



# CITIZEN'S CHARTER

## **MANDATE**

The College shall offer undergraduate and graduate courses in the fields of education, agriculture, fisheries, forestry, engineering, industrial technologies, arts and sciences, and other degree courses as the Board of Trustees may deem necessary to carry out its objectives.

## **VISION**

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

## MISSION

- Provides relevant and responsive programs in Agriculture, Education and other courses deemed necessary for the fulfillment of its vision.
- Undertakes 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:

**J**ourney through greatness and nobility of purpose.

**J**oin hand in hand in the molding of your 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.

# FEEDBACK AND REDRESS MECHANISM

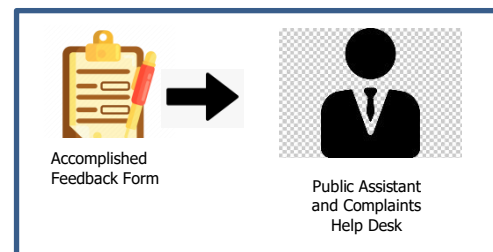
Please let us know how we have served you by doing any of the following:

Accomplish our Feedback Form available in the offices and submit it to the Public Assistant and Complaints Help Desk. If you are not satisfied with our service, your written/ verbal complaints shall immediately be attended to by:

The Vice President for Academic Affairs

Or

The Director of Students Affairs and Services

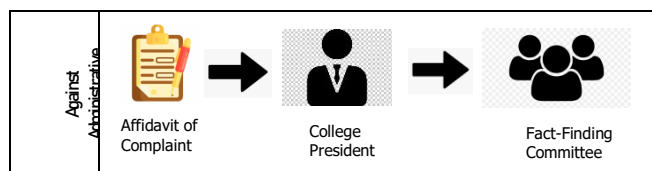


## FILING A COMPLAINT

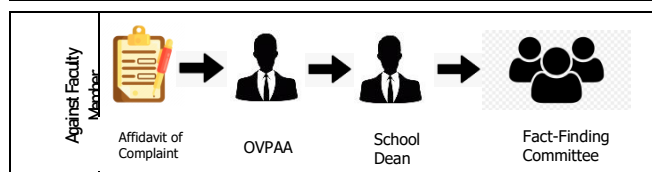
The Complainant may submit a letter or affidavit of complaint against an administrative official or staff of JHCSC addressed to the College President. The College President shall endorse the complaint to the Fact – Finding Committee for investigation and disposition. If the complaint is against a faculty member or academic official, a letter or affidavit of complaint shall be addressed to the Office of the Vice President for Academic Affairs (OVPA) and the OVPA shall endorse it to the School Dean concerned for investigation and appropriate action before the same shall be indorsed to higher investigating body/committee for appropriate action. If the complaint is against a student, the Complainant may submit a letter or affidavit of complaint addressed to the Director of the Officer of Student Affairs and the same shall schedule a meeting/preliminary investigation with the student/s concerned for appropriate action/settlement.

For any inquiries or complaints, you may call us at the following cellphone numbers:

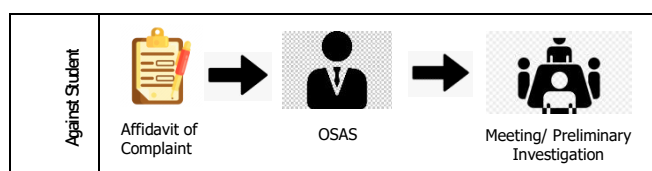
The Chief Administrative Officer



The Vice President for Academic Affairs



The Director of Student Affairs and Services



# FEEDBACK FORM

Name of Office \_\_\_\_\_

Purpose \_\_\_\_\_

Check if you are: \_\_\_\_ student \_\_\_\_ graduate \_\_\_\_ visitor \_\_\_\_ employee \_\_\_\_ other/s

ITEMS/ INDICATORS	Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Not Satisfied (2)	Needs Improvement (1)
I am accommodated by the personnel professionally (promptly, cordially and courteously)					
I am satisfied with the accuracy of information in the document I requested					
I am assisted and advised appropriately on my queries					
I am totally satisfied with the services they rendered					
Overall evaluation of the services					
<b>Total</b>					

Comments:

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Suggestions:

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

Number of minute's transaction completed: \_\_\_\_\_

Rated by (optional): \_\_\_\_\_

Signature \_\_\_\_\_



# FRONTLINE SERVICES

## OFFICE OF STUDENT AFFAIRS AND SERVICES

Application for the Issuance of a Certificate of Good Moral Character  
Unblocking the "Blocked" Students in the Online Clearance  
Application for Recognition/Renewal of Club/Organization  
Rendition of Community Services

## OFFICE OF THE ADMISSION

College Admission Test (CAT)

## OFFICE OF THE SCHOLARSHIP

Validation of Student in the Scholarship Program

## OFFICE OF THE REGISTRAR

Onsite Enrolment  
Online Enrolment  
Onsite Personal Processing of TOR/Diploma/137-A/Certifications  
Online Processing of TOR/Diploma/137-A/Certifications

## OFFICE OF THE HEALTH SERVICES (CLINIC)

Dental Services  
Medical Services

## OFFICE OF THE GUIDANCE AND COUNSELING

Filling Up of Student Inventory System  
Information  
Counseling (Walk-in)  
Counseling (Referred)  
Testing and Assessment Service

## OFFICE OF THE STUDENT PUBLICATION

Application for the Member of "The Journey" Editorial Board  
Submission of Articles  
Printing and Circulation of the Student Publication Issues

## OFFICE OF THE LIBRARY AND INFORMATION SERVICES

Issuance and Re-Issuance of Library Card  
Online Request for Library Card  
Biometric Registration of New Students/ Faculty  
Reference Online Assistance  
Reader's Online Services  
Returning of Borrowed Library Materials  
Issuances of Referral Letter to Conduct Research in Other Library outside JHCSC  
Multimedia Services  
Signing of Library Clearance

## OFFICE OF THE HUMAN RESOURCE MANAGEMENT

Application for Job Hiring/Vacancy  
Application for Leave (CSC – FORM 6)  
Document Request

## OFFICE OF THE ACCOUNTING

Student Account Balance Inquiry  
Releasing of Assessment of Fees  
Signing and Releasing of Clearance  
Issuance and Releasing of Checks/Cash  
Collection of School Fees for Documents

## OFFICE OF THE PROCUREMENT

Preparation of Purchase Request  
Serve Request for Quotation and Preparation of Abstract of Quotation  
Preparation/ Serve of Purchase Order



# **J. H. CERILLES STATE COLLEGE WHOLE SYSTEM**

## OFFICE OF STUDENT AFFAIRS AND SERVICES

Type of Service: **Application for the Issuance of a Certificate of Good Moral Character (CGMC)**

### 1. List of Documentary Requirements

#### A. Preliminary Requirements

- i. Duly accomplished CGMC request form
- ii. Duly accomplished Student's Clearance
- iii. Valid Identification Card
- iv. Official Receipt as proof of payment

#### B. Additional Requirements (in case a second person files the request)

- i. Duly accomplished authorization form
- ii. One (1) photocopy of Student's ID card and presents the original ID for verification purpose only
- iii. One (1) photocopy of the authorized person's ID and presents the original ID for verification purpose only

