



J. H. CERILLES STATE COLLEGE

CITIZEN'S CHARTER

VISION

Leading public higher institution serving the ASEAN community with quality, innovative and culture-sensitive programs.

MISSION

- *Provides need-based tertiary and advanced programs in Agriculture, Education and allied fields; and*
- *Undertake applied research, extension and production services that yield-workable and durable solutions to sector specific challenges, thus improving the socio-economic well-being of identified communities.*

CORE VALUES

J - Justice, Peace and Unity

H - Hope, honesty and Humility

C - Credibility and Integrity

S - Social Responsibility and Interfaith Dialogue

C - Collaboration and Shared Competence

PERFORMANCE PLEDGE

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

Journey through greatness and nobility of purpose.

Join hand in hand in the molding of young minds.

Hold fast to the aspirations of our heroes.

Hear the cries of the needy and the grievances of the oppressed.

Call for unity, harmony and accord.

Correct the past missteps and move on.

Sail through the seas of doubt, dismay and conflict.

Soar through the heights of success.

Compete for innovation and development.

Change for the better: transform for the best.

JHCSC OFFICES WHICH OFFERS FRONTLINE SERVICES

- **REGISTRATION AND ADMISSION SECTION**
- **GUIDANCE OFFICE/**
- **OFFICE OF THE STUDENT AFFAIRS**
- **COLLECTING AND DISBURSING OFFICE**
- **LEARNING AND RESOURCE CENTER**
- **DENTAL CLINIC**
- **MEDICAL CLINIC**
- **RECORDS MANAGEMENT OFFICE**

REGISTRATION AND ADMISSION SECTION

SERVICE:

Schedule:

Clients/Customers:

Processing Time:

Requirements:

ACCOMMODATION OF ADMISSION INQUIRIES

8:00 AM to 5:00 PM (No Noon Break)

Parents/Senior High School Graduates and Transferees

6 minutes

- Duly accomplished Application Form
- Photocopy of Senior High School Report Card duly authenticated by the Principal
- Photocopy of Transcript of Records for Transferees
- Two (2) copies recent 2x2 ID picture
- Photocopy of recent Senior High School ID.
- Photocopy of SECPA Birth Certificate
- One (1) long size brown envelop

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/ CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	The student submits necessary documents needed for admission	Checks the requirements and issue admission form	5 minutes	None	Admission In-charge	-Filled up application form for admission test -Certified copy of Form 138/Form 137A, TOR/ Cert. of grades from last school attended; -passport size picture
2	Returns then accomplished Admission Form to the Admission Office for issuance of Test Permit	Release of test permit with schedule of examination	1 minute	None	Admission In-charge	Test Permit
END OF TRANSACTION						

REGISTRATION AND ADMISSION SECTION

SERVICE: ENROLMENT/ REGISTRATION OF NEW STUDENTS/ TRANSFEREES

Schedule: 8:00 AM to 5:00 PM (No Noon Break)
 (Enrolment Period) 8:00 AM to 5:00 PM; Monday to Saturday (for Graduate School Students)

Clients/Customers: New Students and Transferees

Processing Time: 9 minutes

Requirements:

NEW STUDENTS:

1. Original and three (3) photocopies of Senior High School Report Card (Form 138-A)
2. Original and three (3) photocopies of Certificate of Good Moral Character
3. Three (3) Photocopies of SECPA Birth Certificate
4. Original and three (3) photocopies of JHCSC-CAT Report of Rating
5. Four (4) pieces 1x1 ID picture and four (4) pieces 2x2 ID picture with name tag
6. Four (4) pieces brown envelope

FOR TRANSFEREES

1. Original and three (3) photocopies of Honourable Dismissal
2. Certified True Copy of Transcript of Records (for evaluation)
3. Three (3) Photocopies of SECPA Birth Certificate
4. Original and three (3) photocopies of JHCSC-CAT Report of Rating
5. Original and three (3) photocopies of Certificate of Good Moral Character (from the school last attended)
6. Four (4) 1x1 ID picture and four (4) pieces 2x2 ID picture with name tag
7. Four (4) pieces brown envelope

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Checks Registration Form and requirements for admission	Inspect and validate enrolment requirements	3 minutes	None	Registrar Office Staff	Registration and Enrolment Form
2	Submits Registration Form to the Registrar's Office together with the requirements for admission for checking and assessment of total units enrolled.	Checks Registration Form and requirements for admission	3 minutes	None	Registrar's Office Staff	Registration and Enrolment Form
3	Presents the Registration	Receives Registration	3 minutes	None	Registrar's Office Staff	Registration and

