

# **Vision:**

The J.H. Cerilles State College as leader institution in the development of competent and skilled professionals who contribute to the promotion of quality life of the people in Zamboanga del Sur and in the region.

# **Mission:**

Pursuant to her vision, the College commits to:

- ✓ Provide higher professional, technical and updated instructions in various disciplines;
- ✓ Undertake research, extension services, production program, advanced studies and progressive leadership in teacher education, agriculture, fisheries, forestry, engineering, arts social sciences, industrial technology, and other fields relevant to the changing needs of the community; and
- ✓ Inculcate socio-cultural political, moral and spiritual values.

# FEEDBACK AND REDRESS MECHANISM

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

You may do so in any of the following:

- Drop suggestions and comments in the designated suggestion box at Information Desk located at the lobby of the Administration Building.
- Talk to the Officer of the Day on duty at the Information Desk at the Administration Building;  
or
- E-mail to [jhscsc.main@yahoo.com](mailto:jhscsc.main@yahoo.com)

# PERFORMANCE PLEDGE

We, educators and members of the JHCSC, continually renew our commitment to:

*J*ourney through greatness and nobility of purpose. *J*oin hand in hand in the molding of young minds.

*H*old fast to the aspirations of our heroes. *H*ear the cries of the needy and the grievances of the oppressed.

*C*all for unity, harmony and accord. *C*orrect the past missteps and move on.

*S*ail through the seas of doubt, dismay and conflict. *S*oar through the heights of success.

*C*ompete for innovation and development. *C*hange for the better: transform for the best.

## APPLICATION FOR JHCSC-COLLEGE ADMISSION TEST (JHCSC-CAT)

**Schedule of Availability of Service:**

8:00 am – 5:00 pm; Monday to Friday (during Filing Period as posted/announced IN THE BULLETIN BOARDS) and published at the website

**Clients/Customers:**

High School Graduates and Transferees

**Requirements:**

1. Duly accomplished Application Form
2. Photocopy of High School Report Card duly authenticated by the Principal  
Photocopy of Transcript of Records for Transferees
3. Two (2) copies recent 2x2 ID picture
4. Photocopy of NSO Live birth CERTIFICATE
5. One (1) long size white brown envelop

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
<b>1</b>	Secures College admission form and pay to the college cashier for testing fee.	Issues admission Form to students before taking the College admission Test.  Checks the Admission Form and the admission requirements submitted and advise the students to pay at the Cahier’s Office	30 seconds	Php.100	Registrar/Cashier	<b>Admission Form/OR</b>
<b>2</b>	Returns the accomplished admission form together with the Official Receipt to the Registrar’s Office for issuance of Notice of Admission	Receives the accomplished Admission Form and check Admission Fee is already paid, then issue Notice of Admission.	30 seconds	None	Registrar Office Staff	<b>Admission Form</b>
<b>END OF TRANSACTION</b>						

## ENROLMENT OF OLD STUDENTS

### Schedule of Availability of Service

8:00 am – 5:00 pm; Monday to Friday (for undergraduate Students)

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

(During Enrolment Period)

### Client/Customers

1. Students Grade Card (last semester Academic Attended attended)
2. Students I.D. for validation

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
1	Pays miscellaneous fees	Checks registration Form and requirements for Admission/Enrollment.	1 minute	None	Registrar Office Staff	Registration and Enrollment Form
2	Secures Enrollment Form after presenting the complete requirements	Receives Registration Form and requirements for Admission/Enrollment.	1 minute	None	Registrar Office Staff	Registration and Enrollment Form
3	Fills out the Enrollment Form (subjects to be taken) and submits the same to the enrolling teacher for checking and verification	Checks and verifies the accomplished form	2 minutes	None	Class Adviser	Registration Form
4	Submits Registration Form to the Registrar's Office together with the requirements for admission (kept in order) for checking and assessment of total units enrolled	Checks Registration Form and requirements for Enrollment admission	2 minutes	None	Registrar/Staff	Registration Form

