grades	Fill in Completion form		10 minutes	CAE Secretariat, Program Chairperson, concerned Faculty and Dean
6. Submission of forms to the University Registrar	Submission and filing of forms		10 minutes	CAE Secretariat
End of transaction				
Total			1 day and 1 hour and 20 minutes	



COLLEGE OF ARTS AND SCIENCES

Enrollment

This procedure involves the admission of students in the different programs of the College of Arts and Sciences. This is in collaboration with the Department of Admission and Registrar Services.

Office or Division	Department of Political Science Department of Psychology Department of Tourism Management Department of Social Work
Classification	G2C – Government to Citizens, and G2G – Government to Government
Type of Transaction	Simple transaction
Who may avail:	Individuals/students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Prospectus	Dean’s Office/ Program Chairpersons -CAS
List of Grades AIMS Account (for new students)	Department of Registrar and Admission Services (DRAS)
Entrance Examination Result (for new students)	Department of Student Services and Development (DSSD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Freshmen/Incoming Students (AIMS Enrolled)</i>				
1. Choose Class Schedule	Evaluate and Approve class schedule	None	3 minutes	Dean, Program Chairperson
	Total		3 minutes	
<i>Old Student (Onsite Enrollment)</i>				
1. Present copy of grades for the previous semester and other requirements as necessary	Assess general weighted average of professional and major courses	None	5 minutes	Dean/Enrolling officer/Faculty-in-charge
2. Fill out registration form	Approve enrolled subjects	None	10 minutes	Dean/Enrolling officer/Faculty-in-charge
	Total		15 minutes	
<i>Transferees/Shifters</i>				
1. Present requirements	Evaluate and credit courses	None	5 minutes	Dean, Program Chairperson
2. Fill out enrollment form	Approve subjects to be enrolled	None	10 minutes	Dean, Program Chairperson
	Total		minutes	



Removal of In-Progress (IP) and Incomplete (INC)

Removal of the “IP” and “INC” must be done within the prescribed time by meeting all the requirements of the course, after which the student shall be given a final grade.

Office or Division	Dean’s Office
Classification	G2C – Government to Citizens, and G2G – Government to Government
Type of Transaction	Simple transaction
Who may avail:	Individuals/students who have IP or INC remarks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
IP Form	Dean’s Office
INC Form	Department of Admission and Registrar Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the Visitor’s Logbook	1. Interviews/ evaluates the client/ student if their grade is under IP or INC 2. If under IP Proceed to Step 2 3. If under INC, Client will have to pay at the cashier and get Completion of Grades (INC) Form at the Registrar then proceeds to Step 2	None PHP 30.00	1 minute 5 minutes	College Staff Department of Admission and Registrar Services
2. Requests and fills out Removal of In-Progress (IP) and Completion of Grades (INC) Forms	Receives accomplished Removal of IP form and Completion of Grades (INC) form	None	3 minutes	College Staff
3. Proceeds to their respective	Secures the Removal of IP/INC Form and properly	None	5 minutes	Respective Teachers



teachers for completion of requirements	accomplish the completion form.			
4. Proceeds to the Dean's Office	4.1. Checks the Form for correctness and accuracy	None	1 minute	College Staff
	4.2. Signs the Removal of In-Progress (IP) form		1 minute	College Dean
	4.3. Records and submit the form to the Registrar's Office		1 minute	College Staff
	Total		17 minutes	



Issuance of Admission Slip

This process includes the issuance of admission slips to students who are late or absent in their class.

Office or Division	Program Chairperson’s Office/ Faculty Office
Classification	G2C – Government to Citizens, and G2G – Government to Government
Type of Transaction	Simple transaction
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Guardian’s Letter (With ID of the Signatory)	Guardian
Medical certificate for health-related reasons Or Death certificate of family member	Medical Health Facilities (Hospital, RHUs, School clinic, etc.)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Provide admission slip	None	1 minute	Program Chairperson
2. Fill out needed information in the admission slip and submit to the person-in-charge	2.1. Evaluate the requirements 2.2. Interviews the student and decide if the reason of absence/s is/ are “Excused” or “Unexcused”		5 minutes	Program Chairperson
Receive the signed admission slip	Record the data in the admission form of the student		1 minute	Program Chairperson
	Total		7 minutes	



COLLEGE OF COMPUTING SCIENCES

Pre-enrollment of Students

The college of Computing Sciences processes pre-enrollment for old students, shiftees and transferees. Enrollment shall conclude at the Department of Registrar and Admission Services (DRAS).

Office or Division:	College of Computing Sciences			
Classification:	Simple transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Returning students, Shiftees, transferees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Returning /old students: Copy of grades (for returning students)			Department of Registrar and Admission Services (DRAS)	
For Shiftees: Shifting form Copy of grades			DRAS	
For transferees: Certificate of Transfer Credential (CTC) Original Transcript of Records (TOR) Original copy of Good Moral Character Result of Admission Exam			Last school attended IFSU Guidance Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
Proceed to Admission Office/room and present admission credentials & Other requirements for evaluation and enlistment	verifies and evaluates the validity and completeness of the presented admission credentials Evaluates credited subjects Encodes information to the program Issues Pre-Registration/assessment Form for enrollment Seeks approval of the Dean/Prog. Chair	none	30 mins	College enrolling Officer Dean/Program Chairperson



For Shiftees: Present shifting form for approval of the College Dean where previously enrolled and the accepting College Dean.	Checks shifting form	none	1 minute	College enrolling Officer College Dean
Proceed to Admission Office/room and present grades and shifting form to the enrolling officer.	Evaluates credited subjects Encodes information to the program Issues Pre-Registration/assessment Form for enrollment Seeks approval of the Dean/Prog. Chair approves shifting of program		30 minutes	Enrolling officer/ Dean/Program Chairperson
End of Transaction	Total	none	minutes	



Completion of Grade/s

Office or Division:	College of Computing Sciences			
Classification:	Simple transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All enrolled students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Completion form			DRAS	
Official receipt			Accounting	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1.Submits accomplished completion Form with attached receipt to course teacher (This is assumed that lacking course requirements have been submitted one week before).	Checks details of the form Enters grade Submits form for approval	None	3 minutes	course teacher/ College Dean
End of Transaction	Total	none	3 minutes	



Issuance of Admission Slip

This service is provided for the issuance of admission slips. A computer system is provided for the processing of this service, otherwise, issuance is provided manually.

