

TARLAC STATE UNIVERSITY



CITIZEN'S

CHARTER

SEPTEMBER 2013

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VISION

The Tarlac State University shall be a comprehensive institution of excellence in higher education for total human development.

MISSION

The Tarlac State University is committed to develop, promote, and sustain quality and relevant programs in higher education for people empowerment, professional development, and global competitiveness.

SERVICE PLEDGE

Pursuant to its mandated mission, the TarlacStateUniversity as a premier institution in the Province of Tarlac, in particular, and in the region, in general shall:

1. Continue the curricular offerings of the graduate school, colleges of engineering, architecture and fine arts, technology, education, computer studies, business and accountancy, arts and social sciences, public administration, human kinetics, law, nursing, science and information technology related courses.
2. Offer other courses that the Board of Regents may deem necessary.
3. Continue to develop TSU into a regional center of excellence in engineering, technological, business and teacher education, research and extension in order to produce graduates who are globally competitive.
4. In an environment valuing freedom, excellence and equity, TSU shall provide and maintain relevant instruction, research, extension and production programs effectively to develop responsible members of the society imbued with critical and creative thinking.

ACADEMIC SERVICES - FACULTY

1. To work seriously and conscientiously on assigned teaching assignments, including meeting scheduled classes, clearly informing students on academic matters according to standards established by the University.
2. To recognize that students deserve respect as individuals and have rights that must be protected. This encompasses interest in individual, academic and personal problems of students, the giving of mature professional advice, courteous treatment of students, and keeping in confidence personal information about students who may seek the advice of faculty member in his/her role as a counselor.
3. To recognize that the faculty member serves as a role model and exercises a great influence in shaping young minds. He/She must set standards for (a) academic and scholarly excellence, (b) personal integrity, and (c) professional ethics.

4. To recognize that in his/her influential classroom role, he/she is morally bound not to take advantage of his/her position in discussing subject matter outside the scope of the course and beyond his/her field of professional competence.
5. In addition to other duties and obligations under existing laws, a faculty member shall:
 - a. Perform his/her duties to the University by discharging his/her responsibilities in accordance with the philosophy, goals, and objectives of the University;
 - b. Be responsible for the efficient and effective attainment of specified learning objectives pursuant to national development goals within the limits of available resources of the University;
 - c. Render regular reports on performance of each students;
 - d. Assume the responsibility in maintaining and sustaining his/her professionalism at all times; and
 - e. Refrain from making deductions in students that are clearly not manifestations of poor scholarship.

ACADEMIC RELATED SERVICES

1. To administer college and post graduate admission test and psychological tests. Conduct orientation seminar to new students. Render students counseling and academic probation follow-up. Provide student development on leadership trainings, advocacy on specific issues, coordination of outreach programs, and campus journalism. Provide career development and placement on career/employment counseling, placement assistance, part-time job services, and job clinics/pre-employment seminar. Continue the special programs on University sponsored scholarships, civic/community/individual sponsored scholarship grants, learning assistance program, and student loan programs. (**Office of Student Affairs**)
2. To provide academic and administrative support to instruction to enable it to attain its educational mandate. Selective admissions to ensure the quality of entering students, selective retention to students, efficient and effective management of student records, and total quality service to students. (**Office of the University Registrar**)
3. To provide the students, faculty and staff more library materials that are relevant to their sources. Stimulate and encourage students to develop lifelong habits of good reading, study and research. Support the specific educational objectives with needed resources, facilities and services to meet the legitimate needs and demands of the students and faculty. (**Library Services**)
4. To provide medical assistance and dental services to the students and employees and conduct seminars/trainings on health. (**Medical Services**)

5. To coordinate trainings/seminars especially among out-of-school youths, unemployed adults and other disadvantage groups to promote moral and human source development. To coordinate and support inter-institutional extension service of the University community. (**Extension Services**)
6. To continue the development and validation of multimedia software, evaluation of instruction in the different fields; development and validation of instructional materials which include modules, workbooks, video tapes and the like; fabrication, testing, and validation of instructional apparatuses, equipment, and other materials, phytochemical and microbiological screening of plants grown in Philippine soil; waste management; development of low cost construction materials; and development of educational technology center and industrial technology research institute. (**Research Services**)
7. The Office shall serve as an integral mechanism of the University in enhancing the artistic and aesthetic skills and potentials of its students and faculty through a balance cultural and arts program of activities towards the promotion and preservation of our cultural heritage (**Office of the Culture and Arts**)

ADMINISTRATIVE AND SUPPORT SERVICES

1. To provide adequate classrooms/offices, ventilation and lighting, clean and adequate comfort rooms facilities, and instructional supplies and equipment.
2. To maintain an effective and efficient system of appraising and recording and achieve an accurate computation of tuition and other fees payable to the University. (**Assessment Section**)
3. To deposit all collections to the authorized depository bank; update posting of every transaction to their respective cash books; maintain disbursements within the limits of cash available per account; submit liquidation report; and safeguard the custody of cash on hand and created accountable form. (**Cashiering Office**)
4. To produce financial information concerning past operations and present condition of the University; provide a basis for guidance for future operations; provide an accounting system in the receipt, disposition and utilization of funds and property; and report the financial positions and results of operations of the University for the information of all persons concerned. (**Accounting Office**)

5. To attain the most economical, efficient, effective and sustainable use of property through adequate accounting utilization, maintenance and disposal practices, manage government property with due recognition in its value, minimizing inventories, fully utilizing what is available government-wide and disposing them for the best returns if no longer needed. (**Supply Office**)
6. To ensure that the highest quality of supplies, materials and equipment are procured with the minimum expense to the government. (**Procurement Office**)
7. To facilitate the repair and maintenance of the University facilities, buildings, equipment, vehicles and other utilities such as electrical, sanitary, plumbing, carpentry, masonry, etc; facilitate the construction, fabrication of specific projects of various offices and colleges; and takes charge of the facilities, buildings structures of the University. (**Physical Plant Office**)
8. To effect implementation of policies on personnel movement, compensation and welfare benefits; provide human resource development to enhance employees capability; exercise administrative control on personnel discipline; and to provide an effective, efficient and economic management and service to the colleges and offices of the University. (**Administrative & HRMD Offices**)
9. To generate additional revenues for augmentation to various University projects and expenditures. (**Business Center & Auxiliary Services**)
10. To provide security services with particular emphasis on the protection of properties and against campus vandalism and destructive acts; maintain peace and order; and extends maximum security to students and employees. (**Security Services**)
11. Public assistance and information office; promote and advertise the Tarlac State University; collate and gather news articles through interviews and meetings for OPA Bulletin; accommodate students, parents and visitors who need assistance; approve information/news from the different colleges, offices, and students organizations of the University, for posting in the bulletin boards; and Approve organizations or establishments the job opportunities for TSU students and graduates for possible employments. (**Office of Public Affairs and Information**)

FEEDBACK AND REDRESS MECHANISMS

Please let us know how we have served you by doing any of the following:

- Accomplish our Feedback Form available in the offices and put in the drop box at the Public Information Office
- Send your feedback through e-mail : miso@tsu.edu.ph
- Talk to our Officer of the Day/Director, Office of Public Information Office

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the officer of the Day/Director of Public Information Office.

THANK YOU for helping us continuously improve our services.

LIST OF FRONTLINE SERVICES

1. Academic Services

College of Architecture and Fine Arts

College of Arts and Social Sciences

College of Business and Accountancy

College of Computer Studies

College of Education and Laboratory High School

College of Engineering

College of Human Kinetics

College of Law

College of Nursing

College of Public Administration

College of Science

College of Technology

Graduate Studies

2. Academic Related Services

Admission Office

Endowment

Health Service Unit

- **Medical**

- **Dental**

Library Services

Office of Professional Development and Consultancy Service

Office of Student Affairs

Registration Office

Testing Office

3. Administrative and Support Services

Accounting Unit

Auxiliary Service Office

Business Center

Cashiering Office

COLLEGE OF ARCHITECTURE AND FINE ARTS

General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON/OFFICE in-CHARGE	DURATION OF ACTIVITY
A. FOR FRESHMEN STUDENTS	1	➤ Get result of admission test from Testing office (for those who did not yet receive the result).	Testing & Admission Office	5 mins.
	2	➤ Proceed to enrollment area of Colleges for submission of documents and computerized enrollment (Pre-assessment/registration/PTC payment)	CAFA Faculty	10 mins.
	3	➤ Pay to the Cashier	Cashier	5 mins
	4	➤ Get Certificate of REGISTRATION (COR) from ORA	Registrar's Office	5 mins.
	5	➤ Go to the Business Center for the Uniform and I.D.	Business Center @ Gymnasium	10 mins.
B. OLD STUDENTS FROM 2ND YEAR TO 4TH YEAR	1	➤ Proceed to College enrollment area for Advising	CAFA Faculty	10 mins.
		➤ Scholastic delinquent students (Warning, Probation, and Dismissal in the college) should pass through the Guidance and Counseling Unit before being admitted for enrollment.	Guidance Office @ OSA Bldg.	10 mins.

	2	➤ Get the Pre-assessment/registration/PTC Payment	CAFA Faculty	5 mins.
	3	➤ Pay to the Cashier	Cashier	5 mins.
	4	➤ Get Certificate of Enrollment (COR) from the ORA	Registrar's Office	5 mins.
C. TRANSFEREES, SHIFTERS, RETURNEES, SECOND COURSERS, PROFESSIONAL EDUCATION SUBJECTS TAKERS	1	➤ For shifters go to Guidance and Counseling Unit before going to the Admissions Unit for compliance of other requirements and to secure Admission Slip.	Guidance Office @OSA Bldg.	5 mins
		➤ For transferees, returnees, second coursers, and professional education takers, go to Admissions unit for compliance of requirements and to secure Admission Slip.	Testing & Admission Office	5 mins.
	2	➤ Go to respective College for advising, open subjects and available slots.	CAFA Chairpersons, Dean, CAFA Faculty @ CAFA Enrolment Area	10 mins.
	3	➤ Proceed to enrollment area for computerized enrollment (Pre-assessment/registration/PTC Payment).	CAFA Faculty	5 mins.
	4	➤ Pay to the Cashier.	Cashier	5 mins.
	5	➤ Get Certificate of Enrollment (COR) from the ORA	Registrar's office	5 mins.

	6	➤ Go to the Business Center for Uniform and I.D.	Business Center @ Gymnasium	5 mins.
D. CROSS-ENROLLEES	1	➤ Go to the Admissions Unit for submission of requirements and to secure Admission Slip (if from other school)	Testing & Admission Office	5 mins.
	2	➤ See the College dean for advising, open subjects and available slots.	CAFA Dean @ CAFA Enrollment Area	10 mins
	3	➤ Proceed to enrollment area for computerized enrollment (Pre-assessment/registration).	CAFA Faculty	5 mins.
	4	➤ Pay to the Cashier.	Cashier	5 mins.
	5	➤ Get Certificate of Enrollment (COR) from the ORA.	Registrar's Office	5 mins.

COLLEGE OF ARTS AND SOCIAL SCIENCES

General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON-in-CHARGE	DURATION of ACTIVITY
A. For Freshmen Students	1	Get result of admission test from Testing Office (for those who did not yet receive the result).	Admission	5 minutes
	2	Proceed to College enrollment area for the submission of documents for computerized enrollment to secure certificate of pre-registration (<i>pre-assessment</i>)	CASS Faculty	10 minutes
	3	Pay to the Cashier the required Fees.	Cashier	5 minutes
	4	Get Certificate of Registration (COR) from the ORA.	ORA	5 minutes
	5	Go to the Business Center for the I.D., Uniform and other items.	Business Center	10 minutes
B. OLD Students from 2nd year to 4th year	1	Proceed to College enrollment area for computerized enrollment to secure certificate of pre-registration (<i>pre-assessment</i>).	CASS Faculty	10 minutes
	2	Pay to the Cashier the required Fees.	Cashier	5 minutes
	3	Get Certificate of Registration (COR) from the ORA.	ORA	5 minutes
	4	Go to the Business Center for renewal of I.D. (<i>if needed</i>).	Business Center	10 minutes
	5	Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment.	Guidance Office	20 minutes

C. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers:	1	For transferees, returnees, second coursers, and professional education takers, go to Admissions Unit for compliance of requirements and to secure Admission Slip.	Admission	5 minutes
	2	Go to respective College for an advise on subjects to be taken upon validation by the ORA and for computerized enrollment to secure certificate of pre-registration (<i>pre-assessment</i>).	CASS Faculty	10 minutes
	3	Pay to the Cashier the required Fees.	Cashier	5 minutes
	4	Get Certificate of Enrollment (COR) from the ORA.	ORA	5 minutes
	5	Go to the Business Center for renewal of I.D (<i>if needed</i>)	Business Center	10 minutes
D. Cross-Enrollees	1	Go to the Admissions Unit for the submission of requirements and to secure Admission Slip (<i>students from other school only</i>)	Admission	5 minutes
	2	Go to the College where the subject/s can be cross enrolled and secure for the approval of the Dean.	Dean	2 minutes
	3	Proceed to respective College enrollment area for computerized enrollment to secure certificate of pre-registration (<i>pre-assessment</i>).	CASS Faculty	10 minutes
	4	Pay to the Cashier the required Fees.	Cashier	5 minutes
	5	Get Certificate of Enrollment (COR) from the ORA.	ORA	5 minutes
E. For Graduating Students Enrolled in Thesis Writing	1	Go to the Dean's Office to get the Thesis Form 3 (<i>Notice of Payment for Thesis Defense</i>).	Clerk	1 minute
	2	See the thesis Coordinator for the signing of the form.	Thesis Coordinator	2 minutes
	3	Go to the Dean's Office for the assessment of FEE .	Clerk	2 minutes
	4	Pay to the Cashier.	Cashier	3 minutes
	5	Submit the O.R to the Thesis Coordinator	Thesis Coordinator	1 minute

F. For Graduating Students Enrolled in OJT	1	Get a copy of the <i>Waiver, Endorsement</i> and <i>Application Letter</i> for OJT.	Department Chair	2 minutes
	2	Go to the respective Department Chair for the Recommendation.	Department Chair	2 minutes
	3	Go to the Dean for the approval.	Dean	2 minutes
	4	Go to the respective supervisor in the workplace for the approval/acceptance of the endorsement.	Work Supervisor	10 minutes
	5	Ask the workplace supervisor for the evaluation/rating.	Work Supervisor	10 minutes

COLLEGE OF BUSINESS AND ACCOUNTANCY

General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON/OFFICE in-CHARGE	DURATION of ACTIVITY
A. FOR FRESHMEN STUDENTS	1	<ul style="list-style-type: none"> Get result of admission test from Testing Office (for those who did not yet receive the result). 	Testing & Admission Office	5 mins.
	2	<ul style="list-style-type: none"> Proceed to enrollment area of CBA for submission of documents and assignment of section 	CBA Faculty	10 mins.
	3	<ul style="list-style-type: none"> Proceed to Room 210 for payment of PA fee and computerized enrolment/registration Get pre-assessment registration 	CBA Faculty	15 mins
	4	<ul style="list-style-type: none"> Pay to the Cashier 	Cashier	5 mins.
	5	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA 	Registrar Office	5 mins.
	6	<ul style="list-style-type: none"> Go to the Business Center for the Uniform and I.D. 	Business Office	10 mins.
B. OLD STUDENTS FROM 2ND YEAR TO 4TH YEAR	1	<ul style="list-style-type: none"> Proceed to College enrollment area for Advising at designated room 	CBA Faculty	10 mins.
		<ul style="list-style-type: none"> Scholastic delinquent students (Warning, Probation, Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment. 	Guidance Office	10 mins.

