

TARLAC STATE UNIVERSITY



CITIZEN'S CHARTER

JULY 2018

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VISION

Tarlac State University is envisioned to be a premiere University in the Asia-Pacific.

MISSION

Tarlac State University commits to promote and sustain the offering of quality and relevant programs in higher and advanced education ensuring equitable access to education for people empowerment, professional development, and global competitiveness.

Towards this end, TSU shall:

1. Provide high quality instruction through qualified, competent and adequately trained faculty members and support staff.
2. Be a premiere research institution by enhancing research undertakings in the fields of technology and sciences and strengthening collaboration with local and international institutions.
3. Be a champion in community development by strengthening partnership with public and private organizations and individuals.

CORE VALUES

E - xcellence and Enhanced Competence

Q - uality

U - nity

I - ntegrity and Involvement

T - rust in God, Transparency and True Commitment

Y - earning for Global Competitiveness

SERVICE PLEDGE

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

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

ACADEMIC SERVICES - FACULTY

1. To work seriously and conscientiously on assigned teaching assignments, including meeting scheduled classes, clearly informing students on academic matters according to standards established by the University.
2. To recognize that students deserve respect as individuals and have rights that must be protected. This encompasses interest in individual, academic and personal problems of students, the giving of mature professional advice, courteous treatment of students, and keeping in confidence personal information about students who may seek the advice of faculty member in his/her role as a counselor.
3. To recognize that the faculty member serves as a role model and exercises a great influence in shaping young minds. He/She must set standards for (a) academic and scholarly excellence, (b) personal integrity, and (c) professional ethics.
4. To recognize that in his/her influential classroom role, he/she is morally bound not to take advantage of his/her position in discussing subject matter outside the scope of the course and beyond his/her field of professional competence.
5. In addition to other duties and obligations under existing laws, a faculty member shall:
 - a. Perform his/her duties to the University by discharging his/her responsibilities in accordance with the philosophy, goals, and objectives of the University;
 - b. Be responsible for the efficient and effective attainment of specified learning objectives pursuant to national development goals within the limits of available resources of the University;
 - c. Render regular reports on performance of each students;
 - d. Assume the responsibility in maintaining and sustaining his/her professionalism at all times; and
 - e. Refrain from making deductions in students that are clearly not manifestations of poor scholarship.

ACADEMIC RELATED SERVICES

1. To administer college and post graduate admission test and psychological tests. Conduct orientation seminar to new students. Render students counseling and academic probation follow-up. Provide student development on leadership trainings, advocacy on specific issues, coordination of outreach programs, and campus journalism. Provide career development and placement on career/employment counseling, placement assistance, part-time job services, and job clinics/pre-employment seminar. Continue the special programs on University sponsored scholarships, civic/community/individual sponsored scholarship grants, learning assistance program, and student loan programs. (**Office of Student Affairs**)
2. To provide academic and administrative support to instruction to enable it to attain its educational mandate. Selective admissions to ensure the quality of entering students, selective retention to students, efficient and effective management of student records, and total quality service to students. (**Admission & Registration Office**)
3. To provide the students, faculty and staff more library materials that are relevant to their sources. Stimulate and encourage students to develop lifelong habits of good reading, study and research. Support the specific educational objectives with needed resources, facilities and services to meet the legitimate needs and demands of the students and faculty.
(**Library Management Systems**)
4. To provide medical assistance and dental services to the students and employees and conduct seminars/trainings on health. (**Medical Services Office**)
5. To coordinate trainings/seminars especially among out-of-school youths, unemployed adults and other disadvantage groups to promote moral and human source development. To coordinate and support inter-institutional extension service of the University community. (**University Extension Services Office**)
6. To continue the development and validation of multimedia software, evaluation of instruction in the different fields; development and validation of instructional materials which include modules, workbooks, video tapes and the like; fabrication, testing, and validation of instructional apparatuses, equipment, and other materials, phytochemical and microbiological screening of plants grown in Philippine soil; waste management; development of low cost construction materials; and development of educational technology center and industrial technology research institute.
(**University Research Office**)
7. The Office shall serve as an integral mechanism of the University in enhancing the artistic and aesthetic skills and potentials of its students and faculty through a balance cultural and arts program of activities towards the promotion and preservation of our cultural heritage (**Office for Culture and the Arts**)

ADMINISTRATIVE AND SUPPORT SERVICES

1. To provide adequate classrooms/offices, ventilation and lighting, clean and adequate comfort rooms facilities, and instructional supplies and equipment.
2. To maintain an effective and efficient system of appraising and recording and achieve an accurate computation of tuition and other fees payable to the University. (**Assessment Section**)
3. To deposit all collections to the authorized depository bank; update posting of every transaction to their respective cash books; maintain disbursements within the limits of cash available per account; submit liquidation report; and safeguard the custody of cash on hand and created accountable form. (**Cashiering Unit**)
4. To produce financial information concerning past operations and present condition of the University; provide a basis for guidance for future operations; provide an accounting system in the receipt, disposition and utilization of funds and property; and report the financial positions and results of operations of the University for the information of all persons concerned. (**Accounting Unit**)
5. To attain the most economical, efficient, effective and sustainable use of property through adequate accounting utilization, maintenance and disposal practices, manage government property with due recognition in its value, minimizing inventories, fully utilizing what is available government-wide and disposing them for the best returns if no longer needed. (**Supply and Property Management Unit**)
6. To ensure that the highest quality of supplies, materials and equipment are procured with the minimum expense to the government. (**Procurement Unit**)
7. To facilitate the repair and maintenance of the University facilities, buildings, equipment, vehicles and other utilities such as electrical, sanitary, plumbing, carpentry, masonry, etc; facilitate the construction, fabrication of specific projects of various offices and colleges; and takes charge of the facilities, buildings structures of the University. (**Physical Plant & General Services Unit**)
8. To effect implementation of policies on personnel movement, compensation and welfare benefits; provide human resource development to enhance employees capability; exercise administrative control on personnel discipline; and to provide an effective, efficient and economic management and service to the colleges and offices of the University. (**Administrative & HRMD Unit**)
9. To generate additional revenues for augmentation to various University projects and expenditures. (**Business Affairs & Auxiliary Services Office**)
10. To provide security services with particular emphasis on the protection of properties and against campus vandalism and destructive acts; maintain peace and order; and extends maximum security to students and employees. (**Civil Security Unit**)

11. Public assistance and information office; promote and advertise the Tarlac State University; collate and gather news articles through interviews and meetings for OPA Bulletin; accommodate students, parents and visitors who need assistance; approve information/news from the different colleges, offices, and students organizations of the University, for posting in the bulletin boards; and Approve organizations or establishments the job opportunities for TSU students and graduates for possible employments. **(Public Affairs and Information Office)**

FEEDBACK AND REDRESS MECHANISMS

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

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

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

THANK YOU for helping us continuously improve our services.

LIST OF FRONTLINE SERVICES

1. Academic Services

College of Architecture and Fine Arts	11
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College of Business and Accountancy	17
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2. Academic Related Services

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COLLEGE OF ARCHITECTURE AND FINE ARTS

General Enrollment Procedures

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

COURSERS, PROFESSIONAL EDUCATION SUBJECTS TAKERS		Admissions Unit for compliance of other requirements and to secure Admission Slip.		
		<ul style="list-style-type: none"> For transferees, returnees, second coursers, and professional education takers, go to Admissions unit for compliance of requirements and to secure Admission Slip. 	Testing & Admission Office	5 mins.
	2	<ul style="list-style-type: none"> Go to respective College for advising, open subjects and available slots. 	CAFA Chairpersons, Dean, CAFA Faculty @ CAFA Enrolment Area	10 mins.
	3	<ul style="list-style-type: none"> Proceed to enrollment area for computerized enrollment (Pre-assessment / registration/PTC Payment). 	CAFA Faculty	5 mins.
	4	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	5 mins.
	5	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA 	Registrar's office	5 mins.
	6	<ul style="list-style-type: none"> Go to the Business Center for Uniform and I.D. 	Business Center	5 mins.
D. CROSS-ENROLLEES	1	<ul style="list-style-type: none"> Go to the Admissions Unit for submission of requirements and to secure Admission Slip (if from other school) 	Testing & Admission Office	5 mins.
	2	<ul style="list-style-type: none"> See the College dean for advising, open subjects and available slots. 	CAFA Dean @ CAFA Enrollment Area	10 mins
	3	<ul style="list-style-type: none"> Proceed to enrollment area for computerized enrollment (Pre-assessment / registration). 	CAFA Faculty	5 mins.
	4	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	5 mins.
	5	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. 	Registrar's Office	5 mins.
E. FOR FRESHMEN STUDENTS	1	<ul style="list-style-type: none"> Get result of admission test from Testing Office (for those who did not yet receive the result). 	Testing & Admission Office	5 mins.

	2	<ul style="list-style-type: none"> Proceed to enrollment area of Colleges for submission of documents and computerized enrollment (Pre-assessment / registration / PTC payment). 	CAFA Faculty	10 mins.
	3	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	5 mins
	4	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from ORA. 	Registrar's Office	5 mins.
	5	<ul style="list-style-type: none"> Go to the Business Center for the Uniform and I.D. 	Business Center	10 mins.
F. OLD STUDENTS FROM 2ND YEAR TO 4TH YEAR	1	<ul style="list-style-type: none"> Proceed to College enrollment area for Advising. 	CAFA Faculty	10 mins.
		<ul style="list-style-type: none"> Scholastic delinquent students (Warning, Probation, and Dismissal in the college) should pass through the Guidance and Counseling Unit before being admitted for enrollment. 	Main Guidance Office	10 mins.
	2	<ul style="list-style-type: none"> Get the Pre-assessment / Registration / PTC Payment. 	CAFA Faculty	5 mins.
	3	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	5 mins.
	4	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. 	Registrar's Office	5 mins.
	G. TRANSFEREES, SHIFTERS, RETURNEES, SECOND COURSERS, PROFESSIONAL EDUCATION SUBJECTS TAKERS	1	<ul style="list-style-type: none"> For shifters go to Guidance and Counseling Unit before going to the Admissions Unit for compliance of other requirements and to secure Admission Slip. 	Main Guidance Office
<ul style="list-style-type: none"> For transferees, returnees, second coursers, and professional education takers, go to Admissions unit for compliance of requirements and to secure Admission Slip. 			Testing & Admission Office	5 mins.

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

COLLEGE OF ARTS AND SOCIAL SCIENCES

General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON-IN-CHARGE	DURATION of ACTIVITY
A. For Freshmen Students	1	<ul style="list-style-type: none"> Get result of admission test from Testing Office (for those who did not yet receive the result). 	Admission	5 minutes
	2	<ul style="list-style-type: none"> Proceed to College enrollment area for the submission of documents for computerized enrollment to secure certificate of pre-registration (<i>pre-assessment</i>) 	CASS Faculty	10 minutes
	3	<ul style="list-style-type: none"> Pay to the Cashier the required Fees. 	Cashier	5 minutes
	4	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA. 	ORA	5 minutes
	5	<ul style="list-style-type: none"> Go to the Business Center for the ID., Uniform and other items 	Business Center	10 minutes
B. OLD Students from 2nd year to 4th year	1	<ul style="list-style-type: none"> Proceed to College enrollment area for computerized enrollment to secure certificate of pre-registration. (<i>pre-assessment</i>) 	CASS Faculty	10 minutes
	2	<ul style="list-style-type: none"> Pay to the Cashier the required Fees. 	Cashier	5 minutes
	3	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA. 	ORA	5 minutes
	4	<ul style="list-style-type: none"> Go to the Business Center for renewal of ID. (<i>if needed</i>) 	Business Center	10 minutes
	5	<ul style="list-style-type: none"> Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment. 	Guidance Office	20 minutes
C. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers	1	<ul style="list-style-type: none"> For transferees, returnees, second coursers, and professional education takers, go to Admissions Unit for compliance of requirements and to secure Admission Slip. 	Admission	5 minutes
	2	<ul style="list-style-type: none"> Go to respective College for an advice on subjects to be taken upon validation by the ORA and for computerized enrollment to secure certificate of pre-registration (<i>pre-assessment</i>). 	CASS Faculty	10 minutes
	3	<ul style="list-style-type: none"> Pay to the Cashier the required Fees. 	Cashier	5 minutes
	4	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. 	ORA	5 minutes
	5	<ul style="list-style-type: none"> Go to the Business Center for renewal of ID. (<i>if needed</i>) 	Business Center	10 minutes

D. Cross-Enrollees	1	<ul style="list-style-type: none"> Go to the Admissions Unit for the submission of requirements and to secure Admission Slip (<i>students from other school only</i>) 	Admission	5 minutes
	2	<ul style="list-style-type: none"> Go to the College where the subject/s can be cross enrolled and secure for the approval of the Dean. 	Dean	2 minutes
	3	<ul style="list-style-type: none"> Proceed to respective College enrollment area for computerized enrollment to secure certificate of pre-registration (<i>pre-assessment</i>). 	CASS Faculty	10 minutes
	4	<ul style="list-style-type: none"> Pay to the Cashier the required Fees. 	Cashier	5 minutes
	5	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. 	ORA	5 minutes
E. For Graduating Students Enrolled in Thesis Writing	1	<ul style="list-style-type: none"> Go to the Dean's Office to get the Thesis Form 3 (Notice of Payment for Thesis Defense). 	Clerk	1 minute
	2	<ul style="list-style-type: none"> See the thesis Coordinator for the signing of the form. 	Thesis Coordinator	2 minutes
	3	<ul style="list-style-type: none"> Go to the Dean's Office for the assessment of FEE. 	Clerk	2 minutes
	4	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	2 minutes
	5	<ul style="list-style-type: none"> Submit the O.R to the Thesis Coordinator 	Thesis Coordinator	3 minutes 1 minute
F. For Graduating Students Enrolled in OJT	1	<ul style="list-style-type: none"> Get a copy of the Waiver, Endorsement and Application Letter for OJT. 	Department Chair	2 minutes
	2	<ul style="list-style-type: none"> Go to the respective Department Chair for the Recommendation. 	Department Chair	2 minutes
	3	<ul style="list-style-type: none"> Go to the Dean for the approval. 	Dean	2 minutes
	4	<ul style="list-style-type: none"> Go to the respective supervisor in the workplace for the approval/acceptance of the endorsement. 	Work Supervisor	10 minutes
	5	<ul style="list-style-type: none"> Ask the workplace supervisor for the evaluation/rating. 	Work Supervisor	10 minutes

COLLEGE OF BUSINESS AND ACCOUNTANCY

General Enrollment Procedures

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

	3	<ul style="list-style-type: none"> Secure approval of requests from concerned authorities. 	College Dean Director, ORA VP Academic Affairs	30 mins
	4	<ul style="list-style-type: none"> Proceed to enrolment area and Pay PA fee and get the Pre- assessment/registration. 	CBA Faculty	10 mins
	5	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	5 mins
	6	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA. 	Registrar Office	5 mins
D. TRANSFEREES, SHIFTERS, RETURNEES, SECOND COURSERS, PROFESSIONAL EDUCATION SUBJECTS TAKERS	1	<ul style="list-style-type: none"> For Shifters go to the Guidance and Counseling Unit before going to the Admissions Unit for compliance of other requirements and to secure Admission Slip. 	Guidance Office	5 mins.
		<ul style="list-style-type: none"> For transferees, returnees, second coursers, and professional education takers, go to Admissions Unit for compliance of requirements and to secure Admission Slip. 	Testing & Admission Office	5 mins.
	2	<ul style="list-style-type: none"> Go to respective College for advising, open subjects and available slots. 	CBA Dean and CBA Faculty	10 mis.
	3	<ul style="list-style-type: none"> Proceed to enrollment area for PA payment and computerized enrollment (Pre-assessment /registration). 	CBA Faculty	10 mins.
	4	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	5 mins.
	5	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. 	Registrar Office	5 mins.
	6	<ul style="list-style-type: none"> Go to the Business Center for Uniform and ID. 	Business Center	5 mins.
	E. CROSS-ENROLLEES	1	<ul style="list-style-type: none"> Go to the Admissions Unit for submission of requirements and to secure Admission Slip (if from other school). 	Testing & Admission Office
2		<ul style="list-style-type: none"> See the College Dean for advising, open subjects and available slots. 	CBA Dean & Faculty	10 mins.