<b>5</b>	Proceeds to Accounting Office for assessment of fees	Assesses school fees and proceeds to the Cashier/Teller/Collecting Officer for payment	3 minutes	None	Accounting/Staff	<b>Enrolment Form</b>
<b>6</b>	Pays the cashier/Teller/Collecting Officer	Processes payment and issues Official Receipt	2 minutes	None	Cashier/Staff	
<b>7</b>	Presents the Registration Form and Official Receipt to the Registrar's Office for stamping of "Officially Enrolled" and issuance of class records	<ul style="list-style-type: none"> <li>• Receives Registration Form and Official Receipt and stamps "Officially Enrolled" in the Registration Forms</li> <li>• Issues class cards corresponding to the number of subjects enrolled and detach registrar's copy</li> </ul>	2 minutes	None	Registrar's Staff	<b>Registration Form</b>
<b>END OF TRANSACTION</b>						

## ENROLMENT OF NEW STUDENT/TRANFEREES

### Schedule of Availability of Service

During Enrolment Period

8:00 am – 5:00 pm; Monday to Friday (for Undergraduate Students)

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

### Clients/Customer

Incoming First Year Students and Transferees

### Requirements

1. Original Copy of High School Report Card (Form 138-A)
2. Original Copy of Transcript of Records and Original Honorable Dismissal for Transferees
3. Original JHCSC-CAT Result
4. Original Copy of Good Moral Character
5. Clear Photocopy of Live Birth CERTIFICATE (SECPA) duly authenticated by National Statistics office
6. Original Pre-enrolment Form
7. 1 Long size White folder
8. 1 pc. Recent 2x2 ID picture

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
1	Pays local/miscellaneous fees and signing of Non- Fraternity Contract	Checks Registration Form and requirements for Admission/Enrollment.	1 minute	None	Registrar Office staff	<b>Registration and Enrollment Form</b>
2	Secures Registration Form after presenting the complete requirements for admission	Receives Registration Form and Official receipt and affixed "Officially Enrolled" in the Registration Form and detach	1 minutes	None	Registrar Office Staff	<b>Registration and enrollment Form</b>

		“Registrar’s Copy” for file. Issues Class Cards corresponding to the number of subjects enrolled.				
<b>3</b>	Fills out the Registration Form after presenting the complete requirements for admission	Checks and verifies the accomplished form	2 minutes	None	Class Adviser	<b>Registration Forms</b>
<b>4</b>	Proceeds to National Service Training Program (NSTP) Office for registration	Registers enrollee	2 minutes	As required	NSTP Staff	<b>Registration Form</b>
<b>5</b>	Submits Registration Form to the Registrar’s Office together with the requirements for admission (kept in folder) for checking and assessment of total units enrolled	Checks Registration Form and Requirements for admission	2 minutes	None	Registrar’s Staff	<b>Registration Form</b>
<b>6</b>	Proceeds to Accounting Office for assessment of fees	Assesses school fees and issues statement of account	2 minutes	None	Accountant Staff	<b>Statement of Account</b>
<b>7</b>	Pays the cashier	Processes payment and issues Official Receipt	2 minutes	None	Cashier Staff	
<b>8</b>	Presents the Registration Form and Official Receipt to the Registrar’s Office for stamping of “Officially Enrolled” and issuance of class cards	<ul style="list-style-type: none"> <li>• Receives Registration Form and Official Receipt and stamps “Officially Enrolled” in the Registration Form</li> <li>• Issues class cards corresponding to the number of subjects enrolled and detach Registrar’s copy</li> </ul>	2 minutes	None	Registrar’s Staff	<b>Registration Form</b>
<b>END OF TRANSACTION</b>						



## ISSUANCE OF STUDENT'S RECORDS AND OTHER ENROLMENT – RELATED DOCUMENTS

### Schedule of Availability of Service:

8:00 m – 5:00 pm; Monday to Friday

### Clients/Customer:

Graduates, students who stopped schooling and those who sought transfer to other College and Universities

### Requirements:

1. Request Form
2. Student Clearance (College)
3. Official Receipt
4. Student School I.D. (Graduates and those who will seek transfer to other schools will surrender their student ID)
5. Authorization letter with representative's valid id, if claimed by other person.