	2	<ul style="list-style-type: none"> Pay PA fee and get the Pre-assessment/registration 	CBA Faculty	10 mins.
	3	<ul style="list-style-type: none"> Pay to the Cashier 	Cashier	5 mins.
	4	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA 	Registrar Office	5 mins.
C. GRADUATING STUDENTS WITH DEFICIENCIES	1	<ul style="list-style-type: none"> Secure an evaluation of all subjects taken from ORA 	Registrar Office	10 mins
	2	<ul style="list-style-type: none"> Fill up application form for requests of over loading 	Office of the Dean	15 min
	3	<ul style="list-style-type: none"> Secure approval of requests from concerned authorities 	College Dean Director, ORA VP Academic Affairs	30 mins
	4	<ul style="list-style-type: none"> Proceed to enrolment area and Pay PA fee and get the Pre-assessment/registration 	CBA Faculty	10 mins
	5	<ul style="list-style-type: none"> Pay to the Cashier 	Cashier	5 mins
	6	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA 	Registrar Office	5 mins
D. TRANSFEREES, SHIFTERS, RETURNEES, SECOND COURSERS, PROFESSIONAL EDUCATION SUBJECTS TAKERS	1	<ul style="list-style-type: none"> For Shifters go to the Guidance and Counseling Unit before going to the Admissions Unit for compliance of other requirements and to secure Admission Slip. 	Guidance Office	5 mins.
		<ul style="list-style-type: none"> For transferees, returnees, second coursers, and professional education takers, go to Admissions Unit for compliance of requirements and to secure Admission Slip. 	Testing & Admission Office	5 mins.
	2	<ul style="list-style-type: none"> Go to respective College for advising, open subjects and available slots. 	CBA Dean and CBA Faculty	10 mis.

	3	<ul style="list-style-type: none"> Proceed to enrollment area for PA payment and computerized enrollment (Pre-assessment/registration) 	CBA Faculty	10 mins.
	4	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	5 mins.
	5	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. 	Registrar Office	5 mins.
	6	<ul style="list-style-type: none"> Go to the Business Center for Uniform and I.D. 	Business Center	5 mins.
E. CROSS-ENROLLEES	1	<ul style="list-style-type: none"> Go to the Admissions Unit for submission of requirements and to secure Admission Slip (if from other school) 	Testing & Admission Office	5 mins.
	2	<ul style="list-style-type: none"> See the College Dean for advising, open subjects and available slots. 	CBA Dean & Faculty	10 mins.
	3	<ul style="list-style-type: none"> Proceed to enrollment area for PA Payment and computerized enrollment (Pre-assessment/registration) 	CBA Faculty	10 mins.
	4	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	5 mins.
	5	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. 	Registrar Office	5 mins.

COLLEGE OF COMPUTER STUDIES

General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON-in-CHARGE	DURATION of ACTIVITY
A. For Freshmen Students	1	Get result of admission test from Testing Office (for those who did not yet receive the result).	Admission	5 minutes
	2	Proceed to enrollment area of Colleges for submission of documents and computerized enrollment (<i>pre-assessment</i>)	CCS Faculty	10 minutes
	3	Pay to the Cashier.	Cashier	5 minutes
	4	Get Certificate of Registration (COR) from the ORA.	ORA	5 minutes
	5	Go to the Business Center for the I.D. and uniform.	Business Center	10 minutes
B. OLD Students from 2nd year to 4th year	1	Proceed to College enrollment area for computerized enrollment (<i>pre-assessment</i>).	CCS Faculty	10 minutes
	2	Pay to the Cashier.	Cashier	5 minutes
	3	Get Certificate of Registration (COR) from the ORA.	ORA	5 minutes
	4	Go to the Business Center for renewal of I.D. (<i>if needed</i>).	Business Center	10 minutes
	5	Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment.	Guidance Office	20 minutes

C. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers:	1	For transferees, returnees, second coursers, and professional education takers, go to Admissions Unit for compliance of requirements and to secure Admission Slip.	Admission	5 minutes
	2	Go to respective College for computerized enrollment (<i>pre-assessment</i>).	CCS Faculty	10 minutes
	3	Pay to the Cashier.	Cashier	5 minutes
	4	Get Certificate of Enrollment (COR) from the ORA.	ORA	5 minutes
	5	Go to the Business Center for renewal of I.D (<i>if needed</i>)	Business Center	10 minutes
D. Cross-Enrollees	1	Go to the Admissions Unit for the submission of requirements and to secure Admission Slip (<i>students from other school only</i>)	Admission	5 minutes
	2	See the College Dean for open subjects.	Dean	2 minutes
	3	Proceed to enrollment area for computerized enrollment (<i>pre-assessment</i>).	CCS Faculty	10 minutes
	4	Pay to the Cashier.	Cashier	5 minutes
	5	Get Certificate of Enrollment (COR) from the ORA.	ORA	5 minutes
E. For Graduating Students Enrolled in Thesis Writing	1	Go to the Dean's Office to get the Thesis Form 3 (<i>Notice of Payment for Thesis Defense</i>).	Clerk	1 minute
	2	See the thesis Coordinator for the signing of the form.	Thesis Coordinator	2 minutes
	3	Go to the Dean's Office for the assessment of FEE .	Clerk	2 minutes
	4	Pay to the Cashier.	Cashier	3 minutes
	5	Submit the O.R to the Thesis Coordinator	Thesis Coordinator	1 minute

COLLEGE OF EDUCATION AND LABORATORY HIGH SCHOOL

COLLEGE OF EDUCATION General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON-in-CHARGE	DURATION of ACTIVITY
A. For Freshmen Students	1	-Get result of admission test from Testing Office (for those who did not yet receive the result). -Proceed to the different room assign in the college for the English and Filipino Interview.	Testing & Admission Office	20 minutes
	2	Proceed to enrollment area of College for submission of documents including interview results and computerized enrollment (<i>Pre-assessment/registration/PTC Payment</i>)	COED Faculty	10 minutes
	3	Pay to the Cashier.	Cashier	5 minutes
	4	Get Certificate of Registration (COR) from the ORA.	ORA	5 minutes
	5	Go to the Business Center for the Uniform and I.D.	Business Center	10 minutes
B. OLD Students from 2nd year to 4th year	1	-Proceed to College enrollment area for advising.	COED Faculty	10 minutes
		-Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment	Guidance Office	10 minutes
	2	Get the <i>Pre-assessment/registration/PTC Payment</i>	COED Faculty	5 minutes

	3	Pay to the Cashier.	Cashier	5 minutes
	4	Get Certificate of Registration (COR) from the ORA.	Registrar Office	5 minutes
C. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers:	1	-For Shifters go to the Guidance and Counseling Unit before going to the Admissions Unit for a Teacher Aptitude Test and for compliance of other requirements and to secure Admission Slip.	Guidance Office	15 minutes
		-For transferees, returnees, second coursers, and professional education takers, go to Admissions Unit for a Teacher Aptitude Test and for compliance of requirements and to secure Admission Slip.	Testing & Admission Office	15 minutes
	2	Go to respective College for advising, open subjects and available slots.	COED Dean's and COED Faculty	10 minutes
	3	Proceed to enrollment area for computerized enrollment (<i>Pre-assessment/registration/PTC Payment</i>).	COED Faculty	5 minutes
	4	Pay to the Cashier.	Cashier	5 minutes
	5	Get Certificate of Enrollment (COR) from the ORA.	Registrar Office	5 minutes
	6	Go to the Business Center for uniform and I.D	Business Center	5 minutes
E. Cross-Enrollees	1	Go to the Admissions Unit for the submission of requirements and to secure Admission Slip (if from other school)	Testing & Admission Office	5 minutes
	2	See the College Dean for advising, open subjects and available slots	COED Dean's and COED Faculty	10 minutes

	3	Proceed to enrollment area for computerized enrollment (<i>Pre-assessment/registration</i>).	COED Faculty	5 minutes
	4	Pay to the Cashier.	Cashier	5 minutes
	5	Get Certificate of Enrollment (COR) from the ORA.	Registrar Office	5 minutes

LABORATORY HIGH SCHOOL
General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON-in-CHARGE	DURATION of ACTIVITY
For Freshmen Students	1	Get result of admission test from Testing Office (for those who did not yet receive the result).	Admission	5 minutes
	2	Proceed to High School enrollment area for the submission of documents for computerized enrollment to secure certificate of pre-registration (<i>pre-assessment/Payment of PTA fee</i>)	LHS Faculty	10 minutes
		Pay to the Cashier the required Fees.	Cashier	5 minutes
	3	Get Certificate of Registration (COR) from the ORA.	ORA	5 minutes
	4	Go to the Business Center for the I.D., Uniform and other items.	Business Center	10 minutes
OLD Students from 2nd year to 4th year	1	Proceed to High School enrollment area for computerized enrollment to secure certificate of pre-registration (<i>pre-assessment/payment of PTA Fee</i>).	LHS Faculty	5 minutes
	2	Pay to the Cashier the required Fees.	Cashier	5 minutes
	3	Get Certificate of Registration (COR) from the ORA.	ORA	10 minutes
	4	Go to the Business Center for renewal of I.D. (<i>if needed</i>).	Business Center	20 minutes

C. LATE ENROLLEES (students who took summer classes)	1	Proceed to Proceed to High School enrollment area for computerized enrollment to secure certificate of pre-registration (<i>present summer grades/pre-assessment/payment of PTA Fee</i>).	LHS Faculty	5 minutes
	2	Pay to the Cashier the required Fees.		10 minutes
	3	Get Certificate of Registration (COR) from the ORA.		5 minutes
	4	Pay to the Cashier the required fees		5 minutes
	5	Go to the Business Center for renewal of I.D. (<i>if needed</i>).		10 minutes
C. Transferees	1	Proceed to the Principal's Office for Evaluation.	Principal	5 minutes
	2	Proceed to Admissions Unit to secure Admission Slip.	Admissions	5 minutes
	3	Proceed to the Principal's Office for signing of Admissions Slip.	Principal	5 minutes
	4	Proceed to the Admissions Unit for Compliance of requirements.	Admissions	5 minutes
	5	Proceed to Proceed to High School enrollment area for computerized enrollment to secure certificate of pre-registration (<i>present summer grades/pre-assessment/payment of PTA Fee</i>).	LHS Faculty	5 minutes
		Pay to the Cashier the required Fees.	Cashier	10 minutes
	6	Get Certificate of Enrollment (COR) from the ORA.	ORA	5 minutes
	7	Go to the Business Center for the I.D., Uniform and other items.	Business Center	10 minutes
8				

COLLEGE OF ENGINEERING

General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON-in-CHARGE	DURATION of ACTIVITY
<p>A. Freshmen Students</p> <p>Submits the following placed inside the prescribed envelope:</p> <ol style="list-style-type: none"> 1. Original copy of Report Card (Form 138) 2. Photocopy of NSO authenticated Birth Certificate 3. Original copy of Certificate of Good Moral Character 4. Two (2) pieces 2" x 2" colored pictures 5. Original copy of College Admission Test result 6. Original copy of National Career Assessment Examination (NCAE) 7. Original copy of Health Examination Certificate 8. Mailing envelope (long) with postage stamp 9. Filled-up Application Form 	1	Receives and checks submitted requirements, encodes applicant's name in the Enrollment System, and issues the Pre-Enrollment/Assessment Form.	Faculty	10 minutes

Presents the Pre-Enrollment/Assessment Form and pays the assessed fees.	2	Receives payment, records transaction in the Enrollment System, and issues the Official Receipt (OR).	Cashier	5 minutes
Presents the Official Receipt.	3	Checks the Official Receipt and issues the Certificate of Registration (COR).	Registrar	2 minutes
B. Old Students				
Presents ID and Report of Grades.	1	Evaluates student's status (e.g. "Warning", etc.) and issues the Schedule Form or advises student to go to the Guidance and Counseling Unit.	Faculty	5 minutes
Presents filled-up Schedule Form.	2	Receives and checks Schedule Form, encodes the subjects in the Enrollment System, and issues the Pre-Enrollment/Assessment Form.	Faculty	10 minutes
Presents the Pre-Enrollment/Assessment Form and pays the assessed fees.	3	Receives payment, records transaction in the Enrollment System, and issues the Official Receipt (OR).	Cashier	5 minutes
Presents the Official Receipt.	4	Checks the Official Receipt and issues the Certificate of Registration (COR).	Registrar	2 minutes
C. Shifters				
Presents Application Form for Release and Acceptance approved by the Dean of the former college.	1	Approves or disapproves the application.	Dean	2 minutes
Presents approved Application Form for Release and Acceptance.	2	Updates records in the Enrollment System,	Admissions & Testing Personnel	5 minutes
Presents approved Application Form for Release and Acceptance.	3	Receives Application Form for Release and Acceptance and issues the Schedule Form.	Faculty	1 minute

Presents filled-up Schedule Form.	4	Receives and checks Schedule Form, encodes the subjects in the Enrollment System, and issues the Pre-Enrollment/Assessment Form.	Faculty	10 minutes
Presents the Pre-Enrollment/Assessment Form and pays the assessed fees.	5	Receives payment, records transaction in the Enrollment System, and issues the Official Receipt (OR).	Cashier	5 minutes
Presents the Official Receipt.	6	Checks the Official Receipt and issues the Certificate of Registration (COR).	Registrar	2 minutes
D. Transferees, Returnees, and Second Coursers				
Submits requirements (e.g. Transcript of Records, Birth Certificate, etc.).	1	Receives and checks requirements and issues Application for Acceptance Form.	Admissions & Testing Personnel	2 minutes
Presents Application for Acceptance.	2	Approves or disapproves application.	Dean	5 minutes
Presents approved Application for Acceptance.	3	Encodes student's information in Enrollment System.	Admissions & Testing Personnel	10 minutes
Presents approved Application for Acceptance.	4	Receives approved Application for Acceptance and issues the Schedule Form	Faculty	1 minute
Presents filled-up Schedule Form.		Receives and checks Schedule Form, encodes the subjects in the Enrollment System, and issues the Pre-Enrollment/Assessment Form.	Faculty	10 minutes
Presents the Pre-Enrollment/Assessment Form and pays the assessed fees.		Receives payment, records transaction in the Enrollment System, and issues the Official Receipt (OR).	Cashier	5 minutes
Presents the Official Receipt.		Checks the Official Receipt and issues the Certificate of Registration (COR).	Registrar	2 minutes