	3	<ul style="list-style-type: none"> • Proceed to enrollment area for PA Payment and computerized enrollment (Pre-assessment /registration). 	CBA Faculty	10 mins.
	4	<ul style="list-style-type: none"> • Pay to the Cashier. 	Cashier	5 mins.
	5	<ul style="list-style-type: none"> • Get Certificate of Enrollment (COR) from the ORA. 	Registrar Office	5 mins.

COLLEGE OF COMPUTER STUDIES

General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON-in-CHARGE	DURATION of ACTIVITY
A. For Freshmen Students	1	<ul style="list-style-type: none"> Get CAT result 	Testing Office	3 minutes
	2	<ul style="list-style-type: none"> Submit Admission Request 	Admission Office	5 minutes
	3	<ul style="list-style-type: none"> Pre- Assessment 	College(Area1)	10 minutes
	4	<ul style="list-style-type: none"> Tagging of Free Tuition; Get COR 	College(Area2)	5 minutes
	5	<ul style="list-style-type: none"> Get ID/BC Schedule. 	College(Area3)	3 minutes
B. OLD Students from 2nd year to 4th year	1	<ul style="list-style-type: none"> Proceed to College enrollment area for computerized enrollment (<i>pre-assessment</i>). 	CCS Faculty	10 minutes
	2	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	5 minutes
	3	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA. 	ORA	5 minutes
	4	<ul style="list-style-type: none"> Go to the Business Center for renewal of I.D. (<i>if needed</i>). 	Business Center	10 minutes
	5	<ul style="list-style-type: none"> Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment. 	Guidance Office	20 minutes
C. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers	1	<ul style="list-style-type: none"> For transferees, returnees, second coursers, and professional education takers, go to Admissions Unit for compliance of requirements and to secure Admission Slip. 	Admission	5 minutes
	2	<ul style="list-style-type: none"> Go to respective College for computerized enrollment (<i>pre-assessment</i>). 	CCS Faculty	10 minutes
	3	<ul style="list-style-type: none"> Pay to the Cashier (if Applicable) 	Cashier	5 minutes
	4	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA (Or Print from Portal) 	ORA	5 minutes
	5	<ul style="list-style-type: none"> Go to the Business Center for renewal of I.D (<i>if needed</i>) 	Business Center	10 minutes

D. Cross-Enrollees	1	<ul style="list-style-type: none"> Go to the Admissions Unit for the submission of requirements and to secure Admission Slip (<i>students from other school only</i>). 	Admission	5 minutes
	2	<ul style="list-style-type: none"> See the College Dean for open subjects. 	Dean	2 minutes
	3	<ul style="list-style-type: none"> Proceed to enrollment area for computerized enrollment (<i>pre-assessment</i>). 	CCS Faculty	10 minutes
	4	<ul style="list-style-type: none"> Pay to the Cashier (If Applicable) 	Cashier	5 minutes
	5	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA (Or Print from Portal) 	ORA	5 minutes
E. For Graduating Students Enrolled in Thesis Writing	1	<ul style="list-style-type: none"> Go to the Dean's Office to get the Thesis Form 3 (<i>Notice of Payment for Thesis Defense</i>). 	Clerk	1 minute
	2	<ul style="list-style-type: none"> See the thesis Coordinator for the signing of the form. 	Thesis Coordinator Clerk	2 minutes
	3	<ul style="list-style-type: none"> Go to the Dean's Office for the assessment of FEE. 	Cashier	2 minutes
	4	<ul style="list-style-type: none"> Pay to the Cashier. 	Thesis Coordinator	3 minutes
	5	<ul style="list-style-type: none"> Submit the O.R to the Thesis Coordinator. 		1 minute

COLLEGE OF EDUCATION

General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON-in-CHARGE	DURATION of ACTIVITY
A. For Freshmen Students	1	<ul style="list-style-type: none"> Get result of admission test from Testing Office (for those who did not yet receive the result). Proceed to Office of Admission and Registration for generation of student number and submission of pertinent document. 	Testing & Admission Office ORA	5 minutes
	2	<ul style="list-style-type: none"> Proceed to enrollment area of College for schedule and computerized enrollment (<i>Pre-assessment/registration</i>) and tagging of free tuition, and printing of Certificate of Enrollment. Secure computer generated schedule for medical and dental check-up, uniform (cloth) and ID. 	COED Faculty	7 minutes
	3	<ul style="list-style-type: none"> Go to the University Clinic on the specified date of check-up. Proceed to the Business Center for the Uniform and I.D. 	Nurse Clerk	10 minutes
B. OLD Students from 2nd year to 4th year (for those who did not avail the ONLINE Registration provision)	1	<ul style="list-style-type: none"> Proceed to College enrollment area for advising (especially for those who are irregular) and secure schedule. 	COED Faculty	5 minutes
		<ul style="list-style-type: none"> Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit and for those whose academic standing is Dismissal should write letter of reconsideration if s/he desires to be readmitted in the college duly signed by the student, recommended by the Program Chairperson and by the Dean and 	Guidance Office Dean's Office	10 minutes

		approved by the Director of ORA.		
	2	<ul style="list-style-type: none"> Proceed to the enrollment area for pre-registration and tagging of free tuition and miscellaneous fees; and printing of COR 	COED Faculty	5 minutes
C. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers	1	<ul style="list-style-type: none"> For Shifters go to the Guidance and Counseling Unit before going to the Admissions Unit for a Teacher Aptitude Test and for compliance of other requirements and to secure Admission Slip. 	Guidance Office	15 minutes
		<ul style="list-style-type: none"> For transferees, returnees, second coursers, and professional education takers, go to Admissions Unit for a Teacher Aptitude Test and for compliance of requirements and to secure Admission Slip. 	Testing & Admission Office	15 minutes
	2	<ul style="list-style-type: none"> Go to respective College for advising, open subjects and available slots. 	COED Dean's and COED Faculty	7 minutes
	3	<ul style="list-style-type: none"> Proceed to enrollment area for computerized enrollment (<i>Pre-assessment/registration</i>). 	COED Faculty	2 minutes
	4	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	3 minutes
	5	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the Office Clerk 	Registrar Office	2 minutes
	6	<ul style="list-style-type: none"> Go to the Business Center for uniform and I.D. 	Business Center	5 minutes
D. Cross-Enrollees	1	<ul style="list-style-type: none"> Go to the Admissions Unit for the submission of requirements and to secure Admission Slip (if from other school). 	Testing & Admission Office	5 minutes
	2	<ul style="list-style-type: none"> See the College Dean for advising, open subjects and available slots. 	COED Dean's and COED Faculty	10 minutes
	3	<ul style="list-style-type: none"> Proceed to enrollment area for computerized enrollment (<i>Pre-assessment/registration</i>). 	COED Faculty	5 minutes
	4	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	5 minutes
	5	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA/Office Clerk 	Registrar Office	5 minutes

COLLEGE OF ENGINEERING AND TECHNOLOGY (Main Campus)

General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON-in-CHARGE	DURATION of ACTIVITY
A. Freshmen Students 1. Submits the following placed inside the prescribed envelope: a. Original copy of Report Card (Form 138) b. Photocopy of PSA Authenticated Birth Certificate c. Original copy of Certificate of Good Moral Character d. Two (2) 2x2" colored pictures e. Original copy of College Admission Test result f. Original copy of National Career Assessment Examination (NCAE) g. Original copy of Health Examination Certification h. Mailing envelope (long) with postage stamp i. Accomplished Application Form 2. Presents the Pre-Enrollment / Assessment Form and pays the assessed fees. 3. Presents the Official Receipt.	1	<ul style="list-style-type: none"> • Receives and checks submitted requirements, encodes applicant's name in the Enrollment System, and issues the Pre-Enrollment / Assessment Form. 	Faculty	10 minutes
	2	<ul style="list-style-type: none"> • Receives payment, records transaction in the Enrollment System, and issues the Official Receipt (OR). • Checks the Official Receipt and issues the Certificate of 	Cashier	5 minutes

	3	Registration (COR).	Registrar	2 minutes
B. Old Students				
1. Presents ID and Report of Grades.	1	<ul style="list-style-type: none"> Evaluates student's status (e.g. "Warning", etc.) and issues the Schedule Form or advises the student to go to the Main Guidance Office. 	Faculty	5 minutes
2. Presents accomplished Schedule Form.	2	<ul style="list-style-type: none"> Receives and checks Schedule Form, encodes the subject in the Enrollment System, and issues the Pre-Enrollment / Assessment Form. 	Faculty	10 minutes
3. Presents the Pre-Enrollment / Assessment Form and pays the assessed fees.	3	<ul style="list-style-type: none"> Receives payment, records transaction in the Enrollment System, and issues the Official Receipt (OR). 	Cashier	5 minutes
4. Presents the Official Receipt.	4	<ul style="list-style-type: none"> Checks the Official Receipt and issues the Certificate of Registration (COR). 	Registrar	2 minutes
C. Shifters				
1. Presents Application Form for Release and Acceptance approved by the Dean of the former college.	1	<ul style="list-style-type: none"> Approves or disapproves the application. 	Dean	2 minutes
2. Presents approved Application Form for Release and Acceptance.	2	<ul style="list-style-type: none"> Updates records in the Enrollment System. 	Admission & Testing Personnel	5 minutes
3. Presents approved Application Form for Release and Acceptance.	3	<ul style="list-style-type: none"> Receives Application Form for Release and Acceptance and issues the Schedule Form. 	Faculty	1 minute
4. Presents filled-up Schedule Form.	4	<ul style="list-style-type: none"> Receives and checks Schedule Form, encodes the subjects in the Enrollment System, and issues the Pre-Enrollment / Assessment Form. 	Faculty	10 minutes
5. Presents the Pre-Enrollment / Assessment Form and pays the assessed fees.	5	<ul style="list-style-type: none"> Checks the Official Receipt and issues the Certificate of Registration (COR). 	Cashier	5 minutes

6. Presents the Official Receipt.	6	<ul style="list-style-type: none"> Checks the Official Receipt and issues the Certificate of Registration (COR). 	Registrar	2 minutes
D. Transferees, Returnees, & Second Coursers				
1. Submits requirements (e.g. Transcript of Records, Birth Certificate, etc.)	1	Receives and checks requirements and issues Application for Acceptance Form.	Admissions & Testing Personnel	2 minutes
2. Presents Application for Acceptance.	2	Approves or disapproves application.	Dean	5 minutes
3. Presents approved Application for Acceptance.	3	Encodes student's information in Enrollment System.	Admissions & Testing Personnel	10 minutes
4. Presents approved Application for Acceptance.		Receives approved Application for Acceptance and issues the Schedule Form.	Faculty	1 minute
5. Presents filled-up Schedule Form.	4	Receives and checks Schedule Form, encodes the subjects in the Enrollment System, and issues the Pre-Enrollment / Assessment Form.	Faculty	10 minutes
6. Presents the Pre-Enrollment / Assessment Form and pays the assessed fees.	5	Receives payment, records transaction in the Enrollment System, and issues the Official Receipt (OR).	Cashier	5 minutes
7. Presents the Official Receipt.	6	Checks the Official Receipt and issues the Certificate of Registration (COR).	Registrar	2 minutes

COLLEGE OF ENGINEERING & TECHNOLOGY (San Isidro Campus)

General Enrollment Procedures

CLIENT	STEP	SERVICES PROVIDED	PERSON/OFFICE in-CHARGE	DURATION of ACTIVITY
A. FOR FRESHMEN STUDENTS	1	<ul style="list-style-type: none"> Get result of admission test from Testing Office (for those who did not yet receive the result). 	Testing & Admission Office	5 minutes
	2	<ul style="list-style-type: none"> Proceed to enrollment area of Colleges for submission of documents and computerized enrollment (Pre-assessment/registration/PTC Payment) 	CET Faculty (CET Accreditation Rm.)	10 minutes
	3	<ul style="list-style-type: none"> Pay to the Cashier 	Cashier (San Isidro)	5 minutes
	4	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA 	ORA (San Isidro)	5 minutes
	5	<ul style="list-style-type: none"> Go to the Business Center for the Uniform and I.D. 	Business Center	10 minutes
B. OLD STUDENTS FROM 2ND YEAR TO 4TH YEAR	1	<ul style="list-style-type: none"> Proceed to College enrollment area for Advising 	CT Faculty (CET Accreditation Rm.)	10 minutes
		<ul style="list-style-type: none"> Scholastic delinquent students (Warning, Probation, Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment. 	Main Guidance Office	10 minutes
	2	<ul style="list-style-type: none"> Get the Pre-assessment/registration/PTC Payment 	CET Faculty (CET Accreditation Rm.)	5 minutes
	3	<ul style="list-style-type: none"> Pay to the Cashier 	Cashier (San Isidro)	5 minutes
	4	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA 	ORA (San Isidro)	5 minutes
C. TRANSFEREES, SHIFTERS, RETURNEES, SECOND COURSERS, PROFESSIONAL	1	<ul style="list-style-type: none"> For Shifters go to the Guidance and Counseling Unit before going to the Admissions Unit for compliance of other requirements and to secure Admission Slip. 	Main Guidance Office	5 minutes