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
<b>1</b>	Secures and fills out the request form. For request of TOR, Diploma and other College's official documents, this can be done by logging on to the college's website, <a href="http://www.jhsc.edu.ph">www.jhsc.edu.ph</a>	Receives/reviews the request form and advised client to pay at the cashier after the checking made on his/her pertinent documents.	3 minutes	None	Registrar office Staff	<b>Application of Academic Records Clearance</b>
<b>2</b>	Pays the cashier	Getting the data from the individual student's permanent record and prepare the requested academic record/s  a. Transcript of Records - 3 days b. Honorable Dismissal – 3	72 hours	*Transcript of Records – P50.00/page *Honorable Dismissal – P100.00 *Picture Scanning –	Cashier	<b>Application of Academic Records Clearance</b>

		days c. Diploma - 3 days d. Cert. of Good Moral Char/Permit to Study/Cert. of Units Earned/Cert. of Grades/ Cert. of Enrollment/ Authentication of Documents - day				P25.00/picture *Certification of Grades and Form 137 A – P50.00 *Certification and Other related documents – P25.00
<b>3</b>	Returns the request form together with the Official Receipt to the Registrar's Office for scheduling	Releasing of requested documents will be done immediately upon presentation of the owner & authorized representative valid ID's with authorization letter submitted	30 seconds	None	Registrar Office Staff	<b>Application of Academic Records Clearance</b>
<b>4</b>	Receives the requested documents	Releases the requested documents	2 minutes	None	Registrar/Staff	<b>None</b>
<b>END OF TRANSACTION</b>						

## PROCESSING OF SCHOLARSHIP APPLICATION

### Schedule of Availability of Service:

Week before Enrollment or as Scheduled

### Clients/Customer:

Scholars

### Requirements:

Certificate/Notice of Award

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
1	Presents certificate/notice of award to Scholarship Coordinator	Advised the applicant to pay per certification required in the Scholarship Program applied if he/she is required	3 minutes	None	Registrar office Staff	<b>Application of academic Records Clearance</b>
2	Fills out the scholarship form	<ul style="list-style-type: none"> <li>Advices applicant to pay the documentation filing fee to the cashier</li> <li>Advices applicant for appropriate action if she/he is not qualified</li> </ul>	1 minute		Registrar's Office	<b>Certification of Grades Certification of Enrollment</b>
3	Seeks the Registrar's approval?	Signs the Scholarship Form	30 seconds	None	Registrar	
4	Gives copies of approved scholarship form to the Registrar, Cashier and Accounting Office?	Records/Files approved scholarship	2 minutes	None	Scholarship Coordinator	<b>All forms required to submit</b>
<b>Assessment of Fees</b>						

<i>Checks Registration,</i>
<b>END OF TRANSACTION</b>

## STUDENT ON GRANT

### Schedule of Availability of Service:

8:00 am – 5:00 pm; Monday to Friday

### Clients/Customers:

Students

### Requirements:

1. Letter of Application
2. Recommendation from the Principal/Office Head
3. Income Tax of the parents
4. Form 138 A (for new students)
5. GPA of 2.5 (for old students)

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
1	Submits application letter, class schedule, ID picture	Screen and recommends interview of the Guidance Counselor. Receives application letter and checks class schedule and ID picture	1 minute	None	Student on Grant Coordinator	None
2	Waits to be contracted if chosen by a particular unit/office.		5 minutes	None	Guidance Counselor	None
3	Secures Letter of Endorsement from the Student on Grant Coordinator	Advises applicant for orientation for the policy of the Student on Grant	1 minute	Exist Unit	Student on Grant Coordinator	
4	Presents Personal Data Sheet for Student on Grant	Advises applicant to see the immediate Supervisor and Division Head	1 minute	None	Student on Grant Coordinator	Personal Data

## END OF TRANSACTION

**CONSULTATION, PRESCRIPTION, DISPENSATION OF MEDICINE****Schedule of Availability of Service:**

8:00 – 5:00; Monday to Friday (Undergrad Students)

**Clients/Customers:**

JHCSC Student, Faculty and Staff

**Requirements:**

None

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
1	Presents School Identification Card	<ul style="list-style-type: none"> <li>Locates medical record;</li> <li>Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight/height)</li> <li>Asks about the complaint.</li> </ul>	5 minutes	None	Nurse	Consultation Form Record
2	Seeks consultation	Asks relevant questions related to chief complaint; examines patient and explains condition of patient	5-10 minutes	None	Nurse	Daily Treatment Form
3		Gives advice, writes prescription	5 minutes	None	Doctor	Daily Treatment Form  Daily Treatment