Office or Division:	College of Computing Sciences			
Classification:	Simple transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All enrolled students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Proof /evidence of absence			Parent/ Guardian	
Admission Slip			College Secretary	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCE SSING TIME	PERSON RESPON SIBLE
Manual: Presents accomplished admission slip Electronic: Logs-in to the student portal , fill-out form and prints admission slip	Checks form for validity of reason/s Signs admission slip	None	5 minutes	Adviser/D ean
End of Transaction	Total	none	minutes	



Request for Special Subject/Course

This service facilitates the offering of special subjects in-order that students could catch-up with the regular offering of courses.

Office or Division:	College of Computing Sciences			
Classification:	Simple transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All enrolled students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Special course offering form Evaluation form Certification from course teacher			Office of the Dean	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Special Course offering form	Prints form Issues College evaluation form Attaches certification from the course teacher 1.4 Checks completeness of requirements Seeks approval of the Dean	none	10 minutes	course teacher/ secretary/p rog. Chair/dean
End of Transaction	Total	none	minutes	



Consultation

This service provides students and other clientele consultation time for academic and other concerns to be addressed by the College.

Office or Division:	College of Computing Sciences			
Classification:	Simple transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All enrolled students and other stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
client logs-in at the logbook located at the Secretary's table	1.1 College Secretary informs concerned official/faculty regarding the request/concern. 1.2 Faculty/concerned official attends to the client's concerns/requests	none	5 minutes	course teacher/ secretary/p rogram Chair/dean
Accomplishes Client Satisfaction Survey and drops form at the box provided for in front of the secretary's table.	2.1 issues client satisfaction form	none	2 minutes	College Secretary/ faculty
End of Transaction	Total	none	minutes	



COLLEGE OF CRIMINAL JUSTICE

Enrollment

This service, in collaboration with the Registrar's office, involves enrollment of courses by clients who qualify for the Criminology program.

Office or Division:		College of Criminal Justice Education		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens, and G2G – Government to Government		
Who may avail:		Students / other Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* <i>General Weighted Average (GWA) passing the existing admission and retention policy</i>		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Students enrolled in AIMS				
Tick on available schedule / section	Verify GWA Evaluate & approve class schedule	None	3 minutes	Dean, Program Chairperson (PC)
End of transaction		Total	3 minutes	
Regular Students enrolled in SIAS				
Fill out the enrollment form with pre-determined schedules	Check GWA Approve schedule and advice student	None	5 minutes	Dean/PC/ Enrolling officer/Faculty in-charge
End of transaction		Total	5 minutes	
Irregular Students enrolled in SIAS				
Select course and schedules and fill out the enrollment form	Check GWA Check course pre-requisites and schedules Approve schedule and advice student	None	5 minutes	Dean/PC/ Enrolling officer/Faculty in-charge
End of transaction		Total	5 minutes	



Consultation by Student/Client

This service involves consultation of students or clients with faculty, adviser, or personnel in the College.

Office or Division:		College of Criminal Justice Education		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens, and G2G – Government to Government		
Who may avail:		Students / other Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the faculty, adviser, or personnel and relay concern	Accommodate and advise student / client Note advise or action taken <i>(if necessary)</i>	None	30 minutes	Dean, Program Chairperson (PC)
Fill out the transaction log sheet and client feedback form	Indicate action taken in the transaction log sheet Coordinate with concerned personnel / offices / units / agencies <i>(if necessary)</i> Follow-up on the student / client <i>(if necessary)</i>	None	5 min <i>(Within the day/3 days)</i>	
End of transaction				
		Total	35 mins; <i>(Within the day/3 days)</i>	



Handling of Complaints

This procedure intends to ensure that the client's concerns, complaints, and grievances against the college services and officials and employees are immediately, efficiently, and responsibly addressed or referred to the proper offices.

Office or Division:	College of Criminal Justice Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, and G2G – Government to Government			
Who may avail:	Students / Other Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint letter		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complaint letter	Discuss the issue/concern with the client	None	30 minutes	Dean, Program Chairperson
Fill out the transaction log sheet and client feedback form	Indicate action taken in the transaction log sheet Verify on the issue / complaint Notify concerned individuals <i>(if necessary)</i> Endorse / refer the matter to concerned office / unit <i>(if necessary)</i>	None	5 min <i>(Within the day/3 days)</i>	Dean, Program Chairperson
Receive feedback	Provide feedback and advise client	None	<i>(Within the day/3 days)</i>	Concerned office/individual
End of transaction				
		Total	<i>(Within the day/3 days)</i>	



Issuance of Admission slip

This procedure shows the steps in issuing admission slip for students upon reporting back to school.

Office or Division:	College of Criminal Justice Education			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of reason (letter from guardian, certificates, photograph, etc)		Dean’s / OIC office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit filled-out admission slip with attached proof/ requirements	Verify / evaluate reason and presented document / proof	None	3 minutes	Dean / OIC
Fill out the transaction log sheet and client feedback form	Inscribe remark on admission slip and advise student	None	2 minutes	Dean / OIC
End of transaction				
		Total	5 minutes	



COLLEGE OF EDUCATION

COLLEGE READING CENTER SERVICES

The College of Education provides venues for students learning not only inside the classroom but also for self-study. The reading center serves as a mini library of the students. Reading materials are provided for them and they can also work on their academic tasks here.