EDUCATION SUBJECTS TAKERS		<ul style="list-style-type: none"> For transferees, returnees, second coursers, and professional education takers, go to Admissions Unit for compliance of requirements and to secure Admission Slip. 	Testing & Admission Office	5 minutes
	2	<ul style="list-style-type: none"> Go to respective College for advising, open subjects and available slots. 	CET Chairpersons, Dean, CT Faculty @ CT Enrolment Area	10 minutes
	3	<ul style="list-style-type: none"> Proceed to enrollment area for computerized enrollment (Pre-assessment/registration/PTC Payment) 	CET Faculty (CET Accreditation Rm.)	5 minutes
	4	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier (San Isidro)	5 minutes
	5	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. 	ORA (San Isidro)	5 minutes
	6	<ul style="list-style-type: none"> Go to the Business Center for Uniform and I.D. 	Business Center	5 minutes
D. CROSS-ENROLLEES	1	<ul style="list-style-type: none"> Go to the Admissions Unit for submission of requirements and to secure Admission Slip (if from other school) 	Testing & Admission Office	5 minutes
	2	<ul style="list-style-type: none"> See the College Dean for advising, open subjects and available slots. 	CET Dean @ CET Enrolment Area	10 minutes
	3	<ul style="list-style-type: none"> Proceed to enrollment area for computerized enrollment (Pre-assessment/registration). 	CET Faculty (CET Accreditation Rm.)	5 minutes
	4	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier (San Isidro)	5 minutes
	5	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. 	ORA (San Isidro)	5 minutes

COLLEGE OF LAW

General Enrollment Procedures and Other Services

CLIENT	STEP	ACTIVITY	PERSON-in-CHARGE	DURATION of ACTIVITY
A. For Freshmen Students	1	<ul style="list-style-type: none"> Evaluation of OTR for Compliance of Article V, Section 23 of LEB Memorandum No. 1 (GENERAL AVERAGE OF 2.5 or 80). 	ORA	15 minutes
	2	<ul style="list-style-type: none"> Evaluation of OTR for 18 units of English, 18 units of Social Science, and 6 units of Mathematics Subjects. 	ORA	10 minutes
	3	<ul style="list-style-type: none"> Entrance Examination. 	Admission	4 hours
	4	<ul style="list-style-type: none"> Get result of admission test from Testing Office (for those who did not yet receive the result). 	College Clerk	5 minutes
	5	<ul style="list-style-type: none"> Applicant's Interview 	Dean	20 minutes
	6	<ul style="list-style-type: none"> Proceed to College enrollment area for the submission of documents for computerized enrollment to secure certificate of pre-registration (<i>pre-assessment</i>). 	College Clerk	5 minutes
	7	<ul style="list-style-type: none"> Pay to the Cashier the required Fees. 	Cashier	10 minutes
	8	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA. 	ORA	10 minutes
	9	<ul style="list-style-type: none"> Go to the Business Center for the ID. 	Business Center	10 minutes

B. OLD Students from 2nd year to 4th year	1	<ul style="list-style-type: none"> Proceed to College enrollment area for computerized enrollment to secure certificate of pre-registration (<i>pre-assessment</i>). 	College Clerk	10 minutes
	2	<ul style="list-style-type: none"> Pay to the Cashier the required Fees. 	Cashier	5 minutes
	3	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA. 	ORA	5 minutes
	4	<ul style="list-style-type: none"> Go to the Business Center for renewal of I.D. (<i>if needed</i>). 	Business Center	10 minutes
	5	<ul style="list-style-type: none"> Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment. 	Guidance Office	20 minutes
C. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers	1	<ul style="list-style-type: none"> For transferees, returnees, second coursers, and professional education takers, go to Admissions Unit for compliance of requirements and to secure Admission Slip. 	Admission	5 minutes
	2	<ul style="list-style-type: none"> Go to respective College for an advice on subjects to be taken upon validation by the ORA and for computerized enrollment to secure certificate of pre-registration (<i>pre-assessment</i>). 	College Dean/ORR/College Clerk	10 minutes
	3	<ul style="list-style-type: none"> Pay to the Cashier the required Fees. 	Cashier	5 minutes
	4	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. 	ORA	5 minutes
	5	<ul style="list-style-type: none"> Go to the Business Center for renewal of I.D. (<i>if needed</i>). 	Business Center	10 minutes
D. Notarial Service	1	<ul style="list-style-type: none"> Acquire pertinent information from client. 	College Clerk	5 minutes
	2	<ul style="list-style-type: none"> Create specific document for the client's concern. 	College Dean	5 minutes
	3	<ul style="list-style-type: none"> Payment for the notarial service. 	Cashier	5 minutes
	4	<ul style="list-style-type: none"> Client will get processed notarized document. 	College Dean/College Clerk	2 minutes
E. Free Legal Consultation for TSU Employees and Students	1	<ul style="list-style-type: none"> Acquire pertinent information upon logging in on the log book. 	College Clerk	5 minutes
	2	<ul style="list-style-type: none"> Consultation process. 	College Dean	30 minutes
	3	<ul style="list-style-type: none"> Recommendation for specific case. 	College Dean	20 minutes

COLLEGE OF PUBLIC ADMINISTRATION AND GOVERNANCE

General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON /OFFICE RESPONSIBLE	DURATION OF SERVICE
A. For Freshmen Students (<i>1st year</i>)	1	<ul style="list-style-type: none"> Get result of admission test from Testing Office (for those who did not yet receive the result). 	Admission	5 minutes
	2	<ul style="list-style-type: none"> Proceed to enrollment area of the College for submission of documents and undergo computerized enrollment to secure certificate of pre-registration (pre-assessment). 	CPAG Faculty/Clerk	5-10 minutes
	3	<ul style="list-style-type: none"> Pay to the Cashier the required fees. 	Cashier	5 minutes
	4	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the Office of Registration and Admission (ORA). 	ORA	5 minutes
	5	<ul style="list-style-type: none"> Go to the Business Center for the issuance of ID., Uniform and other items. 	Business Center	10 minutes
B. Old Students from <i>2nd year to 4th year</i>	1	<ul style="list-style-type: none"> Proceed to College enrollment area to undergo computerized enrollment to secure certificate of pre-registration (pre-assessment) Pay to the Cashier the required fees. 	CPAG Faculty/Clerk	5-10minutes
	2	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the (ORA). 	Cashier	5 minutes
	3	<ul style="list-style-type: none"> Go to Business Center for renewal of I.D. (if needed) 	ORA	10 minutes
	4	<ul style="list-style-type: none"> Scholastic delinquent students (Warning, Probation, and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment. 	Business Center	5-10 minutes
	5		Guidance Office	5-10 minutes
C. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers:	1	<ul style="list-style-type: none"> For transferees, returnees, second coursers, and professional education takers, proceed to the Admissions Office to submit needed requirements and to secure Admission Slip. 	Admission	5 minutes
	2	<ul style="list-style-type: none"> Go to respective College for advisements on subjects to be taken upon validation by the ORA and thereafter, undergo computerized enrollment to secure certificate of pre-registration (pre-assessment) 	CPAG Faculty/clerk	5-10 minutes
	3	<ul style="list-style-type: none"> Pay to Cashier the required fees. 	Cashier	5 minutes
	4	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. 	ORA	5 minutes
	5	<ul style="list-style-type: none"> Go to Business Center for renewal of I.D. (if needed). 	Business center	10 minutes

D. Cross-Enrollees	1	<ul style="list-style-type: none"> Go to the Admissions Unit for the submission of requirements and to secure Admission Slip (students from other schools only). 	Admission	5 minutes
	2	<ul style="list-style-type: none"> Go to the College where the subject/s can be cross-enrolled and secure Dean's approval to open the subject/s. 	Dean	2-5 minutes
	3	<ul style="list-style-type: none"> Proceed to respective college enrollment area to undergo computerized enrollment to secure certificate of pre-registration (pre-assessment) computerized enrollment (pre-assessment). 	CPAG Faculty/Clerk	5-10 minutes
	4	<ul style="list-style-type: none"> Pay to Cashier the required fees. 		5 minutes
	5	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. 	Cashier ORA	5 minutes
E. For New <i>Graduate</i> Students	1	<ul style="list-style-type: none"> Go to the Office of the Dean for the submission of requirements. 	Dean	5 minutes
	2	<ul style="list-style-type: none"> Proceed to Room 101 for assessment of Admission Exam (P250.00). 	Graduate Clerk	5 minutes
	3	<ul style="list-style-type: none"> Pay to Cashier the required fees. 	Cashier	5 minutes
	4	<ul style="list-style-type: none"> See the College Dean, take and pass the examination. 	Dean	5-10 minutes
	5	<ul style="list-style-type: none"> Proceed to College enrollment area to undergo computerized enrollment to secure certificate of pre-registration (pre-assessment). 	College Faculty/Clerk	5 minutes
	6	<ul style="list-style-type: none"> Pay to the Cashier the required fees. 	Cashier	5 minutes
	7	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA. 	ORA	5 minutes
	8	<ul style="list-style-type: none"> Go to Business Center for the issuance of the ID. 	Business Center	10 minutes
F. For Old <i>Graduate</i> Students	1	<ul style="list-style-type: none"> Proceed to College enrollment area to undergo computerized enrollment to secure certificate of pre-registration (pre-assessment). 	CPA Faculty/Clerk	5-10 minutes
	2	<ul style="list-style-type: none"> Pay to the Cashier the required fees. 	Cashier	5 minutes
	3	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA. 	ORA	5 minutes
	4	<ul style="list-style-type: none"> Go to Business Center for the issuance of the ID. 	Business Center	10 minutes

FOR THESIS / DISSERTATION DEFENSE TRANSACTION

A. For Undergraduate Students (Thesis Defense)	1	<ul style="list-style-type: none"> Go to the Office of the Dean to get form for notice of payment for thesis defense. 	Clerk	2 minutes
	2			
	3	<ul style="list-style-type: none"> See the Thesis Coordinator/Chairman for signing of the form 	Thesis Coordinator	5 minutes
	4	<ul style="list-style-type: none"> See the College Clerk for assessment of fees. 	Clerk	5 minutes
	5	<ul style="list-style-type: none"> Pay to Cashier 	Cashier	5 minutes

		<ul style="list-style-type: none"> • Present the Official Receipt (O.R.) to the College Clerk for recording purposes. 	Thesis Coordinator	5 minutes
B. For Graduate Students (Thesis/Dissertation Defense)	1	<ul style="list-style-type: none"> • Go to the Office of the Dean to accomplish the form Certification and Recommendation for Oral Examination. 	Clerk	5 minutes
	2	<ul style="list-style-type: none"> • See the Dean and secure approval of Oral Examination. The Dean sets the date and venue of the Oral Examination and invites members of the Thesis/Dissertation Committee. 	Dean	5 minutes
	3	<ul style="list-style-type: none"> • See the College Clerk for assessment of fees. 	Clerk	5 minutes
	4	<ul style="list-style-type: none"> • Pay to Cashier the required fees. 	Cashier	5 minutes
	5	<ul style="list-style-type: none"> • Present the Official Receipt (O.R.) to the College Clerk for recording purposes. 	Clerk	5 minutes

COLLEGE OF SCIENCE

General Enrollment Procedures

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

	4	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA. 	Registrar Office (Main Campus)	30 minutes
C. OLD STUDENTS FROM 2ND YEAR TO 4TH YEAR (2nd semester)	1	<ul style="list-style-type: none"> Advising Scholastic delinquent students (Warning, Probation, Dismissal in the College, subject/s need to enroll) should pass through the Deans Office before being admitted for enrollment. 	Dean	30 minutes
	2	<ul style="list-style-type: none"> Proceed to College enrollment area. 	COS Faculty Room	10 minutes
	3	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	15 minutes
	4	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA. 	Registrar Office (Main Campus)	30 minutes
D. GRADUATING STUDENTS WITH DEFICIENCIES	1	<ul style="list-style-type: none"> Secure an evaluation of all subjects taken from ORA. 	ORA Dean	15 minutes 30 minutes
	2	<ul style="list-style-type: none"> Fill up application form for requests of over loading. 	Office of the Dean	15 minutes
	3	<ul style="list-style-type: none"> Secure approval of requests from concerned authorities. 	College Dean Director, ORA VP Academic Affairs	30 minutes
	4	<ul style="list-style-type: none"> Proceed to enrollment area and pay PA fee and get the Pre-assessment/registration. 	COS Faculty Room	10 minutes
	5	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	15 minutes
	6	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA. 	Registrar Office	30 minutes
E. TRANSFEREES, SHIFTERS, RETURNEES, SECOND COURSERS, PROFESSIONAL EDUCATION SUBJECTS TAKERS	1	<ul style="list-style-type: none"> For transferees they need to take comprehensive exam. 	COS Chairman	2 hours
	2	<ul style="list-style-type: none"> For Shifters, transferees, returnees and professional education subject takers they will be interviewed regarding their grades (evaluation), Orientation about the enrollment process, advising, open subjects and available slots. 	Dean	30 minutes to 1 hour
	3	<ul style="list-style-type: none"> For Nursing Students only - Medical Examination (CBC, X-ray, Urinalysis, Pregnancy Test, Hepa B Vaccine). 	Fortune Clinic	1 hour

	4	<ul style="list-style-type: none"> Go to Admissions Unit for compliance of other requirements and to secure Admission Slip. 	Testing & Admission Office(Main Campus)	30 minutes
	5	<ul style="list-style-type: none"> Proceed to enrollment area for computerized enrollment. 	Faculty	15 minutes
	6	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	15 minutes
	7	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. 	ORA (Main Campus)	30 minutes
	8	<ul style="list-style-type: none"> For Shifters, transferees go to the Business Center for Uniform and ID. 	Business Center (Main Campus)	15 minutes
F. CROSS-ENROLLEES	1	<ul style="list-style-type: none"> Go to the Admissions Unit for submission of requirements and to secure Admission Slip (if from other school). 	Testing & Admission Office (Main Campus)	15 minutes
	2	<ul style="list-style-type: none"> See the College Dean for advising, open subjects and available slots. 	Dean	15 minutes
	3	<ul style="list-style-type: none"> Proceed to enrollment area for computerized enrollment (Pre-assessment/registration). 	Faculty	15 minutes
	4	<ul style="list-style-type: none"> Pay to the Cashier. 	Cashier	15 minutes
	5	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. 	ORA (Main Campus)	30 minutes