	Form to the Registrar's Office for stamping "Officially Enrolled".	Form and affixed "Officially Enrolled" in the Registration Form and detach "Registrar's Copy" for file				Enrolment Form
END OF TRANSACTION						

SERVICE: **ENROLMENT/ REGISTRATION OF OLD STUDENTS/ TRANSFEREES**

Schedule: 8:00 AM to 5:00 PM (No Noon Break)
(Enrolment Period) 8:00 AM to 5:00 PM; Monday to Saturday (for Graduate School Students)

Clients/Customers: Old Students and Transferees

Processing Time: 13 minutes

Requirements: Checklist of subject's taken/subject clearance/ Students ID for Validation

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Registration	Issues Registration Form and Check requirements for Admission/Enrolment	3 minutes	None	Admission In-charge	Registration and Enrolment Form
2	Fills out the Enrolment Form (subjects to be taken) and submits it to the enrolling teacher for checking and verification	-Checks and verifies the accomplished form and subjects to be taken -Input subjects to the system	5 minutes	None	Department In-charge for enrolment	Registration Form
3	Presents the Registration Form to the Registrar's Office for stamping "Officially Enrolled". Release of "Certificate of Registration"	Receives Registration Form and affixed "Officially Enrolled" in the Registration Form and detach "Registrar's Copy for file.	5 minutes	None	Registrar Office Staff	Registration and Enrolment Form

		Issues Certificate of Registration				
END OF TRANSACTION						

SERVICE: **AVAILMENT OF INTERNET SERVICE**
 Schedule: 8:00 AM to 5:00 PM (No Noon Break)
 Clients/Customers: Students
 Processing Time: 5 minutes
 Requirements: School ID

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Proceed to the Registrar's Office and submit Enrolment Form	Inspects Enrolment Form Release of COR together with the default password for the internet access	5 minutes	None	Registrar's Staff	
END OF TRANSACTION						

REGISTRAR'S OFFICE

SERVICE: **ISSUANCE OF DIPLOMA**
 Schedule: 8:00 AM to 5:00 PM (No Noon Break)
 Clients/Customers: Graduates / Authorized Representative
 Processing Time: 13 minutes
 Requirements: Student Clearance, Valid ID, Authorization Letter with valid ID needed

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Graduate Request Diploma	Inquires about student data	5 minutes	None	Registrar's Office	-Student Clearance, Valid ID, Authorization Letter with valid ID needed.
2		Instructs accomplishment of clearance	2 minutes	None	Registrar's Office	- Accomplished request form,

						valid ID and affidavit of loss, documentary stamps, authorization letter with valid ID needed.
3		Instruct requestor to pay at the Cashier's Office	3 minutes	P100.00	Cashier	Payment Order Form
4	Presents Official Receipt	Records O.R. number and instructs requestor to sign receiving copy	2 minutes			Official Receipt
5		Issues Diploma and have requestor sign the release logbook.	1 minutes		Registrar's Office Staff	
END OF TRANSACTION						

SERVICE:

ISSUANCE OF TRANSCRIPT OF RECORDS & TRUE COPY OF GRADES

Schedule:

8:00 AM to 5:00 PM (No Noon Break)

Clients/Customers:

Graduates, Transferring Students, and Current Students

Processing Time:

10 minutes

Requirements:

Valid Identification Card, School ID, Accomplished Clearance Form

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Clients requests for Transcript of Records/ True Copy of Grades	Instructs requestor to accomplish clearance Form	3 minutes	None	Registrar's Office Staff	Clearance Form
2	Submits accomplished Clearance Form	Receives accomplished form and instructs requestor to pay fee at the Cashier's Office	2 minutes	P50.00/ page	Cashier	Payment Order Form
3	Presents Official Receipt	Records O.R. number and issue Claim Stub	2 minutes			Official Receipt
4	Claim of TOR/ True Copy of Grades	Issues Transcript of Records/ True Copy of Grades and have requestor sign	3 minutes			

		in the release logbook				
5						
END OF TRANSACTION						

SERVICE: **ISSUANCE OF CERTIFICATION/S FOR SCHOLARSHIP/ EMPLOYMENT**
Schedule: 8:00 AM to 5:00 PM (No Noon Break)
Clients/Customers: Students, Graduates, Authorized Representative
Processing Time: 15 minutes
Requirements: Accomplished Request Form, Valid Identification Card, Documentary stamps if needed, authorization with valid ID if needed