COLLEGE OF HUMAN KINETICS

General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON-in-CHARGE	DURATION of ACTIVITY
A. For Freshmen Students	1	<ul style="list-style-type: none"> Get result of admission test from Testing Office (for those who did not yet receive the result). 	Admission	5 minutes
	2	<ul style="list-style-type: none"> Proceed to enrollment area of the College for submission of documents and computerized enrollment (<i>pre-assessment</i>) 	CHK Faculty/Staff	10 minutes
	3	<ul style="list-style-type: none"> Pay to the Cashier 	Cashier	5 minutes
	4	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA. 	ORA	5 minutes
	5	<ul style="list-style-type: none"> Go to the Business Center for the I.D and Uniform 	Business Center	10 minutes
B. OLD Students from 2nd year to 4th year	1	<ul style="list-style-type: none"> Proceed to College enrollment area for computerized enrollment (<i>pre-assessment</i>) 	CHK Faculty/Staff	10 minutes
	2	<ul style="list-style-type: none"> Pay to the Cashier 	Cashier	5 minutes
	3	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA. 	ORA	5 minutes
	4	<ul style="list-style-type: none"> Go to the Business Center for renewal of I.D (<i>if needed</i>) 	Business Center	10 minutes
	5	<ul style="list-style-type: none"> Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment. 	Guidance Office	10 minutes

C. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers:	1	<ul style="list-style-type: none"> For transferees, returnees, second coursers, and professional education takers, go to Admissions Unit for compliance of requirements and to secure Admission Slip. 	Admission	5 minutes
	2	<ul style="list-style-type: none"> Go to respective College for computerized enrollment.<i>(pre-assessment)</i> 	CHK Faculty/Staff	10 minutes
	3	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	5 minutes
	4	<ul style="list-style-type: none"> Get Certificate of Enrollment (COE) from the ORA. 	ORA	5 minutes
	5	<ul style="list-style-type: none"> Go to the Business Center for renewal of I.D <i>(if needed)</i> 	Business Center	10 minutes
D. Cross-Enrollees	1	<ul style="list-style-type: none"> Go to the Admissions Unit for the submission of requirements and to secure Admission Slip <i>(students from other school only)</i> 	Admission	5 minutes
	2	<ul style="list-style-type: none"> See the College Dean for open subjects. 	Dean	2 minutes
	3	<ul style="list-style-type: none"> Proceed to enrollment area for computerized enrollment.<i>(pre-assessment)</i> 	CHK Faculty/Staff	10 minutes
	4	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	5 minutes
	5	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. 	ORA	5 minutes
E. Other Concerns	1	<ul style="list-style-type: none"> See the college Dean or the Officer of the-Day 	Dean OD	As needed

COLLEGE OF LAW

General Enrollment Procedures and Other Services

CLIENT	STEP	ACTIVITY	PERSON-in-CHARGE	DURATION of ACTIVITY
A. For Freshmen Students	1	Get result of admission test from Testing Office (for those who did not yet receive the result).	Admission	5 minutes
	2	Proceed to College enrollment area for the submission of documents for computerized enrollment to secure certificate of pre-registration (pre-assessment)	College Clerk	10 minutes
	3	Pay to the Cashier the required Fees.	Cashier	5 minutes
	4	Get Certificate of Registration (COR) from the ORA.	ORA	5 minutes
	5	Go to the Business Center for the I.D.	Business Center	10 minutes
B. OLD Students from 2nd year to 4th year	1	Proceed to College enrollment area for computerized enrollment to secure certificate of pre-registration (pre-assessment).	College Clerk	10 minutes
	2	Pay to the Cashier the required Fees.	Cashier	5 minutes
	3	Get Certificate of Registration (COR) from the ORA.	ORA	5 minutes
	4	Go to the Business Center for renewal of I.D. (if needed).	Business Center	10 minutes
	5	Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment.	Guidance Office	20 minutes

C. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers:	1	For transferees, returnees, second coursers, and professional education takers, go to Admissions Unit for compliance of requirements and to secure Admission Slip.	Admission	5 minutes
	2	Go to respective College for an advice on subjects to be taken upon validation by the ORA and for computerized enrollment to secure certificate of pre-registration (<i>pre-assessment</i>).	College Dean/ORR/College Clerk	10 minutes
	3	Pay to the Cashier the required Fees.	Cashier	5 minutes
	4	Get Certificate of Enrollment (COR) from the ORA.	ORA	5 minutes
	5	Go to the Business Center for renewal of I.D (<i>if needed</i>)	Business Center	10 minutes
D. Notarial Service	1	Acquire pertinent information from client	College Clerk	5 minutes
	2	Create specific document for the client's concern	College Dean	5 minutes
	3	Payment for the notarial service	Cashier	5 minutes
	4	Client will get processed notarized document	College Dean/College Clerk	2 minutes
E. Free Legal Consultation for TSU Employees and Students	1	Acquire pertinent information upon logging in on the log book	College Clerk	5 minutes
	2	Consultation process	College Dean	30 minutes
	3	Recommendation for specific case	College Dean	20 minutes

COLLEGE OF NURSING

General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON/OFFICE in-CHARGE	DURATION of ACTIVITY
A. FOR FRESHMEN STUDENTS	1	<ul style="list-style-type: none"> Get result of admission test from Testing Office (for those who did not yet receive the result). 	Testing & Admission Office (Main Campus)	10 mins.
	2	<ul style="list-style-type: none"> Physical & Medical Examination (CBC,X-ray, Urinalysis, Pregnancy Test, Hepa B Vaccine) 	Fortune Clinic	1 hr
	3	<ul style="list-style-type: none"> The students will be interviewed regarding their grades, result of their physical/medical exams, orientation on Enrolment Process 	Dean	30 mins.-1 hour
	4	<ul style="list-style-type: none"> Proceed to enrollment area of Colleges for submission of documents and computerized enrollment 	CON Faculty	30 mins.
	5	<ul style="list-style-type: none"> Pay to the Cashier 	Cashier	10 mins.
	6	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA 	Registrar Office (Main Campus)	30 mins.
	7	<ul style="list-style-type: none"> Go to the Business Center for the Uniform, I.D. and Books 	Business Office (Main Campus)	15 mins.
B. OLD STUDENTS FROM 2ND YEAR TO 4TH YEAR (1st semester and summer)	1	<ul style="list-style-type: none"> Medical Exam (CBC,X-ray, Urinalysis, Pregnancy Test) 	Fortune Clinic	30mins
	2	<ul style="list-style-type: none"> Advising Scholastic delinquent students (Warning, Probation, Dismissal in the College, subject/s need to enroll) should pass through the Deans Office before being admitted for enrollment. 	Dean	30 mins

	3	<ul style="list-style-type: none"> Proceed to College enrollment area 	CON Faculty	15 mins.
	4	<ul style="list-style-type: none"> Pay to the Cashier 	Cashier	10 mins.
	5	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA 	Registrar Office (Main Campus)	30 mins.
	6	<ul style="list-style-type: none"> Go to the Business Center for the Books 	Business Center (Main Campus)	15 mins.
B. OLD STUDENTS FROM 2ND YEAR TO 4TH YEAR (2nd semester)	1.	<ul style="list-style-type: none"> Advising Scholastic delinquent students (Warning, Probation, Dismissal in the College, subject/s need to enroll) should pass through the Deans Office before being admitted for enrollment. 	Dean	30 mins
	2	<ul style="list-style-type: none"> Proceed to College enrollment area 	CON Faculty	10 mins
	3	<ul style="list-style-type: none"> Pay to the Cashier 	Cashier	15 mins.
	4	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA 	Registrar Office (Main Campus)	30 mins
	5	<ul style="list-style-type: none"> Go to the Business Center for the Books 	Business Center (Main Campus)	15 mins.
C. GRADUATING STUDENTS WITH DEFICIENCIES	1	<ul style="list-style-type: none"> Secure an evaluation of all subjects taken from ORA 	Registrar Office Dean	15 mins 30 mins
	2	<ul style="list-style-type: none"> Fill up application form for requests of over loading 	Office of the Dean	15 min
	3	<ul style="list-style-type: none"> Secure approval of requests from concerned authorities 	College Dean Director, ORA VP Academic Affairs	30 mins
	4	<ul style="list-style-type: none"> Proceed to enrolment area and Pay PA fee and get the Pre- assessment/registration 	CBA Faculty	10 mins
	5	<ul style="list-style-type: none"> Pay to the Cashier 	Cashier	15 mins
	6	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA 	Registrar Office	30 mins
D. TRANSFEREES, SHIFTERS, RETURNEES, SECOND COURSERS,	1	<ul style="list-style-type: none"> For transferees they need to take comprehensive exam 	CON Chairmen	2 hrs

PROFESSIONAL EDUCATION SUBJECTS TAKERS	2	<ul style="list-style-type: none"> For Shifters, transferees, returnees and professional education subject takers they will be interviewed regarding their grades (evaluation), Orientation about the enrollment process, advising, open subjects and available slots. 	Dean	30 mins-1 hr
	3	<ul style="list-style-type: none"> Medical Examination ((CBC,X-ray, Urinalysis, Pregnancy Test, Hepa B Vaccine) 	Fortune Clinic	1 hr
	4	<ul style="list-style-type: none"> Go to Admissions Unit for compliance of other requirements and to secure Admission Slip. 	Testing & Admission Office(Main Campus)	30 mins
	5	<ul style="list-style-type: none"> Proceed to enrollment area for computerized enrollment 	CON Faculty	15 mins.
	6	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	15 mins.
	7	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. 	Registrar Office (Main Campus)	30 mins.
	8	<ul style="list-style-type: none"> For Shifters, transferees go to the Business Center for Uniform, I.D. and Books 	Business Center (Main Campus)	15 mins.
	9	<ul style="list-style-type: none"> For returnees go to the Business Center for the Books 	Business Center (Main Campus)	15 mins.
	E. CROSS-ENROLLEES	1	<ul style="list-style-type: none"> Go to the Admissions Unit for submission of requirements and to secure Admission Slip (if from other school) 	Testing & Admission Office (Main Campus)
2		<ul style="list-style-type: none"> See the College Dean for advising, open subjects and available slots. 	CON Dean	15 mins.
3		<ul style="list-style-type: none"> Proceed to enrollment area for computerized enrollment (Pre-assessment/registration). 	CON Faculty	15 mins.
4		<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	15 mins.
5		<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. 	Registrar Office (Main Campus)	30 mins.

COLLEGE OF PUBLIC ADMINISTRATION

General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON'S /OFFICE RESPONSIBLE	DURATION OF SERVICE
A. For Freshmen Students (<i>1st year</i>)		Get result of admission test from Testing Office (for those who did not yet receive the result)		
	1	Proceed to enrollment area of the College for submission of	Admission	5 minutes
	2	documents and undergo computerized enrollment to secure certificate of pre-registration (pre-assessment)	CPA Faculty/Clerk	5-10 minutes
	3	Pay to the Cashier the required fees.	Cashier	5 minutes
	4	Get Certificate of Registration (COR) from the Office of Registration and Admission (ORA)	ORA	5 minutes
	5	Go to the Business Center for the issuance of I.D., Uniform and other items.	Business Center	10 minutes
B. Old Students from <i>2nd</i> year to <i>4th</i> year	1	Proceed to College enrollment area to undergo computerized enrollment to secure certificate of pre-registration (pre-assessment)	CPA Faculty/Clerk	5-10minutes
	2	Pay to the Cashier the required fees.	Cashier	5 minutes
	3	Get Certificate of Registration (COR) from the (ORA).	ORA	5 minutes
	4	Go to Business Center for renewal of I.D. (if needed)	Business Center	10 minutes
	5	Scholastic delinquent students (Warning, Probation, Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment.	Guidance Office	5-10 minutes

<p>C. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers:</p>	<p>1 2 3 4 5</p>	<p>For transferees, returnees, second coursers, and professional education takers, proceed to the Admissions Office to submit needed requirements and to secure Admission Slip. Go to respective College for advisements on subjects to be taken upon validation by the ORA and thereafter, undergo computerized enrollment to secure certificate of pre-registration (pre-assessment) Pay to Cashier the required fees. Get Certificate of Enrollment (COR) from the ORA Go to Business Center for renewal of I.D. (if needed)</p>	<p>Admission CPA Faculty/clerk Cashier ORA Business center</p>	<p>5 minutes 5-10 minutes 5 minutes 5 minutes 10 minutes</p>
<p>D. Cross-Enrollees</p>	<p>1 2 3 4 5 6</p>	<p>Go to the Admissions Unit for the submission of requirements and to secure Admission Slip (students from other schools only). Go to the College where the subject/s can be cross-enrolled and secure Dean's approval to open the subject/s. Proceed to respective college enrollment area to undergo computerized enrollment to secure certificate of pre-registration (pre-assessment) computerized enrollment (pre-assessment). Pay to Cashier the required fees. Get Certificate of Enrollment (COR) from the ORA.</p>	<p>Admission Dean CPA Faculty/Clerk Cahier ORA</p>	<p>5 minutes 2-5 minutes 5-10 minutes 5 minutes 5 minutes</p>

For New <i>Graduate</i> Students	<ol style="list-style-type: none"> 1 2 3 4 5 6 7 8 	<p>Go to the Office of the Dean for the submission of requirements.</p> <p>Proceed to Room 101 for assessment of Admission Exam (P250.00)</p> <p>Pay to Cashier the required fees</p> <p>See the College Dean, take and pass the examination.</p> <p>Proceed to College enrollment area to undergo computerized enrollment to secure certificate of pre-registration (pre-assessment)</p> <p>Pay to the Cashier the required fees.</p> <p>Get Certificate of Registration (COR) from the ORA.</p> <p>Go to Business Center for the issuance of the I.D.</p>	<p>Dean</p> <p>Graduate Clerk</p> <p>Cashier</p> <p>Dean</p> <p>College Faculty/Clerk</p> <p>Cashier</p> <p>ORA</p> <p>Business Center</p>	<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5-10 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p>
For Old <i>Graduate</i> Students	<ol style="list-style-type: none"> 1 2 3 4 	<p>Proceed to College enrollment area to undergo computerized enrollment to secure certificate of pre-registration (pre-assessment)</p> <p>Pay to the Cashier the required fees.</p> <p>Get Certificate of Registration (COR) from the ORA.</p> <p>Go to Business Center for the issuance of the I.D.</p>	<p>CPA Faculty/Clerk</p> <p>Cashier</p> <p>ORA</p> <p>Business Center</p>	<p>5-10 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p>