Office or Division:		College of Education		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students of IFSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		IFSU Printing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Student signs his/her name in the logbook located near the entrance door before proceeding to the main area of the Reading Center. Time in and time out are indicated in the logbook.	Checks if logbook is properly filled-up including log-in time	None	1 minute	<i>In-charge Reading Center</i>
Student proceeds to the reference/reading materials section arranged according to major areas.	Assists student in looking for the needed reference / reading material	None	3 minutes	<i>In-charge Reading Center</i>
Student borrows reading/reference material, leaves his / her ID and signs the borrower's slip	Records the name and course of student	none	2 minutes	<i>In-charge Reading Center</i>
Student can borrow reference materials for photocopying after doing the following: Signs his/ her name in the logbook leaves a promissory note to return the reference material after photocopying leaves his/ her school ID to the librarian	Records the student's ID number, his/her professor's name, time and due date of the reading material	None	3 minutes	<i>In-charge Reading Center</i>
Returns the reading/ reference materials at their respective shelves	Checks if the borrowed materials are in proper order and	None	3 minutes	<i>In-charge Reading Center</i>



	returned to the proper shelves.			
Takes back the ID logs out	Returns ID of the student; checks record book if student indicated his/ her logged-out time.	None	3 minutes	<i>In-charge Reading Center</i>



CONSULTATION/GUIDANCE SERVICES

To be able to assist the students in their needs such as emotional, psychological and spiritual needs among others, the College consultation/guidance services is in place with the designation of a guidance representative

Office or Division:	College of Education			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Write his/ her name in the consultation logbook at the Dean's Office	Gives the consultation logbook and confirm the client's name.	none	1 minute	<i>College Clerk</i>
Refer the client to the faculty/staff concerned	Give directions/directories to where the client should head to.	none	1-2 minutes	<i>College Clerk</i>
Communicates with the faculty concern	Consultation proper	none	30 minutes or more (depends on the concern)	<i>Faculty/staffs in charge</i>
Accomplish the feedback form at the Dean's Office	Hands over the feedback form to the client	none	2 minutes	<i>College Clerk</i>



SECURING CLEARANCE FORM

To make sure that the students settled all their obligation in the College, they are required to let their clearance form be signed by the College Dean before they will be given whatever documents they are requesting

Office or Division:	College of Education			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students of IFSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and accomplish form	Prepares the log book for students' clearance	none	1 minute	<i>College staff</i>
Routes the clearance slip to the different offices		none	Depends on the student	
Submits to the Dean's Office		none	5 minutes	<i>College staff</i>
Verifies/checks received clearance forms**.	Receives and files the list of names	None	1 minute	<i>College staff</i>

** - Seeking the signatures from the University Registrar's Office, Accounting Office and University Library are done individually.



COLLEGE OF HEALTH SCIENCES

Issuance of Certificate of Undertaking, Summary of Related Learning Experience (RLE) Hours, Academic Hours and other RLE-Related Documents Prescribed by External Agencies

This service covers the provision of information/data on the number of hours spent by the BSN/Midwifery students during their exposure in the Nursing skills laboratory and clinical and community areas from first year to fourth year. Further, the certificate specifically mentions that the College, under pains of legal sanctions vouches to the completeness of all competency-requirements of its graduates and therefore were allowed to graduate as proof of their having complied thereto.

Office or Division	College of Health Sciences (CHS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Graduates, Students, Authorized Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Case slips and Summary of cases (for Certificate of Undertaking) (1 copy)		Requesting individual		
Photocopy of Transcript of Record (TOR)/Certificate (for Summary of RLE Hours & Academic Hours) (1 copy)		Registrar's office		
Vaccination card (for Certificate of Vaccination) (1 copy)		Requesting individual		
Official receipt (original) (1 copy)		Cashier's office		
Contact details of the requesting individual or authorized representative (1 copy)		Requesting individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form	Ensure the completeness of data as well as the provision of contact details Indicate the amount to be paid	None	2 minutes	<i>College Secretary</i> CHS
Proceed to the Cashier's office for payment.	Receive and process payment Issue official receipt (OR)	Certification fee PHP 30.00	3 minutes	<i>Cashier</i> Finance Department
Return to the College & submit the required documents with the OR. TOR/ Certificate of grades for Summary of RLE hours. Academic Hours, Clock Hours	Assess the validity of the TOR/ Certificate of grades/ vaccination card Check completion of cases	None	3 minutes	<i>BSN Chairperson & Chairperson for Clinical Instruction</i> CHS



Case slips & Summary of cases for Certificate of Undertaking Vaccination card for Certificate of vaccination				
Wait for the update from the College thru call, text or messenger.	Prepare the document/s for certification Ensure certification of the document/s Inform the requesting party on the availability of the document/s	None	1 day	BSN Chairperson CHS Dean CHS University Registrar IFSU College Secretary CHS
Pick the requested document.	Record the issuance of the document in the log sheet.	None	2 minutes	College Secretary CHS
Evaluate the service of the College	Record the feedback of the client	None	2 minutes	College Secretary CHS
TOTAL		PHP 30.00	1 day, 12 minutes	



Completion for Make-up Duties

Make-up duties refer to remedial intervention that allows students to complete their deficits in RLE incurred as a result of their absence subject to approved RLE guidelines. This service intends to standardize the process of conducting make-up clinical duties for Nursing and Midwifery students.

Office or Division	College of Health Sciences (CHS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Students with absences in the RLE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (2 copies)		Requesting student		
Consent form (2 copies)		CHS Office of the Dean		
Official Receipt		Cashier's office		
Completion form (2 copies)		CHS Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIB LE
1. Submit letter of request for make-up duties	1.1 Validate the number of days of make-up duty 1.2 Coordinate with a clinical instructor to supervise the make-up duty 1.3 Approve the request	None	1 hour	<i>Chairperson for Clinical Instruction</i> CHS <i>Dean</i> CHS
2. Approach the concerned CI for validation	2. Accomplish the consent form.	None	3 minutes	<i>Clinical Instructor</i> CHS
3. Proceed to the Cashier for payment	3.1 Receive and process payment 3.2 Provide official receipt	Make-up duty fee (depends on the hourly rate of the CI)	5 minutes	<i>Cashier</i> Finance Department
4. Submit official receipt to the CHS office	4. Coordinate with the hospital/affiliating agency for schedule of MUD	None	2 hours	<i>Chairperson for Clinical Instruction</i> CHS
5. Report to the clinical area	5.1 Facilitate the RLE activities of students assigned in the clinical area 5.2 Submit completion form to the Chairperson for clinical instruction	None	Based on MUD hours	<i>Clinical Instructor</i> CHS
TOTAL		Fee depends on the hourly rate of the CI	3 hours, 8 minutes plus MUD hours	