GRADUATE STUDIES

General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON-in-CHARGE	DURATION of ACTIVITY
A. For New Graduate Students	1	<ul style="list-style-type: none"> Submit the necessary requirements 	CTCC	5 minutes
	2	<ul style="list-style-type: none"> Take the Admission Exam 	CTCC	30 minutes
	3	<ul style="list-style-type: none"> Proceed to College enrollment area for the computerized enrollment to secure certificate of pre-registration (<i>pre-assessment</i>) 		
	4	<ul style="list-style-type: none"> Pay to the Cashier the required Fees. 	Cashier	5 minutes
	5	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA. 	ORA	5 minutes
	6	<ul style="list-style-type: none"> Go to the Business Center for the I.D. 	Business Center	10 minutes
B. OLD Graduate Students	1	<ul style="list-style-type: none"> Proceed to College enrollment area for computerized enrollment to secure certificate of pre-registration (<i>pre-assessment</i>). 	CASS Faculty	10 minutes
	2	<ul style="list-style-type: none"> Pay to the Cashier the required Fees. 	Cashier	5 minutes
	3	<ul style="list-style-type: none"> Get Certificate of Registration (COR) from the ORA. 	ORA	5 minutes
	4	<ul style="list-style-type: none"> Go to the Business Center for renewal of I.D. (<i>if needed</i>). 	Business Center	10 minutes
C. For Student Transferees and Returnees	1	<ul style="list-style-type: none"> For transferees and returnees go to the Graduate Studies office for the evaluation. 	Clerk	5 minutes
	2	<ul style="list-style-type: none"> Go to respective College for an advice on subjects to be taken for computerized enrollment to secure certificate of pre-registration (<i>pre-assessment</i>). 	GS Faculty	10 minutes
	3	<ul style="list-style-type: none"> Pay to the Cashier the required Fees. 	Cashier	5 minutes
	4	<ul style="list-style-type: none"> Get Certificate of Enrollment (COR) from the ORA. 	ORA	5 minutes
	5	<ul style="list-style-type: none"> Go to the Business Center for renewal of I.D. (<i>if needed</i>). 	Business Center	10 minutes
E. For Students who will take the Comprehensive Examination	1	<ul style="list-style-type: none"> Secure a comprehensive application form at the GS Office and other requirements. 	Clerk	1 minute
	2	<ul style="list-style-type: none"> Go to the Registrar's office for the evaluation of grades. 	ORA	2 minutes
	3	<ul style="list-style-type: none"> Go to the GS office for the assessment of the comprehensive review and examination fee. Pay to the Cashier the required Fees. 	Clerk	2 minutes

	4	<ul style="list-style-type: none"> Photocopy the application form and submit the original copy at the GS Office. 	Cashier	3 minutes
	5		Clerk	
	6	<ul style="list-style-type: none"> Check the schedule of the review and exam at the GS Office. 	Clerk	1 minute
F. For Students Enrolled in Thesis and Dissertation Writing	1	<ul style="list-style-type: none"> Go to the Dean for the assignment of Adviser. 	Dean	2 minutes
	2	<ul style="list-style-type: none"> Secure a Schedule Form from your respective colleges for the defense schedule and inform you panel. 	Dean/Program Coordinator	2 minutes
	3	<ul style="list-style-type: none"> Proceed to the Dean's office for the assessment of defense fees. 	Clerk	2 minutes 10 minutes
	4	<ul style="list-style-type: none"> Pay to the Cashier the required Fees and submit the Official Receipt of the defense to the adviser on the day of defense. 	Cashier	10 minutes
G. For Students who will avail the GS Internet connection	1	<ul style="list-style-type: none"> Proceed to the GS Computer Laboratory and present the official receipt or Certificate of Registration to the person in charge. 	Clerk	5 minutes
	2	<ul style="list-style-type: none"> Get an internet card or register your laptop at the GS Computer Laboratory. 	Clerk	5 minutes

ADMISSION OFFICE

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

Schedule of Availability of Service:

Tuesday to Friday

7:00 a.m. – 12:00 noon

1:00 p.m. – 6:00 p.m.

Who May Avail of the Service:

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

What are the Requirements:

New Freshmen Students

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

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

B. Second Courser and Professional Education Subject Takers

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

C. Transferees

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

D. Shifters

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

E. Returnees

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

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

	and present the schedule slip to the encoder.	assessment Form.				
4	Pay the fees (specified at the Pre-Assessment Form) to the Cashier	<ul style="list-style-type: none"> Process payment and issue OR. 	2 minutes	Cashier		
5	Proceed to ORA and present the O.R. to get Certificate of Registration (COR)	<ul style="list-style-type: none"> Process and issue Certificate of Registration (COR). 	1 minute	ORA Staff		
II. SECOND COURSER AND PROFESSIONAL EDUCATION SUBJECTS TAKERS						
1	Go to Admissions Unit (near Testing Center) submit requirements and get Application Form Proceed to ORA and present the Application Form (attach Machine copy of the OTR)	<ul style="list-style-type: none"> Check the following requirements: <ul style="list-style-type: none"> Official Transcript of Records (Original Copy with S.O/ROG No. Machine Copy of Authenticated (PSA) Birth Certificate Machine Copy of Authenticated (PSA) Marriage Certificate for female married students 2pcs. 2x2 colored pictures (taken within the last six months) Accomplished application form for admission 	10 minutes	Admission Staff		Application Form for Second Courser and Prof. Educational Subjects Takers
2	Go to respective College Dean for signing of Application Form	<ul style="list-style-type: none"> Give copy of the Application Form and Personal Data Form 	5 minutes	In-Charge of Records		
3	Get Admission Slip and Submit Application Form	<ul style="list-style-type: none"> Checking of Subjects to be Validated or Accredited Signing of application Form (The 	1 minute	College Dean Admission		

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

2	Proceed to ORA and present the Application Form (attach Machine copy of the OTR)	<ul style="list-style-type: none"> • Checking of Subjects to be Validated or Accredited 	5 minutes	In-Charge of Records		
3	Go to respective College Dean for signing of Application Form	<ul style="list-style-type: none"> • Signing of application Form (The College Dean shall be responsible for the availability of slot) 	1 minute	College Dean		
4	Get Admission Slip and Submit Application Form for Transferee	<ul style="list-style-type: none"> • Encode Personal Profile in the Enrollment System and Give Admission Slip 	3 minutes	Admission Staff		
5	Proceed to enrollment area of the College for computerized enrollment and submit Admission Slip	<ul style="list-style-type: none"> • Enroll (Encoding of Schedules) 	5 minutes	Faculty In-Charge		
IV. SHIFTERS AND RETURNEES						
1	Get Evaluation Form or Report of Grades in ORA	<ul style="list-style-type: none"> • Give Evaluation Form or Report of Grades 	1 minute	In-Charge of Records		Application Form for Shifters/Returnees
2	Go to Admissions Unit (near Testing Center) submit requirements and get Application Form	<ul style="list-style-type: none"> • Check the following requirements: <ul style="list-style-type: none"> - Evaluation of grades - Accomplished application form for admission 	1 minute	Admission Staff		
3	Go to College Dean (from Current Course to New Course Applied) for signing of Application Form		1 minute	College Dean		
4	Get Admission Slip and Submit Application Form for Shifter/Returnee	<ul style="list-style-type: none"> • Signing of Application Form for Release and Acceptance 	5 minutes	Admission Staff		

5	Proceed to enrollment area of the College for computerized enrollment and submit Admission slip	<ul style="list-style-type: none"> • Change the Course and Curriculum in the Enrollment System (Shifter) and Give Admission Slip • Enroll (Encoding of Schedules) 	5 minutes	Faculty In-Charge		
<i>END OF TRANSACTION</i>						

REGISTRATION OFFICE

ISSUANCE OF CERTIFICATE OF REGISTRATION

Schedule of Availability:

Tuesday – Friday

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

*No noon break during enrollment period.

Who may avail of the service:

1. Students who are officially enrolled in the University.

What are the requirements:

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

Duration:

1 minute

How to avail of the service:

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

END OF TRANSACTION

*The payment slip is free of charge

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

IN CASE OF REPRINT OF CERTIFICATE OF REGISTRATION

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Present the current tuition fee official receipt and ID	Review the OR and ID, Issue Payment slip, and	1 minute	REG Office Clerk		TSU-REG-SF-08

		Advise student to go to Cashier				
2	Pay to the Cashier	Process payment and issue Official Receipt	1 minute	Cashier	P20.00/ copy	
3	Present the OR and wait for the request to be processed	Search and Print COR in the Enrollment System	1 minute	REG Office Clerk		
4	Receive the COR	Cancel OR and Release the duly signed Certificate of Registration to student	5 seconds	REG Office Clerk		

END OF TRANSACTION

*The payment slip is free of charge

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

ISSUANCE OF FIRST COPY OF REPORT OF GRADES (ROG)

Schedule of Availability:

Tuesday – Friday

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

Who may avail of the service:

1. The Dean of each Colleges

Duration:

2 days

How to avail of the service:

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

IN CASE OF REPRINT OF REPORT OF GRADES (ROG)

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Request for Reprint of ROG	Issue Payment slip and advise student to go to Cashier	1 minute	REG Office Clerk	P 20.00	TSU-REG-SF-08
2	Pay to the Cashier	Process payment and issue Official Receipt	1 minute	Cashier		
3	Present the OR and wait for the request to be processed	Search and Print ROG in the Enrollment System	1 minute	REG Office Clerk		
4	Receive the Report of Grades	Cancel OR and Release the Report of Grades	5 seconds	REG Office Clerk		

END OF TRANSACTION

ISSUANCE OF CERTIFICATE OF TRANSFER CREDENTIALS (CTC)

Schedule of Availability:

Tuesday – Friday

7:00 am – 6:00 pm with no noon break

Who may avail of the service:

1. Bonafide TSU Students

What are the requirements:

1. ID
2. Clearance
3. Documentary Stamp
4. Official Receipt
5. Form 137-A/ OTR (if not yet submitted/received)

Duration:

30 minutes

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Present ID, Form 137A/OTR, Documentary Stamp	Review all the Documents Presented	5 minutes	In charge of request section		
2	Accomplish the Request Form	Receive and review the Request form	5 minutes	In charge of request section		TSU-REG-SF-06
3	Wait to be called by the In- charge of Request	Issue Payment slip	5 minutes	In charge of request section	P 50.00 + P 50/page OTR attachment	TSU-REG-SF-08
4.	Pay to the Cashier	Process payment and issue Official Receipt	5 minutes	Cashier	P 50.00 + Attachment	
5	Present the OR and wait for the request to be processed	Process the Certificate of Transfer Credentials	9 minutes	In charge of request Section/ In charge of records		
6	Receive the CTC	Record the CTC on the logbook/Cancel OR and Release the Certificate of Transfer Credentials	1 minute	In charge of request		TSU-REG-SF-10

END OF TRANSACTION**ISSUANCE OF SECOND COPY OF DIPLOMA (First Copy is distributed during graduation)****Schedule of Availability:**

Tuesday – Friday

7:00 am – 6:00 pm with no noon break

Who may avail of the service:

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

What are the requirements:

1. ID
2. Photocopy of diploma
3. Documentary Stamp
4. Notarized Affidavit of Loss
5. Payment P200.00

Duration:

2 weeks processing

How to avail of the service:

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

ISSUANCE OF CERTIFICATE OF AUTHENTICATION AND VERIFICATION (CAV)**Schedule of Availability:**

Tuesday – Friday

7:00 am – 6:00 pm with no noon break (12:00noon – 1:00pm)

Who may avail of the service:

1. Bonafide TSU Students

What are the requirements:

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

Duration:

30 minutes

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1.	For Graduates: Present the Original and Photocopy of OTR and Diploma	Review all the Documents Presented	5 minutes	In charge of request section		
	For Undergraduates: Present the Original and Photocopy of OTR and Certification	Review all the Documents Presented	5 minutes	In charge of request section		
2	Wait for the payment slip	Issue Payment slip	5 minutes	In charge of request section	P 50.00 + P20/page attachment	TSU-REG-SF-08
3	Pay to the Cashier	Process payment and issue Official Receipt	5 minutes	Cashier	P 50.00 + Attachment	
4	Present the OR and wait for the request to be processed	Process the Certificate of Authentication and Verification	8 minutes	In charge of request section/ In charge of records		
5	Receive the CAV	Record the CAV on the Logbook/Cancel OR and Release the Certificate of Authentication and Verification	2 minutes	In charge of request		

END OF TRANSACTION

ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS [GRADUATE/F137-A (Secondary)]

Schedule of Availability:

Tuesday – Friday

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

Who may avail of the service:

1. TSU Graduates

What are the requirements:

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

Duration:

30 minutes

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Present the needed requirements	Receive and Review all the Requirements presented by the Client	5 minutes	In charge of request		
2	Accomplish the request form	Receive the request form, Issue payment slip	5 minutes	In charge of request	For First Issuance: Free of Charge For Succeeding Issuance: P 50/page + P 20/page attachment	
3	Pay to the Cashier	Process payment and Issue Official Receipt	5 minutes	Cashier	P50/page + P20/page attachment	
4	Present the OR and wait for the request to be processed	Process the OTR/F 137-A	10 minutes	Director REG Office/ In charge of request/ In charge of records		
5	Sign in REG Office OTR Logbook (for first issuance only)	Record the OTR in the Logbook/ Cancel OR. Release the OTR/ F 137-A	5 minutes	In charge of records/ In charge of request		

END OF TRANSACTION

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

ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS (UNDERGRADUATE)**Schedule of Availability:**

Tuesday – Friday

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

Who may avail of the service:

1. TSU Undergraduates

What are the requirements:

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

Duration:

30 minutes

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Present the needed requirements	Receive and Review all the Requirements presented by the Client	5 minutes	In charge of request		
2	Accomplish the request form	Receive the request form, Issue payment slip	5 minutes	In charge of request		
3	Pay to the Cashier	Process payment and issue Official Receipt	5 minutes	Cashier	P50/page+P20/page attachment	
4	Present the OR and wait for the request to be processed	Process the OTR	10 minutes	Director REG Office/In charge of request/ In charge of records		
5	Receive the OTR	Record the OTR in the Logbook/ Cancel OR. Release the OTR	5 minutes	In charge of request		

END OF TRANSACTION

CHECKS AND VERIFY PREPARED OTR AND CERTIFICATION

Schedule of Availability:

Tuesday – Friday

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

Who may avail of the service:

1. Bonafide TSU Students

What are the requirements:

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

Duration:

- for graduates: 30 minutes
- for undergraduates: 15 minutes

How to avail of the service:

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

END OF TRANSACTION

ADDING SUBJECT/S TRANSACTION

Schedule of Availability:

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

Tuesday – Friday

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

Who may avail of the service:

1. Bonafide TSU Students

What are the requirements:

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

Duration:

20 minutes

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Accomplish the Adding form and Request to overload form (if needed)	Receive and Evaluate the Adding form and Request to overload form (if needed)	5 minutes	In charge of Adding section		TSU-REG-SF-13
2	Wait for the processing to be completed	Process the Adding Form. Issue Assessed payment form. Advise the client to pay in the Cashier	5 minutes	In charge of Adding section		Assessed payment form
3	Pay to the Cashier	Process payment and issue Official Receipt	5 minutes	Cashier	P40 revision fee + total units added	
4	Present the OR to the In charge of Adding section	Search and Print the Student Actual Load (COR) in the Enrollment System	3 minutes	In charge of Adding section		
5	Receive the COR	Cancel OR. Release the Student Actual Load (COR)	2 minutes	In charge of Adding section		

END OF TRANSACTION

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

CHANGING SUBJECT/S TRANSACTION

Schedule of Availability:

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

Tuesday – Friday

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

Who may avail of the service:

1. Bonafide TSU Students

What are the requirements:

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

Duration:

20 minutes

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Accomplish the Changing form and Request to Change Subject form (if needed)	Receive and Evaluate the Changing form and Request to Change Subject form (if needed)	5 minutes	In charge of Changing Subject section		TSU-REG-SF-13
2	Wait for the processing to be completed	Process the Changing Form. Issue Assessed payment form. Advise the client to pay in the Cashier	5 minutes	In charge of Changing Subject section		Assessed payment form
3	Pay to the Cashier	Process payment and issue Official Receipt	5 minutes	Cashier	P40 revision fee	
4	Present the OR to the In charge of Changing Subject section	Search and Print the Student Actual Load (COR) In the Enrollment System	3 minutes	In charge of Changing Subject section		
5	Receive the COR	Cancel OR. Release the Student Actual Load (COR)	2 minutes	In charge of Changing Subject section		

END OF TRANSACTION

DROPPING SUBJECT/S TRANSACTION

Schedule of Availability:

The date on Dropping Subject/s is based from the Academic Calendar
 Tuesday – Friday
 7:00 am – 6:00 pm with noon break (12:00noon – 1:00pm)

Who may avail of the service:

1. Bonafide TSU Students

What are the requirements:

1. Accomplished Dropping Form
2. Certificate of Registration

Duration:

10 minutes

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Accomplish the Dropping form	Receive and Evaluate the Dropping Form	2 minutes	In charge of Dropping Subject section		TSU-REG-SF-14
2	Wait for the processing to be completed	Process the Dropping Form. Issue Assessed payment form. Advise the client to pay in the Cashier	2 minutes	In charge of Dropping Subject section		Assessed payment form
3	Pay to the Cashier	Process payment and issue Official Receipt	2 minutes	Cashier	P40 revision fee	
4	Present the OR to the In charge of Dropping Subject section	Search and Print the Student Actual Load (COR) In the Enrollment System	2 minutes	In charge of Dropping Subject section		
5	Receive the COR	Cancel OR. Release the Student Actual Load (COR)	2 minutes	In charge of Dropping Subject section		

END OF TRANSACTION

MANAGES THE FILLING AND MAINTENANCE OF STUDENT RECORDS

Schedule of Availability:

Tuesday – Friday

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

Who may avail of the service:

1. Bonafide TSU Students

What are the requirements:

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

Duration: Perpetual

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

ISSUANCE OF STUDENT RECORD EVALUATION

Schedule of Availability:

Tuesday – Friday

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

Who may avail of the service:

1. Bonafide TSU Students

What are the requirements:

1. ID

Duration:

15 minutes

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Present the ID	Search and Check Evaluation in the Enrolment System	5 minutes	In charge of Records		
2	Wait for the processing to be completed	Print the Evaluation Form. Issue payment slip. Advise the client to pay in the Cashier	5 minutes	In charge of Records		Evaluation Form
3	Pay to the Cashier	Process payment and issue Official Receipt	3 minutes	Cashier	P25.00	
4	Present the OR to the In charge of Records Receive the COR	Cancel OR. Release the Evaluation Form	2 minutes	In charge of Records		

END OF TRANSACTION

* The First Copy of Evaluation is free of charge(for graduating students only).

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

Schedule of Availability:

Tuesday – Friday

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

Who may avail of the service:

1. Bonafide TSU Students and TSU Graduates

What are the requirements:

- ID
- Clearance
- Documentary Stamp
- Official Receipt

Duration:

30 minutes

How to avail of the service:

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fee	Form
1	Present ID, Form 137-A/OTR, Documentary Stamp	Review all the documents presented	5 minutes	In charge of request section		
2	Accomplish the Request Form	Receive and review the Request form	5 minutes	In charge of request section		TSU-REG-SF-06
3	Wait to be called by the in charge of request	Issue Payment slip	5 minutes	In charge of request section	P20.00/ page	TSU-REG-SF-08
4.	Pay to the Cashier	Process payment and issue Official Receipt	5 minutes	Cashier	P20.00/ page	
5	Present the OR and wait for the request to be processed	Process the Evaluation/Certification	9 minutes	In charge of request Section/ In charge of records		
6	Receive the CTC	Record the CTC on the logbook/Cancel OR and Release the Certificate of Transfer Credentials	1 minute	In charge of request		

END OF TRANSACTION

ENDOWMENT & SCHOLARSHIP UNIT

Steps for Scholarship Assistance

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

Step 1:	<p><u>Get Scholarship Forms all NEW/RENEWAL Applicants</u></p> <ul style="list-style-type: none"> ➤ Personal Information Sheet (PIS) ➤ Scholarship Forms (chosen scholarship program) 	3 minutes
Step 2:	<p>Submit the following requirements to be filled-up (See List Requirements below)</p> <ul style="list-style-type: none"> ➤ Personal Information Sheet (PIS) properly filled-up with 2x2 picture ➤ Scholarship Form properly accomplished (2copies) ➤ Pre-Registration/Assessment or Certificate of Registration (Current Semester) ➤ Original copy of Report of Grades (Previous Semester) ➤ Form 138 (Freshmen applicant only) <p><i>Note: Other Scholarship Program may require additional Requirements</i></p> <ul style="list-style-type: none"> ➤ Certificate of Indigency ➤ Barangay Clearance ➤ Medical Certification and PWD ID's(PWD) ➤ 4P's ID's(ESGP-PA) etc. <p><u>For Valedictorian and Salutatorian Applicants</u></p> <ul style="list-style-type: none"> ➤ Copy of High School Report Card ➤ Certification from School Principal or Guidance Counselor that the applicant is the Valedictorian/Salutatorian among the number of graduates in their batch (must be at least 40 students graduated from their batch) ➤ Pre-Registration/Assessment <p><u>For University and College Scholarship Applicants</u></p> <ul style="list-style-type: none"> ➤ Original copy of Report of Grades (Previous Semester) <ul style="list-style-type: none"> • General Weighted Average (GWA) 1.45 or better - For University 	5 minutes - Depending on the case of the transaction of the student

	Scholar <ul style="list-style-type: none"> • General Weighted Average (GWA) 1.46 - 1.75 – For College Scholar 	
Step 3:	Submit to the person In-charge the Requirements for processing and evaluation	6 minutes – Depending on the case of the transaction of the student
Step 4:	If finished and evaluated, wait for the forms to be approved and signed by the Unit Head	5 minutes– Depending on the case of the transaction of the student
Step 5:	For the NEW Applicant have it signed by the SAS Dean for Approval	3 minutes – Depending on the case of the transaction of the student
Step 6:	Submit to the staff where In-charge for TAGGING	3 minutes - Depending on the case of the transaction of the student
Step 7:	Proceed to the Admission and Registration Office(ARO) for the issuance the Certification of Registration(COR)	

For inquiries/Customer Feedback: Please see the Head of Scholarship, Dr. Elsie M. Canlas/Ms. Sarah T. Gonzales and Staffs,

HEALTH SERVICE UNIT

I. MEDICAL

SERVICES	PERSON'S RESPONSIBLE	CLIENTS
1. Provide physical examination - The clinic conducts physical examination for students, faculty and non-teaching personnel.	University physician, Nurses	Students, Faculty and Personnel
2. Consultations - The university physician provides free consultation on uncomplicated medical cases. Prescribes medicines and the on duty nurse gives available medication for symptomatic relief of student/personnel illness. Complicated cases are referred to tertiary hospital of choice, for thorough evaluation and medical management.	University physician, Nurses	Students, Faculty and Personnel
3. Provides general medical visits – in general medical concerns. You may walk in to avail of the following: <ul style="list-style-type: none"> • Blood Pressure check • Sugar test • Height and weight • ECG • Nebulization 	University physician, Nurses	Students, Faculty and Personnel
4. Immunization (Flu, cervical and other vaccines)	University physician, Nurses	Students, Faculty and Personnel
5. Issuance of medical certificate	University physician, Nurses	Students, Faculty and Personnel
6. Provides wellness disease lectures and seminar	University physician, Nurses	Students and Faculty
7. Provides health screenings e.g. Osteoporosis, Diet counseling, FBS, CBC, ECG and others	University physician, Nurses and Volunteers	Students, Faculty and Personnel
8. Medical assistance on different university activities, e.g. Intramurals, SCUAA, SCUFAR, Educational fieldtrips and seminars.	University physician, Nurses and Volunteers	Students, Faculty and Personnel

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

	<p>transfer to the hospital of choice. Parents and or guardians are notified regarding the status of the patient.</p> <p>The following conditions/illness are classified as Emergency/Major cases:</p> <ul style="list-style-type: none"> ○ Fractures ○ Lacerated wounds ○ Difficulty of breathing ○ Severe stomachache ○ Seizure ○ Eye injuries 	As per case basis	University Physician, University Nurses
2. Conducts immunization of vaccines	Vaccinations of Flu and other vaccines	5 minutes	University Physician, University Nurses
3. Conducts wellness disease lectures	Lecture and Seminar	1 to 2 hours	University Physician, University Nurses
4. Provides health screenings	Osteoporosis, FBS, CBC, ECG, Diet counseling and others	As per case basis	University physician, Nurses and Volunteers
5. Medical assistance	Medical assistance on different university activities, e.g. Intramurals, SCUAA, SCUFAR, Educational fieldtrips and seminars.	As per case basis	University Physician, University Nurses



I. Scheduling of New Patient

STEP	RESPONSIBLE	FLOW CHART	EXPLANATION	DURATION	FEE	FORMS
1	Student	Present COR	Student presents Certificate of Registration (COR), proof that the student is currently enrolled.	6 secs	NONE	
2	Dental Clerk	Prepare document	Prepares the Personal Information Sheet.	3 secs	NONE	TSU-DHO-SF-01
3	Student	Fill up form	Student fills up the Personal Information Sheet for record purposes.	3 mins	NONE	TSU-DHO-SF-01
4	Dentist	Examine Clinical condition of patient	<p>The dentist conducts an oral examination or check-up to evaluate the severity of the case.</p> <ul style="list-style-type: none"> • Mild cases will be considered as routine check-up • Moderate to severe cases will be scheduled according to the urgency of the case. • Emergency cases will be given immediate dental attention. 	3 mins	NONE	

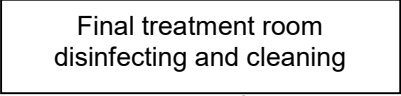
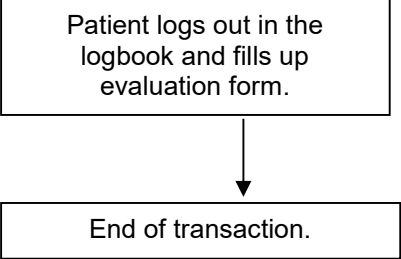
5	Dentist	Discuss the treatment plan to the patient.	The Dentist will discuss the procedure that will be made for the patient.	5 mins	NONE	
6	Dentist	Set appointment	Students below 18 years of age need to get parental consent before having tooth extraction.		NONE	TSU-DHO-SF-03
7	Student/Dental Clerk	Register time and date	Finalizes the date and time according to availability.	30 secs	NONE	
8	Dental Clerk	Register at the logbook	Registers time and date at the Student's COR and Dental Schedule Log.	13 secs	NONE	TSU-DHO-SF-13
9	Student	End of transaction.	Register at the Daily Accomplishment Log	20 secs	NONE	TSU-DHO-SF-14

II. Scheduling of Regular Patient

STEP	RESPONSIBLE	FLOW CHART	EXPLANATION	DURATION	FEE	FORMS
1	Student	Present COR	Student presents Certificate of Registration (COR), proof that the student is currently enrolled.	6 secs	NONE	
2	Dental Clerk	Retrieve dental record	Retrieves record for review.	1 min	NONE	TSU-DHO-SF-01
4	Dental Clerk	Review dental record	Dental Clerk reviews the treatment plan stated in the record.	30 secs	NONE	TSU-DHO-SF-01
5	Dentist	Set appointment	Students below 18 years of age need to secure a parental consent before having tooth extraction.	10 secs	NONE	TSU-DHO-SF-03
6	Student/Dental Clerk	Register time and date	Finalizes the date and time according to availability.	30 secs	NONE	
7	Dental Clerk	Register at the logbook	Registers time and date at the Student's COR and Dental Schedule Log.	10 secs	NONE	TSU-DHO-SF-13
8	Student	End of transaction.	Register at the Daily Accomplishment Log	20 secs	NONE	TSU-DHO-SF-14

III. Pre-treatment Procedure

STEP	RESPONSIBLE	FLOW CHART	EXPLANATION	DURATION	FEE	FORMS
1	Dental Clerk	Patient confirms appointment schedule	Check the Dental Schedule Log and retrieves the patient's personal information sheet.	10 secs	NONE	TSU-DHO-SF-01 TSU-DHO-SF-13
2	Dental Clerk	Check parental consent (for extraction case only)	Verify and accept the waiver.	10 secs	NONE	TSU-DHO-SF-03
3	Dental Assistant	Prepare the dental treatment room	Prepare the necessary instruments and equipments to be used.	3 mins	NONE	
4	Dental Assistant	Seat the dental patient.	Greet and accompany the patient to the treatment room. Instruct the patient to seat in the dental chair.	1 min	NONE	
5	Student/Dentist	Dental procedure/treatment	Dentist begins the procedure/treatment.	30 mins	NONE	
6	Dentist/Dental Assistant	Complete the procedure and dismiss the patient	Dentist gives postoperative instructions to the patient	2 mins	NONE	TSU-DHO-SF-03
7	Dental Assistant/Dental Clerk	Completion of dental treatment	Remove all the contaminated instruments and barriers after each treatment. Place contaminated instruments to the treatment tray.	1 min	NONE	