#### C. Additional Requirement (if the student is from the External Unit)

- i. Duly accomplished endorsement form signed by the APD or Liaison Officer

2. **Who may avail of the service?:** Students

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

### 4. Prescribed Step by Step Process

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Presents all the documentary requirements	-Receives and evaluates all documentary requirements presented  -Request the client to fill-out the Request for CGMC Logbook	5 minutes	OSAS Personnel
2	Fill-out and affix his/her signature in the request for CGMC Logbook			
3	Waits for the verbal confirmation/instruction from the responsible OSAS personnel	-Advices the client to wait for few minutes  -Scanning of the student's record  -Encoding the certificate	10 minutes	OSAS Personnel
End of Transaction				

Type of Service: **UNBLOCKING THE "BLOCKED" STUDENTS IN THE ONLINE CLEARANCE**

**1. List of Requirements**

**A. Preliminary Requirements**

- i. Final Examination Permit
- ii. School Identification Card

**B. Additional Requirements (for Mayors, SSC and Club Officers)**

- i. Accomplishment Report
- ii. Financial Report
- iii. Resolution or Minutes of the Meeting (photocopy)

2. **Who may avail of the service?:** Students

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

**4. Prescribed Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Presents all the Requirements	Receives and evaluates the documentary requirements presented	5 minutes	OSAS Personnel
2	Waits for the verbal confirmation/ instruction from the responsible OSAS personnel	Gives a verbal confirmation that the student is already cleared at the OSAS	1 minute	OSAS Personnel
End of Transaction				

Type of Service: **Application for Recognition/ Renewal of Club/ Organization**

**1. List of Requirements**

*Documentary Requirements for Recognition*

- a. Formal Letter of Application addressed to the President through the DSA;
- b. Constitution and By-Laws with clear objectives of the organization;
- c. Calendar of Activities;
- d. Name of faculty adviser/s with letter of acceptance addressed to the Dean of Student Affairs and Services;

*Documentary Requirements for Renewal*

- a. Updated Constitution and By-Laws;
- b. Updated List of Officers;
- c. Updated List of Members;

- d. Names of Adviser/s;
- e. Calendar of Activities;
- f. Annual Report that contains the following:
  - i. Accomplishment Report signed by the president and the faculty adviser; and
  - ii. Audited Financial Report duly signed by the treasurer, president, and the faculty adviser (only for organizations who collected fees)
- g. Certificate of Attendance in Seminars; and
- h. Photocopy of Organization's Minutes and Resolutions; and
- i. Photocopy of passbook containing the details of every transactions.

2. **Who may avail?:** Students

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

**4. Prescribed Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Presents all the documentary requirements	Receives and evaluates all documentary requirements presented	10 minutes	OSAS Personnel
2	Waits for the verbal confirmation/ instruction from the responsible OSAS personnel	Advices the client to attend the Flag Raising Ceremony on the following Monday for the awarding of Certificate of Recognition/ Renewal	1 minute	OSAS Personnel
End of Transaction				

Type of Service: **Rendition of Community Services**

**1. List of Requirements**

**A. Preliminary Requirements**

- I. Duly accomplished Community Service request form
- II. School Identification Card

**B. Additional Requirements**

- I. Community Service Tool (brooms, bolo, etc.)

2. **Who may avail of the service?:** JCHSC Students

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

#### 4. Prescribed Step by Step Process

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Present a duly accomplished Community Service Form	Receives and evaluates the number of absences	5 minutes	OSAS Personnel
2	Waits for the verbal confirmation/ instruction from the responsible OSAS personnel	Gives a verbal instruction on the exact area to be cleaned/ beautify	1 minute	OSAS Personnel
End of Transaction				

Type of Service: **Issuance and Re-Issuance of Student Identification Card**

#### 1. List of Documentary Requirements

##### A. Primary Requirements

1. Duly accomplished ID request form
2. **Who may avail of the service?:** Enrolled Students
3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)
4. **Prescribed Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Submit the requirement	Assign priority number and advise the student to proceed to the Production Office for pictorial.	5 minutes	DSA Office Staff
	Picture Taking	Take picture, encode, print, validate and laminate the student's library card.	30 minutes	Production Office Staff
2	Waits for the verbal instruction from the responsible production Staff	Post in the bulletin boards the names of ID's ready for releases	5 minutes	DSA Office Staff

2	Signing in the logbook	Issues Student ID card	2 minutes	DSA Office Staff
End of Transaction				

Type of Service: **Student's ID Validation**

### 1. List of Documentary Requirements

#### A. Preliminary Requirements

- i. Validated Certificate of Registration (COR) for the current semester
- ii. Student's Identification (ID) Card

### 2. Who may avail of the service?: Enrolled Students

### 3. Schedule of Service Availability

Monday to Friday (09:00am-11:00am & 1:00pm-4:00pm, within 1 month after the last day of enrollment)

Every Friday (01:00 pm-03:00 pm) (within the current semester, for late validation of student ID)

### 4. Prescribed Step by Step Process

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Presents all requirements	Receives and evaluates all requirements presented	5 minutes	DSA Staff
2	Signing in the log Book	Places a validation sticker to the student's ID card	5 minutes	DSA Staff
End of Transaction				

## OFFICE OF THE ADMISSION

Type of Service: **College Admission Test (CAT)**

### 1. List of Documentary Requirements

#### A. Primary Requirements

- I. CAT Application Form
- II. Data Privacy Form
- III. Certification as Senior High School Graduating Student/ Report Card/ TOR
- IV. Testing Permit

2. **Who may avail of the service?:** Senior High School Students, Transferees
3. **Schedule of Service Availability:** Refer to Posted Schedule (8:00 AM – 5:00 PM)
4. **Prescribe Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Create JHCSC-CAT account, register online and upload test requirements at <a href="http://online.jhcsc.edu.ph">online.jhcsc.edu.ph</a>	Applicants register online or visit JHCSC Main Campus for free internet wifi connection	20 minutes	Student
2	Wait for the confirmation	Review and confirm online application	After one (1) working day	Admission Staff/ Representative
3	Receive testing permit	Send testing permit at the applicant's CAT account where the date and time of the examination are indicated	5 minutes	Admission Staff/ Representative
4	Take the Test	Administer the test	2 hours	Guidance Counselor
5	Claim test result	Interpret and release test results	After seven to ten (7-10) working days	Admission Staff/ Representative
End of Transaction				

## OFFICE OF THE SCHOLARSHIP

Type of Service: **Validation of Student in the Scholarship Program**

### 1. List of Documentary Requirements

#### A. Primary Requirements

- I. Certificate of Scholarship or Scholarship Endorsement (if available); and
- II. Printed Certificate of Registration (COR)

2. **Who may avail of the service?:** Students
3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)



#### 4. Prescribed Step by Step Process

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Presents all the documentary requirements	-Receive and evaluates all documentary requirements presented  -Validates the scholarship in the Integrate Scholarships Management System data module  -Stamps the COR with the identified Scholarship Program	7 minutes	OSSFS Personnel
2	Receives the COR with Scholarship validation stamp	-Advices the students to proceed to:  a. Sign in the Request for Refund Logbook <i>(if the student has already paid for his/her tuition and other school fees);</i> b. Cashier for payment of remaining account <i>(for partial subsidy grants only)</i>	3 minutes	OSSFS Personnel
End of Transaction				

#### OFFICE OF THE REGISTRAR

Type of Service: **Onsite Enrolment**

##### 1. List of Documentary Requirements

###### A. Primary Documents:

- I. Submit personally the enrolment requirements to the Admission Office and the same will be forwarded to the Registrar's Office on or before one week after the last day of enrolment.