Utilization of the Simulation and Skills Laboratory

IFSU provides a well-established learning environment for all levels of Nursing and Midwifery students. Each skills laboratory is used to support and facilitate psychomotor learning. It is the hands-on experience in these labs that Nursing and Midwifery students use to develop competencies in multiple simulated health care settings that cross the human life span. Activities that mimic the reality of a clinical environment and are designed to demonstrate procedures, decision-making, and critical thinking are performed in the Simulation Laboratory. This service standardizes the proper utilization and maintenance of the Nursing Arts/Skills Laboratory to support a safe environment for teaching and learning.

Office or Division	College of Health Sciences (CHS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Clinical instructors; Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Nursing skills laboratory reservation form (1 copy)		Office of the Laboratory in-charge		
Skills laboratory requisition and return slip (1 copy)		Office of the Laboratory in-charge		
CHS Skills laboratory agreement template (1 copy)		Office of the Laboratory in-charge		
Confidentiality agreement form (1 copy)		Office of the Laboratory in-charge		
Laboratory clearance form (1 copy)		Office of the Laboratory in-charge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the skills laboratory and simulation room booking form and the borrowing slip/form if materials were to be used	1.1 Validate schedule of clinical instructor 1.2 Prepare equipment/ materials that will be used in the scheduled activity	None	30 minutes	College Laboratory in-charge CHS
2. Log-in together with the students/ users	2.1 1 st time users - Conduct orientation on the goals of the Skills Laboratory, lay-out, rules & regulations, equipment safety and safety hazards 2.2 Regular users - Ensure the implementation of the Skills Laboratory guidelines	None	30 minutes	College Laboratory in-charge CHS
3. Conduct activity such as demonstration & return demonstration,	3. Monitor the implementation of the activities	None	Based on RLE hours	Chairperson for Clinical Instruction CHS



simulation activities & others.				
4. Return all borrowed materials and perform aftercare of manikins, equipment and devices	4. Check completeness and functionality of borrowed materials	None	10 minutes	<i>College Laboratory in-charge</i> CHS
5. Facilitate evaluation of laboratory services	5.1 Record the evaluation findings	None	5 minutes	<i>College Laboratory in-charge</i> CHS
TOTAL		None	1 hour, 15 minutes plus RLE hours	



Substituting a Clinical Instructor

A clinical instructor has to take over a class or a group for a co-worker who is on short-term leave or on CTO. He/she shall teach and supervise students in the clinical area or in the classroom.

Office or Division	College of Health Sciences (CHS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Clinical instructors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave/CTO form (1 copy)		Department of Human Resource & Development		
Request form (1 copy)		Dean's office		
Substitution form (1 copy)		Dean's office		
Acceptance form (1 copy)		Dean's office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Submit accomplished request form, substitution form and acceptance form together with approved leave/CTO	1.1 Check validity of forms 1.2 Approve request 1.3 Endorse the approved request to the BSN chairperson and the chairperson for Clinical Instruction for lecture and RLE courses respectively	None	10 minutes	Dean CHS
2. Wait for feedback.	2. Validate approval of the CI who will relieve or substitute	None	30 minutes	BSN chairperson CHS Chairperson for Clinical Instruction CHS
3. Handle classes for lecture or group/s for RLE - provide effective instruction and assessment during lecture periods or clinical practice	3.1 Monitor the class or RLE activity 3.2 Evaluate the performance of the CI	None	Per schedule	Chairperson for Clinical Instruction CHS
TOTAL		None	40 minutes plus RLE/lecture hours	



Conduct of Information Education Campaign (IEC)

The College of Health Sciences integrates information dissemination in its curricular programs and projects, extension and training services/activities. This activity is a joint endeavor among students and faculty and between the College & the Department of Extension & Training.

Office or Division	College of Health Sciences (CHS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2G- Government to Government			
Who may avail:	Groups; Individuals; Students; Organizations; LGUs; Community			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Activity plan			Involved group/individuals	
Correspondence for coordination with concerned audience/participants			Involved group/individuals	
Travel Order			Office of the Dean	
Certificate of Appearance			Recipients of the IEC	
Activity report			Involved group/individual	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIB LE
1.1 Submit activity plan 1.2 Integrate recommendations as needed	1.1 Check the activity plan 1.2 Give recommendations if needed	None	10 minutes	Dean, Chairpersons, Extension & Training coordinator CHS
2.1 Make necessary communication letters. 2.2 Coordinate with concerned persons/ group/ school/ organization	2. Support by recommending the activity	None	1 hour	Dean CHS
3.1 Prepare appropriate, participant sensitive & responsive materials 3.2 Practice or conduct dry-run in preparation for the activity 3.3 Process travel order for activities conducted outside the University	3. Provide materials/ resources that are available in the College	None	1/2 day	IEC leader/ proponent/ clinical instructor CHS
4. Implement the IEC activity	4. Monitor the implementation of the IEC	None	No. of hours in the program	Dean, Chairpersons, Extension & Training coordinator CHS



5.1 Facilitate post-activity conference 5.2 Plan for future activities incorporating insights from the post-activity	5. Recommend area/site for the conference as needed	None	After the IEC, within the day of the activity	<i>Dean, Chairpersons, Extension & Training coordinator CHS</i>
6. Submit activity report.	6. Check/evaluate the completeness of the report	None	10 minutes	<i>Chairpersons, E& T coordinator CHS</i>
TOTAL		None	5 hours, 20 minutes plus the IEC hours	



Completion of Cases by Graduating Students

Prior the awarding of Certificate of Undertaking to graduates who will be applying for the Nurse Licensure Examination, IFSU requires the students to develop the competencies equivalent to a beginning nurse. The competencies include among others Maternal and Child Health and Perioperative Nursing. Relative to this, the students are required to handle at least three (3) cases each on the following areas: Cord care, Actual delivery, Assist delivery, Scrub nurse, and Circulating nurse; for a total of 15 cases. Given the limitations in the number of students per clinical duty and the number of clients in the operating room and pregnant women in labor, the students might not complete the required number of cases before they graduate.