						<b>Form</b>
<b>4</b>	Gets starter dose of medicine (when available) and signs in logbook	Gives available starter dose of medicine and instructs patient to sign in the daily treatment form	3 minutes	None	Nurse	<b>Daily Treatment Form</b>
<b>END OF TRANSACTION</b>						

## **TREATMENT OF MINOR INJURIES/WOUNDS (MEDICAL)**

**Schedule of Availability of Services:**

8:00 am – 5:00 pm; Monday to Friday

**Clients/Customers:**

JHCSC Students, Faculty and Staff

**Requirements:**

None

<b>STEP</b>	<b>CLIENT/CUSTOMER</b>	<b>SERVICE PROVIDER</b>	<b>PROCESSING TIME</b>	<b>FEE</b>	<b>PERSON IN-CHARGE</b>	<b>FORMS</b>
<b>1</b>	Presents School Identification Card	Looks for and pulls out medical record and asks chief complaint/s	5 minutes	None	Nurse	<b>Daily Treatment Form</b>
<b>2</b>	Seeks consultation	Examines patients and gives treatment (e.g. dressing) to minor injuries/wounds; gives prescription	5-10 minutes	None	Nurse	<b>Daily Treatment Form</b>
<b>3</b>	Gets starter dose of medicine and signs	Gives available starter dose of	3 minutes	None	Nurse	<b>Daily</b>

in logbook	medicine and instructs patient to sign in the Daily Treatment Form	<b>Treatment Form</b>
<b>END OF TRANSACTION</b>		

## PHYSICAL EXAMINATION OF STUDENTS, FACULTY AND STAFF (MEDICAL)

**Schedule of Availability of Service:**

8:00 am – 5:00 pm; Monday to Friday

**Clients/Customers:**

JHCSC Students, Faculty and Staff

**Requirements:**

None

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
<b>1</b>	<u>NEW STUDENTS</u> Submit laboratory results	<ul style="list-style-type: none"> <li>• Conducts interview for possible medical history</li> <li>• Performs basic medical/physical Examination</li> </ul>	5 minutes	None.	Nurse	<b>Entrance Health Examination Record</b>
	Fills out Entrance Health Examination Record		8- 10 minutes	None	Nurse/Physician	
<b>2</b>	<u>OLD STUDENTS</u>	<ul style="list-style-type: none"> <li>• Pulls out Health Examination Record</li> </ul>	3 minutes	None	Nurse	<b>Entrance Health Examination</b>

						<b>Record</b>
<b>3</b>	FACULTY/STAFF	Pulls out and update Health Record	3 minutes	None	Nurse	<b>Entrance Health examination Record</b>
		Conducts physical Examination and take clients vital signs, height and weight	5 minutes	None	Nurse/Physician	<b>Consultation Form/Medical Record</b>
		Gives advice: Treats patient and prescribe necessary medicine				
<b>END OF TRANSACTION</b>						

## **ISSUANCE AND RE – ISSUANCE OF LIBRARY CARDS**

**Schedule of Availability of Service:**

7:30 am – 5:00 pm for Reader’s Services

7:30 am – 5:00 pm for Filipiniana/Reference

**Clients/Customer:**

Students

**Requirements:**

For Issuance:



For Re-Issuance

- Student's Copy of Study Load
- 2 pcs. 1x1 ID Picture
- Receipt of Payment-Official Receipt

- Affidavit of Loss
- 1 pc. 1x1 ID Picture
- Receipt of Payment

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
1	Submits the requirements	Encodes and validates the student's library card	3 minutes	P30.00	Section-in-charge	Library Card
2	Signs the logbook	Issues library card	1 minute	None	Section-in-charge	None
<b>END OF TRANSACTION</b>						