*For First Year Students*

- Form 138-A (HS Card)
- Certificate of Good Moral Character
- SECPA of Birth Certificate
- 2 copies of 2x2 ID colored pictures
- 1 copy of 1x1 ID colored picture
- Medical Certificate
- Entrance Examination Result

*For Transferees*

- Certificate of Transfer Credentials (Honorable Dismissal)
- Transcript of Records (informative copy)
- SECPA of Birth Certificate
- 2 copies of 2x2 ID colored pictures
- 2 copy of 1x1 ID colored pictures
- Medical Certificate
- Entrance Examination Result

*For Old/Returning Students*

- Accomplished Student's Clearance
- Approved Leave of Absence
- Rating Slip

2. **Schedule of Service Availability:** Enrolment Period (8:00 – 5:00 PM) (No Noon Break)

3. **Who may avail of the service?** All Freshmen, Transferees and Old/Returning Students

**4. Prescribed Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Get your entrance exam result from the Admission Office.  New students: submit the entrance exam result and the original copy of all the credentials.  Old students: present your last semester's report of grades.	Release the entrance exam result to the students.  The Admission Office Staff will provide a registration paper.	5 minutes  1 minute	Admission Office Staff  Admission Office Staff
2	Proceed to the school clinic.	Conduct physical and medical check-up.	10 minutes	Nurse
3	Proceed to the Student's Affairs Office ( <i>only students with scholarship grants</i> )	Certifies the registration form by affixing the signature with the scholarship information	1 minute	OSAS Staff

4	Proceed to Guidance Office	Give copies of Student Inventory Form and Students with Special Needs.	5 minutes	Guidance Counselor
5	Proceed to Dean's Office	Evaluation of Academic Records and Advising of subjects to be enrolled	10 minutes	School Dean
6	Proceed to EDP Center	Encode student data and generate ISMIS account for new students including the study load.	10 minutes	EDP Center Staff
7	Pay the previous balance account, if any.	Accept payment and issue receipt.	2 minutes	Cashier
8	Proceed to the Registrar's Office to have your enrolment approved.	Validation of student's enrolment and issue COR	5 minutes	Registrar Office Staff
End of Transaction				

Type of Service: **Online Enrolment**

## 1. List of Documentary Requirements

### A. Primary Documents

- I. Upload to the JHCSC Portal System ([online.jhcsc.edu.ph/](http://online.jhcsc.edu.ph/)) the enrolment requirements and submit the hard copies to the Registrar's Office on or before one week after the last day of enrolment.

#### *For First Year Students*

- Form 138-A (HS Card)
- Certificate of Good Moral Character
- SECPA of Birth Certificate
- 2 copies of 2x2 ID colored pictures
- 1 copy of 1x1 ID colored picture
- Medical Certificate
- Entrance Examination Result

#### *For Transferees*

- Certificate of Transfer Credentials (Honorable Dismissal)
- Transcript of Records (informative copy)
- SECPA of Birth Certificate
- 2 copies of 2x2 ID colored pictures
- 2 copy of 1x1 ID colored pictures
- Medical Certificate
- Entrance Examination Result

#### *For Old/Returning Students*

- Accomplished Student's Clearance
- Approved Leave of Absence
- Rating Slip

2. **Schedule of Service Availability:** Enrolment Period (8:00 – 5:00 PM) (No Noon Break)
3. **Who may avail of the service?** All Freshmen, Transferees and Old/Returning Students

#### 4. Prescribed Step by Step Process

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Go to J. H. Cerilles State College website at <a href="https://online.jhcsc.edu.ph">https://online.jhcsc.edu.ph</a> (At the right side of the page just below the search box, click the LOGIN link)	Accessing the institution's website for logging in	1 minute	JHCSC One Portal System
2	For existing students and first time registrants, click the <u>STUDENT LOGIN</u> link. This will redirect you to Login page of the Student Access Module ( <a href="https://online.jhcsc.edu.ph">https://online.jhcsc.edu.ph</a> )	Registration for old and new students and accessing to the Student's Module	1 minute	JHCSC One Portal System
3	<p>Enter your <u>Username</u> and <u>Password</u> in the Student Access Module</p> <p>Student login details by default are as follows:  <b>Username</b> = <i>Student ID Number</i>  <b>Password</b> = <i>Birthdate (MMDDYY format)</i></p> <p>The first letter of the student number should be entered in uppercase. For first time registrant/ enrollee:  <b>Username</b> = <i>Temporary Applicant Number</i>  <b>Password</b> = <i>Birthdate (MMDDYY format)</i></p> <p>The Temporary Applicant Number is provided after the applicant finishes the online application form. Both old students and first time registrants will login in the Student Access Module (<a href="https://online.jhcsc.edu.ph">https://online.jhcsc.edu.ph</a>)</p>	Entry of students in the Student's Module	1 minute	JHCSC One Portal System

4	<p>Upon successful login, the student will enter his/her own student page.</p> <p><u>Click REGISTRATION</u> located on the menu bar.</p>	Entry of student's individual page.	1 minute	JHCSC One Portal System
5	<p>Inside the Registration page, you will see the courses being offered. On the left side of the course are checkboxes.</p> <p><b>To select:</b></p> <p><u>Click the checkbox beside the course that you want to register.</u> Once clicked, you will notice that the pull down menu on the right side of the selected course will be enabled.</p> <p><u>Click the pull down menu</u> and a list of available schedules will be displayed depending on the number of offerings for that course.</p> <p><u>Click the desired schedule on the list.</u> Repeat the procedure if you want to add course. Once done, click SAVE.</p> <p>Note: You cannot select courses in color red (requires pre-requisites) and in blue (course is already taken). You cannot add courses beyond what is allowed in your program. You will not be able to select courses whose schedule conflicts with a previously selected course schedule.</p>	Registration of courses to be enrolled	1 minute	JHCSC One Portal System

6	<p>After you click the SAVE button in Step 5, your selected course/s will be displayed under the Registered Subjects table. The system will also plot your time schedule below.</p> <p>If you want to remove a course from the Registered Subjects list, <u>uncheck the checkbox beside the course you want to remove</u>, then <u>click Save</u>.</p> <p>If all is final, <u>click ASSESS</u> to proceed to the Assessment page.</p> <p>Students may WAITLIST for closed courses by <u>clicking the WAITLISTED button</u>.</p> <p>Only closed courses whose font color is <b>BLACK</b> (meaning you are allowed to take this course) will appear in the Waitlist options.</p> <p>Students can add and remove courses in the waitlist. Only <b>5 students</b> are allowed to be waitlisted in any closed course.</p> <p>If a slot becomes available for a specific course, the student will be notified through their student portal that their waitlisted course is automatically registered and is advised to pay through available payment channels (like cash remittance companies), for Graduate and Law students only.</p> <p>Note:</p> <ul style="list-style-type: none"> <li>You can only waitlist for the maximum allowable course that a student can register in their respective program</li> <li>Courses waitlisted by the students will be automatically registered</li> </ul>	Acquisition of student's individual Study Load	1 minute	JHCSC One Portal System
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	<p>after cut-off as long as slot becomes available for those courses.</p> <ul style="list-style-type: none"> <li>Students are given until Saturday, 5 PM of the same registration week to wait if their waitlisted course has been registered.</li> <li>After 5 PM, the system will not entertain any waitlist and the waitlist will be purged.</li> </ul>			
7	<p>After you click the Assess button, a message prompt will appear requiring the student to update his/her profile before redirecting to the Assessment Page. <u>Click Update Profile</u>. The site will be redirected to the Student's Profile page.</p>	Assessment and updating student's personal profile.	1 minute	JHCSC One Portal System
8	<p>In the Profile Page, the student must update all the necessary information needed. This will ensure that the student record with the JHCSC is always updated.</p> <p>The student must <u>click the checkbox</u> below whether there is an update or none in their profile.</p> <p><u>Click Update Info</u> and the site will be redirected to the Assessment Page.</p>	Updating student's individual personal information	1 minute	JHCSC One Portal System
9	<p>After you click Save, a confirmation window will appear, Click OK to finish registration. If the student is already enrolled, additional course enrolment must be done through the Registrar's Office</p>	Confirmation of enrolment and issuance of Certificate of Registration	1 minute	Registrar's Office Staff
End of Transaction				