Office or Division	College of Health Sciences (CHS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Graduating students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for completion of cases		Student		
Correspondence with healthcare facilities		Office of the Dean		
Case slips (2 copies)		Office of the Dean		
Completion form (1 copy)		Office of the Dean		
Summary of Cases (1 copy)		Student		
Waiver form (1copy)		Office of the Dean		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIB LE
1. Forward request for completion of cases with suggested/ preferred hospital or other healthcare facility for the clinical duty primarily for acquisition of cases. (<i>DOH-recognized facility</i>)	1.1 Validate number of cases 1.2 Prepare request letter addressed to the chief of hospital/ administrative officer of the facility	None	20 minutes	<i>Chairperson for clinical instruction</i> CHS <i>Dean</i> CHS
2.1 Deliver request letter to the preferred facility for approval. 2.2 Submit to the CHS office the approved request. 2.3 Accomplish and submit the waiver form.	2.1 Receive the approved request and process the start of completion duty. 2.2 File the documents submitted	None	1 day	<i>Chairperson for clinical instruction</i> CHS <i>College secretary</i> CHS
3. Report to the area fully cognizant of the guidelines of the hospital	3. Maintain communication with the student for monitoring purposes	None	Until all cases are completed	<i>Chairperson for clinical instruction</i> CHS



4. Submit the following documents after the clinical duties: 4.1 completion form 4.2 case slips 4.3 summary of cases	6. Check and file the documents.	None	10 minutes	<i>Chairperson for clinical instruction CHS</i>
TOTAL		None	Until cases are completed	



Handling of Requests/ Letters/ Invitations/ Correspondence

The College handles letters/correspondence received thru email, courier, or personal delivery. It covers activities from receipt of letter up to sending a reply/response letter. Operating hours: Monday to Friday; 8:00 am to 5:00 pm (No Noon Break)

Office or Division	College of Health Sciences (CHS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All internal & external clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter / invitations / programs (whichever is available)		Requesting individual/office/agency		
Receiving copy, checklist / record / proof of receipt (whichever is available)				
Contact details of the sender or authorized representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIB LE
1. A. Send letter / invitation / request to official email address of CHS ifsu.chs.zoom@gmail.com or B. Courier/Personal Delivery: Submit the letter / invitation / request to the Office of the Dean	1. A. Open/Check email. Acknowledge/forward/refer to and coordinate with offices/persons concerned appropriate B. Check/screen/ receive the letter/correspondence and forward/refer to or coordinate with offices/persons concerned for appropriate action.	None	Urgent – Same day upon receipt Non-urgent – Same day upon receipt or up to 1 day	College Secretary CHS
2. Confirm/ acknowledge response to letter/ correspondence/ email	2. Provide the client with the name of office, contact number/person and other details related to the letter/correspondence, as deemed necessary	None	Urgent – Same day upon receipt Non-urgent – Same day upon receipt or up to 1 day	College secretary CHS
TOTAL		None	Urgent – Same day upon receipt	



		Non-urgent – Same day upon receipt or up to 1 day
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Department of Library Services

Library Reference Assistance/Guidance

The university library as the heart of the university provides services to the academic community. It primarily supports the institutional, curricular, research extension, and production programs through an organized, relevant, updated, and fast delivery of information services.

The University also recognizes the role of the library to provide inquiry and reference desk service operated by a team of librarians for reference assistance, guidance on the use of information resources, information on services offered by the library, and assistance in locating materials in the library and beyond.

Office or Division:	Department of Library Services			
Classification:	Simple			
Type of Transaction:	LRA			
Who may avail:	IFSU Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student's ID		Department of Income Generating Project - Printing Office		
Library Borrower's Card		Department of Library Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Library Borrower's Card.	Issuance of New Library Borrower's Card Assess the request & ask the client to present his/her enrollment form for validation. Issue the Library Borrower's Card Form, and ask the client to fill-up the LBC Application Form and attach 1 copy 1x1 ID picture with white background.	None	13 minutes	<i>Library Staff Front-Desk Officer</i>



	Prepare, Laminate and Issue the library card. Client signs the log sheet for LBC.			
	Issuance of Library Borrower's Card Replacement Shall ask the client to fill up the log sheet. Shall ask the client to pay the Library Card. Prepare, Laminate and Issue the library card. Client signs the log sheet for LBC.	P25.00	13 minutes	<i>Library Staff Front-Desk Officer</i>
Request assistance on the location of material to use or borrow.	2. Assess request Assist client on the use of the OPAC If book is available, request client to fill up the call slip form	None	1 minute	<i>Library Staff Circulation Section</i>
	If needed book is not available in the library OPAC, refer/guide client to check other library resources/facilities such as the STARBOOKS, Offline Resources, E-Resources or e-library service or refer client to other libraries or	None	5 minutes	<i>Library Staff Circulation Section</i>



	offices for further research.			
3. Locate book or material on the shelf.	Instruct where to find the needed book or assist the client to the location of the needed book.	None	2 minutes	<i>Library Staff Circulation Section</i>
4. Borrowing and Returning of Library Materials 4.1 Borrowing of Library Materials	4.1 Ask the client to present the library materials with his/her LBC. 4.1.2 Scan the library materials and LBC in the automated circulation system. 4.1.3 If for room use and photocopy the library staff shall release the materials immediately. 4.1.4 If the material is for overnight use the students shall fill out the book card, for employees they shall fill out the Employees' Borrower's Form (EBF).	None	minutes 5 minutes	<i>Library Staff Circulation Section</i>
4.2 Returning of Library Materials	4.2.1 Ask the client to put the borrowed material/s in the Disinfectant Matt (1-5 books) or in Disinfectant Box if	None	5 minutes	<i>Library Staff Circulation Section</i>