## REFERENCE ASSISTANCE

---

### Schedule of Availability of Service:

7:30 am – 5:00 pm for Reader's Service

7:30 am – 5:00 pm for Filipiniana/Reference

### Clients/Customer:

Students

### Requirements:

Library Card

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
1	Approaches the Library-in-charge of each section and presents query	Conducts reference interview	2 minutes	None	Section-in-charge	None
<b>END OF TRANSACTION</b>						

## BORROWING BOOKS

### Schedule of Availability of Service:

7:30 am – 5:00 pm for Reader’s Service

7:30 am – 5:00 pm for Filipiniana/Reference

### Clients/Customer:

Students

### Requirements:

Library Cards

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
1	Presents the book to be borrowed together with his/her library card	Checks the book card of the book	1 minute	None	Section-in-charge	None
2	Signs the book card	Writes the data/time/dues	1 minute	None	Section-in-charge	Book Card
<b>END OF TRANSACTION</b>						

## BORROWING OF MATERIALS FOR PHOTOCOPYING

---

**Schedule of Availability of Service:**

8:00 am – 12:00 noon; 1:00 pm – 4:00 pm

8:00 am – 11:30 am; 1:00 – 3:30 pm (for reserved books)

**Clients/Customer:**

Students

**Requirements:**

Library Card

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
<b>1</b>	Presents the item to be photocopied together with the library card	Provides photocopy slip	1 minute	None	Section-in-charge	<b>Photocopying Slip</b>
<b>2</b>	Fills out the photocopy slip and sign the book card	Approves the slip and issues the book/s	2 minutes	None	Section-in-charge	<b>Photocopying Slip</b>
<b>3</b>	Returns the borrowed item for photocopy	Inspects the borrowed item	1 minute	None	Section-in-charge	<b>None</b>
<b>END OF TRANSACTION</b>						

## RETURNING OF BOOKS

### Schedule of Availability of Service:

9:00 am- 5:00 pm for Reader's Service

7:00 am – 5:00 pm for Filipiniana/Research

### Clients/Customer:

Students

### Requirements:

Books borrowed

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
1	Presents the borrowed books	Pulls out cards from file and checks date/time/du/s	1 minute	None	Section-in-charge	None
2	Proceeds to computer and performs activity	Inspects return items	1 minute	None	Section-in-charge	None
3	Logs out	Computes the overdue fine for overdue books	2 minutes	P10.00/day for general circulation books  P1.00/hour for reserve books	Section-in-charge	None
4	Pays overdue fine/s and sign in the logbook of fines	Receives payment and returns the library card of the student	1 minute	As computed	Section-in-charge	Logbook
<b>END OF TRANSACTION</b>						

## MULTIMEDIA SERVICES

### Schedule of Availability of Service:

8:00 am – 6:00 pm

### Clients/Customer:

Students/Faculty and Staff

### Requirements:

Audio – Visual Form

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
1	Makes reservation	Checks availability of room/equipment	2 minutes	None	In-charge	Audio – Visual Reservation Form
2	Fill out and processes the Audio – Visual Reservation Form	Instructs the client to return the form after it has been signed by the immediate supervisor and the College Librarian	1 minute	None	In-charge	None
3	Submits the Audio – Visual Reservation Form	<ul style="list-style-type: none"> <li>Verifies and approves the reservation</li> <li>Books the reservation and sets-up the equipment</li> </ul>	2 minutes	None	In-charge	None
<b>END OF TRANSACTION</b>						

## INTERNET SERVICE

### Schedule of Availability of Service:

7:00 am – 9:00 pm

### Clients/Customer:

IT Students

### Requirements:

Student's I.D.

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
1	Upon enrollment students are required to pay P300.00 for Internet Fee which is equivalent to 21 hours Internet usage	Entries record and issues receipt	2 minutes	P300.00	Collecting Officer	None
2		Distributes Time Codes during first week of classes	5 minutes	None	College Dean	Logbook
3	Avails Internet Service	Opens computers and entries Time Codes	Conditional	None	Laboratory In-charge	Time Code
4	Proceeds to computer and performs activity	None	None	None	User/Client	None
5	Log out	None	1 second	None	User/Client	none
<b>END OF TRANSACTION</b>						

# ASSESSMENT OF FEES

## Schedule of Availability of Service:

8:00 am – 5:00 pm; Monday to Friday

## Clients/Customers:

Students

## Requirements:

1. For Scholars and Graduate School Students  
Registration Form, Clearance, Scholarship Form, Certifications/Notice of Awards