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Requests for Certification	Inquires about specific request	2 minutes	None	Registrar's Office Staff	Requests Form
2		Verifies student's records	5 minutes			
3		Instructs the requestor to pay at the Cashier's Office	2 minutes	Honourable Dismissal: P20.00/ page Certification: P20.00/ page	Cashier	Payment Order Form
4		Prepares request	5 minutes		Registrar's Office Staff	
5	Presents Official Receipt	Records Official Receipt Instructs requestor to sign receiving copy	1 minute		Registrar's Office Staff	
END OF TRANSACTION						

SERVICE: ISSUANCE OF CERTIFICATION/ AUTHENTICATION/ VERIFICATION ((FOR CHED/DFA) FOR EMPLOYMENT AGENCY/ EMBASSY/ AND OTHER INTERNATIONAL COMPANY)

Schedule: 8:00 AM to 5:00 PM (No Noon Break)
 Clients/Customers: Students, Graduates, Authorized Representative and Industry
 Processing Time: 15 minutes
 Requirements: Accomplished Request Form, Valid Identification Card, Documentary stamps if needed, authorization with valid ID if needed

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/ CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Requests for Certification	Inquires about specific request	2 minutes	None	Registrar Office Staff	Request Form
2		Verifies student's records	5 minutes			
3		Instructs the requestor to pay at the Cashier's Office	2 minutes	Certification: P20.00/ page	Cashier	Payment Order Form
4		Prepares request	5 minutes		Registrar Office Staff	
5	Presents Official Receipt	Records Official Receipt Instructs requestor to sign receiving copy	1 minute		Registrar Office Staff	
END OF TRANSACTION						

SERVICE: TRANSFER OF CREDENTIALS

Schedule: 8:00 AM to 5:00 PM (No Noon Break)
 Clients/Customers: Students, Graduates, Authorized Representative and Industry
 Processing Time: 15 minutes
 Requirements: Request letter of guardian (minor age), approved clearance and request for TC, Document Stamps, Valid ID and School request, authorization with valid ID if needed.

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/ CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Request for Transfer Credentials	Inquires about specific request	2 minutes	None	Registrar Office Staff	Request Form

2		Verifies student's records	5 minutes			
3		Instructs the requestor to pay at the Cashier's Office	2 minutes	Honourable Dismissal: P20.00/ page	Cashier	Payment Order Form
4		Prepares request	5 minutes		Registrar Office Staff	
5	Presents Official Receipt	Records Official Receipt Instructs requestor to sign receiving copy	1 minute		Registrar Office Staff	
END OF TRANSACTION						

SERVICE: **APPLICATION FOR GRADUATION**
Schedule: 8:00 AM to 5:00 PM (No Noon Break)
Clients/Customers: Graduating Students
Processing Time: 15 minutes
Requirements: Application for Graduation and Clearance, Official Receipt, Document Stamp, passport size ID picture

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Student applies for graduation	Check student academic records if qualified to apply, issue application for graduation and clearance	5 minutes	None	Registrar Office Staff	Application for Graduation/ Clearance
2	Student presents official receipts	Receives accomplished application for graduation and clearance	5 minutes			Clearance Form & Application for Graduation
3		Instructs the requestor to pay at the Cashier's Office	3 minutes	TOR: P50.00/ page Diploma: P100.00/ page Graduation Fee	Cashier	Payment Order Form

4		Issue student's copy	2 minute		Registrar Office Staff	
END OF TRANSACTION						

GUIDANCE OFFICE AND OFFICE OF THE STUDENT AFFAIRS

SERVICE: REQUEST FOR GOOD MORAL CHARACTER CERTIFICATE

Schedule: 8:00 AM to 5:00 PM (No Noon Break)
 Clients/Customers: Students
 Processing Time: 15 minutes
 Requirements: Student Clearance, Valid ID