FOR THESIS/DISSERTATION DEFENSE TRANSACTION

<p>For Undergraduate Students (Thesis Defense)</p>	<p>1 2 3 4 5</p>	<p>Go to the Office of the Dean to get form for notice of payment for thesis defense. See the Thesis Coordinator/Chairman for signing of the form See the College Clerk for assessment of fees. Pay to Cashier Present the Official Receipt (O.R.) to the College Clerk for recording purposes. End of Transaction</p>	<p>Clerk Thesis Coordinator Clerk Cashier Thesis Coordinator</p>	<p>2 minutes 5 minutes 5 minutes 5 minutes 5 minutes</p>
<p>For Graduate Students (Thesis/Dissertation Defense)</p>	<p>1 2 3 4 5 6</p>	<p>Go to the Office of the Dean to accomplish the form Certification and Recommendation for Oral Examination. See the Dean and secure approval of Oral Examination. The Dean sets the date and venue of the Oral Examination and invites members of the Thesis/Dissertation Committee. See the College Clerk for assessment of fees. Pay to Cashier the required fees. Present the Official Receipt (O.R.) to the College Clerk for recording purposes. End of Transaction</p>	<p>Clerk Dean Clerk Cashier Clerk</p>	<p>5 minutes 5 minutes 5 minutes 5 minutes 5 minutes</p>

COLLEGE OF SCIENCE

General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON/OFFICE in-CHARGE	DURATION of ACTIVITY
A. FOR FRESHMEN STUDENTS	1	<ul style="list-style-type: none"> Get result of admission test from Testing Office (for those who did not yet receive the result). 	Testing & Admission Office	5 mins.
	2	<ul style="list-style-type: none"> Proceed to enrollment area of Colleges for submission of documents and computerized enrollment (Pre-assessment/registration/PTC Payment) 	COS Faculty	10 mins.
	3	<ul style="list-style-type: none"> Pay to the Cashier 	Cashier	5 mins.
	4	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA 	Registrar Office	5 mins.
	5	<ul style="list-style-type: none"> Go to the Business Center for the Uniform and I.D. 	Business Office	10 mins.
B. OLD STUDENTS FROM 2ND YEAR TO 4TH YEAR	1	<ul style="list-style-type: none"> Proceed to College enrollment area for Advising 	COS Faculty	10 mins.
		<ul style="list-style-type: none"> Scholastic delinquent students (Warning, Probation, Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment. 	Guidance Office	10 mins.
	2	<ul style="list-style-type: none"> Get the Pre-assessment/registration/PTC Payment 	COS Faculty	5 mins.
	3	<ul style="list-style-type: none"> Pay to the Cashier 	Cashier	5 mins.
	4	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA 	Registrar Office	5 mins.

C. TRANSFEREES, SHIFTERS, RETURNEES, SECOND COURSERS, PROFESSIONAL EDUCATION SUBJECTS TAKERS	1	<ul style="list-style-type: none"> For Shifters go to the Guidance and Counseling Unit before going to the Admissions Unit for compliance of other requirements and to secure Admission Slip. 	Guidance Office	5 mins.
		<ul style="list-style-type: none"> For transferees, returnees, second coursers, and professional education takers, go to Admissions Unit for compliance of requirements and to secure Admission Slip. 	Testing & Admission Office	5 mins.
	2	<ul style="list-style-type: none"> Go to respective College for advising, open subjects and available slots. 	COS Dean's and COS Faculty	10 mis.
	3	<ul style="list-style-type: none"> Proceed to enrollment area for computerized enrollment (Pre-assessment/registration/PTC Payment) 	COS Faculty	5 mins.
	4	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	5 mins.
	5	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. 	Registrar Office	5 mins.
	6	<ul style="list-style-type: none"> Go to the Business Center for Uniform and I.D. 	Business Center	5 mins.
D. CROSS-ENROLLEES	1	<ul style="list-style-type: none"> Go to the Admissions Unit for submission of requirements and to secure Admission Slip (if from other school) 	Testing & Admission Office	5 mins.
	2	<ul style="list-style-type: none"> See the College Dean for advising, open subjects and available slots. 	COS Dean's & Faculty	10 mins.
	3	<ul style="list-style-type: none"> Proceed to enrollment area for computerized enrollment (Pre-assessment/registration). 	COS Faculty	5 mins.
	4	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	5 mins.
	5	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. 	Registrar Office	5 mins.

COLLEGE OF TECHNOLOGY

General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON/OFFICE in-CHARGE	DURATION of ACTIVITY
A. FOR FRESHMEN STUDENTS	1	❖ Get result of admission test from Testing Office (for those who did not yet receive the result).	Testing & Admission Office	5 mins.
	2	❖ Proceed to enrollment area of Colleges for submission of documents and computerized enrollment (Pre-assessment/registration/PTC Payment)	CT Faculty	10 mins.
	3	❖ Pay to the Cashier	Cashier	5 mins.
	4	❖ Get Certificate of Registration (COR) from the ORA	Registrar's Office	5 mins.
	5	❖ Go to the Business Center for the Uniform and I.D.	Business Center @ Gymnasium	10 mins.
B. OLD STUDENTS FROM 2ND YEAR TO 4TH YEAR	1	❖ Proceed to College enrollment area for Advising	CT Faculty	10 mins.
		❖ Scholastic delinquent students (Warning, Probation, Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment.	Guidance Office @ OSA Bldg.	10 mins.
	2	❖ Get the Pre-assessment/registration/PTC Payment	CT Faculty	5 mins.
	3	❖ Pay to the Cashier	Cashier	5 mins.
	4	❖ Get Certificate of Registration (COR) from the ORA	Registrar's Office	5 mins.

C. TRANSFEREES, SHIFTERS, RETURNEES, SECOND COURSERS, PROFESSIONAL EDUCATION SUBJECTS TAKERS	1	❖ For Shifters go to the Guidance and Counseling Unit before going to the Admissions Unit for compliance of other requirements and to secure Admission Slip.	Guidance Office @ OSA Bldg.	5 mins.
		❖ For transferees, returnees, second coursers, and professional education takers, go to Admissions Unit for compliance of requirements and to secure Admission Slip.	Testing & Admission Office	5 mins.
	2	❖ Go to respective College for advising, open subjects and available slots.	CT Chairpersons, Dean, CT Faculty @ CT Enrolment Area	10 mis.
	3	❖ Proceed to enrollment area for computerized enrollment (Pre-assessment/registration/PTC Payment)	CT Faculty	5 mins.
	4	❖ Pay to the Cashier.	Cashier	5 mins.
	5	❖ Get Certificate of Enrollment (COR) from the ORA.	Registrar's Office	5 mins.
	6	❖ Go to the Business Center for Uniform and I.D.	Business Center @Gymnasium	5 mins.
D. CROSS-ENROLLEES	1	❖ Go to the Admissions Unit for submission of requirements and to secure Admission Slip (if from other school)	Testing & Admission Office	5 mins.
	2	❖ See the College Dean for advising, open subjects and available slots.	CT Dean @ CT Enrolment Area	10 mins.
	3	❖ Proceed to enrollment area for computerized enrollment (Pre-assessment/registration).	CT Faculty	5 mins.
	4	❖ Pay to the Cashier.	Cashier	5 mins.
	5	❖ Get Certificate of Enrollment (COR) from the ORA.	Registrar's Office	5 mins.

GRADUATE STUDIES

General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON-in-CHARGE	DURATION of ACTIVITY
A. For New Graduate Students	1	Submit the necessary requirements	GS Office	5 minutes
	2	Take the Admission Exam		
	3	Proceed to College enrollment area for the computerized enrollment to secure certificate of pre-registration (<i>pre-assessment</i>)	GS Faculty	30 minutes
	4	Pay to the Cashier the required Fees.	Cashier	5 minutes
	5	Get Certificate of Registration (COR) from the ORA.	ORA	5 minutes
	6	Go to the Business Center for the I.D.	Business Center	10 minutes
B. OLD Graduate Students	1	<ul style="list-style-type: none"> Proceed to College enrollment area for computerized enrollment to secure certificate of pre-registration (<i>pre-assessment</i>). 	CASS Faculty	10 minutes
	2	<ul style="list-style-type: none"> Pay to the Cashier the required Fees. 	Cashier	5 minutes
	3	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA. 	ORA	5 minutes
	4	<ul style="list-style-type: none"> Go to the Business Center for renewal of I.D. (<i>if needed</i>). 	Business Center	10 minutes

C. For Student Transferees and Returnees	1	<ul style="list-style-type: none"> For transferees and returnees go to the Graduate Studies office for the evaluation. 	Clerk	5 minutes
	2	<ul style="list-style-type: none"> Go to respective College for an advice on subjects to be taken for computerized enrollment to secure certificate of pre-registration (<i>pre-assessment</i>). 	GS Faculty	10 minutes
	3		Cashier	5 minutes
	4	<ul style="list-style-type: none"> Pay to the Cashier the required Fees. 	ORA	5 minutes
	5	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. Go to the Business Center for renewal of I.D (<i>if needed</i>) 	Business Center	10 minutes
E. For Students who will take the Comprehensive Examination	1	<ul style="list-style-type: none"> Secure a comprehensive application form at the GS Office and other requirements 	Clerk	1 minute
	2	<ul style="list-style-type: none"> Go to the Registrar's office for the evaluation of grades. 	ORA	2 minutes
	3	<ul style="list-style-type: none"> Go to the GS office for the assessment of the comprehensive review and examination fee 	Clerk	2 minutes
	4	<ul style="list-style-type: none"> Pay to the Cashier the required Fees. 	Cashier	3 minutes
	5	<ul style="list-style-type: none"> Photocopy the application form and submit the original copy at the GS Office 	Clerk	1 minute
	6	<ul style="list-style-type: none"> Check the schedule of the review and exam at the GS Office 	Clerk	
F. For Students Enrolled in Thesis and Dissertation Writing	1	<ul style="list-style-type: none"> Go to the Dean for the assignment of Adviser 	Dean	2 minutes
	2	<ul style="list-style-type: none"> Secure a Schedule Form from your respective colleges for the defense schedule and inform you panel 	Dean/Program Coordinator	2 minutes
	3	<ul style="list-style-type: none"> Proceed to the Dean's office for the assessment of defense fees 	Clerk	2 minutes 10 minutes
	4	<ul style="list-style-type: none"> Pay to the Cashier the required Fees and submit the Official Receipt of the defense to the adviser on the day of defense 	Cashier	10 minutes

G. For Students who will avail the GS Internet connection	1	<ul style="list-style-type: none"> • Proceed to the GS Computer Laboratory and present the official receipt or Certificate of Registration to the person in charge 	Clerk	5 minutes
	2	<ul style="list-style-type: none"> • Get an internet card or register your laptop at the GS Computer Laboratory 	Clerk	5 minutes

ADMISSION OFFICE

PROCESSING OF ADMITTING NEW FRESHMEN STUDENTS, TRANSFEREES, SECOND COURSER, PROFESSIONAL EDUCATION SUBJECT TAKERS, SHIFTERS AND RETURNEES

Schedule of Availability of Service:

Tuesday to Friday

7:00 a.m. – 12:00 noon

1:00 p.m – 6:00 p.m.

Who May Avail of the Service:

- A. New Freshmen Students (College and Secondary)
 - 1. Has not failed the College Admission Test
- B. Second Coursers and Professional Education Subject Takers
 - 1. Graduate of Any four year course.
- C. Transferees
 - 1. Has no incomplete and failing grades from their school (Private or Public) excluding SUC's.
- D. Shifters
 - 1. Students who are officially enrolled and decided to change/ shift their course.
- E. Returnees
 - 1. Students who wants to continue their studies.

What are the Requirements:

New Freshmen Students

- 1. Report Card, Form 138 (Original Copy)
- 2. Certificate of Good Moral character (Original)
- 3. Photocopy of NSO Authenticated Birth Certificate
- 4. 2 pcs. 2x2 colored pictures (taken within the last six months)
- 5. Health examination certificate (Original Copy)

6. TSU-College/Secondary Admission Test Result(Original Copy)
7. Accomplished Application Form for College/Secondary Enrollment
8. Enrollment Envelope (Available at the TSU Business Center)
9. Self-Stamped Mailing Envelope

B. Second Courser and Professional Education Subject Takers

1. Official Transcript of Records (Original Copy with S.O/ROG No.
2. Machine Copy of Authenticated (NSO) Birth Certificate
3. Machine Copy of Authenticated (NSO) Marriage Certificate for female married students
4. 2pcs. 2x2 colored pictures (taken within the last six months)
5. Accomplished application form for admission

C. Transferees

1. Transfer Credentials
2. Copy of grades (Original & Machine Copy)
3. Machine Copy of Authenticated (NSO) Birth Certificate
4. Machine Copy of Authenticated (NSO) Marriage Certificate for female married students
5. 2pcs. 2x2 colored pictures (taken within the last six months)
6. Certificate of Good Moral Character
7. Health Examination certificate
8. Self-Stamped long envelope
9. Accomplished application form for admission

D. Shifters

1. Evaluation of grades
2. Accomplished application form for admission

E. Returnees

1. Evaluation of grades
2. Accomplished application form for admission

STEP	APPLICANT/ CLIENT	ACTIVITY	DURATION OF ACTIVITY (Under normal Circumstances)	Person in Charge	Fee	Form
	I. NEW FRESHMEN STUDENTS (COLLEGE/SECONDARY)					
1	Get Admission Test Result at the Testing Office (for those who do not have yet the result)	Give copy of the Test Result, Application Form and provide clarifications, if necessary.	3 minutes	Testing Staff		Testing Permit (Claiming Stub)
2	Go to respective Colleges to submit requirements to College Admission Coordinator	<ul style="list-style-type: none"> •Check the following requirements: -Report Card, Form 138(Original Copy) -Certificate of Good Moral character(Original) -Photocopy of NSO Authenticated Birth Certificate -2pcs. 2x2 colored pictures(taken within the last six months) -Health examination certificate (Original Copy) -TSU-College/Secondary Admission –Test Result(Original Copy) -Accomplished Application Form for College/Secondary Enrollment -Enrollment Envelope (Available at the TSU Business Center) -Self-Stamped Mailing Envelope •Give the student applicant a schedule slip with Student Number 	10 minutes	In-Charge of Admission (Faculty)		Use of the checklist of requirements found at the TSU brown envelope
3	Proceed to enrolment area of the College for computerized enrolment and present the schedule slip to the encoder	Encode the Schedules in the Enrollment System and then issue the Pre-assessment Form	3 minutes	Faculty In-Charge		