	<p>more than 5 books, the library staff shall then disinfect the books.</p> <p>4.2.2 After the book/s were disinfected, the library staff will now input that the material/s are returned into the library system. If the client incurred over-due, he/she shall pay the corresponding fee to the circulation in charge before his library card is released and fill out the overdue fines log sheet.</p>			
E-book delivery request	<p>5. Assess request</p> <p>5.1.) After receiving the request from the clients, the library staff will check on the availability or download the e-books needed and deliver it to the clients.</p> <p>5.2) Online Document Delivery</p> <p>-Photocopy of the book for one chapter only as stated in the</p>	None	30 minutes to 1 hour	<p><i>Library Staff</i> Circulation Section Virtual Librarian</p>



	<p>copyright law and sending e-books through email, messenger, or google link)</p> <p>5.3.) Clients can also log in to the library website and check on the available e-books/e-journals uploaded.</p>			
6. AORA (Ask Online Reference Assistance)	6.) Clients can send queries/questions through the library Facebook page/SMS and wait for any library staff to respond.	None	5 minutes	<i>Library Staff Online Delivery Officer Virtual Librarian</i>
7.TheResA (Thesis and Research Assistance)	7. Provide assistance in finding relevant literature, research format, citation format, how to cite, how to quote, etc.	None	20-30 minutes	<i>Library Staff Online Delivery Officer Virtual Librarian</i>
8. Online Database instruction	8. Faculty can request an online database instruction for his/her class.	None	5 minutes	<i>Library Staff Online Delivery Officer Virtual Librarian</i>
9. Request for Referral Letter	<p>9. Assess Request</p> <p>9.1 Issue the referral request</p>	None	10-15 minutes	<i>Librarian Chairperson for Library Services</i>



	corresponding printing fee and ask the client to pay and fill out the printing fee Log Sheet.			
11. Reservation of Audio Visual Room	<p>11. Assess the request</p> <p>11.1 Inform the client of the availability of the AVR and issue a reservation slip form.</p> <p>11.2 Ask the client to fill out reservation slip form.</p> <p>11.3 approve/ record reservation of client in the calendar.</p>	None	3 minutes	<i>Library Staff In-charge of Audio Visual Room</i>
12. Signing of Clearance	<p>12.1 Ask the client to present his/her library borrower's card (LBC) and clearance form. Check the automated system for verification.</p> <p>12.2 Ask the client to settle his/her obligation if there is.</p> <p>12.3 Initial the clearance and forward it to the office of the librarian for</p>	None	3-5 mnutes	<i>Library Staff Circulation Section Chairperson for Library Services Director for Library Services</i>



	signing and release the clearance.			
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Department of Student Services

Exigency Permit

The department of Student Services and Development recognizes the benefits of students to be given an exigency permit when a student is pregnant. This allows them to be exempted from wearing their uniforms, and performing strenuous activities that would put the mother and the baby in danger. They are also entitled of a one week leave of absence before their due date or childbirth to give her enough time to prepare for the upcoming new born baby and a two week leave of absence for the student to fully recover from her post-partum delivery to safeguard her health and prepare the new born for necessary nutrition or for medical complications.

Office or Division:		Department of Student Services and Development		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Students of IFSU Lagawe Campus		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Exigency Permit Form (2 copies)		Department of Student Services and Development (DSSD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. IFSU faculty/staff refers pregnant student/s	1. DSSD staff shall call the pregnant student for interview and action	None	5 minutes	DSSD Staff
4. Should log to the client's log sheet	2. DSSD chairperson shall interview the pregnant student 2.1 Shall refer the client to the Guidance Counsellor for counselling 2.2 DSSD staff shall give referral form to the pregnant student for School Doctor/Nurse or any available Doctor in nearby hospitals/clinics. The same Certification form	None	10 minutes	DSSD chairperson DSSD chairperson DSSD staff



	<p>shall be received by the DSSD Staff for filing</p> <p>2.3 DSSD staff shall prepare the waiver and give to the concerned student to be signed by parents/guardian and be notarized by a Lawyer</p> <p>2.4 DSSD staff should file duly accomplished student waiver</p> <p>2.5 Shall prepare exigency permit, duly signed by the DSSD Director/chairperson on the issue to the concerned student</p>			<p>DSSD staff</p> <p>DSSD staff</p> <p>DSSD staff</p>
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Complaint Against Student (Major Offenses)

The Student services and development recognizes the benefits of every students of the right to be awarded when performance is exemplary, the right to be heard and correct/proper disciplinary actions or sanctions when violating the student code of conduct. Sanctions are designed to educate, foster development, encourage thoughtful decision making and protect the university community. In determining appropriate sanctions, the university considers the nature of the violator including the impact on the community and its members, the institutional sanctioning guidelines, the student's prior disciplinary history, and the individual student's needs.

Further misconduct will result in the imposition of more serious sanctions. Suspension is imposed for serious misconduct for the violation and expulsion is imposed for a very serious misconduct, or repetitive behavior. An expelled student is not in good disciplinary standing with the university and is not eligible for readmission. Expulsion is permanently recorded in the DSSD office.

Office or Division:		Department of Student Services and Development		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Complainant (student/faculty/staff)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Form (2 copies)		Department of Student Services and Development (DSSD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complainant shall log to the student discipline log sheet and fill-up the complaint form	1. DSSD chairpersons shall interview the complainant for further information and action	None	10 minutes	DSSD Chairperson
	1.1 DSSD Chairperson shall summon and interview the violator for further information and action		10 minutes	DSSD Chairperson
	1.2 DSSD Chairperson shall schedule a meeting with the		10 minutes	DSSD Chairperson



	<p>Student Grievance Committee with the presence of both parties for hearing. Parents/guardians of both parties shall be invited</p> <p>1.3 DSSD Chairperson shall refer both complainant and violator to the Guidance for counselling in separate schedule</p> <p>1.4 DSSD Chairperson shall monitor the implementation of the sanction and community service as punishment of the violator</p> <p>1.5 DSSD staff shall receive, record and properly file the Promissory Note from the violator</p>		<p>2 minutes</p> <p>2 minutes</p>	<p>DSSD Chairperson</p> <p>DSSD Chairperson</p> <p>DSSD Staff</p>



Complaint Against Student (Minor Offenses)

The Student services and development recognizes the benefits of every students of the right to be awarded when performance is exemplary, the right to be heard and correct/proper disciplinary actions or sanctions when violating the student code of conduct. Sanctions are designed to educate, foster development, encourage thoughtful decision making and protect the university community. In determining appropriate sanctions, the university considers the nature of the violator including the impact on the community and its members, the institutional sanctioning guidelines, the student's prior disciplinary history, and the individual student's needs.