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Present the accomplished Student Clearance and Official receipt to the DSA Office	DSA Office review the student Clearance Form	2 minutes	None	DSA Office	Student Clearance Form
2		Verify the purpose of the Certification and check duration of student stay in the College. Pay the Good Moral Certificate Fee	5 minutes	P20.00	Cashier's Office	Clearance Form & Application for Graduation
3	Return the Student Clearance Form and Official Receipt	Schedule the release of Good Moral Certificate in two (2) working days	3 minutes	None	None	
4	Release of Good Moral Certification	Provide two (2) copies of the certificate (1) Original copy for the client and (2) Copy for the DSA File. Log in your name at the Logbook to acknowledge the transaction	5 minutes	None	None	

END OF TRANSACTION

SERVICE: **CONSULTATION HOUR WITH PARENT/ GUARDIAN**
 Schedule: 8:00 AM to 5:00 PM (No Noon Break)
 Clients/Customers: Parents/Guardian
 Processing Time: 45 minutes
 Requirements: None

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/ CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Follow-up Academic Standing of their children	Get the information of the student; and verify the data to the Guidance Information Sheet	5 minutes	None	DSA Office	Consultation/ Clientele Logbook
2		Proceed to the Registrar Office for the Grade Records of the Student	10 minutes	None	Cashier's Office	Clearance Form & Application for Graduation
3	If the student has no academic problem	Advise parent/guardian for continuous follow-up	5 minutes	None	None	
4	If the student has academic deficiencies	Verify the Schedule of the student concern and give referral to the Class Adviser to verify the present class standing of the student	10 minutes	None	None	Guidance Referral Form
5		If the adviser is not around, subject teacher who are present will be given class standing verification form to give the academic class standing of the student	15 minutes	None	None	Class Standing Verification Form

END OF TRANSACTION

COLLECTING AND DISBURSING OFFICE

SERVICE: **ISSUANCE AND RELEASING OF CHECKS/ CASH**
Schedule: 8:00 AM to 5:00 PM (No Noon Break)
Clients/Customers: Employees, Students, Parents, Guardians and other creditors
Processing Time: 15 minutes
Requirements: Two (2) Valid Identification Card, Authorization Letter and other receipts to be issued

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/ CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	CASH PAYMENT Inform the claimant or coordinator for the release of check by presenting valid ID. In case of representative, authorization letter and IDs of claimant and representative are required.	Validate IDs of Claimants/ representative and ensure that the payroll had been properly signed opposite their name Release of claims	5 minutes	Salaries, wages, honoraria, Professor's fee, allowances, school fee refund and other claims	disbursing Officer	Payroll
2	CHECKS PAYMENT Inform the Collecting and Disbursing personnel and present their valid IDs	Validate IDs of claimants/ collectors/ representative and issue the corresponding official receipt and have them signed the warrant register and disbursement voucher Release checks	10 minutes	Equipment, supplies and materials, services, wages, honoraria, school fee refund, allowances, and other claims	Disbursing Officer	Check Disburse- ment Voucher
END OF TRANSACTION						

SERVICE: **COLLECTION OF SCHOOL FEES FOR DOCUMENTS**
 Schedule: 8:00 AM to 5:00 PM (No Noon Break)
 Clients/Customers: Students, Parents, Guardians and other creditors
 Processing Time: 10 minutes
 Requirements: None

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/ CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Present order of payment coming from the Registrar, OSA and Library Office	Verifies and review order of payment and issue the corresponding official receipt	5 minutes	TOR, certification, class card, testing fee, school ID, graduation fee, true copy of grades, certificate of registration, hand book, transfer credentials, authentication, certificate of good moral character, graduation venue, overdue books and other school fees	Disbursing Officer	Official Receipt
2	Present order of payment coming from the accounting office	Verifies and review order of payment and issue the corresponding official receipt Instruct student/ creditors to proceed to the accounting office for posting of official receipt	5 minutes	Dormitory fee, rental fee, bid documents, bid bond, car and motor sticker, parking fee, water and electricity bills, maintenance fee, laboratory manual and other fees	Disbursing Officer	Official Receipt
END OF TRANSACTION						

LEARNING AND RESOURCE CENTER

SERVICE: ISSUANCE AND RE-ISSUANCE OF LIBRARY CARD

Schedule: 8:00 AM to 5:00 PM (No Noon Break)

Clients/Customers: JHCSC Students

Processing Time: 10 minutes

Requirements: One (1) 1x1 ID picture

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/ CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Submit the requirement	Encode, print and validate the student's library card	8 minutes	None	Computer Services In-charge	Library Card
2	Signs the logbook	Issues library card	2 minutes	None	Computer Services In-charge	Library Card
END OF TRANSACTION						