Type of Service: **Onsite Personal Processing of TOR/ Diploma/ 137-A/ Certifications**

# **1. List of Documentary Requirements**

## **A. Primary Requirements**

- I. Student's Clearance
- II. Documentary Stamp (1 stamp/document)
- III. Authorization Letter (if by proxy)
- IV. One copy of colored 2x2 picture

2. **Who may avail of the service?:** All Students/ Graduates of JHCSC

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

# **4. Prescribed Step by Step Process**

<b>Steps</b>	<b>Client</b>	<b>Office/ Service Provider</b>	<b>Duration upon actual Client and In-Charge</b>	<b>Responsible Persons</b>
1	Get priority number	Provide priority number	1 minute	Registrar's Office Staff
2	Submit the priority number and get the request form	Issue request form	1 minute	Registrar's Office Staff
3	Fill up the request form	Received accomplished form together with student's clearance	1 minute	Registrar's Office Staff
4	For regular programs: the counter clerk will turn over the requested form to the retrieval of records  For special programs: the counter clerk give the accomplished form to the in-charge for him to get the permanent record from the School Dean, then proceed to 6, 7, and 8 steps	Retrieve the records	30 minutes	Registrar's Office Staff
5	Assessment of Academic Records	Assess the number of pages for the academic records requested.	1 minute	Registrar's Office Staff
6	Pay the corresponding fees to the cashier			Cashier payment varies and in accordance with BOT Approved Resolution No. 14, series of 2017
7	Submit Official Receipt	Issue claim slip of requested records	2 minutes	Registrar's Office Staff

8	Present the claim slip on the scheduled date	Release the requested documents	10 minutes	Registrar's Office Staff
End of Transaction				

Type of Service: **Online Processing of TOR/ Diploma/ 137-A/ Certifications**

### 1. List of Documentary Requirements

#### A. Primary Requirements

- I. Student's Clearance
- II. Documentary Stamp (1 stamp/document)
- III. Authorization Letter (if by proxy)
- IV. One copy of colored 2x2 picture

2. **Who may avail of the service?:** All Students/ Graduates of JHCSC

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

### 4. Prescribed Step by Step Process

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Online request form must be sent thru email add: <a href="mailto:registrar@jhcsc.edu.ph">registrar@jhcsc.edu.ph</a>	Priority processing on a "first come, first serve" basis of the emailed request	1 minute	Registrar's Office Staff
2	For regular programs: the counter clerk will turn over the requested form to the retrieval of records  For special programs: the counter clerk give the accomplished form to the in-charge for him to get the permanent record from the School Dean, then proceed to 6, 7, and 8 steps.	Retrieval of the student's record.	30 minutes	Registrar's Office Staff
3	Assessment of Academic Records	Assess the number of pages for the academic records requested.	1 minute	

4	Pay the corresponding fees to the cashier, including the balance of the previous accounts and mailing services in sending the requested documents to the requesting party.	Payment should be addressed to the Collection Officer, JHCSC (Main Campus) using the online remittance company.	1 minute	Cashier
5	Official Receipt must be forwarded to the Registrar's Office	Claim slip must be forwarded to the requesting party's email address	10 minutes	Registrar's Office Staff
6	Releasing and sending the hard copies to the requesting party thru mailing services on his/her specified address	Release the requested documents	1 minute	Registrar's Office Staff
End of Transaction				

### OFFICE OF THE HEALTH SERVICES (CLINIC)

Type of Service: **Dental Health Examination**

#### 1. List of Documentary Requirements

##### A. Primary Requirements

- I. Validated School ID and Employee Valid ID

2. **Who may avail of the service?:** Enrolled Students and JHCSC Employee

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

#### 4. Prescribed Step by Step Process

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Sees the Dental Aide	-Fill-up Checklist Form  -Checks school ID and directs patient to fill-up Oral Health Examination Record	3 minutes  3 minutes	Dental Aide

2	Accomplishes Oral Health Examination Record and return to dental aide	Checks entries and directs student to see the Dentist	5 minutes	Dental Aide
3	Sees the Dentist	-Conducts examination and record findings  -Gives advice and referral, if needed, issues Dental Certificate	10 minutes	Dental Aide
4	Receives copy of the Dental Certificate	Have patient sign into the Daily Treatment Log	2 minutes	Dental Aide
End of Transaction				

Type of Service: **Oral Prophylaxis (Dental Services)**

1. **List of Documentary Requirements**

**A. Primary Requirements**

- I. Validated School ID and Employee Valid ID

2. **Who may avail of the service?:** Enrolled Students and JHCSC Employee

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

4. **Prescribed Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Fill-up Dental Form	-Fill-up Checklist Form  -Provide Dental Form to client	3 minutes  3 minutes	Dental Aide
2	Submit filled-up Dental Form to the Dentist	-Locates dental records and interviews the patient for complaints  -Record and note filled-up form by the client.	3 minutes	Dental Aide
3	Sits and converse with Dentist regarding dental concerns	Consultation of the patient prior to the procedure	5 minutes	Dentist

4	Waits for the procedure to be done	Conduct procedure to the patient	1 hour	Dentist
5	Advised accordingly to dental health and discharge instructions	Provide necessary instructions to the patient	3 minutes	Dentist
6	Client writes on the Logbook for monitoring	Patient log to the procedure logbook	2 minutes	Patient
End of Transaction				

Type of Service: **Dental Extraction (Dental Services)**

### 1. List of Documentary Requirements

#### A. Primary Requirements

- I. Validated School ID and Employee Valid ID

2. **Who may avail of the service?:** Enrolled Students and JHCSC Employee

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

### 4. Prescribed Step by Step Process

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Fill-up Dental Form	-Fill-up Checklist Form  -Provide Dental Form to client	3 minutes  3 minutes	Dental Aide
2	Submit to the Dentist the accomplished Dental Form	Record and note filled-up form by the client	5 minutes	Dentist
3	Goes back to the dental aide	Checks prescription for initial dose and gives available medicines	3 minutes	Dentist
4	Waits for the procedure to be done	Conduct Dental Procedure	30 minutes	Dentist
5	Receives appropriate medicine and advised accordingly to dental health and discharge instructions	Giving medicine to the patient and provide necessary instructions	3 minutes	Dentist

6	Client writes on the Logbook for monitoring	Recording of medications and procedure given on the medicine and procedure logbook	2 minutes	Patient
End of Transaction				