4	Pay the fees (specified at the Pre-Assessment Form) to the Cashier	Process payment and issue O.R.	2 minutes	Cashier		
5	Proceed to ORA and present the O.R. to get Certificate of Registration (COR)	Process and issue Certificate of Registration	1 minute	ORA Staff		
STEP	APPLICANT/ CLIENT	ACTIVITY	DURATION OF ACTIVITY (Under normal Circumstances)	Person in Charge	Fee	Form
1	<p>II. SECOND COURSER AND PROFESSIONAL EDUCATION SUBJECTS TAKERS</p> <p>Go to Admissions Unit (near Testing Center) submit requirements and get Application Form</p>	<ul style="list-style-type: none"> •Check the following requirements: <ul style="list-style-type: none"> -Official Transcript of Records (Original Copy with S.O/ROG No. -Machine Copy of Authenticated (NSO) Birth Certificate -Machine Copy of Authenticated (NSO) Marriage Certificate for female married students -2pcs. 2x2 colored pictures (taken within the last six months) -Accomplished application form for admission •Give copy of the Application Form and Personal Data Form 	10 minutes	Admission Staff		Application Form for Second Courser and Prof. Education 1 Subjects Takers
2	Proceed to ORA and present the Application Form (attach Machine copy of the OTR)	Checking of Subjects to be Validated or Accredited	5 minutes	In-Charge of Records		

3	Go to respective College Dean for signing of Application Form	Signing of application Form (The College Dean shall be responsible for the availability of slot)	1 minute	College Dean		
4	Get Admission Slip and Submit Application Form	Encode Personal Profile in the Enrollment System and Give Admission Slip	3 minutes	Admission Staff		
5	Proceed to enrollment area of the College for computerized enrollment and submit Admission slip	Enroll (Encoding of Schedules)	5 minutes	Faculty In-Charge		
STEP	APPLICANT/ CLIENT	ACTIVITY	DURATION OF ACTIVITY (Under normal Circumstances)	Person in Charge	Fee	Form
1	III. TRANSFEREES Go to Admissions Unit (near Testing Center) submit requirements and get Application Form	<ul style="list-style-type: none"> •Check the following requirements: -Transfer Credentials -Copy of grades (Original & Machine Copy) -Machine Copy of Authenticated (NSO) Birth Certificate -Machine Copy of Authenticated (NSO) Marriage Certificate for female married students -2pcs. 2x2 colored pictures (taken within the last six months) -Certificate of Good Moral Character -Health Examination certificate -Self-Stamped long envelope -Accomplished application form for admission •Give copy of the Application Form and Personal Data Form 	10 minutes	Admission Staff		Application Form for Transferees

2	Proceed to ORA and present the Application Form (attach Machine copy of the OTR)	Checking of Subjects to be Validated or Accredited	5 minutes	In-Charge of Records		
3	Go to respective College Dean for signing of Application Form	Signing of application Form (The College Dean shall be responsible for the availability of slot)	1 minute	College Dean		
4	Get Admission Slip and Submit Application Form for Transferee	Encode Personal Profile in the Enrollment System and Give Admission Slip	3 minutes	Admission Staff		
5	Proceed to enrollment area of the College for computerized enrollment and submit Admission Slip	Enroll (Encoding of Schedules)	5 minutes	Faculty In-Charge		
STEP	APPLICANT/ CLIENT	ACTIVITY	DURATION OF ACTIVITY (Under normal Circumstances)	Person in Charge	Fee	Form
	IV. SHIFTERS AND RETURNEES					
1	Get Evaluation Form or Report of Grades in ORA	Give Evaluation Form or Report of Grades	1 minute	In-Charge of Records		Application Form for Shifters/Returnees
2	Go to Admissions Unit (near Testing Center) submit requirements and get Application Form	Check the following requirements: -Evaluation of grades - Accomplished application form for admission	1 minute	Admission Staff		
3	Go to College Dean (from Current Course to New Course Applied) for signing of Application Form	Signing of Application Form for Release and Acceptance	1 minute	College Dean		

4	Get Admission Slip and Submit Application Form for Shifter/ Returnee	Change the Course and Curriculum in the Enrollment System (Shifter) and Give Admission Slip	5 minutes	Admission Staff		
5	Proceed to enrollment area of the College for computerized enrollment and submit Admission slip	Enroll (Encoding of Schedules)	5 minutes	Faculty In-Charge		
<i>END OF TRANSACTION</i>						

OFFICE OF ENDOWMENT

Paraan para makuha/makapagrenew ng scholarship

Note: You are requested to strictly follow the scholarship procedure below to ensure the smooth flow of your scholarship assistance/renewal.

Step 1:	1. Ipakita ang mga requirements (See List Requirements) 2. Humingi ng scholarship form at ipaphotocopy ng tatlo
Step 2:	1. Sulatan ang mga forms ng naaayon sa mga hinihinging detalye at ipapirma ang mga nasulatang tatlong(3) pirasong scholarship form kasama ang isang kopya ng mga requirements (Ilagay ang “N/A” kung ang sagot ay <i>not applicable</i> .) 2. Hintayin mapirmahan ng scholarship head ang mga scholarship forms.
Step 3:	1. Kunin ang napirmahang scholarship forms ng scholarship head. 2. Magbayad ng P20.00 para sa Academician Society Membership Fee (Membership Fee may vary as per approved resolution) 3. Pirma para sa President’s Approval ng scholarship form. 4. Magsubmit ng isang kopya ng approved scholarship form kasama ng mga requirements.
Step 4:	Magsubmit ng isang kopya ng fully accomplished at approved scholarship form at magpare-assess.
Step 5:	Magbayad ng fees(Kung may dapat pang bayaran)
Step 6:	Bumalik sa pasukan para sa student rendership schedule form

**For inquiries: Please see the Director of Scholarship, Dr. Elsie M. Canlas or Ms. Grace Capan.
Tel. No. 045-982-0041**

Requirements:

For Valedictorian and Salutatorian Applicants

1. College Entrance Examination Result
2. High School Report Card
3. Certification from School Principal or Guidance Counselor that the applicant is the Valedictorian/Salutatorian in the number of graduates in their batch(must be at least 40 students graduated from their batch)
4. Pre-Registration/Assessment
5. 1 pc – 1x1 or 2x2 ID Picture

For University and College Scholarship Applicants

1. Original copy of Report of Grades (Previous Semester)
General Weighted Average(GWA) 1.45- For University Scholar Applicant
General Weighted Average(GWA) 1.75 – For College Scholar Applicant
2. Pre-Registration/Assessment or Certificate of Registration(This Semester)
3. Personal Information Sheet(Available at the Scholarship Unit)

Note: Other Scholarship Program may require additional Requirements. Please see list of requirements at the scholarship program.

LIST OF SCHOLARSHIP PROGRAM

- Academic/Entrance Scholarship Grant(Valedictorian, Salutatorian, University & College)
- Investment Scholarship Fund
- Athletics Study Grant
- Study Grant for the Dependent Children of TSU Personnel/Faculty
- Study Grant for the Dependent Children of Barangay Officials
- Sangguniang Kabataan Officials Scholarship Grant
- TSU Performing Arts Study Grant
- Members of Cultural Minority Scholarship Grant
- ROTC Cadette/Cadette Officers Study Grant
- Student Leadership Scholarship Grant
- Student Journalism Scholarship Grant
- TSU Board of Regent Scholarship Grant

- Dependent Children of AFP Personnel
- DND-CHED-PASUC Scholarship
- CHED One-Town-One Scholar

LOCAL GOVERNMENT SCHOLARSHIP PROGRAM

- Tarlac City – Enhanced Scholarship Program Tarlac City – Technical
- Vocational Scholarship Program (For 2 years course only) Local
- Government of Camiling Scholarship Grant Local Government of Sta. Ignacia Scholarship Grant
- Group/Individual/Association/Agency/Company Scholarship
- Tarlac Peoples Economic Council, INC. Scholarship GSIS Scholarship S.M
- Foundation, INC. THS BATCH 60’ Scholarship Unison Co. Memorial
- Foundation Scholarship Aguman Capampangan Australia Scholarship
- Department of Science and Technology – SEI Scholarship Esperanza Paz
- Scholarship Bernarda D. Pascual Scholarship S.P.Q. Scholarship C.P.Q.
- Scholarship Engr. Eddie and Nina David Scholarship
- BUTR Party List CIBAC Party List ACE Party List
- Party List Scholarship
- Diwa Party List

HEALTH SERVICE UNIT

I MEDICAL

SERVICES	PERSON'S RESPONSIBLE	CLIENTS
1. Provide physical examination - The clinic conducts physical examination for students, faculty and non-teaching personnel's.	University physician, Nurses	Students, Faculty and Personnel's
2. Consultations - The university physician provides free consultation on uncomplicated medical cases. Prescribes medicines and the on duty nurse gives available medication for symptomatic relief of student/personnel illness. Complicated cases are referred to tertiary hospital of choice, for thorough evaluation and medical management.	University physician, Nurses	Students, Faculty and Personnel's
3. Provides general medical visits – in general medical concerns. You may walk in to avail of the following: <ul style="list-style-type: none"> • Blood Pressure check • Sugar test • Height and weight • ECG • Nebulization 	University physician, Nurses	Students, Faculty and Personnel's
4. Immunization (Flu, cervical and other vaccines)	University physician, Nurses	Students, Faculty and Personnel's

5. Issuance of medical certificate	University physician, Nurses	Students, Faculty and Personnel's
6. Provides wellness disease lectures and seminar	University physician, Nurses	Students and Faculty
7. Provides health screenings e.g. Osteoporosis, Diet counseling, FBS, CBC, ECG and others	University physician, Nurses and Volunteers	Students, Faculty and Personnel's
8. Medical assistance on different university activities, e.g. Intramurals, SCUAA, SCUFAR, Educational fieldtrips and seminars.	University physician, Nurses and Volunteers	Students, Faculty and Personnel's

STEP	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEE
1. Visits clinic for evaluation and management (History and physical examination)	Under normal circumstances	3 to 5 minutes	University Physician, University Nurses	None
	<p>A – MINOR ILLNESS/INJURIES</p> <p>Based on the assessment of the university physician or nurse, minor illness or injuries may be handled in the school clinic and would be treated appropriately.</p> <p>The following conditions are classified as Minor Illness and Injuries:</p> <ul style="list-style-type: none"> ○ Small cuts, scratches, scrapes, pencil wounds ○ Itching ○ Bumps, bruises, minor sprains ○ Stomachaches (due to LBM, hyperacidity, dyspepsia) ○ Headaches ○ Rashes ○ Diarrhea ○ Nausea and Vomiting ○ Fever ○ Body aches and pain 	As per case basis	University Physician, University Nurses	None

	<p>B – EMERGENCY / MAJOR CASES – In case of emergencies, the physician/nurses conducts an initial assessment to evaluate the severity of the condition whether it can be managed in the medical clinic or for immediate transfer to the hospital of choice. Parents and or guardians are notified regarding the status of the patient.</p> <p>The following conditions/illness are classified as Emergency/Major cases:</p> <ul style="list-style-type: none"> ○ Fractures ○ Lacerated wounds ○ Difficulty of breathing ○ Severe stomachache ○ Seizure ○ Eye injuries 	As per case basis	University Physician, University Nurses	As indicated
2. Conducts immunization of vaccines	Vaccinations of Flu and other vaccines	5 minutes	University Physician, University Nurses	If indicated
3. Conducts wellness disease lectures	Lecture and Seminar	1 to 2 hours	University Physician, University Nurses	If indicated
4. Provides health screenings	Osteoporosis, FBS, CBC, ECG, Diet counseling and others	As per case basis	University physician, Nurses and Volunteers	If indicated
5. Medical assistance	Medical assistance on different university activities, e.g. Intramurals, SCUAA, SCUFAR, Educational fieldtrips and seminars.	As per case basis	University Physician, University Nurses	If indicated

II DENTAL

A. Scheduling of Patients

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under normal circumstances)	PERSON IN CHARGE	FEE	FORM
1.	Client would determine his availability based on the appointment schedule for the week and his scheduled classes.	Processing the availability of the student's schedule to the appointment record of the clinic	20 seconds	Dentist / Dental Aide	None	
2	Present Certificate of Registration (COR) to attest that the student is currently enrolled in that particular semester	Check validity of the COR	5 seconds	Dentist/ Dental Aide	none	
3	Old patients will retrieve dental records to check their last visit to the clinic.	Check the last treatment	5 seconds	Dentist/ Dental Aide	none	

4	The student will write his name on date available date on the appointment record.	Make final confirm regarding schedule	5 seconds	Dental Aide	none	
5	<p>If patient is below 18 years old and would like to Dental extraction, following steps should be taken.</p> <p>a. Fill out parents consent form to be signed by the parents.</p> <p>b. Will present consent, on scheduled appointment date prior to the dental extraction.</p>	<p>a. Provide parent consent form to the student.</p> <p>b. Validate and check consent.</p>	<p>a. Dentist/dental aide</p> <p>b. Dentist/dental aide</p>	<p>5 sec</p> <p>5 sec</p>	<p>none</p> <p>none</p>	<p>/</p> <p>/</p>

LIBRARY SERVICES

1. Library Reference Assistance

Schedule of availability: Monday to Saturday

Who may avail of the service: Students, Faculty and Staff

Duration: 5 minutes

HOW TO AVAIL OF THE SERVICE

Steps	Applicant/Client Activity	Service Provider/ Unit	Duration of Activity	Person In-Charge	Fees	Output
1	Request assistance on the location of materials to use or borrow	All TSU Libraries	1 mins.	Librarian/ Assistant	none	Needs assessed by the librarian
2	Use of OPAC	All TSU Libraries	1 mins.	Librarian/ Assistant	none	Call number of the book is identified
3	Book is checked by the shelf	All TSU Libraries	3 mins.	Librarian/ Assistant	none	Book is located and read/ browsed by the client

(end of transaction)

2. Borrowing and Returning of Books/materials

Schedule of availability: **Monday to Saturday**

Who may avail of the service: **Students, Faculty and Staff**

Duration: **6 minutes**

HOW TO AVAIL OF THE SERVICE

Steps	Applicant/Client Activity	Service Provider/ Unit	Duration of Activity	Person In-Charge	Fees	Output
1	Borrowing: Client selects the material for borrowing	All TSU Libraries	1 min.	Librarian/ Assistant	none	Book or material is checked
2	Present Library Card/ Employee ID at the circulation counter, filling up the book card and logbook	All TSU Libraries	2 mins.	Librarian/ Assistant	none	Verification of ID/ Library Card. Material is checked out under the name of the borrower
3	Returning: Present borrowed book	All TSU Libraries	1 min.	Librarian/ Assistant	none	Checked students/ faculty ID
4	Book is scanned	All TSU Libraries	1 min.	Librarian/ Assistant	none	Books are checked for damages and removing from the files of Books Borrowed
5	Pay the penalty for overdue if any	All TSU Libraries	1 min.	Librarian/ Assistant	none	Record fines in the logbook and the book is returned in the shelf

3. Computer/Internet Access

Schedule of availability: **Monday to Saturday**

Who may avail of the service: **Students, Faculty and Staff**

Duration: **3 minutes**

HOW TO AVAIL OF THE SERVICE

Steps	Applicant/Client Activity	Service Provider/ Unit	Duration of Activity	Person In-Charge	Fees	Output
1	Presenting of Library Card and ID	Main Library		Librarian/ Assistant	none	Checked students/ faculty ID
2	Log-in using the Logbook	Main Library	1 min.	Librarian/ Assistant	none	client assisted
3	Look for vacant PC	Main Library	1 min.	Librarian/ Assistant	none	client assisted
4	PC utilized	Main Library	1 min.	Librarian/ Assistant	none	monitoring the students activities