For minor offenses, developmental sanctions maybe imposed in an effort to foster student learning and development. Examples of such activities include, but are not limited to offering a formal apology, a written reflection, student may assign work or service performed under supervision that is beneficial to the university community and likely and likely to assist the students in understanding the effects of his or her offending behavior.

Office or Division:		Department of Student Services and Development		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Complainant (student/faculty/staff)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Form (2 copies)		Department of Student Services and Development (DSSD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complainant shall log to the student discipline log sheet and fill-up the complaint form	1. DSSD chairperson shall interview the complainant for further information and action	None	10 minutes	DSSD Chairperson
	1.5 DSSD Chairpersons shall summon and interview the violator for further information and action		10 minutes	DSSD Chairperson
	1.6 DSSD chairpersons		10 minutes	DSSD Chairperson



	<p>on shall refer both complainant and violator to the Guidance for counselling in separate schedule</p> <p>1.7 DSSD chairperson/staff shall monitor the implementation of the sanction and community service as punishment</p> <p>1.8 DSSD staff receive, record and properly file the Promissory Note from the violator</p>		2 minutes	<p>DSSD Chairperson</p> <p>DSSD Chairperson/staff</p>
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Student Activity Proposal

The student services and development recognize the benefits of requiring students to submit an activity proposal during activities. Activity proposals provide adequate description of activities and expected results or outputs to help people involved in the implementation of the activity and a means for everyone to work harmoniously and collaboratively to attain same goals and priorities. It is required in order to follow up the planned activity and it serves as cross check if their activity have been achieved within the approved time frame and a basis for checking their accomplishments.

Office or Division:	Department of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Registered Student Organization of IFSU Lagawe Campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Activity Proposal Form (2 copies)		Department of Student Services and Development (DSSD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure appropriate Student Activity Proposal form from the DSSD	1. Student shall login on the logsheet, before receiving appropriate Student Activity Form requested by client	None	1 minute	DSSD Staff/IFSU Employee
2. The requesting organization should submit Activity Proposals to the DSSD Office duly signed by the adviser and noted by the College Dean	2.The DSSD chairperson may endorse the activity proposals or not	None	15 minutes	DSSD Staff/chairperson IFSU Employee
	2.1 the DSSD staff should record all student activity proposals submitted to the DSSD	None	2 minutes	DSSD Staff



	2.2 The DSSD staff shall bring to the Campus Administrator to act whether to endorse the activity or not		4 minutes	DSSD Staff
	2.3 The DSSD staff shall bring the proposal to the office of the Budget Officer for fund ceiling		4 minutes	DSSD Staff
	2.4 The DSSD chairpersons shall supervise/monitor the implementation of the proposed student activities			DSSD Chairperson
	2.5 The DSSD staff shall receive, properly record and file accomplishment reports		2 minutes	



Application of Student Housing (Dormitories)

The Student services and development recognizes the benefit of students staying in student housing or dormitories because it provides them a way of meeting and building relationship with other students. Living on campus is not required but is highly recommended especially to the incoming first year students. Living in the dormitory would help the students acquaints himself of the place and be safe like home, considering the countless benefits like having a housing staff to help and let them feel at home, minimal housekeeping and cooking means, more time to study, much more cheaper with electric bills, water bills, and other facilities, they will be surrounded by fellow students providing them bonding experiences and valuable support work and they will enjoy easy access to campus resources, library, internet laboratory, and other support services, easy walking distance to classrooms, no commuting hassles.

Office or Division:		Department of Student Services and Development		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Student of IFSU Lagawe Campus		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application of Student Housing Form (2 copies)		Department of Student Services and Development (DSSD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Shall log to the student logsheet and secure application form	1. DSSD staff/dorm in charge shall issue form application form	none	1 minute	DSSD staff/dorm in-charge
2. Shall proceed to the cashier's office	2. Cashiering Units receives and acknowledges payment (2 advance)	₱ 720	3 minutes	Cashier/Accounting staff
3. Submit Filled-up form with the official receipt to the DSSD	3. DSSD chairperson and dorm manager shall review and sign the accomplished	None	3 minutes	DSSD chairperson, dorm manager



	applicatio n form		5 minutes	Dorm manager/in- charge
	3.1 dorm manager/in- charge shall assign rooms for the students			



Certificate of Good Moral Character

The Department of Student Services and Development recognizes the benefit of issuing good moral character to students as a document that shows any rulebook violation incurred by students while at school or a document of their exemplary accomplishments in their studies, extra-curricular activities and positive relationship with university community, then the certificate will certainly indicate that a student is of good moral character.

Office or Division:	Department of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Student/Alumni of IFSU Lagawe Campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Good Moral Character		Department of Student Services and Development (DSSD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pays Certification Fee	2. Cashiering Units receives and acknowledges payment	₱30	3 minutes	Cashier/staff
2. Requests for certificate of good moral character and submits the official receipt to DSSD staff	2. The DSSD staff prepares certificate of good moral character	None	3 minutes	DSSD staff
	3. The DSSD chairperson sign and issue the certificate of good moral character	None	30 seconds	DSSD Chairperson



Counseling

Counseling sessions are conducted to students who seek professional help. It is a dynamic personal interaction between counselor and counselee, where the counselor employs methods, approaches or techniques in order to assist them in understanding themselves, make their own decisions, and cope up with their problems.