2. Re-entry Students  
Registration Form, Clearance, Scholarship Form, Certifications/Notice of Awards  
and Re-entry Form

3. For Students with tutorials, changing, adding and dropping  
Registration Form, Official Receipt, Clearance, Tutorial Form and Changing/Adding & Dropping Form

4. Additional Requirements for those who will pay less than the required amount.

## Promissory Note

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
1	Presents required documents	Checks Registration, Re-entry, Tutorial and Changing/Adding/Dropping forms if properly filled out and completely signed.	1 minute	P10/su	Clerk/Registrar's Staff	<b>Dropping form</b>
	1.1 Scholars					
	1.2 Re-entry students, Tutorials, adding/changing/dropping	Checks the clearance of the Graduates if completely signed by the authorized signatories and see it if of last semester and school year attended by the same person.	30 seconds			<b>Assessment Form</b>

						<b>Assessment Form</b>
	1.3 Graduate students	Checks clearance if completely signed and if clearance presented is of the last semester and year attended by the student.	2 minutes	None	Clerks/Registrar's Staff	
<b>2</b>	For students with pre-printed Registration Forms	Checks pre-assessed amount and scholarship availed and makes correction based on submitted documents	4 minutes	None	Students Account Clerk/Assessor	<b>Changing/ Adding/ Dropping Forms</b>
<b>3</b>		Affixes signature in the space provided for assessors and attach scholarship form and notice of award/certification to the Registration Form (Accountant's Copy) if applicable	30 seconds	None	Students Account Clerk/ Assessor	
<b>4</b>	Receives Registration Form with reassessment/assessment and proceeds to the cashier for payment	Returns the Registration Form with reassessment/assessment and other documents to the students and directs them to the cashier for payment if students need to pay, if not, receives the Registration Form and other documents	1 minutes	None	Students Account/ Clerk Assessor	
<b>END OF TRANSACTION</b>						



## RELEASING OF PERMITS

### Schedule of Availability of Service:

8:00 am – 5:00 pm; Monday to Friday

### Clients/Costumers:

<sup>1st</sup> to 4<sup>th</sup> year Students

### Requirements:

School I.D., Registration Form, Official Receipt

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
1	Fills out Request Form and presents this with School I.D., Registration Form and Official Receipt	Checks student's payment record in manual file or in electronic record, whichever applies	3 minutes	None	Students Account Clerk	<b>Request Form</b>
2		Issues billing for students with balance and directs them to the Teller/Cashier for payment	2 minutes	None	Students Account Clerk	<b>Order of Payment (OP)</b>
3	Pays to the Cashier/Collecting Officer	Processes payment and issues Official Receipt	1 minute	None	Cahier/Teller/Collecting Officer	
4	Presents Official Receipt to Students Account Clerk for posting and stamping of exam permit	Posts payment for students with balances	3 minutes	None	Cashier/Teller/Collecting Officer	
5		Stamps Exam Permit in the Student's Registration Form	3 minutes	None	Students Account Clerk/ Assessor	
<b>END OF TRANSACTION</b>						

## RELEASING OF STATEMENT OF ACCOUNT/PAYMENT HISTORY

**Schedule of Availability of Services:**

8:00 am – 5:00 pm; Monday to Friday

**Clients/Customer:**

Students

**Requirements:**

School I.D., Registration Form, Official Receipt

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
<b>1</b>	Fills out Request Form and presents this with School I.D., Registration Form and Official Receipt	Checks student's payment record in manual file or in electronic record, whichever applies.	5 minutes	P20.00/sem.	Students Account Clerk	<b>Request Form</b>
<b>2</b>		Issues Order of Payment (OP) for students with balance and directs them to the Teller/Cashier for payment	3 minutes	None	Students Account Clerk	<b>Order of Payment (OP)</b>
<b>3</b>	Pays to Cashier/Collecting Officer	Processes payment and issues Official Receipt	1 minute	None	Cashier	
<b>4</b>	Presents Official Receipt	Requests student to fill out the logbook	1 minute	None	Students Account Clerk	<b>Logbook</b>
<b>5</b>	Log name, details of Official Receipt and purpose of request	Informs student to claim request after 1` working day for the preparation requiring the signature of the Cashiering Department	2 minutes	None	Students Account Clerk	
<b>6</b>	Upon claiming, student presents ID and affixes signature in the logbook	Issues statement of student	1 minute	None	Students Account Clerk	
<b>END OF TRANSACTION</b>						