SERVICE: REGISTRATION OF NEW STUDENTS/ FACULTY

Schedule: 8:00 AM to 5:00 PM (No Noon Break)

Clients/Customers: JHCSC Students/Faculty

Processing Time: 5 minutes

Requirements: Student's copy of Enrolment Form

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/ CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Present student's copy of the enrolment form	Checks in the MIS and register in the biometric system	3 minutes	None	Computer Services In-charge	Student's copy of the Enrolment Form
2	Signs in the logbook	Logs in the logbook for new library users	1 minute	None	Library User	None
3	Proceed to the log-in system for verification	Logs in the system using the biometric	1 minute	None	Library User	None
END OF TRANSACTION						

SERVICE: **REFERENCE ASSISTANCE**
 Schedule: 8:00 AM to 5:00 PM (No Noon Break)
 Clients/Customers: JHSC Students/Faculty/Staff
 Processing Time: 2 minutes
 Requirements: Library Card

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/ CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Approach the Library In-charge of each section and present query	Conducts reference interview	2 minutes	None	Reference Library	Library Card
END OF TRANSACTION						

SERVICE: **READER'S SERVICES**
 Schedule: 8:00 AM to 5:00 PM (No Noon Break)
 Clients/Customers: JHSC Students/Faculty/Staff/Outside User's
 Processing Time: 4 minutes
 Requirements: Library Card/Visitor's ID

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/ CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Search the needed library material through the Online Public Access Catalog (OPAC)	Secures Title, Call Number and location of the library material		None	Library User	
2	Proceed to the library section where the library material can be found	Assists client in the selection of needed books/ library material		None	Reader's Services Librarian	
3	Submit library card to the Section In-charge and sign the library book card	Files library card and the book card	2 minutes	None	Reader's Services Librarian	Library Card
4	Sign in the Daily Record of Library Users	Monitor's client in the Reader's Services Section	2 minutes	None	Reader's Services Librarian	Library Card
END OF TRANSACTION						

SERVICE: **PHOTOCOPYING OF LIBRARY MATERIALS**
 Schedule: 8:00 AM to 5:00 PM (No Noon Break)
 Clients/Customers: JHCSC Students/Faculty/Staff/Outside User's
 Processing Time: 5 minutes
 Requirements: Library Card/Visitor's ID

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/ CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Presents item to be photocopied together with the Library card	Provides photocopy slip	1 minute	None	Section In-charge	Photocopying slip
2	Fills out the photocopy slip and sign the book card	Check the accession number of the book and the book card. Issues needed library materials	2 minutes	None	Section In-charge	Photocopying slip
3	Returns the borrowed item for photocopy	Inspects the borrowed item and insert the book card	1 minute	None	Section In-charge	None
4	Claim library card	Issues library card	1 minute	None	Section In-charge	Library Card
END OF TRANSACTION						

SERVICE: **RETURNING OF BORROWED LIBRARY MATERIALS**
 Schedule: 8:00 AM to 5:00 PM (No Noon Break)
 Clients/Customers: JHCSC Students/Faculty/Staff/Outside User's
 Processing Time: 4 minutes
 Requirements: Library Card/Visitor's ID

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/ CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Presents item to be returned	Checks in library borrowed materials	2 minutes	None	Section In-charge	
2	Claim library card	Issues library card	2 minutes	None	Section In-charge	Library Card
END OF TRANSACTION						

SERVICE: ISSUANCES OF REFERRAL LETTER TO CONDUCT RESEARCH IN OTHER LIBRARY OUTSIDE JHSC

Schedule: 8:00 AM to 5:00 PM (No Noon Break)
 Clients/Customers: JHSC Students/Faculty/Staff/Outside User's
 Processing Time: 5 minutes
 Requirements: Library Card

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/ CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Request for referral letter	Verifies request	1 minute	None	College Librarian	Library Card/ School ID
2		Prepares & Signs referral letter	2 minutes	None	College Librarian	Library Card/ School ID
3	Claim the Referral Letter	Record date of visit Issues referral letter	1 minute	None	College Librarian	Logbook referral letter
END OF TRANSACTION						

SERVICE: MULTIMEDIA SERVICES

Schedule: 8:00 AM to 5:00 PM (No Noon Break)
 Clients/Customers: Students/Faculty/Staff/Outside User's
 Processing Time: 7 minutes
 Requirements: Library Card