Office or Division:	Office of the Guidance and Counseling			
Classification:				
Type of Transaction:				
Who may avail:	Walk-in, Referred, and Call-in Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Issued Referral Slip (for referred clients)				
2. Issued Call Slip (for call-in clients)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Client Logsheet and state purpose of visit	1. Conduct counselling session	None	15 minutes-1 hour (depending on client's concern)	Guidance Counselor
	2. Issue certification slip for referred clients	None	2 minutes	Guidance Counselor
	3. Prepare and keep counselling records	None	15 minutes	Guidance Counselor



Individual Inventory

The center gathers relevant information about the students through personal data inventory forms, testing, interview and counseling. The data gathered are very useful during counseling session.

Office or Division:	Office of the Guidance and Counseling			
Classification:				
Type of Transaction:				
Who may avail:	Incoming freshmen and transferee enrollees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. duly accomplished enrollment form		College department		
4. duly accomplished PDI Form		Office of the Guidance and Counseling		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present duly accomplished enrollment form for signing	4. verify the completeness and correctness of responses and request student to fill-up the Personal Data Inventory (PDI)	None	5 minutes	Guidance Counselor
3. Submit accomplished PDI	5. Conduct intake interview and sign enrollment form	None	5 minutes	Guidance Counselor
	6. keep and file student's PDI in labeled individual folders	None	5 minutes	Guidance Counselor



Career Seminar and Placement Service

Opportunities like seminars, symposia, job fairs and career counseling are provided to enable students to be aware of opportunities relative to their career and vocational interests and goals.

Office or Division:		Office of the Guidance and Counseling		
Classification:				
Type of Transaction:				
Who may avail:		All graduating students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Proceed to the venue and signs in the provided registration form	7. Conduct and facilitate career placement seminar to all graduating students	None	4-8 hours	Guidance Counselor
5. Signs out in the registration form	8. prepares and file record of the activity documentation	None	1 hour	Guidance Counselor



Testing- College Entrance Examination

Standard Psychological Tests are administered to students periodically and when necessary to assist students become more aware of their potential and intellectual ability.

A.

Office or Division:		Office of the Guidance and Counseling		
Classification:				
Type of Transaction:				
Who may avail:		Incoming freshmen and transferees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. Photocopy of Form 138 or Senior High School Report Card (for incoming freshmen)		Last school attended		
6. Photocopy of Honorable Dismissal and TOR (for transfer-in students)		Last school attended		
7. 2 pieces passport size ID picture (studio shot, with name tag)		Any studio		
8. Accomplished CEE Application		Office of the Guidance and Counseling		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Submit accomplished CEE Application Form	9. verify the completeness and correctness of responses in the CEE Application Form	None	3 minutes	Guidance counselor
	10. issue the CEE Permit to client	None	2 minutes	Guidance counselor
	11. File and keep record of CEE Application	None	2 minutes	Guidance counselor

B.

Office or Division:		Office of the Guidance and Counseling		
Classification:				
Type of Transaction:				
Who may avail:		Incoming freshmen and transferees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Issued CEE Permit		Client		
2. Pencil (Mongol 2)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present CEE Permit with specified schedule of examination	1. Verify the permit and usher client to the testing	None	3 minutes	Guidance counselor



	area/venue			
2. Take the CEE	2. Administer the standardized college examination to the examinees	None	40 minutes-1 hour	Guidance counselor
3. Submit answer sheet	3. Score, interpret and print result of examinee	None	10 minutes	Guidance counselor

C.

Office or Division:	Office of the Guidance and Counseling			
Classification:				
Type of Transaction:				
Who may avail:	Incoming freshmen and transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Client Logsheet & state purpose of visit	1. issue and interpret CEE result slip to client	None	5 minutes	Guidance counselor
	2. File and keep record of CEE result	None	2 minutes	Guidance counselor



Department of Sports and Development

Application for Leave of Absence

As part of the Ifugao State University students' total development while enrolled in the University, they are encouraged to participate in sports activities. Sports implements are being purchased for instructional purposes and training for athletic participation and competitions thus they have the right to borrow implements/equipment for sports activities and return it after use for the next users.

Office or Division:		Department of Sports Development		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students of IFSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Logbook		Department of Sports Development (DSD)		
Borrowing and Returning Form				
Student's Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Log-in in the logbook upon entering the office	3. Inform the student to log-in in the logbook	None	1 minute	<i>Chairperson or student assistant</i>
6. Properly accomplish Borrowing and Returning Form	4. Issue form for student to fill in	None	3 minutes	<i>Chairperson or student assistant</i>
5. Attach ID card to the accomplished form	7. Check the form if properly filled in with correct details basing from the attached ID	None	1 minute	<i>Chairperson or student assistant</i>
6. Get the sports equipment being borrowed	8. Issue the equipment being borrowed	None	1 minute	<i>Chairperson or student assistant</i>
9. Return the borrowed equipment at the office before 5PM	7. Receive the borrowed equipment. Put a "RETURNED" remark in the form and issue the attached ID	None	1 minute	



	back to the borrower			
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Feedback Mechanism

The University maintains a mechanism for clients to give feedback on the services they avail from the various Offices. A client satisfaction rating form is readily available in every Office which the client shall accomplish and indicate his/her assessment on the services rendered by employees /service providers. Comments and suggestions are encouraged from the clients for the improvement of the services. The forms shall be dropped in designated drop boxes.

The Department of Human Resources and Development collects all the forms every after each month, processes the data and furnishes each office concerned for proper feedback. Feedback to individual employees are directed to the individuals concerned as well as comments and suggestions for process and office improvements shall be discussed during meetings and/or shall be forwarded to management for appropriate action.

Complaints Mechanism

A Public Assistance Complaints Desk (PACD) is established and managed by the Department of Human Resources and Development (DHRD), the Information and Communication Technology (ICT) and the Department of Communications, Public and International Affairs (DCPIA) to receive complaints and feedback where clients can adequately express their complaints, comments or suggestions.