Type of Service: **Medical Consultation**

# **1. List of Documentary Requirements**

## **A. Primary Requirements**

- I. Validated School ID and Employee Valid ID

2. **Who may avail of the service?:** Enrolled Students and JHCSC Employee

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

## **4. Prescribed Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Approach Clinic Staff	-Fill-up Checklist Form  -Consult the patient regarding with his/her complaints.	3 minutes  5 minutes	Clinic Staff  Nurse/ Physician
2	Inform Medical Personnel with Signs and Symptoms Experienced	Actual examination of the patient	5 minutes	Nurse/ Physician
3	Receives appropriate medicine	Giving of necessary medicine	5 minutes	Nurse/ Physician
4	Advised according to health education and discharge instructions	Provides necessary instructions and advise before discharging the patient	5 minutes	Nurse/ Physician
5	Client writes on the Logbook for monitoring	Patient log to the medical monitoring logbook	2 minutes	Patient
End of Transaction				

Type of Service: **Blood Pressure Requirements**

**1. List of Documentary Requirements**

**A. Primary Requirements**

I. Validated School ID and Employee Valid ID

2. **Who may avail of the service?:** Enrolled Students and JHCSC Employee

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

**4. Prescribed Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Approach Clinic Staff	-Fill-up Checklist Form	3 minutes	Clinic Staff
		-Assessment	5 minutes	Nurse/ Physician
2	Wait while blood pressure is being taken	Blood pressure reading to patient	10 minutes	Nurse/ Physician
3	Listen accordingly to the result of blood pressure taken by the Medical Personnel	Inform the patient regarding his/her blood pressure if it is within or beyond normal range	10 minutes	Nurse/ Physician
4	Note health teaching and discharge instruction provided by the Medical Personnel	Provide the necessary and/or Health Education/ Discharge instructions relating to his/her condition	15 minutes	Nurse/ Physician
5	Client writes on the Logbook for monitoring	Recording of blood pressure taken on the logbook	3 minutes	Patient
End of Transaction				



Type of Service: **Wound Dressing**

**1. List of Documentary Requirements**

**A. Primary Requirements**

- I. Validated School ID and Employee Valid ID

2. **Who may avail of the service?:** Enrolled Students and JHCSC Employee

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

**4. Prescribed Step by Step Process**

<b>Steps</b>	<b>Client</b>	<b>Office/ Service Provider</b>	<b>Duration upon actual Client and In-Charge</b>	<b>Responsible Persons</b>
1	Approach Clinic Staff/ Nurse	-Fill-up Checklist Form  -Assessment of the condition of patient's injury/ wound	3 minutes  5 minutes	Clinic Staff  Nurse
2	Sits on the wound dressing area	Conduct wound dressing procedure to the patient	15 minutes	Nurse/ Physician
3	Advised according to health education and discharge instructions	Giving of medicine and provide necessary instruction/ advise to the patient before discharging out of the unit	15 minutes	Nurse/ Physician
4	Client wrote on the logbook for monitoring	Patient filled-up the medical monitoring log and wound dressing logbook	15 minutes	Nurse/ Physician
End of Transaction				

Type of Service: **Nebulization**

**1. List of Documentary Requirements**

**A. Primary Requirements**

- I. Validated School ID and Employee Valid ID

2. **Who may avail of the service?:** Enrolled Students and JHCSC Employee

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

**4. Prescribed Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Approach Clinic Staff/Nurse	-Fill-up Checklist Form  -Vital signs and medical history taking on the patient	3 minutes  5 minutes	Clinic Staff  Nurse
2	Sits and takes nebulization medication	Giving medicine to the patient thru nebulizing machine	5 minutes	Nurse/ Physician
3	Wait for post nebulization assessment by the Medical Personnel	Post Nebulization Assessment	5 minutes	Nurse/ Physician
4	Receives appropriate medicine	Provide OTC/ prescribed drugs when necessary	3 minutes	Nurse/ Physician
5	Advised accordingly to health education and discharge instructions	Provide health education & discharge instructions	3 minutes	Nurse/ Physician
6	Client writes on the logbook for monitoring	Filled-up nebulization logbook	2 minutes	Patient
End of Transaction				

## OFFICE OF THE GUIDANCE AND COUNSELING

Type of Service: **Filling Up of Student Inventory System**

### 1. List of Documentary Requirements

#### A. Primary Requirements

- I. Validated School ID

2. **Who may avail of the service?:** Enrolled Students

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

### 4. Prescribed Step by Step Process

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Student	Provide Student Inventory Form (SIF)	2 minutes	Guidance Staff
2	Student	The student fill-up the Student Inventory Form	30 minutes	Guidance Staff
3	Student	Submit the filled-up Student Inventory Form	2 minutes	Guidance Counselor
4	Student	Check/ Review the Student Inventory Form and keep it at the Steel Cabinet with utmost confidentiality	1 minute	Guidance Counselor
5	Student	Service Evaluation	2 minutes	Guidance Staff
End of Transaction				

Type of Service: **Information**

### 1. List of Documentary Requirements

#### A. Primary Requirements

- I. Validated School ID

2. **Who may avail of the service?:** Enrolled Students

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

### 4. Prescribed Step by Step Process

<b>Steps</b>	<b>Client</b>	<b>Office/ Service Provider</b>	<b>Duration upon actual Client and In-Charge</b>	<b>Responsible Persons</b>
1	Student	The students ask the specific information she wishes to ask in the area of Guidance Services and even outside its domain such as CAT information, enrolment and courses offered, SPES, SPF, job opportunities	20 minutes	Guidance Counselor
2	Student	Service Evaluation	2 minutes	Guidance Staff
End of Transaction				

Type of Service: **Counseling (Walk-In)**

# **1. List of Documentary Requirements**

## **A. Primary Requirements**

I. Validated School ID

2. **Who may avail of the service?:** Enrolled Students

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

## **4. Prescribed Step by Step Process**

<b>Steps</b>	<b>Client</b>	<b>Office/ Service Provider</b>	<b>Duration upon actual Client and In-Charge</b>	<b>Responsible Persons</b>
1	Student	The guidance staff assess a student who wishes to access counseling service with the guidance counselor and set an appointment for counseling sessions	5 minutes	Guidance Staff
2	Student	The Counselor will meet the student during the scheduled counseling sessions and testing	1 hour	Guidance Counselor
3	Student	Service Evaluation	2 minutes	Guidance Staff
End of Transaction				

Type of Service: **Counseling (Referred)**

**1. List of Documentary Requirements**

**A. Primary Requirements**

I. Validated School ID

2. **Who may avail of the service?:** Enrolled Students

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

**4. Prescribed Step by Step Process**

<b>Steps</b>	<b>Client</b>	<b>Office/ Service Provider</b>	<b>Duration upon actual Client and In-Charge</b>	<b>Responsible Persons</b>
1	Student	The guidance staff will receive the referral form filled up by a concerning party (instructor, co-student, staff, others. The referred case will then be evaluated by the guidance counselor.	5 minutes	Guidance Staff
2	Student	The Guidance Staff will immediately send a confidential call slip to the referred student with a friendly invitation for a short conference with the guidance counselor with specific time and date of appointment	5 minutes	Guidance Staff
3	Student	The Counselor will meet the student during the scheduled conference	1 hour	Guidance Counselor
4	Student	The counselor will schedule for counseling sessions and testing appropriate to every case	5 minutes	Guidance Counselor
5	Student	The Counselor will conduct follow-up sessions until counseling process is satisfied	30 minutes	Guidance Counselor
6	Student	Service Evaluation	5 minutes	Guidance Staff
End of Transaction				