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/ CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Makes reservation	Checks availability of the room/ equipment	2 minutes	None	AVR In-charge	Audio-visual reservation
2	Fill up the audio-visual reservation form	Instructs the client to return the form after it has been signed by the requesting party and the College Librarian	3 minutes	None	AVR In-charge	None
3	Submits audio-visual reservation form	Verifies and approves the reservation Books the reservation and set-up the AVR/ equipment	2 minutes	None	AVR In-charge	None
END OF TRANSACTION						

SERVICE: **SIGNING OF LIBRARY CLEARANCE**
 Schedule: 8:00 AM to 5:00 PM (No Noon Break)
 Clients/Customers: Students/Faculty/Staff/Outside User's
 Processing Time: 26 minutes
 Requirements: Library Card/Clearance Form

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/ CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Present Clearance with the Library Card	Checks library system for unreturned materials	2 minutes	None	College Librarian	Library Card/ Clearance Form
2	If the student have unreturned materials	Instruct the student to return, pay or replace the material if missing	5 minutes	Computation of payment	College Librarian	Library Card/ Clearance Form
3	Pay corresponding amount at the cashier	Official Receipt	10 minutes	Computation of payment	Cashier	Official Receipt
4	If student has no pending transactions in the library, proceed to step 7	Signs in the clearance Form	1 minute	None	College Librarian	Clearance Form
5	For the faculty, return the books borrowed	Checks in loaned out books	4 minutes	None	College Librarian	Clearance Form
6	If books are not yet returned, the faculty will be asked to renew the books and signs in the book card	Files the book card that has been renewed	3 minutes	None	College Librarian	Book Card
7	Claim signed clearance	Issues clearance	1 minute	None	College Librarian	Clearance Form
END OF TRANSACTION						

DENTAL CLINIC

SERVICE: **DENTAL HEALTH EXAMINATION**
Schedule: 8:00 AM to 5:00 PM (No Noon Break)
Clients/Customers: Students, Faculty and Staff
Processing Time: 20 minutes
Requirements: School ID

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/ CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Sees the Dental Aide	Checks school ID and directs patient to fill up Oral Health Examination Record	3 minutes	None	Dental Aide	Oral Health Examination Record
2	Accomplishes Oral Health Examination Record and return to dental aide	Checks entries and directs student to see Dentist	5 minutes	None	Dental Aide	Oral Health Examination Record
3	Sees the Dentist	Conducts examination and record findings. Gives advice and referral, if needed, issues dental certificate	10 minutes	None	Dental Aide	Oral Health Examination Record
4	Receives copy of the Dental certificate	Have patient sign into the Daily Treatment Log	2 minutes	None	Dental Nurse Aide	Daily Treatment Log
END OF TRANSACTION						

SERVICE: **DENTAL TREATMENT (Extraction, Oral Prophylaxis)**
 Schedule: 8:00 AM to 5:00 PM (No Noon Break)
 Clients/Customers: Students, Faculty and Staff
 Processing Time: 1 hour and 9 minutes
 Requirements: School ID

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/ CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Sees the Dental Aide	Checks school ID and directs patient to see the Dentist	3 minutes	None	Dental Aide	Oral Health Examination Record
2	Sees the Dentist	Locates Dental Records and interviews the patient for complaints. Conducts examination, treatment, records results and gives advice. Prescribes medicine and directs patients to see the nurse	Dental Exam 5 minutes Dental Extraction 10 minutes Prophylaxis 45 minutes	None	Dental Aide Dentist Nurse	Oral Health Examination Record
3	Goes back to the Dental Aide	Checks prescription for initial dose and gives available medicines. Records issuance of medicines	3 minutes	None	Dental Aide Nurse	Daily Treatment Log
4	Receives medicines and signs Daily Treatment Log	Gives instructions to the patient	3 minutes	None	Dental Aide Nurse	Dental Treatment Log
END OF TRANSACTION						

SERVICE: DENTAL CONSULTATION
 Schedule: 8:00 AM to 5:00 PM (No Noon Break)
 Clients/Customers: Students, Faculty and Staff
 Processing Time: 12 minutes
 Requirements: School ID