8	Dental Assistant/Dental Clerk		Cleanse and disinfects the treatment room.	3 mins	NONE	
9	Dental Clerk		Register at the Daily Accomplishment Log and finish the Evaluation form.	30 secs	NONE	TSU-DHO-SF-02 TSU-DHO-SF-14

IV. Dental Treatment Procedure

STEP	RESPONSIBLE	FLOW CHART	EXPLANATION	DURATION	FEE	FORMS
1	Student/Dentist	Identify the problem of the patient	Dentist reviews the patient's personal information sheet.	3 mins	NONE	
2	Dentist	Define the Nature/ extent/ severity/ significance of the case	Diagnose the case presented and patient's chief complain.	3 mins	NONE	
3	Dentist	Discuss treatment plan	Explain the procedures to be made to the patient.	2 mins	NONE	
4	Dentist	Treat the patient according to the plan	Treatment made according to the services offered such as composite filling restoration, gum treatment, extraction, and oral examination.	30 mins	NONE	
5	Dentist/Dental Assistant	Record the treatment made End of transaction.	Record the patient's dental condition.	20 secs	NONE	

V. Procedure in Requesting Dental Certificate

STEP	RESPONSIBLE	FLOW CHART	EXPLANATION	DURATION	FEE	FORMS
1	Dental Clerk	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Fill out request form</div> <div style="text-align: center;">↓</div>	Client will fill up the form for his request.	20 secs	NONE	TSU-DHO-SF-10
2	Dentist	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Review dental record</div> <div style="text-align: center;">↓</div>	Dentist will review the dental record of the patient and note the following procedures that were made.	15 secs	NONE	TSU-DHO-SF-01
3	Dental Clerk	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Accomplish certificate</div> <div style="text-align: center;">↓</div>	Dental Clerk will prepare the document to be signed by the dentist.	5 min	NONE	TSU-DHO-SF-04
4	Dentist	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Sign document</div> <div style="text-align: center;">↓</div>	Dentist signs the document for its release.	5 secs	NONE	
5	Dental Clerk	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Record document</div> <div style="text-align: center;">↓</div>	Register at the Daily Accomplishment Log	15 secs	NONE	
6	Dental Clerk	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Release the document</div> <div style="text-align: center;">↓</div> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">End of transaction.</div>			NONE	

LIBRARY SERVICES

1. Borrowing and Returning of Books/Materials

Schedule of Availability: **Monday to Saturday**

Who May Avail of the Service: **TSU Students and Employees**

Duration: **10 Minutes**

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider	Duration of Activity	Person In-Charge	Fees	Output
1	<i>Borrowing:</i> Patrons' searches needed information on the Online Public Access Catalog (OPAC). Write down the call number on a piece of paper provided.				none	Book or material is checked
2	Proceed to the book section and locate the book by its call number				none	Books are located
3	If the book is not available, seek assistance from the library staff.	Assists the Patron and offer related resources	3 mins	Library Staff		Assistance provided
4	Student/Employee ID number for verification at the circulation counter.	Verifies the name of the patron.	2 mins.	Library Staff	none	Verification of ID

5	Fill out the book card and the item is ready for check -out	Receives the filled up book card and release the book.	2 mins.	Library staff	none	Book or material has been checked out for the client
6	Returning: Present borrowed book	Receives and Checks the book for damage/overdue	1 min.	Library Staff	None	Checked and received the book
7	Pay the penalty for overdue if any			Library Staff	none	
8	Shelve the book(s)		2 mins.	Library Staff	none	Books are shelved in their proper location.
End of Transaction						

2. Computer & Internet Access

Schedule of Availability: **Monday to Saturday**

Who May Avail of the Service: **TSU Students, Employees, Alumni & Visiting Researchers**

Duration: **4 Minutes**

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider	Duration of Activity	Person In-Charge	Fees	Output
1	Present ID	Verify the identity of the patrons.	1 min	Library Staff	none	Checked students/faculty ID

2	Log-in using the computer	Assists patron to the available PC	2 min.	Library Staff	none	Assisted and monitored patron
3	Log-out after using the facility.		1 min	Library Staff	none	Computer and internet utilized
End of Transaction						

3. Library Clearances

Schedule of Availability: **Monday to Saturday**

Who May Avail of the Service: **TSU Students, Employees**

Duration: **4 Minutes**

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider	Duration of Activity	Person In-Charge	Fees	Output
1	Present clearance form and TSU ID	Check entries on the form. Verify list of patrons with accountabilities and countersign if name is not on the list	2 min.	Library Staff	none	Patron's name verified for clearance
2	Log name in the clearance logbook	Signs clearance form	2 min.	Library Staff	none	Clearance signed
End of Transaction						

5. Referral Service

Schedule of Availability: **Monday to Saturday**

Who May Avail of the Service: **TSU Students, Employees**

Duration: **4 Minutes**

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider	Duration of Activity	Person In-Charge	Fees	Output
1	Present student / employees ID.	Verify the identity of the patron.	1 min.	Library Staff	none	Verified the ID presented for validity.
2	Fill-out the request form and seek signature of their College Dean as approval.	Check entries on the form. Encode information on the Referral template and print.	3 mins	Library Staff	none	Referral letter issued to patron
End of Transaction						

OFFICE OF PROFESSIONAL DEVELOPMENT AND CONSULTANCY SERVICE

Schedule of Availability of Service:

Tuesday – Friday

7:00-12:00 A.M.; 1:00-6:00 P.M.

Who May Avail of the Service:

University personnel, Extension Program Chairs and outside clients

What are the requirements:

1. Valid I.D.
2. Corporate authorization
3. Payment of reservation fees
4. Accomplished request form

Duration:

1-3 days

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

OFFICE OF STUDENT AFFAIRS

COUNSELING, TESTING & CAREER CENTER

Type of Transaction	Client	Purpose	Requirement	Processing Time	Attending Staff	Fees	Form
1. Issuance of Certificate of Good Moral Character	Undergraduate	Scholarship/OJT/work/etc.	Certificate of Registration (COR) / Student ID	10 Minutes	Guidance Director / Guidance Counselor/ Clerk	P20.00	Request for Certificate of Good Moral Character (TSU-GUI-SF-26)
		Transfer	Honorable Dismissal/Transcript of Records (TOR)	20 Minutes	Guidance Director / Guidance Counselor/ Clerk	P20.00	- Request Form - Exit Counseling / Interview (TSU-GUI-SF-12)
		Authentication of Certificate of Good Moral Character	Original Copy of Certificate of Good Moral Character	15 Minutes	Guidance Director / Guidance Counselor/ Clerk	N/A	N/A
	Graduate	Employment / Enrolment / Admission to Graduate Studies / Second Course	Diploma/ Transcript of Records (TOR)	10 Minutes	Guidance Director / Guidance Counselor/ Clerk	P20.00	Request Form
		Authentication of Certificate of Good Moral Character	Original Copy of Certificate of Good Moral Character	15 Minutes	Guidance Director / Guidance Counselor/ Clerk	N/A	N/A

2. RIASEC Examination / Career Testing and Counseling	Undergraduate (shiffters, returnees)	Enrolment / Admission	2 Photocopy of the Latest Report of Grades (ROG)/Evaluation of Grades	30 Minutes	Guidance Director, Guidance Counselor	N/A	RIASEC Form Counselor's Report (TSU-GUI-SF-11)
3. Psychological Test	Graduate (Prof. Ed. Unit takers); transferees & second-coursers	Enrolment / Admission	Diploma/ Transcript of Record (TOR)	30 Minutes	Guidance Director, Testing Staff	P300.00	Admission Slip (TSU-GUI-SF-18)

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

RIASEC EXAMINATION			
1	Present the requirements	Guidance Counselor/Clerk	Guidance and Counseling Center, Main Guidance Office
2	Take the RIASEC Exam	Guidance Counselor	Guidance and Counseling Center, Main Guidance Office
3	Have a Career Counseling Session	Guidance Director/ Guidance Counselor	Guidance and Counseling Center, Main Guidance Office
END OF TRANSACTION			

GENERAL APPLICATION FOR ADMISSION TEST AND PSYCHOLOGICAL TEST

Schedule of Availability of Services:

Tuesday to Friday

7:00 AM – 6:00 PM (NO NOON BREAK)

WHO MAY AVAIL OF TESTING SERVICES

Admission Test

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

Psychological Test/Assessment

1. Professional Education Units applicants.
2. Students of the University enrolled in the undergraduate and post graduate programs.
3. Private and other government agencies.

WHAT ARE THE REQUIREMENTS

ADMISSION TEST

1. Incoming College Freshman Students

- 1.1 Photocopy of Form 138 (Report Card)
- 1.2 Photocopy of Certificate of Good Moral Character
- 1.3 Photocopy of Authenticated (PSA) Birth Certificate
- 1.4 2 pcs. Passport (3.5 cm x 4.5 cm) size photo that is taken within the last six months
- 1.5 Official receipt of non-refundable testing fee amounting to Php 300.00 (*to be paid at the TSU Cashiering Office*).
- 1.6 Accomplished Application Form for College Admission Test (TSU-GUI-SF-16)
- 1.7 Admission result, if available

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

- a. Must not have taken any college subject/s prior to or for the semester or academic year for which the TSU College Admission Test is to be taken.
- b. Students enrolled in vocational courses or those not leading to a degree program can apply for the TSU College Admission Test.
- c. Students who are Alternative Learning System (ALS) graduates who are eligible for college can also apply for the TSU College Admission Test.

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

- 2.1 Photocopy of PEPT Result
- 2.2 Photocopy of Certificate of Good Moral Character
- 2.3 Photocopy of Authenticated (PSA) Birth Certificate
- 2.4 2 pcs. 2"x2" photo which should have been taken within the last six months

- 2.5 Official receipt of non-refundable testing fee amounting to Php 300.00 (*to be paid at the TSU Cashiering Office*).
- 2.6 Accomplished Application Form for College Admission Test (TSU-GUI-SF-16)

3. Incoming Foreign Freshman Students

- 3.1 Endorsement from ARO for accommodation for college examination.
- 3.2 Accomplished Application Form for College Admission Test (TSU-GUI-SF-16)

4. Incoming Students for Bachelor of Laws

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

- 4.1 Photocopy of Official Transcript of Records (*of the earned degree*).
- 4.2 Photocopy of Good Moral Character (*from School/College/University graduated*)
- 4.3 Photocopy of Authenticated (PSA) Birth Certificate
- 4.4 Photocopy of Authenticated (PSA) Marriage Certificate for female married students.
- 3.6 2 pcs. 2"x2" photo which should have been taken within the last six months
- 4.6 Official Receipt of Testing Fee amounting to Php 1,000.00 (*to be paid at the TSU-Cashiering Office*).
- 4.7 Accomplished Application Form for Law Admission Test (TSU-GUI-SF-17)

5. Incoming Students for Graduate Studies Program

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

- 5.1 Original copy of Official Transcript of Records (*of the earned degree*).
- 5.2 Photocopy of Authenticated (PSA) Birth Certificate.
- 5.3 Photocopy of Authenticated (PSA) Marriage Certificate for female married students.
- 5.4 2 pcs. 2"x2" photo which should have been taken within the last six months.
- 5.5 Official Receipt of Testing Fee amounting to Php 250.00 (*to be paid at the TSU-Cashiering Office*).
- 5.6 Accomplished Application Form for Graduate School Admission Test (TSU-GUI-SF-27).

PSYCHOLOGICAL TEST/ ASSESSMENT

1. Professional Education Units Applicant

- Admission slip from ARO
- Accomplished Request for Psychological Test. (TSU-GUI-SF-18)
- Official Receipt of Testing Fee amounting to Php 300.00 (*to be paid at the TSU-Cashiering Office*)

2. Students of the University

- Annual Psychological Test under the processes of CTCC.

3. Private and other government agencies

- Refer to other agencies
- Official Receipt of Testing Fee amounting to Php 300.00 (*to be paid at the TSU-Cashiering Office.*)
- Accomplished Form for Request for Psychological Test

FILING OF APPLICATION

COLLEGE ADMISSION TEST

- JANUARY TO MARCH (Standard Schedule)

LAW ADMISSION TEST

- MAY TO JULY

PSYCHOLOGICAL TEST/ASSESSMENT

- JANUARY TO DECEMBER (Per Semester)

PSYCHOLOGICAL TEST

- PER SEMESTER

Step	Applicant/Client	Activity	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fee	Form
1	Ask for Admission Test Requirements <ul style="list-style-type: none"> • CAT • LAT • Psychological Test/Assessment 	Give copy of the requirements, provide clarifications if necessary	2 minutes	Testing Staff		-Printed copy of Admission Test Requirements -Admission Requirements are available at the TSU Official Website (http://www.tsu.edu.ph)
2	a. Let the testing staffs check if the applicant is qualified to take the test with his/her complete requirements.	Screen the applicant's requirements to assess if he/she is qualified to take the test. Once the applicant is qualified, the	3 minutes	Testing Staff		Forms are available at the CTCC Main Guidance Office.

	b. Get application form for admission test.	applicant will be given application form for admission test with the assessed admission test fee.				
3	Proceed to Collecting Office to pay for the Testing Fee (Window 5-12)	Present applicant form for college admission test with payor ID#. Process the payment and issue Official Receipt (O.R.)	2 minutes	Cashiering Staff	CAT –P300 Foreign – US \$25 LAT –P1,000 Psych. Test – P300 GSAT – P250	
4	Present O.R. together with the Accomplished Application Form and complete requirements.	Check if the application form is properly accomplished. Process the application and give the applicant his/her official receipt and Test Permit that includes the schedule of test and reminders.	3 minutes	Testing Staff		
<i>END OF TRANSACTION</i>						

ACCOUNTING UNIT

Re-Assessment/Adjustment of Student Fees and Checking of Student Account Balances

Schedule of Availability:

Tuesday – Friday
7:00 am – 6:00 pm

Who may avail of the service:

Students who are officially enrolled in the University.