Type of Service: **Testing and Assessment Service**

**1. List of Documentary Requirements**

**A. Primary Requirements**

I. Validated School ID

2. **Who may avail of the service?:** Enrolled Students

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

**4. Prescribed Step by Step Process**

<b>Steps</b>	<b>Client</b>	<b>Office/ Service Provider</b>	<b>Duration upon actual Client and In-Charge</b>	<b>Responsible Persons</b>
1	Student	The Counselor will set time for the testing schedule	5 minutes	Guidance Counselor
2	Student	The Counselor will prepare the testing materials needed during the test	15 minutes	Guidance Counselor
3	Student	The Counselor will conduct the tests	2 hours	Guidance Counselor
4	Student	The Counselor will score – interpret and analyze the test results	1 week/ 10 students	Guidance Counselor
5	Student	The Counselor will disseminate the tests results	20 minutes/ student	Guidance Counselor
6	Student	The Guidance Counselor will train student peer facilitators to listen and offer guidance to students in need of assistance	1 week/ 10 students	Guidance Counselor
7	Student	Service Evaluation	5 minutes	Guidance Staff
End of Transaction				

**OFFICE OF THE STUDENT PUBLICATION**

Type of Service: **Application for the Member of “the Journey” Editorial Board**

**1. List of Documentary Requirements**

**A. Primary Requirements**

I. Duly accomplished application form

II. Valid Identification Card

III. Certificate of grades from the registrar’s Office

IV. Duly accomplished endorsement form signed by the Dean of the School

2. **Who may avail of the service?:** Enrolled Students
3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)
4. **Prescribed Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Presents all the documentary requirements	Receives and evaluates all documentary requirements presented	5 minutes	SPO Personnel
2	Fill out and affix his/her signature in the Logbook	Requests the client to fill out the logbook for the record purposes	2 minutes	SPO Personnel
3	Waits for the verbal confirmation/ instruction from the responsible SPO personnel	-Advice the client to wait for few minutes -Scan the student's record -Explain students the process of applying editorial board -Give the students exact schedule for the final screening of editorial board	10 minutes	SPO Personnel
End of Transaction				

Type of Service: **Submission of Articles**

**1. List of Documentary Requirements**

**A. Primary Requirements** (not required)

2. **Who may avail of the service?:** Enrolled Students
3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)
4. **Prescribed Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Submit the articles to the Office of Student Publication through online or personal	Receive the submitted articles	2 minutes	SPO Personnel

2	Wait for the verbal confirmation/ instruction from the responsible SPO personnel	Explain the client that the article submitted will be checked first by the editorial board before it will publish. Feedback will be given right after the checking.	2 minutes	SPO Personnel
End of Transaction				

Type of Service: **Printing and Circulation of the Student Publication Issues**

# **1. List of Documentary Requirements**

## **A. Primary Requirements**

- I. Approved letter of printing
- II. Purchase request (PR)
- III. Layout magazines for printing

2. **Who may avail of the service?:** Enrolled Students

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

## **4. Prescribed Step by Step Process**

<b>Steps</b>	<b>Client</b>	<b>Office/ Service Provider</b>	<b>Duration upon actual Client and In-Charge</b>	<b>Responsible Persons</b>
1	Printing of magazine, newspaper must have included in the PPMP of each Publication and approved general plan of action for the whole academic year.	Check and verify the approved PPMP	30 days	Staff, Editorial Board and Student Publications In-charge
2	News article, column, comics/cartoons, as well as the layout shall be checked by the editors before creating the dummy newspaper/ magazine.	Check and verify the articles and layout	3 days	Staff, Editorial Board and Student Publications In-charge
3	Dummy copies of their issues will be submitted to Student Publication Office	Check the dummy copies	1 day	Staff and Student Publications In-charge



4	Submission of the soft copy of the final version of the magazine to selected printing company for printing	Provide the soft copy	1 day	Staff and Student Publications In-charge
5	Secure the following copy of documents to be submitted to the Procurement Office: Approved letter of magazine printing, PR	Provide the necessary documents	1 day	Staff, Editorial Board
6	Once the printed copies of the magazine delivered, it will be inspected first of the supply officer	Check and verify	1 day	Staff, Editorial Board
7	After the inspection can now disseminate the magazines within the campus which includes the offices and other strategic areas	Disseminate the magazines within the campus which includes the offices and other strategic areas	Until releasing is done	Staff, Editorial Board and Student Publications In-charge
End of Transaction				

## OFFICE OF LIBRARY AND INFORMATION SERVICES

Type of Service: **Issuance and Re-Issuance of Library Card**

### 1. List of Documentary Requirements

#### A. Primary Requirements

- I. One (1) 1x1 ID picture

2. **Who may avail of the service?:** Enrolled Students

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

### 4. Prescribed Step by Step Process

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Submit the requirement	Encode, print, validate and laminate the student's library card	3 minutes	Computer Services In-charge

2	Signing in the logbook	Issues library card	2 minutes	Computer Services In-charge
End of Transaction				

Type of Service: **Online Request for Library Card**

# **1. List of Documentary Requirements**

## **A. Primary Requirements**

- I. Provide complete Name, Address, Course and Year
- II. Provide softcopy of 1x1 ID picture
- III. Provide e-signature

2. **Who may avail of the service?:** JHCSC Students

3. **Schedule of Service Availability:** Monday to Friday (08:00 – 5:00 PM)

## **4. Prescribed Step by Step Process**

<b>Steps</b>	<b>Client</b>	<b>Office/ Service Provider</b>	<b>Duration upon actual Client and In-Charge</b>	<b>Responsible Persons</b>
1	Go to JHCSC MAIN LIBRARY FB Page, and hit like and follow	Automatic reply will be received by the clientele: Instruction: <ul style="list-style-type: none"> <li>• Provide complete Name, Address, Course and Year</li> <li>• Provide softcopy of 1x1 ID picture</li> <li>• Provide e-signature</li> </ul>	1 minute	Computer Services In-charge
2	Send your requirements thru the messenger	Encode, print, validate and laminate the student's library card	10 minutes	Computer Services In-charge
3	Pick up the Library Card (Main Campus/Pagadian City Campus)	Issues library card	2 minutes	Library Staff
End of Transaction				

Type of Service: **Biometric Registration of New Students/Faculty**

**1. List of Documentary Requirements**

**A. Primary Requirements**

- I. Student's copy of the Enrolment Form

2. **Who may avail of the service?:** Enrolled Students

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

**4. Prescribed Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Present student's copy of the enrolment form	Check students name in the database and register in the biometric system thru finger print	2 minutes	Computer Services
2	Signing in the logbook	Logs in the logbook for new library users	1 minute	Library User
3	Proceed to the log-in system for verification	Logs in the system using the biometric	1 minute	Library User
End of Transaction				

Type of Service: **Reference Online Assistance**

**1. List of Documentary Requirements**

**A. Primary Requirements** (none required)

2. **Who may avail of the service?:** Enrolled Students, Faculty and Staff

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

**4. Prescribed Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
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1	Search for JHCSC Facebook Page, hit like, follow, share and then send us your message thru the messenger.  @JHCSC Main Library (Main Campus) @JHCSC – Dumingag Library (Dumingag Campus) @JHCSC – Pagadian College Library (Pagadian) @JHCSC – Canuto Library (MS Canuto, Lakewood Campus)	An automated reply will answer your message. And an online librarian will conduct reference interview	2 minutes	Reference Library / Library Staff
2	Deliver information need electronically thru email (provide us your email address) or messenger.	Locate information need thru OPAC or database and send immediately thru email or messenger	3 minutes	Reference Library / Library Staff
End of Transaction				