## REQUEST FOR REFUND

### Schedule of Availability of Service:

8:00 am – 5:00 pm; Monday to Friday

### Clients/Customer:

Students

### Requirements:

#### For Total Withdrawal of Enrolment

one (1) set Original and one (1) Set photocopy of Registration Form, Official Receipt, Dropping, and Scholarship Form

#### For Forced Dropping by the Administration

one (1) set Original and One (1) set photocopy of Registration Form, Official Receipt, and Scholarship Form

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
1	Fills out request form and presents documents submitted	Checks completeness of documents submitted	3 minutes	None	Students Account Clerk/Assessor	<b>Request Form</b>
2		If documents found to be in order, informs student of the initial computation of refund	3 minutes	None	Students Account Clerk	
3		Instructs student to claim refund after 2 weeks from the disbursement window	1 minute	None	Cashier	
<b>END OF TRANSACTION</b>						

## RELEASING OF CHECKS

### Schedule of Availability of Service:

8:00 am – 5:00 pm; Monday to Friday

### Clients/Customer:

Faculty, Staff, Students and Outside Clients

### Requirement:

School Identification Card for Students or any valid I.D.,  
for other clients (Company I.D., Passport, Driver's License, SSS,  
COMELEC, GSIS, Phil Health, Postal I.D., and PRC)

### THRU CHECKS

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
1	Presents two (2) valid ID's for suppliers and school ID for faculty, staff and students	Requires clients to sign the logbook and BOX C (Received Payment)	1 minute	None	Disbursing Officer/Clerk	None
2	Issues Official Receipt (suppliers, Remittances and Billings)	Receives Official Receipt and Releases checks	1 minute	None	Disbursing Officer	None
3	Receives checks					
<b>END OF TRANSACTION</b>						

## COLLECTION OF FEES

### Schedule of Availability of Service:

8:00 am – 5:00 pm; Monday to Friday

8:00 am – 4:00 pm; Saturday (as required)

### Clients/Customer:

Students and Outside Clients

### Requirements:

Assessment of Fees/Order of Payment

### THRU ORDER OF PAYMENT

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
1	Presents Student Passbook/Clearance Form	Receives Student Passbook	1 minute	None	Collecting Officer/ Clerk	Students Passbook/ Clearance Form
2	Pays the amount indicated in the Student Passbook/Clearance Form	<ul style="list-style-type: none"> <li>Receives the money and counts the payment</li> </ul>	2 minutes	None	Teller/Collecting Officer	
3	Receives Official Receipt/Change					
<b>END OF TRANSACTION</b>						

### THRU MANUAL

STEP	CLIENT/CUSTOMER	SERVICE PROVIDER	PROCESSING TIME	FEE	PERSON IN-CHARGE	FORMS
1	Presents Student Passbook/Clearance Form for assessment of fees	<ul style="list-style-type: none"> <li>Gets the Registration Form and checks the balance</li> <li>Informs student's due balance</li> </ul>	1 minute	None	Collecting Officer/ Clerk	Accountant's Copy (green)

<b>2</b>	Pays the amount due as indicated	Receives and count the payment and issue Official Receipt and gives the change (if applicable)	3 minutes	None	Collecting Officer/ Clerk
<b>3</b>	Receives Official Receipt/Change				
<b>END OF TRANSACTION</b>					

## FEEDBACK FORM

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

COMPLIMENT

COMPLAINT

SUGGESTION

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

Facts or Details Surrounding the Incident:

\_\_\_\_\_  
\_\_\_\_\_

(Please use additional sheet/s if necessary)

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

\_\_\_\_\_

(Please use additional sheet/s if necessary)

-----

Name (Optional): \_\_\_\_\_ Office/Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Number(s) (if any): \_\_\_\_\_ E-mail Address (if any): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_