What are the requirements:

1. Student's Pre-Assessment/Pre-Registration Form
2. Student's Identification Card

How to avail of the service:

STEP	APPLICANT/CLIENT	ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEE	FORM
1	Present the Pre-Assessment/Pre-Registration Form/ ID	Open Student Account in the TSU Enrolment System	10 seconds	Accounting Staff	None	None
2	State the purpose whether to verify account balance or request for re-assessment/ adjustment of fees' schedule of payment.	Check account balance or re-assess/adjust fees as requested but in accordance with the University policy	2-3 minutes	Accounting Staff	None	None

END OF TRANSACTION

PROCESSING OF REFUND

Refund of Tuition Fees

Schedule of Availability:

Tuesday – Friday
7:00 am – 6:00 pm

Who may avail of the service:

Students who officially dropped the entire course within the first month after enrolment.

What are the requirements:

1. Official Receipt (Original and photocopy)
2. Certificate of Registration (Original and photocopy)
3. Dropping Form and O.R. payment of the Revision Fee
4. Contact Number

How to avail of the service:

STEP	APPLICANT/CLIENT	ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEE	FORM
1	Proceed to the accounting office and make a verbal request for the evaluation of student account information in the TSU Enrolment System.	Open Student Account in the TSU Enrolment System to verify the student's registration if all the subjects enrolled are officially dropped.	1 minute	Accounting Staff	None	None
2	Submit the requirements for the processing of refund.	Review/Check the requirements if complete and valid for refund and instruct them to wait for at least 2-3 weeks until being notified by the Disbursing Officer.	3-5 minutes	Accounting Staff	None	None

END OF TRANSACTION

**Students who dropped the entire course within the first month after enrolment are entitled to refund of tuition fees as follows.*

First Week - 80%
Second to Fourth Week - 50%

PROCESSING OF REFUND

Refund of Breakage Deposit

Schedule of Availability:

Tuesday – Friday

7:00 am – 6:00 pm

Who may avail of the service:

Students who are officially enrolled.

What are the requirements:

1. Official Receipt (Original)
2. Transfer Credentials (if student intends to transfer)
3. Contact Number

How to avail of the service:

STEP	APPLICANT/CLIENT	ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEE	FORM
1	Proceed to the accounting office and make a verbal request for the evaluation of student account information on TSU Enrolment System.	Open Student Account in the TSU Enrolment System to check the amount of breakage deposit.	1 minute	Accounting Staff	None	None
2	Submit the requirements for the processing of refund.	Check if breakage deposit is included in the Official Receipt and check for the other requirements. Instruct them to wait for at least 2-3 weeks until being notified by the Disbursing Officer.	2-3 minutes	Accounting Staff	None	None

END OF TRANSACTION

PROCESSING OF REFUND

Refund of Overpayment

Schedule of Availability:

Tuesday – Friday

7:00 am – 6:00 pm

Who may avail of the service:

Students who are officially enrolled.

What are the requirements:

1. Official Receipt (Photocopy)
2. Certificate of Registration (Photocopy)
3. Contact Number

How to avail of the service:

STEP	APPLICANT/CLIENT	ACTIVITY	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEE	FORM
1	Proceed to the accounting office and make a verbal request for the evaluation of student account information on TSU Enrolment System.	Open Student Account in the TSU Enrolment System to check/verify the overpayment made.	1 minute	Accounting Staff	None	None
2	Submit the requirements for the processing of refund.	Check the requirements if valid and instruct them to wait for at least 2-3 weeks until being notified by the Disbursing Officer.	2-3 minutes	Accounting Staff	None	None

END OF TRANSACTION

AUXILIARY SERVICE OFFICE

RENTAL OF SPACE AND FACILITIES

Tuesday – Friday

7:10 AM – 12:00 NN / 1:00 PM – 5:45 PM

Who may avail?

Requirements:

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

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

UNIVERSITY HOTEL

ROOM RESERVATION by WALK-IN GUEST

24/7 operations

Who may avail?

A guest who arrives at the hotel without a reservation is called “Walk-In”

Is REQUIREMENTS:

Cash Payment/ Checks for Government Agencies

STEPS	CLIENT	ACTIVITY	DURATION	PERSON IN-CHARGE	RATES	FORMS
1	Approach the Front Desk Agent to inquire for room rates and availability	Treat the guest warmly with readily smile as like as registered guest. Welcoming the guest/ Stating the name of the hotel/ Saying the time of the day/ Introduce herself/himself (FDA) to the guest/ Asking the guest for how can you be of help. For room reservation, ask the guest his desire length of stay and room preferences.	2-3 minutes	Front Desk Agent	Room Rates Single - 1,200php Double- 1,400php Triple- 1,700php Quadruple- 2,200php Suite Room 3,500php	
2	Allow the Front Desk Agent to review or check the availability of the rooms	The Front Desk Agent checks whether such room is available or not in those days. If the room is available quote the room rates and room facilities.	1-2 minutes	Front Desk Agent	Quadruple min of 8 person Student Rate - 375php/person Gabriella Function Room	
3	If guest agrees then proceed for reservation. Fill-up the reservation form at	Reviews the accomplished reservation form and the identification card presented by the guest and have it photocopied for security and record purposes.	1-2 minutes	Front Desk Agent	- 6,000php - 1,000php (For every succeeding hour)	Reservation Form (TSU-HTL-SF-02) Identification Card

	the front desk.	The Front desk agent will ask to whom the reservation will be place?			Roof Top (Priscilla Hall - 6,000php - 1,000php (For every succeeding hour) Mini Conference Room -3,000php	
	If there is no available room. The Client receives suggestions from the Front Desk Agent	The Front Desk Agent may offer hotel accommodations alternatives based on the room availability or the guest agrees to send him/her to another hotel for accommodations.	1-3 minutes	Front Desk Agent		
4	The guest will be asked for payment. The guest pays the amount due / deposit	The Front Desk Agent announces the total bill and ask for the mode of payment. The front desk agent receives payment for cash transactions and issued an official receipt.	1-3 minutes	Front Desk Agent		
5	The guest receives the confirmation letter	The Front Desk Agent generates the confirmation letter and presents it to the guest or may send it to thru e-mail.	1-3 minutes	Front Desk Agent		Confirmation Letter
6	Bidding Goodbye	The Front Office Agent thanks the guest for choosing the hotel.	1 minute	Front Desk Agent		

ROOM RESERVATION (PHONE/ ON-LINE)
24/7 operations

Who may avail?

REQUIREMENTS:

Valid Identification Card

Cash Payment/ Checks for Government Agencies

STEPS	CLIENT	ACTIVITY	DURATION	PERSON IN-CHARGE		FORMS
1	Inquire about rooms availability and rates through the official e-mail of TSU Hotel (tsuhotel@yahoo.com) and/or through telephone call (045)-491-06-03 Mobile No. 0936-64-63-006	Answering queries received through e-mails and/or phone calls. Sell the rooms and function/banquet spaces, if needed do up-selling. FDA Checks the incoming E-mail time to time.		Front Desk Agent	Room Rates Single - 1,200php Double- 1,400php Triple- 1,700php Quadruple- 2,200php Suite Room 3,500php Quadruple minimum of 8 person	Hotel Tariff Sheet
2	Allow the Front Desk Agent to review or check the availability of the rooms Via Telephone/ Mobile Phone -Reply via E-mail	The Front Desk Agent checks whether such room is available or not in those days If the room is available quote the room rates and room facilities.	1-2 minutes	Front Desk Agent	Student Rate - 375php/person Gabriella Function Room - 6,000php	
3	If guest agrees then proceed for reservation Fill-up the reservation	Reviews the accomplished reservation form and the identification card presented by	1-2 minutes	Front Desk Agent	- 1,000php (For every succeeding	

	form via Email or dictation of information via phone calls	the guest and have it photocopied for security and record purposes. The Front desk agent will ask to whom the reservation will be place?			hour) Roof Top (Priscilla Hall - 6,000php - 1,000php (For every succeeding hour)	
	The guest receives an E-mail / information for the quoted room rates	The Front Office Agent sends the quotation via E-mail /or informing the guest via phone call.				
4	Make a reservation deposit to the account of the hotel.	1. Check official TSU hotel account if deposit has been made 2. Seek for the scanned copy of the original deposit slip	2 minutes	Front Desk Agent	Mini Conference Room -3,000php	Deposit Slip
5	Email a scanned copy of the deposit slip for reservation.	Block the room and date preferred by the client/guest after the deposit transaction has been validated	1 minute	Front Desk Agent		Deposit Slip
6	Receivers the confirmation of reservation based from room preference and requested date.	The Front Desk Agent sends the confirmation letter to the guest's email account.	3 minutes	Front Desk Agent		Confirmation Letter
7	Present the confirmation letter with the attached original copy of the deposit slip and a valid identification card to the front desk agent and fill-up the reservation form.	Welcome the guest. Ask for the copy of the deposit slip and a valid identification card. Ask the guest to fill up reservation form.	1-2 minutes	Front Desk Agent		Reservation Form (TSU-HTL-SF-02)
8	The front desk staff shall inform the client/guest	Assign a room. Issue a room key.	1-2 minutes	Front Desk Agent		

	as to his/her assigned room and will endorse the room key to the housekeeping staff for rooming.			Housekeeping Staff		
9	The housekeeping staff shall escort the client/guest to his/her assigned room and will explain the 'guestroom familiarization checklist' before leaving the guest to their assigned room.	Escort the guest to his/her assigned room. Explain the 'guestroom familiarization checklist'. Bid farewell.	3 minutes	Housekeeping Staff		

LAUNDRY SERVICES

24/7 operations

Who may avail?

Resident guest/s of the hotel

REQUIREMENTS:

Cash Payment

STEPS	FEES	FORMS	PROCESSING TIME	PERSON IN-CHARGE
1. Guest shall fill up the Laundry Request Form and shall request for pick-up either through the Housekeeping or through the Front Desk.	WASH-DRY-FOLD -35Php/kilo and below - Minimum of 5kg (30Php) - Below 5kg (35php)	Laundry Service Request Form (TSU-HTL-SF-09)	1-2 minutes	Housekeeping Personnel
2. Upon pick-up of the laundry items, the attending staff will check items on the list in front of the guest if he is around. If the guest	WASH-DRY-PRESS - Delicate Cloth, Suits, Long Sleeves Polo --	Laundry Service Request Form (TSU-HTL-SF-09)		Housekeeping Personnel

is not around, the checking shall be done in the presence of a floor guard, a room boy or a supervisor who will serve as witness to any noted damage.	80.00 per piece T-Shirt, Polo Shirt , Slacks, Maong Pants -50 per piece			
3. After making sure that the guest count tallies with the hotel count, the housekeeping personnel will weigh the soiled guest laundry and will write their name and sign on the laundry service request form for control and monitoring purposes.	PRESS ONLY Delicate Cloth, Suits, Long Sleeves Polo -- 70.00 per piece T-Shirt, Polo Shirt , Slacks, Maong Pants -30 per piece	Laundry Service Request Form (TSU- HTL-SF-09)	1-2 minutes	Housekeeping Personnel
4. The FDA will do the calculations on how much the guest will be paying and recheck the form if it was properly filled- up by the guest and the housekeeping personnel then, FDA will write control numbers on the forms.		Laundry Service Request Form (TSU- HTL-SF-09)	2-3 minutes	Front Desk Agent
5. Then, the FDA will rewrite all the needed information of the guest in the Guest Laundry Summary for records purposes wherein the first copy will be given to the guest and the second one will be attached to the hamper.		Laundry Service Request Form (TSU- HTL-SF-09) Guest Laundry Summary	2-3 minutes	Front Desk Agent
6. Housekeeping Personnel will take the guest laundry in the Laundry Area.			1 minute	Housekeeping Personnel
7. The laundry attendant will count and double check the items against the Laundry Service Request Form.		Laundry Service Request Form (TSU- HTL-SF-09)	5 minutes	Laundry Attendant
8. Sort and classify the guest laundry, then place the appropriate load in the washing machine.			2-2.5 hours/guest (depending on the weight/type of the items.	Laundry Attendant
9. The washer should hand-wash with care the items sent for hand-washing.			15-30 minutes (depending on the	Laundry Attendant

			weight/type of the items.	
10. Once finished, if the item needs no further processing, it shall be folded and placed on its appropriate clean hampers for pick-up of the guest.			10-15 minutes	Laundry Attendant
11. The Front Desk Agent/ Housekeeping Personnel will double check whether the processed laundry items of the guest/s are paid. If paid, then it is ok already for releasing.		Laundry Service Request Form (TSU-HTL-SF-09)	2-3 minutes	Front Desk Agent/ Housekeeping Personnel

BUSINESS CENTER

SCHEDULE OF AVAILABILITY OF SERVICE

BUSINESS CENTER (Gen. Merchandise)

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

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

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

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

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

SCHEDULE OF AVAILABILITY OF SERVICE

PRINTSHOP

7:00 AM to 12:00 NN (NO NOON BREAK) 12:00 to 6:00 PM

FOR TEACHING AND NON-TEACHING PERSONNEL

TARPAULIN/HEAT TRANSFER				
STEPS	FEEES	FORMS	PROCESSING TIME	PERSON IN-CHARGE
<ol style="list-style-type: none"> 1. Present the soft copy of the lay-out for tarpaulin / sticker and heat transfer to be printed. 2. Wait for the job order slip to be filled up by the print shop personnel. 3. For OUTSIDE CLIENTS/CASH CUSTOMERS <ol style="list-style-type: none"> a. Proceed to window 1 (Gen. Mdse.) And give the job order for assessment. b. Pay the total amount at the cashier. <p>For charged customers (Offices and Colleges) We require the following:</p> <ol style="list-style-type: none"> a. Communication letter from the Offices /Colleges where the ordered products will be charged. b. Complete the signatories indicated in the job order slip. <ol style="list-style-type: none"> 4. For OUTSIDE CLIENTS / CASH CUSTOMERS, Surrender the job order slip and present the official receipt. 	<p>Depends on the size, volume and materials to be used.</p> <p>Charge to designated Office / college.</p> <p>To be filled up by the Office Representative.</p>	<p>Job order slip</p>	<p>Depending on sizes and volume of the specific job.</p> <p>Products can be claim upon the given deadline.</p>	<p>Print shop Personnel</p> <p>General Merchandize Personnel</p> <p>Cashier Personnel</p>