Type of Service: **Reader's Online Services**

# 1. List of Documentary Requirements

## A. Primary Requirements

I. Library Card/ Visitor's ID

2. **Who may avail of the service?:** Enrolled Students, Faculty, Staff and Outside User's

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

## 4. Prescribed Step by Step Process

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
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1	<p>Contact us:</p> <p>01 Facebook Messenger Search for JHCSC Facebook Page, hit like and then send us your message thru the messenger.</p> <p>JHCSC Main Library (Main Campus) JHCSC – Dumingag Library (Dumingag Campus) JHCSC – Pagadian College Library (Pagadian) JHCSC – Canuto Library (MS Canuto, Lakewood Campus)</p>	Contact us through the platform provided and secures Title, Author/ Topic/ Chapter of the material and it will be provided to you electronically.	4 minutes	Library user
2	<p>Contact us:</p> <p>02 Email You can also send your queries thru our email address:</p> <p>Main Campus : <a href="mailto:jhcscmainlib2020@gmail.com">jhcscmainlib2020@gmail.com</a></p> <p>Dumingag Campus: <a href="mailto:jhcsc.library.dum@gmail.com">jhcsc.library.dum@gmail.com</a></p> <p>Pagadian Annex: <a href="mailto:jhcscpagadianlibrary@gmail.com">jhcscpagadianlibrary@gmail.com</a></p> <p>Canuto, Lakewood Campus: <a href="mailto:jhcsc.lakewoodlibrary@gmail.com">jhcsc.lakewoodlibrary@gmail.com</a></p>	Provides client with the relevant material thru email	1 minute	Reader's Services Librarian
3	<p>Contact us:</p> <p>03 Mobile Phone We are just a call and text away and we are glad to be of service to you.</p> <p>JHCSC Main: 09076771755 JHCSC Dumingag: 09075680822 JHCSC Pagadian: 09079192111 JHCSC Canuto: 09971466908</p>	Queries through text or call will be entertained thru sending electronic materials in their emails/ messenger	2 minutes	Reader's Services Librarian
4	Daily Record of Library Book/ Resources Utilization	Monitor's client in the Reader's Online Services	1 minute	Reader's Services Librarian
End of Transaction				

Type of Service: **Returning of Borrowed Library Materials**

**1. List of Documentary Requirements**

**A. Primary Requirements**

I. Library Card/ Visitor's ID

2. **Who may avail of the service?:** Enrolled Students, Faculty, Staff and Outside User's

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

**4. Prescribed Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Presents item to be returned	Checks in library borrowed materials	1 minute	Section In-charge
2	Claim library card	Issues library card	1 minute	Section In-charge
End of Transaction				

Type of Service: **Issuances of Referral Letter to Conduct Research in other Library outside JHCSC**

**1. List of Documentary Requirements**

**A. Primary Requirements**

I. Library Card

2. **Who may avail of the service?:** Enrolled Students, Faculty and Staff

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

**4. Prescribed Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Fill in referral request form	Verifies request (Name, Course & Year, Purpose, Name of Institution to visit)	1 minute	College Librarian
2		Prepare referral letter	2 minutes	College Librarian
3		Signs referral letter	1 minute	College Librarian
4		Record date of visit	1 minute	College Librarian

5	Claim the Referral Letter	Issues referral letter		
End of Transaction				

Type of Service: **Multimedia Services**

**1. List of Documentary Requirements**

**A. Primary Requirements**

I. Audio-Visual Form

2. **Who may avail of the service?:** Enrolled Students, Faculty and Staff

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

**4. Prescribed Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Makes reservation	Checks availability of the room/ equipment	2 minutes	AVR In-charge
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	AVR In-charge
3	Submits audio-visual reservation form	Verifies and approves the reservation  -Books the reservation and set-up the AVR/ equipment	2 minutes	AVR In-charge
End of Transaction				

Type of Service: **Signing of Library Clearance**

**1. List of Documentary Requirements**

**A. Primary Requirements**

I. Library Card/ Clearance Form

2. **Who may avail of the service?:** Enrolled Students, Faculty and Staff

3. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM)

**4. Prescribed Step by Step Process**

<b>Steps</b>	<b>Client</b>	<b>Office/ Service Provider</b>	<b>Duration upon actual Client and In-Charge</b>	<b>Fee</b>	<b>Responsible Persons</b>
1	Present Clearance with the Library Card	Checks library system for unreturned materials	1 minute		College Librarian
2	If the statement have unreturned materials	Instruct the student to return, pay or replace the material if missing	2 minutes	Computation of payment	College Librarian
3	Pay corresponding amount at the cashier	Official Receipt	2 minutes	Computation of payment based on the amount of the material	Cashier
4	If student has no pending transactions in the library, proceed to step 7	Signs in the clearance form	1 minute		College Librarian
5	For the faculty, return the books borrowed	Checks in loaned out books	2 minutes		College Librarian
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	2 minutes		College Librarian
7	Claim signed clearance	Issues clearance	1 minute		College Librarian
End of Transaction					

## **OFFICE OF THE HUMAN RESOURCE MANAGEMENT**

Type of Service: **Application for Job Hiring/ Vacancy**

### **1. List of Documentary Requirements**

#### **A. Primary Requirements**

- Interested and qualified applicants
  - Application Letter
  - Authenticated or Certified True Copy of Transcript of Records (TOR)
  - Personal Data Sheet (PDS) in prescribed Civil Service Commission Form 212 (Revised 2017)
  - Certified or any proof of Eligibility (if there is any and as required in the position applied for)



- Applicants who are previously employed:
  - Certificate of Relevant Trainings
  - Certificate of Employment
  - Individual Performance Commitment Rating for two (2) consecutive rating periods

2. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM) (No Noon Break)

3. **Prescribed Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Submits application letter with complete documentary requirements	Receives application and reviews the completeness of documents	10 minutes	HRMO Staff
2	Only qualified applicants shall be notified to undergo the process of recruitment selection and placement for permanent and non-permanent position/s	-Logs and forwards application to the Office of the President  -Route application to the Office of the Human Resource Management Office and College Dean/ Unit Heads  -Assess and evaluates application; coordinates with requestor (College Deans/ Unit Heads); communicates with qualified applicants; and performs relevant processes in recruitment, selection and placement	Shall follow and observe the CSC and College processes, rules and regulation, recruitment, selection and placement	HRMO Staff  Office of the President  HRMO Office
End of Transaction				

Type of Service: **Application for Leave (CSC – Form 6)**

1. **List of Documentary Requirements** (not required)

2. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM) (No Noon Break)

3. **Who may avail of the service?:** JHCSC Employees

4. **Prescribed Step by Step Process**

<b>Steps</b>	<b>Client</b>	<b>Office/ Service Provider</b>	<b>Duration upon actual Client and In-Charge</b>	<b>Responsible Persons</b>
1	Submits Application for Leave	-Receives/Record and classifies leave application	10 minutes	HRMO Staff
		-Computes, processes and verifies leave documents	1 day	HRMO Staff
		-Reviews, examine and certifies as to the leave balance and checks as to entries and computation	10 minutes	HRM Officer
		-Submits application for leave to the Office of respective Deans/ Head of Office	10 minutes	Head of Office
		-Return approved Application for Leave to the HRMO Office	10 minutes	HRMO Staff
2	Claims copy of approved Application for Leave	Segregate and releases approved Application for Leave	10 minutes	HRMO Staff
End of Transaction				