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/ CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Sees the Dental Aide	Checks school ID	2 minutes	None	Dental Aide	
2	Sees the Dentist	Locates Dental Record and interviews the patient for complaints Conducts examination, record findings and gives advice or referral, if needed. Prescribes medicine and directs patient to see the dental aide	5 minutes	None	Dentist Dental Aide Nurse	Oral Health Examination Record
3	Goes back to the dental aide	Check prescription for initial dose and gives available medicines	3 minutes	None	Dental Aide Nurse	Oral Health Examination Record
4	Receives medicines and signs into the Daily Treatment Log	Have patient sign into the Daily Treatment Log	2 minutes	None	Dental Aide Nurse	Dental Treatment Log
END OF TRANSACTION						

MEDICAL CLINIC

SERVICE: **MEDICAL CONSULTATION/ CHECK-UP FOR NON-EMERGENCY HEALTH PROBLEMS**

Schedule: 8:00 AM to 5:00 PM (No Noon Break)

Clients/Customers: New Students, Transferees and Returning Students

Processing Time: 17 minutes

Requirements: School ID

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Patients voluntary approaches any medical staff	<p>Nurse interviews patient's health problem</p> <p>Nurse retrieves health record on file</p> <p>Nurse gives initial nursing care and gets vital signs as necessary</p> <p>Nurse directs the patient to see the Medical Officer if needed</p>	5 minutes depending on the case	None	Nurse Physician	Health Examination Record
2	Patient undergoes check-up and receives medical treatment	<p>Medical Officer interviews the patient's history of present illness, related past medical history and performs physical examination</p> <p>Medical Officer provides necessary medical care</p>	10 minutes depending on the case	None	Physician Nurse	Health Examination Record

		Medical Officer gives prescription, medicines, referral or medical advise				
3	Patient is discharged from the clinic, either back to classroom or allowed to go home and receives medical treatment	Medical Officer records all medical treatment in the health record Nurse records the medical consultation in the Daily Treatment Log, referral or medical advise	2 minutes	None	Nurse Physician	Health Examination Record Daily Treatment Log
END OF TRANSACTION						

SERVICE: HEALTH SERVICE FOR INJURIES AND OTHER MEDICAL EMERGENCIES

Schedule: 8:00 AM to 5:00 PM (No Noon Break)
 Clients/Customers: Students, Faculty and Staff
 Processing Time: 22 minutes
 Requirements: School ID

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Either patient is brought to clinic or medical staff is called to site where patient is located	Medical staff checks vital signs and gathers data relevant to the case Medical staff stabilizes the patient and transports to clinic once deemed safe	10 minutes depending on the case	None	Nurse	Health Examination Record
2	Patient receives first aid treatment	Nurse provides necessary initial medical care based on physical findings	10 minutes depending on the case	None	Nurse Physician	Health Examination Record

		Medical officer informs the parent/guardian/relative as necessary Referral or transport to nearest hospital as the case warrants				
3	Patient is discharged from the clinic, either back to classroom or allowed to go home or referred to the nearest hospital	Medical staff records all data and medical treatment in the health record and treatment log	2 minutes	None	Nurse Physician	Health Examination Record Daily Treatment Log
END OF TRANSACTION						

RECORDS MANAGEMENT OFFICE

SERVICE:

REQUEST OF SCHOOL RECORDS

Schedule:

8:00 AM to 5:00 PM (No Noon Break)

Clients/Customers:

Faculty, Staff, Former Employees, and Guests

Processing Time:

Requirements:

Request Letter, Valid ID, Authorization letter

HOW TO AVAIL OF THE SERVICES:

STEP	CLIENT/CUSTOMER	PROCESS	ALLOCATED TIME	FEE	PERSON RESPONSIBLE	FORMS
1	Submit written request and presents valid proof of identification or authorization	Request shall be stamped indicating the date and time and furnished copy to the requesting party	3 minutes	None	Records Officer	
2	Fills out Request Form	Checks completeness of entries	1 minute	None	Records Officer	Form 1
3		Accomplished Form 1 shall	4 hours	None	Records Office Staff	

		be forwarded to PAO				
4		PAO shall get the documents to the concerned office in the College for initial evaluation and clarification	2 days	None	Public Affairs Officer	
5		PAO shall indorse the documents to the Office of the President for approval	30 minutes	None		Form 2
6		If granted, the PAO shall inform requesting party for fee	2 minutes	P50.00	Cashier	
7		PAO shall forward the approved request to the Records Officer for release			Public Affairs Officer	
8		Release the documents	2 minutes	None	Records Officer	
END OF TRANSACTION						