(end of transaction)

4. Photocopying of Library Materials

Schedule of availability: **Monday to Saturday**

Who may avail of the service: **Students, Faculty and Staff**

Duration: **6 minutes**

HOW TO AVAIL OF THE SERVICE

Steps	Applicant/Client Activity	Service Provider/ Unit	Duration of Activity	Person In-Charge	Fees	Output
1	Select material for photocopying	All TSU Libraries	2 mins.	Librarian/ Assistant	none	
2	Presenting of Library Card and ID with the material to check out for photocopying	All TSU Libraries	1 min.	Librarian/ Assistant	none	Checked students/ faculty ID
3	Log name in the Logbook for Photocopying	All TSU Libraries	1 min.	Librarian/ Assistant	none	
4	Check out the book	All TSU Libraries	1 min.	Librarian/ Assistant	none	Book or material has been checked out for the client
5	Returning of the book from photocopying	All TSU Libraries	1 min.	Librarian/ Assistant	none	Book is returned on the shelf

(end of transaction)

5. Signing of Library Clearances

Schedule of availability: **Monday to Saturday**

Who may avail of the service: **Students, Faculty and Staff**

Duration: **3 minutes**

HOW TO AVAIL OF THE SERVICE

Steps	Applicant/Client Activity	Service Provider/ Unit	Duration of Activity	Person In-Charge	Fees	Output
1	Presentation of clearance form and ID	All TSU Libraries	1 min.	Librarian/ Assistant	none	Check entries on the form and validity of IDs
2	Checking of student/ faculty/ staff account	All TSU Libraries	1 min.	Librarian	none	Unreturned books or overdue accounts are checked
3	Signing of clearance	All TSU Libraries	1 min.	Librarian	none	Signed clearance

(end of transaction)

6. Referral Service

Schedule of availability: **Monday to Saturday**

Who may avail of the service: **Students, Faculty and Staff**

Duration: **4 minutes**

HOW TO AVAIL OF THE SERVICE

Steps	Applicant/Client Activity	Service Provider/ Unit	Duration of Activity	Person In-Charge	Fees	Output
1	Presentation of Library Card and ID	All TSU Libraries	1 min.	Librarian/ Assistant	none	Check ID and Library Card for validity
2	Log name on Logbook for Referrals Issued	All TSU Libraries	1 min.	Librarian/ Assistant	none	
3	Provide information as to location of institution to visit	All TSU Libraries	2 mins.	Librarian	none	Referral letter issued to client

(end of transaction)

OFFICE OF PROFESSIONAL DEVELOPMENT AND CONSULTANCY SERVICE

Schedule of Availability of Service:

Tuesday – Friday
7.00-12.00M.; 1.00-6.00P.M.

Who May Avail of the Service:

University personnel and outside clients

What are the requirements:

1. Valid I.D.
2. Corporate authorization
3. Payment of reservation fees

Duration:

1 hour

Step	Client	Service Provider	Duration of Activity	Person In charge	Fees	Form
1.	Fill up training/consultancy needs assessment form	Receive accomplished training/consultancy needs assessment form	30 minutes	Office Director	(to be negotiated)	Training/Consultancy Needs Assessment Form
2.	Finalize professional development/Consultancy arrangements	Issue order of payment of reservation fee and advise client to be assessed and pay to the cashier	20 minutes	Professional Development/Consultancy personnel	(to be negotiated on per project bans)	Payment Assessment Form
3.	Assess bill and pay to the Cashier	Process assessment, payment, and issue Official Receipt	10 minutes	Assessment personnel and Cashier	Reservation Fee	Assessment Form and Payment Order

OFFICE OF STUDENT AFFAIRS

Type of Transaction	Client	Purpose	Requirement	Processing Time	Attending Staff	Fees	Form
1. Issuance of Certificate of Good Moral Character	Undergraduate	Scholarship/OJT/work/etc.	Certificate of Registration (COR)	10 Minutes	Guidance Director / Guidance Counselor/ Clerk	P20.00	N/A
		Transfer	Honorable Dismissal/Transcript of Records (TOR)	20 Minutes	Guidance Director / Guidance Counselor/ Clerk	P20.00	Exit Counseling / Interview
		Authentication of Certificate of Good Moral Character	Original Copy of Certificate of Good Moral Character	15 Minutes	Guidance Director / Guidance Counselor/ Clerk	P10.00	N/A
	Graduate	Employment / Enrolment / Admission to Graduate Studies / Second Course	Diploma/ Transcript of Records (TOR)	10 Minutes	Guidance Director / Guidance Counselor/ Clerk	P20.00	N/A
		Authentication of Certificate of Good Moral Character	Original Copy of Certificate of Good Moral Character	15 Minutes	Guidance Director / Guidance Counselor/ Clerk	P10.00	N/A

2. RIASEC Examination / Career Testing and Counseling	Undergraduate (shiftern, returnees, transferees)	Enrolment / Admission	2 Photocopy of the Latest Report of Grades (ROG)/Evaluation of Grades	30 Minutes	Guidance Director, Guidance Counselor	N/A	RIASEC Form
	Graduate (Prof. Ed. Unit takers)	Enrolment / Admission	Diploma/ Transcript of Record (TOR)	30 Minutes	Guidance Director, Guidance Counselor	N/A	RIASEC Form

Step	What to do?	Attending Staff	Where to go?
ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER			
1	Present the requirements and get the stab	Clerk	Guidance and Counseling Center, OSA Bldg.
2	Pay P20.00/P10.00	Cashier	Cashiering Office, Admin Bldg.
3	Present the receipt	Clerk	Guidance and Counseling Center, OSA Bldg.
Note: For those who will transfer only			
4	Answer the Exit Counseling / Interview Form	Clerk	Guidance and Counseling Center, OSA Bldg.
5	Have an Exit Counseling Session	Guidance Director/ Guidance Counselor	Guidance and Counseling Center, OSA Bldg.
END			
RIASEC EXAMINATION			
1	Present the requirements	Guidance Counselor/Clerk	Guidance and Counseling Center, OSA Bldg.
2	Take the RIASEC Exam	Guidance Counselor/Clerk	Guidance and Counseling Center, OSA Bldg.
3	Have a Career Counseling Session	Guidance Director/ Guidance Counselor	Guidance and Counseling Center, OSA Bldg.
END			

PROCESSING OF REQUEST FOR REPLACEMENT/ RENEWAL OF STUDENT ID

STEP	APPLICANT/CLIENT	ACTIVITY	DURATION OF ACTIVITY (Under normal Circumstances)	Person In charge	FEE	FORM
1.	Present Certificate of Registration or O.R. of tuition payment		1 minute			Certificate of Registration/ Official Receipt
2.	Fill – up request for new student ID Form & logbook		1 minute			Rest form for new student ID
2.	Proceed to Business Center for Processing of ID		5 minutes			Student ID
END OF TRANSACTION						

REGISTRATION OFFICE

LIST OF FRONTLINE SERVICES

ISSUANCE OF CERTIFICATE OF REGISTRATION

Schedule of Availability:

Tuesday – Friday

7:00 am – 6:00 pm with noon break (12:00noon – 1:00pm)

*No noon break during enrollment period.

Who may avail of the service:

1. Students who are officially enrolled in the University.

What are the requirements:

1. Student's Tuition Fee Official Receipt (OR)
2. Student's Identification Card

Duration:

1 minute

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Present the OR and ID	Search and Print COR in the Enrollment System	45 seconds	ORA Clerk		
2	Wait for the processing to be completed	Cancel OR and validate Student's ID for the current semester	10 seconds	ORA Clerk		
3	Receive the COR	Release the duly signed Certificate of Registration and ID to the student	5 seconds	ORA Clerk		

END OF TRANSACTION

*The payment slip and assessed payment form are free of charge

** The 1 minute and 15 seconds processing time is for one client being served at one time only.

IN CASE OF REPRINT OF CERTIFICATE OF REGISTRATION

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Present the current tuition fee official receipt and ID	Review the OR and ID, Issue Payment slip, and Advise student to go to Cashier	1 minute	ORA Clerk/ Cashier		Payment slip form
2	Pay to the Cashier	Process payment and issue Official Receipt	1 minute	Cashier	P20.00/ copy	Assessed payment form
3	Present the OR and wait for the request to be processed	Search and Print COR in the Enrollment System	1 minute	ORA Clerk		
4	Receive the COR	Cancel OR and Release the duly signed Certificate of Registration to student	5 seconds	ORA Clerk		

END OF TRANSACTION

*The payment slip and assessed payment form are free of charge

** The 3 minutes and 5 seconds processing time is for one client being served at one time only.

ISSUANCE OF FIRST COPY OF REPORT OF GRADES (ROG)

Schedule of Availability:

Tuesday – Friday

7:00 am – 6:00 pm with noon break (12:00noon – 1:00pm)

Who may avail of the service:

1. The Dean of each Colleges

Duration:

2 days

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	All faculty of each colleges are advised to post grades before the deadline period	Bulk Printing of Report of Grades	2 days	ORA Clerks	Free of charge	
2	The Dean receives all the Report of Grades of the students under to his/her college and signs the ORA Logbook	Release the Report of Grades to Dean of each colleges		ORA Clerks		

IN CASE OF REPRINT OF REPORT OF GRADES (ROG)

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Request for Reprint of ROG	Issue Payment slip and advise student to go to Cashier	1 minute	ORA Clerk	P 20.00	Payment Slip
2	Pay to the Cashier	Process payment and issue Official Receipt	1 minute	Cashier	P20.00	Assessed payment form
3	Present the OR and wait for	Search and Print ROG in the Enrollment	1 minute	ORA Clerk		

	the request to be processed	System				
4	Receive the Report of Grades	Cancel OR and Release the Report of Grades	5 seconds	ORA Clerk		

END OF TRANSACTION

ISSUANCE OF CERTIFICATE OF TRANSFER CREDENTIALS (CTC)

Schedule of Availability:

Tuesday – Friday

7:00 am – 6:00 pm with noon break (12:00noon – 1:00pm)

Who may avail of the service:

1. Bonafide TSU Students

What are the requirements:

1. ID
2. Clearance
3. Documentary Stamp
4. Official Receipt
5. Form 137-A/ OTR

Duration:

1. 30 minutes

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Present ID, Form 137-A/OTR, Documentary Stamp	Review all the Documents Presented	5 minutes	In charge of request section		
2	Accomplish the Request Form	Receive and review the Request form	5 minutes	In charge of request section		TSU Form R-5
3	Wait to be called by the In- charge of Request	Issue Payment slip and advise student to go to Assessment and Billing office for assessed payment form	5 minutes	In charge of request section/ABO Clerk	P 50.00 + P 50/page OTR attachment	Payment Slip/ Assessed payment form
	Pay to the Cashier	Process payment and issue Official	5 minutes	Cashier		Assessed

4.		Receipt			P 50.00 + Attachment	payment form
5	Present the OR and wait for the request to be processed	Process the Certificate of Transfer Credentials	9 minutes	In charge of request Section/ In charge of records		
6	Receive the CTC	Record the CTC on the logbook/Cancel OR and Release the Certificate of Transfer Credentials	1 minute	In charge of request		

END OF TRANSACTION

ISSUANCE OF DIPLOMA

Schedule of Availability:

Tuesday – Friday

7:00 am – 6:00 pm with noon break (12:00noon – 1:00pm)

Who may avail of the service:

1. Bonafide TSU Students (Graduated of a particular Academic Year)

What are the requirements:

1. ID
2. Clearance
3. Documentary Stamp
4. Memorandum of Agreement/ Distribution Letter (for CCS graduates and Graduate Studies only)

Duration:

1. 30 minutes

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Present the needed requirements	Receive and review all the requirements presented by the Client	5 minutes	Request Section/In charge of Records		
2	Wait for the processing to be completed	Process the request and photocopy the Diploma for filing	20 minutes	Request Section/In charge of Records		
3	Sign in ORA Diploma Logbook	Release the Diploma	5 minutes	Request Section		

END OF TRANSACTION

* Issuance of Diploma is free of charge. It is already included in the Graduation fee.

*May issue Second Copy of Diploma

Requirements: Notarized Affidavit of Loss

Duration: 2 weeks processing

Fee: P 200.00

ISSUANCE OF CERTIFICATE OF AUTHENTICATION AND VERIFICATION (CAV)

Schedule of Availability:

Tuesday – Friday

7:00 am – 6:00 pm with noon break (12:00noon – 1:00pm)

Who may avail of the service:

1. Bonafide TSU Students

What are the requirements:

1. Original and Photocopy of Transcript of Records
2. Original and Photocopy of Diploma
3. Official Receipt

Duration:

1. 30 minutes

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1.	For Graduates: Present the Original and Photocopy of OTR and Diploma	Review all the Documents Presented	5 minutes	In charge of request section		
	For Undergraduates: Present the Original and Photocopy of OTR and Certification	Review all the Documents Presented	5 minutes	In charge of request section		
2	Wait for the payment slip	Issue Payment slip and advise student to go to Assessment and Billing office for Assessed payment form	5 minutes	In charge of request section/ABO Clerk	P 50.00 + P 20/page attachment	Payment Slip/ Assessed payment form

3	Pay to the Cashier	Process payment and issue Official Receipt	5 minutes	Cashier	P 50.00 + Attachment	Assessed payment form
4	Present the OR and wait for the request to be processed	Process the Certificate of Authentication and Verification	8 minutes	In charge of request Section/ In charge of records		
5	Receive the CAV	Record the CAV on the Logbook/Cancel OR and Release the Certificate of Authentication and Verification	2 minutes	In charge of request		

END OF TRANSACTION

ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS (GRADUATES)

Schedule of Availability:

Tuesday – Friday

7:00 am – 6:00 pm with noon break (12:00noon – 1:00pm)

Who may avail of the service:

1. TSU Graduates

What are the requirements:

1. ID
2. Student Clearance
3. Memorandum of Agreement (for CCS graduates only)

Duration:

1. 30 minutes

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Present the needed requirements	Receive and Review all the Requirements presented by the Client	5 minutes	In charge of request		
2	Accomplish the request form	Receive the request form, Issue payment slip, and Advise client to go to Assessment and Billing office for assessed form	5 minutes	In charge of request/ ABO Clerk	For First Issuance: Free of Charge For Succeeding Issuance: P 50/page + P 20/page attachment	Assessed form
3	Pay to the Cashier	Process payment and Issue Official Receipt	5 minutes	Cashier	P50/page + P20/page attachment	Assessed payment form

4	Present the OR and wait for the request to be processed	Process the OTR	10 minutes	University Registrar/ In charge of request/ In charge of records		
5	Sign in ORA OTR Logbook (for first issuance only)	Record the OTR in the Logbook/ Cancel OR. Release the OTR	5 minutes	In charge of records/ In charge of request		

END OF TRANSACTION

* The First Copy of OTR is free of charge. It is already included in the Graduation Fee.

ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS (UNDERGRADUATE)

Schedule of Availability:

Tuesday – Friday

7:00 am – 6:00 pm with noon break (12:00noon – 1:00pm)

Who may avail of the service:

1. TSU Undergraduates

What are the requirements:

1. ID
2. Student Clearance
3. Form 137-A/ OTR (for transferees)
4. Official Receipt
5. Authorization Letter (if needed)

Duration:

1. 30 minutes

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Present the needed requirements	Receive and Review all the Requirements presented by the Client	5 minutes	In charge of request		
2	Accomplish the request form	Receive the request form, Issue payment slip, and Advice client to go to Assessment and Billing office for assessed form	5 minutes	In charge of request/ ABO Clerk		
3	Pay to the Cashier	Process payment and issue Official Receipt	5 minutes	Cashier	P50/page+P20/page attachment	Assessed payment form

4	Present the OR and wait for the request to be processed	Process the OTR	10 minutes	University Registrar In charge of request/ In charge of records		
5	Receive the OTR	Record the OTR in the Logbook/ Cancel OR. Release the OTR	5 minutes	In charge of request		

END OF TRANSACTION

CHECKS AND VERIFY PREPARED OTR AND CERTIFICATION

Schedule of Availability:

Tuesday – Friday

7:00 am – 6:00 pm with noon break (12:00noon – 1:00pm)

Who may avail of the service:

1. Bonafide TSU Students

What are the requirements:

1. Draft copy of the OTR
2. Evaluation Form
3. Student’s Permanent Record

Duration:

1. for graduates: 30 minutes
2. for undergraduates: 15 minutes

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1		Review and Verify the grades of the students in the draft copy	For graduates: 15 minutes For undergraduates: 15 minutes	In charge of records		TSU Form R-1
2		Final Printing of the OTR and Certification	10 minutes	In charge of request		TSU Form R-1
3		OTR and Certification for Signature and Dry seal	10 minutes	University Registrar In charge of request In charge of records		TSU Form R-1
4		Record the OTR/Certification in the Logbook/ Cancel OR. Release the OTR /Certification	5 minutes	In charge of request		

END OF TRANSACTION

ADDING SUBJECT/S TRANSACTION

Schedule of Availability:

The date on Adding Subject/s is based from the Academic Calendar

Tuesday – Friday

7:00 am – 6:00 pm with noon break (12:00noon – 1:00pm)

Who may avail of the service:

1. Bonafide TSU Students

What are the requirements:

1. Accomplished Adding Form
2. Certificate of Registration
3. Approved Request to Overload form (for graduating students only)

Duration:

1. 20 minutes

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Accomplish the Adding form and Request to overload form (if needed)	Receive and Evaluate the Adding form and Request to overload form (if needed)	5 minutes	In charge of Adding section		TSU Form R-4
2	Wait for the processing to be completed	Process the Adding Form. Issue Assessed payment form. Advise the client to pay in the Cashier	5 minutes	In charge of Adding section		TSU Form R-4
3	Pay to the Cashier	Process payment and issue Official Receipt	5 minutes	Cashier	P40 revision fee + total units added	Assessed payment form

4	Present the OR to the In charge of Adding section	Search and Print the Student Actual Load (COR) in the Enrollment System	3 minutes	In charge of Adding section		
5	Receive the COR	Cancel OR. Release the Student Actual Load (COR)	2 minutes	In charge of Adding section		

END OF TRANSACTION

*The Adding Fee is subject to the total no. of units added by the students and fees templates.

CHANGING SUBJECT/S TRANSACTION

Schedule of Availability:

The date on Changing Subject/s is based from the Academic Calendar

Tuesday – Friday

7:00 am – 6:00 pm with noon break (12:00noon – 1:00pm)

Who may avail of the service:

1. Bonafide TSU Students

What are the requirements:

1. Accomplished Changing Form
2. Certificate of Registration
3. Approved Request to change subject form (if needed)

Duration:

1. 20 minutes

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Accomplish the Changing form and Request to Change Subject form (if needed)	Receive and Evaluate the Changing form and Request to Change Subject form (if needed)	5 minutes	In charge of Changing Subject section		TSU Form R-4
2	Wait for the processing to be completed	Process the Changing Form. Issue Assessed payment form. Advise the client to pay in the Cashier	5 minutes	In charge of Changing Subject section		TSU Form R-4
3	Pay to the Cashier	Process payment and issue Official Receipt	5 minutes	Cashier	P40 revision fee	Assessed payment form

4	Present the OR to the In charge of Changing Subject section	Search and Print the Student Actual Load (COR) In the Enrollment System	3 minutes	In charge of Changing Subject section		
5	Receive the COR	Cancel OR. Release the Student Actual Load (COR)	2 minutes	In charge of Changing Subject section		

END OF TRANSACTION

DROPPING SUBJECT/S TRANSACTION

Schedule of Availability:

The date on Dropping Subject/s is based from the Academic Calendar

Tuesday – Friday

7:00 am – 6:00 pm with noon break (12:00noon – 1:00pm)

Who may avail of the service:

1. Bonafide TSU Students

What are the requirements:

1. Accomplished Dropping Form
2. Certificate of Registration

Duration:

1. 10 minutes

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Accomplish the Dropping form	Receive and Evaluate the Dropping Form	2 minutes	In charge of Dropping Subject section		TSU Form R-4
2	Wait for the processing to be completed	Process the Dropping Form. Issue Assessed payment form. Advise the client to pay in the Cashier	2 minutes	In charge of Dropping Subject section		TSU Form R-4
3	Pay to the Cashier	Process payment and issue Official Receipt	2 minutes	Cashier	P40 revision fee	Assessed payment form

4	Present the OR to the In charge of Dropping Subject section	Search and Print the Student Actual Load (COR) In the Enrollment System	2 minutes	In charge of Dropping Subject section		
5	Receive the COR	Cancel OR. Release the Student Actual Load (COR)	2 minutes	In charge of Dropping Subject section		

END OF TRANSACTION

MANAGES THE FILING AND MAINTENANCE OF STUDENT RECORDS

Schedule of Availability:

Tuesday – Friday

7:00 am – 6:00 pm with noon break (12:00noon – 1:00pm)

Who may avail of the service:

1. Bonafide TSU Students

What are the requirements:

1. F 137-A
2. Transcript of Records
3. Good Moral Character
4. ID Picture
5. Application for enrolment
6. NSO Birth certificate
7. Medical Certificate

Duration:

1. Perpetual

Step	Service provider	Duration
1	Prepare the Individual envelope of the students for safe keeping	Perpetual
2	Arrange the individual records of Students alphabetically	Perpetual
3	Keeping and safeguarding of Students records	Perpetual

ISSUANCE OF CERTIFICATE (Evaluation, Employment, Ranking, Records and other purposes)

Schedule of Availability:

Tuesday – Friday

7:00 am – 6:00 pm with noon break (12:00noon – 1:00pm)

Who may avail of the service:

1. Bonafide TSU Students and TSU Graduates

What are the requirements:

- ID
- Clearance
- Documentary Stamp
- Official Receipt

Duration:

2. 30 minutes

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Present ID, Form 137-A/OTR, Documentary Stamp	Review all the documents presented	5 minutes	In charge of request section		
2	Accomplish the Request Form	Receive and review the Request form	5 minutes	In charge of request section		TSU Form R-5
3	Wait to be called by the in charge of request	Issue Payment slip and advise student to go to Assessment and Billing office for Assessed payment form	5 minutes	In charge of request section/ABO Clerk	P20.00/ page	Payment Slip/ Assessed payment form
4.	Pay to the Cashier	Process payment and issue Official Receipt	5 minutes	Cashier	P20.00/ page	Assessed payment

						form
5	Present the OR and wait for the request to be processed	Process the Certificate of Transfer credentials	9 minutes	In charge of request Section/ In charge of records		
6	Receive the CTC	Record the CTC on the logbook/Cancel OR and Release the Certificate of Transfer Credentials	1 minute	In charge of request		

END OF TRANSACTION

TESTING OFFICE

GENERAL APPLICATION FOR ADMISSION TEST AND PSYCHOLOGICAL TEST

Schedule of Availability of Services:

Tuesday to Friday

7:00 a.m. – 6:00 p.m. (NO NOON BREAK)

WHO MAY AVAIL OF TESTING SERVICES

Admission Test

1. Incoming college freshman students from public and private secondary schools duly recognized by the government.
2. Eligible students who passed the Philippine Educational Placement Test (PEPT) and other similar qualifying test programs prescribed by the Department of Education.
3. Freshman foreign students coming from public and private secondary schools duly recognized by the Philippine government.
4. Graduate of any four or five year degree courses applying for Bachelor of Laws Program of the University.

Psychological Test/ Assessment

5. Professional Education Units applicants.
6. Students of the University enrolled in the undergraduate and post graduate programs.
7. Teaching and non-teaching personnel of the University.
8. Private and other government agencies.

WHAT ARE THE REQUIREMENTS

ADMISSION TEST

1. Incoming College Freshman Students

- 1.1 Photocopy of Form 138 (Report Card)
- 1.2 Photocopy of Certificate of Good Moral Character
- 1.3 Photocopy of Authenticated (NSO) Birth Certificate
- 1.4 2 pcs. 2"x2" photo which should have been taken within the last six months
- 1.5 Official receipt of non-refundable testing fee amounting to Php 300.00 (to be paid at the TSU Cashiering Office).
- 1.6 Accomplished Application Form for College Admission Test (TSUCAT FORM01 Revised 07-18-2012)
- 1.7 Photocopy of National Career Assessment Examination (NCAE) result, if available

**Applicants eligible for admission to college must meet the following additional requirements:*

- a. Must not have taken any college subject/s prior to or for the semester or academic year for which the TSU College Admission Test is to be taken.
- b. Students enrolled in vocational courses or those not leading to a degree program can apply for the TSU College Admission Test.

2. Incoming College Freshman Students who qualified the PEPT and other similar qualifying test.

- 2.1 Photocopy of PEPT Result
- 2.2 Photocopy of Certificate of Good Moral Character
- 2.3 Photocopy of Authenticated (NSO) Birth Certificate
- 2.4 2 pcs. 2"x2" photo which should have been taken within the last six months
- 2.5 Official receipt of non-refundable testing fee amounting to Php 300.00 (to be paid at the TSU Cashiering Office).
- 2.6 Accomplished Application Form for College Admission Test (TSUCAT FORM 01 Revised 07-02-2013)

3. Incoming Foreign Freshman Students

- 3.1 Photocopy of Passport
- 3.2 2 pcs. 2"x2" photo which should have been taken within the last six months
- 3.3 Official receipt of non-refundable testing fee amounting to US \$25 (to be paid at the TSU Cashiering Office).
- 3.4 Accomplished Application Form for College Admission Test (TSUCAT FORM01 Revised 07-02-2013)

4. Incoming Students for Bachelor of Laws

** (Present the Original and submit the photocopy)*

- 4.1 Photocopy of Official Transcript of Records *(of the earned degree)*.
- 4.2 Photocopy of Good Moral Character *(from School/College/University graduated)*
- 4.3 Photocopy of Authenticated *(NSO)* Birth Certificate
- 4.4 Photocopy of Authenticated *(NSO)* Marriage Certificate for female married students.
- 4.5 2 pcs. 2"x2" photo which should have been taken within the last six months
- 4.6 Official Receipt of Testing Fee amounting to Php 1,000.00 *(to be paid at the TSU-Cashiering Office)*.
- 4.7 Accomplished Application Form for Law Admission Test (TSULAT FORM 01 Revised 06-08-2011)

PSYCHOLOGICAL TEST/ ASSESSMENT

5. Professional Education Units Applicant

- Referral note of the Dean to administer psychological test.
- Accomplished Request for Psychological Test.
- Official Receipt of Testing Fee amounting to Php 300.00 *(to be paid at the TSU-Cashiering Office)*

6. Students of the University

- Request for Administration of Psychological Test
- Accomplished Request for Psychological Test.
- Official Receipt of Testing Fee amounting to Php 45.00 *(to be paid at the TSU-Cashiering Office or to be included on the Student Fees)*

7. Teaching and Non-Teaching Personnel of the University

- Request Letter from the Administration/Human Resource Management
- Photocopy of Authenticated (*NSO*) Birth Certificate
- 2 pcs. 2"x2" photo which should have been taken within the last six months
- Accomplished Application Form for Psychological Test (*UTC APP Form No.004*)

8. Private and other government agencies

- Referral Slip of the requesting agency
- Photocopy of Authenticated (*NSO*) Birth Certificate
- 1 pc. 2"x2" photo which should have been taken within the last six months
- Official Receipt of Testing Fee amounting to Php 300.00 (*to be paid at theTSU-Cashiering Office.*)
- Accomplished Form for Request for Psychological Test

FILING OF APPLICATION

COLLEGE ADMISSION TEST	-SEPTEMBER TO FEBRUARY
LAW ADMISSION TEST	-MAY
PSYCHOLOGICAL TEST/ASSESSMENT	-JANUARY TO DECEMBER

Step	Applicant/Client	Activity	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fee	Form
1	Ask for Admission Test Requirements <ul style="list-style-type: none"> • CAT • LAT • Psychological Test/Assessment 	Give copy of the requirements, provide clarifications if necessary	2 minutes	Testing Staff		-Printed copy of Admission Test Requirements -Admission Requirements are available at the TSU Official Website (http://www.tsu.edu.ph)
2	a. Let the testing staffs check if the applicant is qualified to take the test with his/her complete requirements. b. Get application form for admission test.	Screen the applicant's requirements to assess if he/she is qualified to take the test. Once the applicant is qualified, the applicant will be given application form for admission test with the assessed admission test fee.	3 minutes	Testing Staff		Forms may be downloaded from TSU Website (http://www.tsu.edu.ph/TestingCenter.aspx#) TSUCAT FORM 01 _(Revised 07-18-2012) TSULAT FORM 01 _(Revised 06-08-2011)
3	Proceed to Collecting Office to pay for the Testing Fee (Window 5-12)	Present applicant form for college admission test with payor ID#. Process the payment and issue Official Receipt (O.R.)	2 minutes	Cashiering Staff	CAT –P300 Foreign – US \$ 25 LAT –P1,000 Psych. Test – P300	
4	Present O.R. together with the Accomplished Application Form and complete requirements.	Check if the application form is properly accomplished. Process the application and give the applicant his/her official receipt and Test Permit that includes the schedule of test and reminders.	3 minutes	Testing Staff		
<i>END OF TRANSACTION</i>						

ACCOUNTING UNIT

Frontline Service B1: Issuance of Certificate of Remittance (GSIS, PhilHealth, HDMF, etc.)