Type of Service: **Document Request (Certificate of Employment, Service Record, Documents, etc.)**

**1. List of Documentary Requirements (not required)**

**2. Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM) (No Noon Break)

**3. Who may avail of the service?:** JHCSC Employees

**4. Prescribed Step by Step Process**

<b>Steps</b>	<b>Client</b>	<b>Office/ Service Provider</b>	<b>Duration upon actual Client and In-Charge</b>	<b>Responsible Persons</b>
1	Fill up the Document Request Form	Provides document request form to the requestor	5 minutes	HRMO Staff
2	Present the filled up forms	-Prepare the requested documents	20 minutes	HRMO Staff
		-Signs the official document	5 minutes	HRM Officer
3	Claims the requested documents	Release the requested document	5 minutes	HRMO Staff
End of Transaction				

## OFFICE OF THE ACCOUNTING

Type of Service: **Student Account Balance Inquiry**

### 1. List of Documentary Requirements

- A. Primary Requirements
  - I. School ID or any valid ID

2. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM) (No Noon Break)

3. **Who may avail of the service?:** JHCSC Students

### 4. Prescribed Step by Step Process

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Check the pre-printed form as to the nature of inquiry	Checks the student's ledger and print the assessed account	5 minutes	Assessment Section In-charge
End of Transaction				

Type of Service: **Releasing of Assessment of Fees**

### 1. List of Documentary Requirements

- A. Primary Requirements
  - I. Approved letter from the Office of the President

2. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM) (No Noon Break)

3. **Who may avail of the service?:** JHCSC Students

### 4. Prescribed Step by Step Process

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Present approved letter from the Office of the President	-Verified the enrolment status of the student  -Prepare and print Assessment of Fees	5 minutes	Assessment Section In-charge
End of Transaction				

Type of Service: **Signing and Releasing of Clearance**

**1. List of Documentary Requirements**

A. Primary Requirements

- I. Pre-Printed application for Academic Records Clearance Form and Official Receipt

**2. Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM) (No Noon Break)

**3. Who may avail of the service?:** JHCSC Students

**4. Prescribed Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	-Approach the Student's account clerk for the signature of clearance  -For student with outstanding balance	-Check the student ledger records	3 minutes	Assessment Section In-charge
		-Print the Assessment of Fees to be given to the student	5 minutes	Assessment Section In-charge
		-Instruct the student to the Cashier for payment		
2	Present the Official Receipt to the Student's account clerk	-Signed the clearance  -Instruct the student to the Registrar's Office	3 minutes	Assessment Section In-charge
End of Transaction				

Type of Service: **Issuance and Releasing of Checks/ Cash**

**1. List of Documentary Requirements**

A. Primary Requirements

- I. Two (2) Valid Identification Cards, Special Power of Attorney, Official Receipts (OR) to be issued

**2. Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM) (No Noon Break)

**3. Who may avail of the service?:** Employees, Students, Parents, Guardian and Other Creditors

**4. Prescribed Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
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1	<p><b>CASH PAYMENT</b></p> <p>-Inform the claimants or coordinator for the release of Check by presenting valid ID's</p> <p>-In case of the representative, Special Power of Attorney and Two (2) valid ID's of the claimant and the representative are required</p>	<p>-Validate ID's of the Claimants/Representative and ensure that the payroll/ Disbursement Voucher had been properly signed opposite to their name</p> <p>-Release the Claims</p>	4 minutes	Disbursing Officer
2	<p><b>CHECKS PAYMENT</b></p> <p>Inform the Collecting Officer/ Supplier's/ Payees and present their valid IDs to the Disbursing Officer</p>	<p>-Validates IDs of Claimants/ Collectors/ Representatives and issue the corresponding Official Receipt (OR) and signed the Disbursement Voucher</p> <p>-Release the Check</p>	4 minutes	Disbursing Officer
3	<p><b>ISSUANCES/ PREPARATIONS</b></p> <p>Received Approved Disbursements/ Payrolls for Check Issuance</p>	Verifies the completeness of signatories and then issue check	6 minutes each check	Disbursing Office Staff
End of Transaction				

Type of Service: **Collection of School Fees for Documents**

**1. List of Documentary Requirements**

- A. Primary Requirements
  - I. Passbook

**2. Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM) (No Noon Break)

**3. Who may avail of the service?:** Students, Parents, Guardian and other Creditors

#### 4. Prescribed Step by Step Process

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Present Order of Payment (OP) from the registrar, Office of the Student Affairs and Services and Library Office	-Verifies and review the OP and issue the corresponding Official Receipt (OR)  -Instruct the students to proceed to Assessment Office for posting of official receipt for the payment made	4 minutes	Collecting Officer
2	Present Order of Payment (OP) from the Accounting Office	-Verifies and review order of payment and issue the corresponding Official Receipt (OR)  -Instruct the payors to proceed to Accounting Office for posting of official receipt for the payment made	4 minutes	Collecting Officer
End of Transaction				

### OFFICE OF THE PROCUREMENT

Type of Service: **Preparation of Purchase Request**

#### 1. List of Documentary Requirements

##### A. Primary Requirements

For Goods and Services/ Activity:

1. Letter Request
2. Program/Activity Design
3. Specifications for Goods/Services

For Civil Works:

1. Approved Program of Works (POW)

2. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM) (No Noon Break)

3. **Who may avail of the service?:** End Users

#### 4. Prescribed Step by Step Process

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1	Submits approved Letter Request or Program of Works	-Checks the specifications of the items  -Prepares Purchase Request  -Forwards Purchase Request document to Budget Office for ALOBS Number  -Hands in Purchase Request document to President's Office for approval	2 hours  30 minutes  30 minutes  3 hours	Procurement Office Staff
End of Transaction				

Type of Service: **Serve request for Quotation and Preparation of Abstract of Quotation**

**1. List of Documentary Requirements**

- A. Primary Requirements
- I. PhilGEPS
  - II. Business Permit/ Mayor's Permit
  - III. Tax Clearance

**2. Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM) (No Noon Break)

**3. Who may avail of the service?:** Suppliers

**4. Prescribed Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1		-Prepares request for Quotation  -Serves request for Quotation to suppliers	30 minutes  1 day	Procurement Office Staff

2	Returns quoted RFQ with supporting eligibility documents such as PhilGEPS, Business Permit/ Mayor's Permit and Tax Clearance	Checks and verifies the RFQ as well as the supplier's eligibility to bid	2 hours	Procurement Office Staff
3		Prepares abstract of quotation to the responsive bidders	2 hours	Procurement Office Staff
End of Transaction				

Type of Service: **Preparation/ Serve of Purchase Order**

1. **List of Documentary Requirements** (not required)
2. **Schedule of Service Availability:** Monday to Friday (8:00 – 5:00 PM) (No Noon Break)
3. **Who may avail of the service?:** Suppliers
4. **Prescribed Step by Step Process**

Steps	Client	Office/ Service Provider	Duration upon actual Client and In-Charge	Responsible Persons
1		-Prepares Purchase Order document of the winning bidder  -Serves Purchase Order to the winning bidder/ supplier for signatory	30 minutes  1 hour	Procurement Office Staff
2	Affixes signature on the Purchase Order	Gets back the purchase order and proceeds to President's Office for approval	1 day	Procurement Office Staff
3		-Forwards documents to Accounting Office for signatory and approval  -Serves approved purchase order to supplier for the delivery items	30 minutes  30 minutes	Procurement Office Staff
End of Transaction				