Frontline Service B2: Issuance of Certificate of Tax Withheld (BIR)

STEP	APPLICANT/CLIENT	ACTIVITY	DURATION OF ACTIVITY (Under normal circumstances)	PERSON INCHARGE	FEE	FORM
1.	Proceed to the accounting office and make a verbal request for a certification. (Request can also be made through phone calls at 982-0295).	Retrieval of pertinent data from the computer and drafting of the certification.	15 minutes	Accounting clerk	None	None
2.	Secure certification from the signing authority (Accountant).	Validation of contents of certification, signing and issuance of the certification.	5 minutes	Accountant	None	None
End of transaction						

STEP	APPLICANT/CLIENT	ACTIVITY	DURATION OF ACTIVITY (Under normal circumstances)	PERSON INCHARGE	FEE	FORM
1.	Proceed to the accounting office and make a verbal request for a certification. (Request can also be made through phone calls at 982-0295).	Retrieval of pertinent data from the computer and drafting of the certification.	15 minutes	Accounting	None	None
2.	Secure certification from the signing authority (Accountant).	Signing and issuance of the certification.	30 Seconds	Accountant	None	None
End of transaction						

AUXILIARY SERVICE OFFICE

RENTAL OF SPACE AND FACILITIES

Tuesday – Friday

7.10am- 12.00nn/ 1.00pm-5.45pm

Who may avail?

Requirements:

1. Letter of intent, proposal letter
2. Cash payment

	CLIENT	ACTIVITY	DURATION OF PROCESS	Person-in charge	FEES	FORMS
STEP 1	Fill up request form for rental.	Reviews letter/ documents presented, issues permit form	10 minutes	Auxiliary personnel	Depends on Rental fee	Letter of Intent
STEP 2	Assess Bill	Issues permit form and process assessment	3 minutes	Auxiliary personnel	Depends on the office space, facilities rented	Permit form (with assessment)
STEP 3	Pay to the Cashier and present Official receipt	Verifies OR and accomplished form for payment; signs for approval	10 minutes	Cashiering; Auxiliary personnel, Director		Official Receipt Permit form
STEP 4	Distribute permit form	Designate personnel in charge of facilities	2 minutes	Security, Gen Service		Permit form

BUSINESS CENTER

SCHEDULE OF AVAILABILITY OF SERVICE

BUSINESS CENTER (Gen. Merchandise)

7:00am to 12:00nn (NO NOON BREAK) 12:00nn to 6:00pm

RELEASING OF UNIFORMS					
STEPS		FEES	FORMS	PROCESSING TIME	PERSON IN-CHARGE
1.	Present the OR	FREE OF CHARGE	TSU Official Receipt	1 minute	Business Center Clerk
2.	Check the Uniform Released			1 minute	

RELEASING OF BOOKS					
STEPS		FEES	FORMS	PROCESSING TIME	PERSON IN-CHARGE
1.	Present the OR	FREE OF CHARGE	TSU Official Receipt	30 seconds	Business Center Clerk
2.	Verify the book released			45 seconds	
3.	Receive the OR			45 seconds	

MERCHANDISE VARIOUS ITEMS					
STEPS		FEES	FORMS	PROCESSING TIME	PERSON IN-CHARGE
1.	Ask for the various item to purchase	*Price/Fee Depends on the purchase item	TSU Official Receipt	45 seconds	Business Center Clerk
2.	Pay the amount of the item			45 seconds	
3.	Receive the item as merchandise			30 seconds	

ASSESSMENT – transact on the enrollment system for the items that requires an assessment slip					
STEPS		FEES	FORMS	PROCESSING TIME	PERSON IN-CHARGE
1.	Present the assessment slip and OR	Free of Charge	TSU Official Receipt	45 seconds	Business Center Clerk
2.	Verify the purchase item			45 seconds	
3.	Receive the item and OR			30 seconds	

SCHEDULE OF AVAILABILITY OF SERVICE

PRINTSHOP

7:00am to 12:00nn (NO NOON BREAK) 12:00 to 6:00pm

FOR TEACHING AND NON-TEACHING PERSONNEL

TARPAULIN/HEAT TRANSFER				
STEPS	FEES	FORMS	PROCESSING TIME	PERSON IN-CHARGE
<p>1. Present the soft copy of the lay-out for tarpaulin / sticker and heat transfer to be printed.</p> <p>2. Wait for the job order slip to be filled up by the print shop personnel.</p> <p>3. For OUTSIDE CLIENTS/CASH CUSTOMERS</p> <p style="padding-left: 20px;">a. Proceed to window 1 (Gen. Mdse.) And give the job order for assessment.</p> <p style="padding-left: 20px;">b. Pay the total amount at the cashier.</p> <p style="padding-left: 40px;">For charged customers (Offices and Colleges) We require the following:</p> <p style="padding-left: 60px;">a. Communication letter from the Offices /Colleges where the ordered products will be charged.</p> <p style="padding-left: 60px;">b. Complete the signatories indicated in the job order slip.</p> <p>4. For OUTSIDE CLIENTS / CASH CUSTOMERS, Surrender the job order slip and present</p>	<p>Tarpaulin P15.00 / P18.00 per ft.</p> <p>T-shirt printing only white P80.00</p> <p>T-shirt printing white P180.00</p> <p>Button pins P20.00 per piece</p> <p>Mugs P90.00 per piece</p> <p>Charge to designated Office / college.</p> <p>To be filled up by the Office Representative.</p>	<p>Job order slip</p>	<p>Depending on sizes and volume of the specific job.</p> <p>Products can be claim upon the given deadline.</p>	<p>Print shop Personnel</p> <p>General Merchandize Personnel</p> <p>Cashier Personnel</p>

<p>the official receipt. For charged customers, surrender the job order slip with the communication letter.</p> <p>NOTE: complete STEPS 1-4 before claiming the ordered products on the given deadline.</p>				
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SCHEDULE OF AVAILABILITY OF SERVICE**PRINTING PRESS**

7:00am to 12:00nn (NO NOON BREAK) 12:00 to 6:00pm

FOR TEACHING AND NON-TEACHING PERSONNEL

PHOTOCOYING SERVICE					
STEPS		FEES	FORMS	PROCESSING TIME	PERSON IN-CHARGE
1.	Handing over of original documents	minimum fee	Printing press long sheet	Depends on the volume and set up required for a specific job	Printing Press Staff
2.	Copying	Php 1.00	(to be filled up by the office or college representative)		
3.	Sorting (If necessary)	Charge per college/office			
4.	Stapling (If necessary)				
5.	Turning over of original document and copies				

DOCUMENTS PRINTING					
STEPS		FEES	FORMS	PROCESSING TIME	PERSON IN-CHARGE
1.	Handing over of soft copy (thru removable device; Flash drives or memory cards)	minimum fee	Printing press long sheet	Depends on the volume and set up required for a specific job	Printing Press Staff
2.	Printing	Php 2.00 black & white	(to be filled up by the office or college representative)		
3.	Turning over of original document and copies	Full color page Php 40.00 Charge per college/office			

FOR STUDENTS AND OUTSIDE CLIENTS

PHOTOCOYING SERVICE

STEPS		FEES	FORMS	PROCESSING TIME	PERSON IN-CHARGE
1. 2. 3. 4. 5.	Handing over of original documents Copying/Printing Editing (If necessary) Sorting (If necessary) Stapling (If necessary) Turning over of original document and copies	minimum fee Comp. print Php 2.00 b&w Full color page Php 40.00	Printing press long sheet (to be filled up by the or college representative)	Depends on the volume and set up required for a specific job *Payment and Remittance accomplished through the issued Official Receipt.	Printing Press Staff

SCHEDULE OF AVAILABILITY OF SERVICE**ID PROCESSING BUSINESS CENTER**

7:00am to 12:00nn (NO NOON BREAK) 12:00nn to 6:00pm

PROCESSING OF NEW ID					
	STEPS	FEEES	FORMS	PROCESSING TIME	PERSON IN-CHARGE
1.	Present the OR	150.00	TSU Official Receipt	1 minute	In Charge of Processing of ID - CLERK
2.	State and check all needed information for the processing of ID			5 minutes	
3.	Receives the ID(while verifying from scanner)			1 minute	

PROCESSING OF LOST ID					
	STEPS	FEEES	FORMS	PROCESSING TIME	PERSON IN-CHARGE
1.	Present the OR	250.00	TSU Official Receipt and Affidavit of Lost	1 minute	In Charge of Processing of ID - CLERK
2.	State and check all needed information for the processing of ID			5 minutes	
3.	Receives the ID(while verifying from scanner)			1 minute	

FABRICATION OF ALUMNI ID					
STEPS		FEEES	FORMS	PROCESSING TIME	PERSON IN-CHARGE
1.	Present the OR	90.00	TSU Official Receipt	1 minute	In Charge of Processing of ID - CLERK
2.	State and check all needed information for the processing of ID			5 minutes	
3.	Receives the ID(while verifying from scanner)			1 minute	

CASHIERING OFFICE

Type of Frontline Service	Processing Time (Under normal circumstances per transaction)	Person In charge	Customers/Clients
Issuing of official receipts to clients	3 minutes	Personnel In Charge	Students/Faculty/Supplier/Personnel/Walk-In
Issuing certificate of payments	3 minutes	Personnel aside from Collector	Students/Suppliers
Receiving & verifying correctness & completeness of approved and received vouchers/payroll	5 minutes	Personnel In Charge	Personnel
Issuing of checks to clients	5 minutes	Personnel In Charge	Students/Faculty/Suppliers/Personnel
Signing of Clearance	2 minutes	Personnel In charge	Students
Disbursing various payrolls	5 minutes	Personnel In Charge	Students/Faculty/Personnel
Disbursing of petty cash fund	5 minutes	Personnel In Charge	Personnel
Issuance of examination permit	3 minutes	Personnel In Charge	Students

ISSUANCE OF OFFICIAL RECEIPTS TO CLIENTS

Schedule of Availability of Service:

Tuesday-Friday
7:00 AM-12:00 – 1:00-6:00PM

Who May Avail of the Service:

Student
Faculty
Supplier
Personnel
Walk-In (Graduated Students)

What are the Requirements:

Statement of Account from Assessment & Billing Office

Duration: 3 minutes

How to Avail of the Service:

Step	Applicant/Client	Activity	Duration of Activity (Under Normal Circumstances)	Person in Charge	Form
1	Proceed to respective window (cashiering office) and present statement of account from Assessment & Billing Office	Process payment and issue O.R.	3 minutes	Cashier	

END OF TRANSACTION

ISSUANCE OF CERTIFICATE OF PAYMENTS TO CLIENTS

Schedule of Availability of Service:

Tuesday-Friday
7:00 AM-12:00 – 1:00-6:00PM

Who May Avail of the Service:

Student
Faculty
Personnel
Supplier
Walk-In (Graduated Students)

What are the Requirements:

Official Receipts; Date of Payment or Semester Paid

Duration: 3 minutes

How to Avail of the Service:

Step	Applicant/Client	Activity	Duration of Activity (Under Normal Circumstances)	Person in Charge	Form
1	Proceed to the respective window and present official receipts	Process and issue Certificate of Payments	3 minutes	Collector/Disbursing	

END OF TRANSACTION

RECEIVING, VERIFYING CORRECTNESS AND COMPLETENESS OF APPROVED VOUCHERS/PAYROLLS:

Schedule of Transaction:

Tuesday-Friday
7:00 AM-12:00 – 1:00-6:00PM

Clientele:

Personnel

Duration:

5 minutes

Process of Transaction:

Step	Applicant/Client	Activity	Duration of Activity (Under Normal Circumstances)	Person in Charge	Form
1	Proceed to the respective window and submit approved vouchers/payroll	Received all approved vouchers/payrolls and return the log book to the personnel	5 minutes	Personnel In charge	

END OF TRANSACTION

ISSUING OF CHECKS TO CLIENTS:

Schedule of Transaction:

Tuesday-Friday
7:00 AM-12:00 – 1:00-6:00PM

Clientele:

Faculty/Personnel/Supplier/Students

Duration:

5 minutes

Process of Transaction:

Step	Applicant/Client	Activity	Duration of Activity (Under Normal Circumstances)	Person in Charge	Form
1	Present ID's, authority to collect, and filled up Official Receipt, acknowledgement receipt in the absence of OR; sign the vouchers	Check the necessary requirements in releasing or issuing checks	5 minutes	Disbursing	

END OF TRANSACTION

DISBURSING BY ROUTINARY FUND:

Schedule of Transaction:

Tuesday-Friday
7:00 AM-12:00 – 1:00-6:00PM

Clientele:

Personnel

Duration:

3 minutes

Process of Transaction:

Step	Applicant/Client	Activity	Duration of Activity (Under Normal Circumstances)	Person in Charge	Form
1	If representative, present authority to collect and sign the voucher; if the person itself just sign the voucher	Pay the corresponding amount indicated at the voucher	3 minutes	Special disbursing officer	

END OF TRANSACTION

DISBURSING VARIOUS CASH ADVANCES:

Schedule of Transaction:

Tuesday-Friday
7:00 AM-12:00 – 1:00-6:00PM

Clientele:

Personnel/Students

Duration:

5 minutes

Process of Transaction:

Step	Applicant/Client	Activity	Duration of Activity (Under Normal Circumstances)	Person in Charge	Form
1	If students present valid ID and sign opposite to their names and indicate the student number; if personnel/faculty, just sign to the opposite of their names	Verify the signature and student numbers against the ID presented; check the signature; pay the corresponding amount.	5 minutes	Special disbursing officer	

END OF TRANSACTION

DISBURSING OF PETTY CASH FUND:

Schedule of Transaction:

Tuesday-Friday
7:00 AM-12:00 – 1:00-6:00PM

Clientele:

Personnel/Students

Duration:

5 minutes

Process of Transaction:

Step	Applicant/Client	Activity	Duration of Activity (Under Normal Circumstances)	Person in Charge	Form
1	Present approved petty cash voucher and required attachments; sign/receive the petty cash vouchers	Check the petty cash voucher if approved and required attachments; issue the corresponding amounts indicated at the petty cash voucher	5 minutes		

END OF TRANSACTION

FEEDBACK FORM

(Pananaw o Puna)

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box. (Ipaalam po ninyo sa amin kung paano naming kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo, o mungkahi. Manyaring i-tsek lamang ang kahong naaayon.)

Compliment
(Papuri)

Complaint
(Reklamo)

Suggestion
(Mungkahi)

Person(s)/Unit/Office Concerned or Involved _____
(Mga tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi)

Facts or details Surrounding the incident (Kaganapan o detalyeng bumabalot sa pangyayari):

Please use additional sheets/ if necessary) (Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office
(Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan)

(Please use additional sheet/s if necessary) (Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Name (Optional) (Pangalan): _____ Office/AgencyTanggapan/Ahensiya) _____

Address (Tirahan) _____

Contact Number(s) (Telepono) (if any): _____ E-mail Address (if any) _____

Signature (lagda) _____ Date (Petsa): _____

NOTE: 1. A drop box for feedback is located at the guard house of the main campus.
2. You can also send your feedback through the Records Office of the University.