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

PRINTING PRESS

7:00 AM to 12:00 NN (NO NOON BREAK) 12:00 to 6:00 PM

FOR TEACHING AND NON-TEACHING PERSONNEL

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

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

SCHEDULE OF AVAILABILITY OF SERVICE

ID PROCESSING BUSINESS CENTER

7:00 AM to 12:00 NN (NO NOON BREAK) 12:00 to 6:00 PM

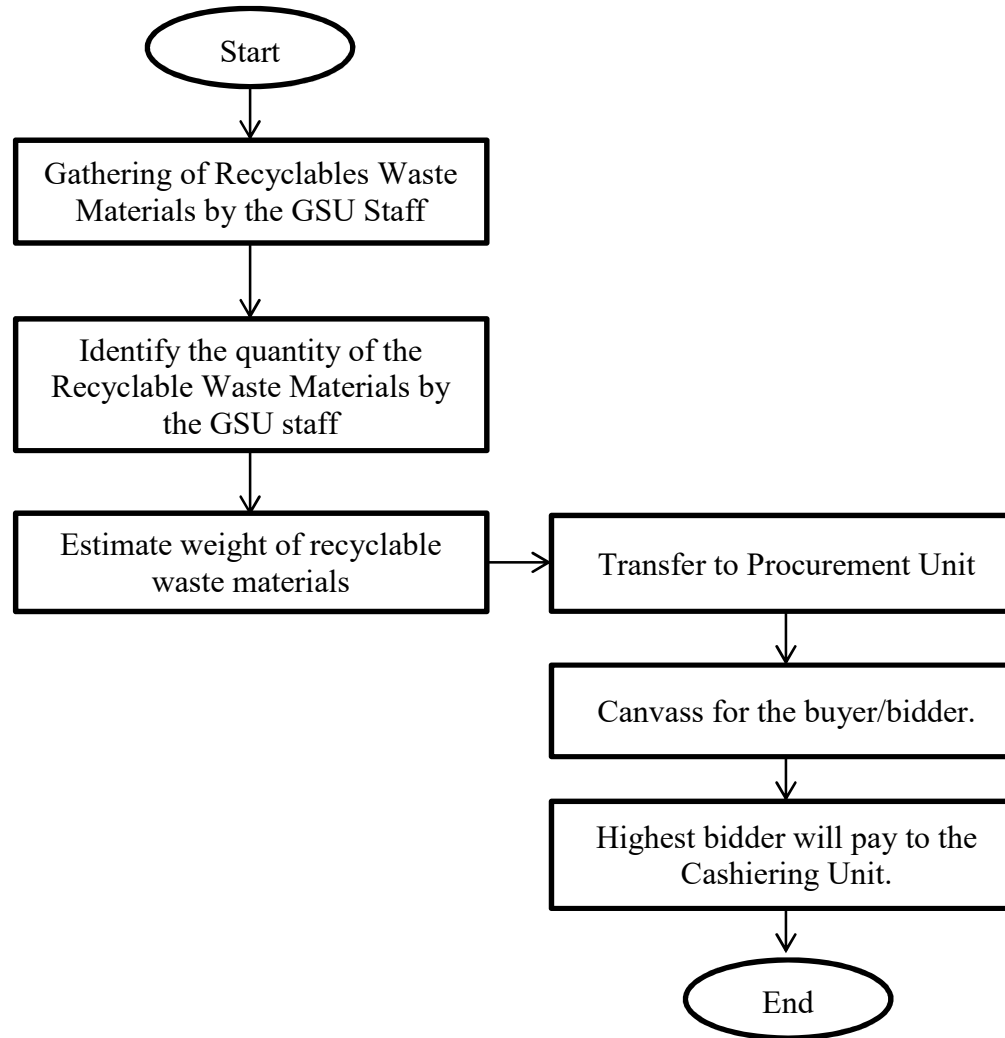
PROCESSING OF NEW ID					
STEPS		FEES	FORMS	PROCESSING TIME	PERSON IN-CHARGE
1.	Present the OR.	Depends on the acquisition cost of the item.	TSU Official Receipt	1 minute	In Charge of Processing of ID - CLERK
2.	State and check all needed information for the processing of ID.			4 minutes	
3.	Receives the ID (while verifying from scanner).			1 minute	

PROCESSING OF LOST ID					
STEPS		FEES	FORMS	PROCESSING TIME	PERSON IN-CHARGE
1.	Present the OR.	255.00	TSU Official Receipt and Affidavit of Lost	1 minute	In Charge of Processing of ID - CLERK
2.	State and check all needed information for the processing of ID.			4 minutes	
3.	Receives the ID (while verifying from scanner).			1 minute	

FABRICATION OF ALUMNI ID					
STEPS		FEES	FORMS	PROCESSING TIME	PERSON IN-CHARGE
1.	Present the OR.	90.00 <i>(Included on the Graduation Fee of students)</i>	TSU Official Receipt	1 minute	In Charge of Processing of ID - CLERK
2.	State and check all needed information for the processing of ID.			4 minutes	
3.	Receives the ID (while verifying from scanner).			1 minute	

FLOWCHART FOR THE DISPOSAL OF RECYCLABLE WASTE MATERIALS

GENERAL SERVICES UNIT, PROCUREMENT UNIT, & CASHIERING UNIT



CASHIERING OFFICE

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

ISSUANCE OF OFFICIAL RECEIPTS TO CLIENTS

Schedule of Availability of Service:

Tuesday-Friday
7:30 AM to 5:00 PM

Who May Avail of the Service:

Student
Faculty
Supplier
Personnel
Walk-In (Graduated Students)

What are the Requirements:

Assessment/Billing from concern offices/colleges

Duration: 3 minutes under normal circumstances

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Form
1	Proceed to respective window (cashiering office) and present Assessment/Billing from concern offices/colleges	Process payment and issue O.R.	3 minutes	Cashier	Accountable form No. 51

END OF TRANSACTION

ISSUANCE OF CERTIFICATE OF PAYMENTS TO CLIENTS

Schedule of Availability of Service:

Tuesday-Friday
7:30 AM to 5:00 PM

Who May Avail of the Service:

Student
Faculty
Personnel
Supplier
Walk-In (Graduated Students)

What are the Requirements:

Pay certificate, provide necessary information needed for the Certification being requested re: nature & date of payment

Duration: 3 minutes

How to Avail of the Service:

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

END OF TRANSACTION

RECEIVING, VERIFYING CORRECTNESS AND COMPLETENESS OF APPROVED VOUCHERS/PAYROLLS

Schedule of Transaction:

Tuesday-Friday
7:00 AM to 6:00 PM

Clientele:

Personnel

Duration:

5 minutes

Process of Transaction:

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

END OF TRANSACTION

ISSUING OF CHECKS TO CLIENTS

Schedule of Transaction:

Tuesday-Friday
7:00 AM to 6:00 PM

Clientele:

Faculty/Personnel/Supplier/Students

Duration:

5 minutes

Process of Transaction:

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

END OF TRANSACTION

DISBURSING VARIOUS CASH ADVANCES

Schedule of Transaction:

Tuesday-Friday
7:30 AM to 6:00 PM

Clientele:

Personnel/Students

Duration:

5 minutes

Process of Transaction:

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

END OF TRANSACTION

DISBURSING OF PETTY CASH FUND

Schedule of Transaction:

Tuesday-Friday
7:30 AM to 5:00 PM

Clientele:

Personnel/Students

Duration:

5 minutes

Process of Transaction:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Form
1	Present approved petty cash voucher and required attachments; sign/receive the petty cash vouchers	Check the request for petty cash fund if approved and its required attachments; issue the corresponding amounts indicated at the petty cash voucher	5 minutes	PCF Custodian	Petty Cash Voucher

END OF TRANSACTION

ADMINISTRATIVE SERVICES UNIT

Frontline Service B1: Payroll Preparation for Job Orders

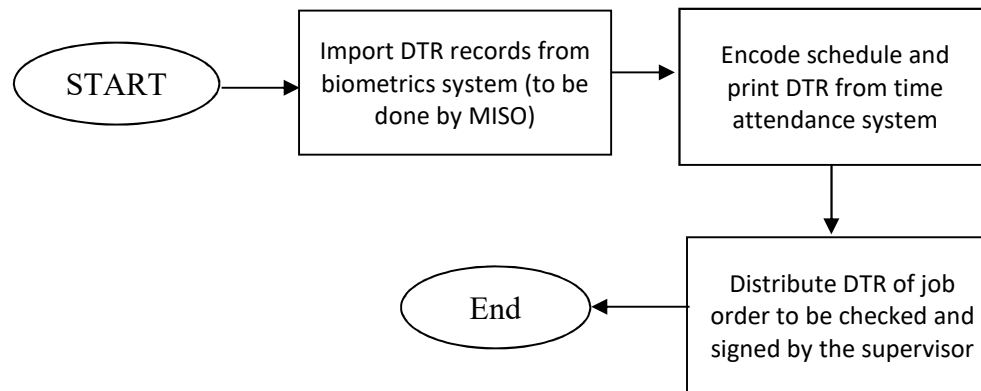
Frontline Service B2: Payroll Preparation of Lecturers & Honorarium of Regular Faculty

STEP	APPLICANT/CLIENT	ACTIVITY	DURATION OF ACTIVITY (Under normal circumstances)	PERSON IN CHARGE	FEE	FORM
1.	Job Orders	Distribution of DTRs of job orders to be checked and signed by the supervisor	½ day	Admin. Staff	None	Daily Time Record
2.	Job Orders	Encoding of deductions and checking of Contract of Service	1 day	Admin. Staff	None	None
3.	Job Orders	Receives DTRs and computation of actual services rendered	1 day	Admin. Staff	None	None
4.	Job Orders	Preparation of Payroll and double checks the figures in the payroll before printing	1 day	Admin. Staff	None	Payroll Form
5.	Job Orders	Preparation of Obligation or Cash Request to be signed by the Admin. Office Director together with the payroll	5 mins.	Admin. Staff/Director	None	Obligation or Cash & Payroll Form
6.	Job Orders	Register the Payroll in the logbook and forward the same in the Budget Office	2 mins.	Admin. Staff	None	None

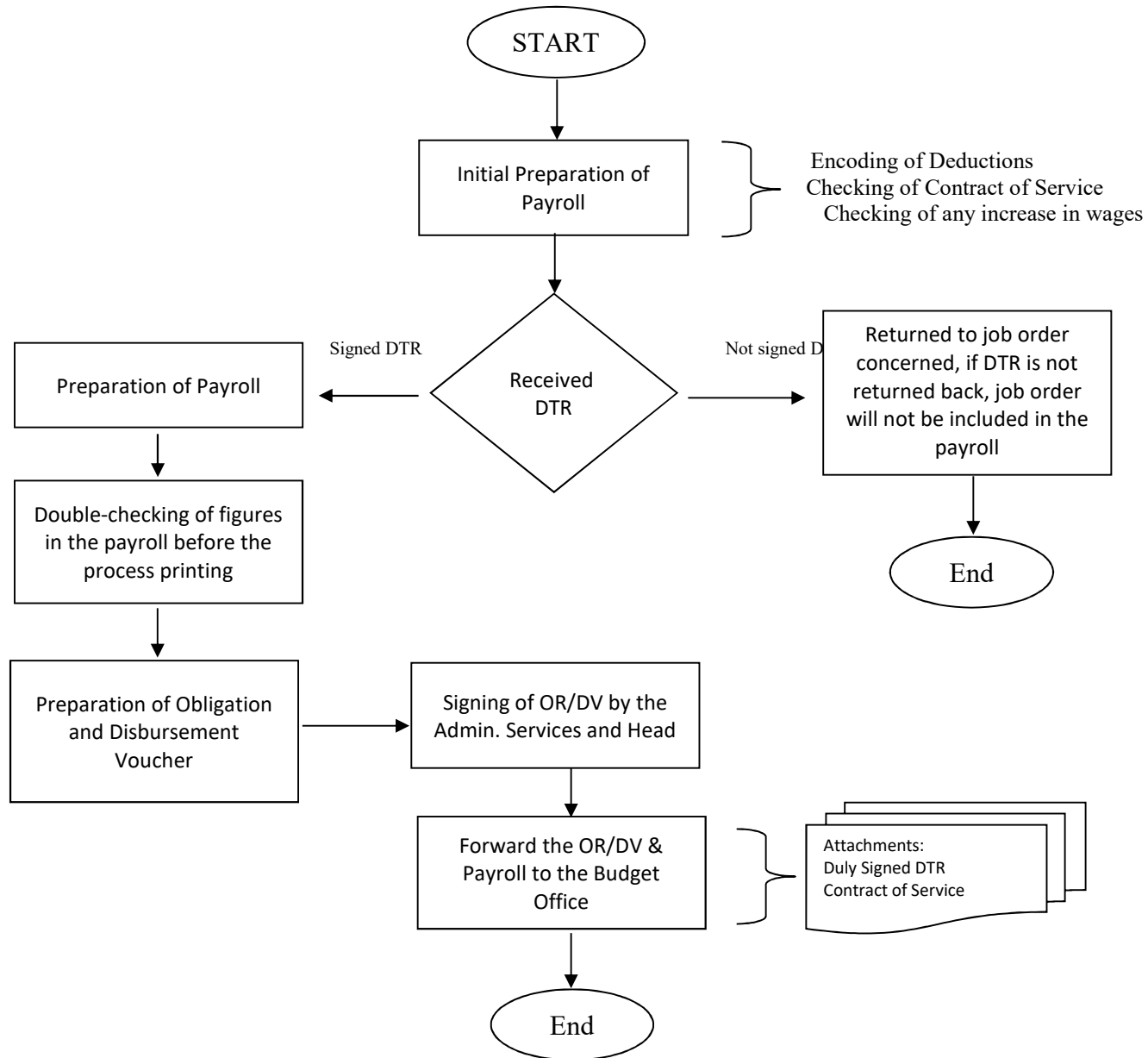
STEP	APPLICANT/CLIENT	ACTIVITY	DURATION OF ACTIVITY (Under normal circumstances)	PERSON IN CHARGE	FEE	FORM
1.	Lecturers	Receives duly signed DTRs with approved Special Order and computes the number of hours rendered per subject	10 mins.	Admin. Staff	None	Daily Time Record
2.	Lecturers	Preparation of payroll/disbursement voucher and double checks the amounts before printing	10 mins.	Admin. Staff	None	Payroll or Disb. Voucher Form
3.	Lecturers	Preparation of Obligation or Cash Request to be signed by the respective Dean and Vice President for Academic Affairs	3 mins.	Admin. Staff	None	Obligation or Cash Request Form
4	Lecturers	Signing of payroll/disbursement voucher by the Administrative Office Director	2 mins.	Director	None	Payroll or Disb. Voucher Form
5.	Lecturers	Register the payroll/disbursement voucher in the logbook and forward the same to the VP Academic Affairs Office	1 min.	Admin. Staff	None	None
End of transaction						

FLOWCHART OF PAYROLL PREPARATION FOR JOB ORDERS

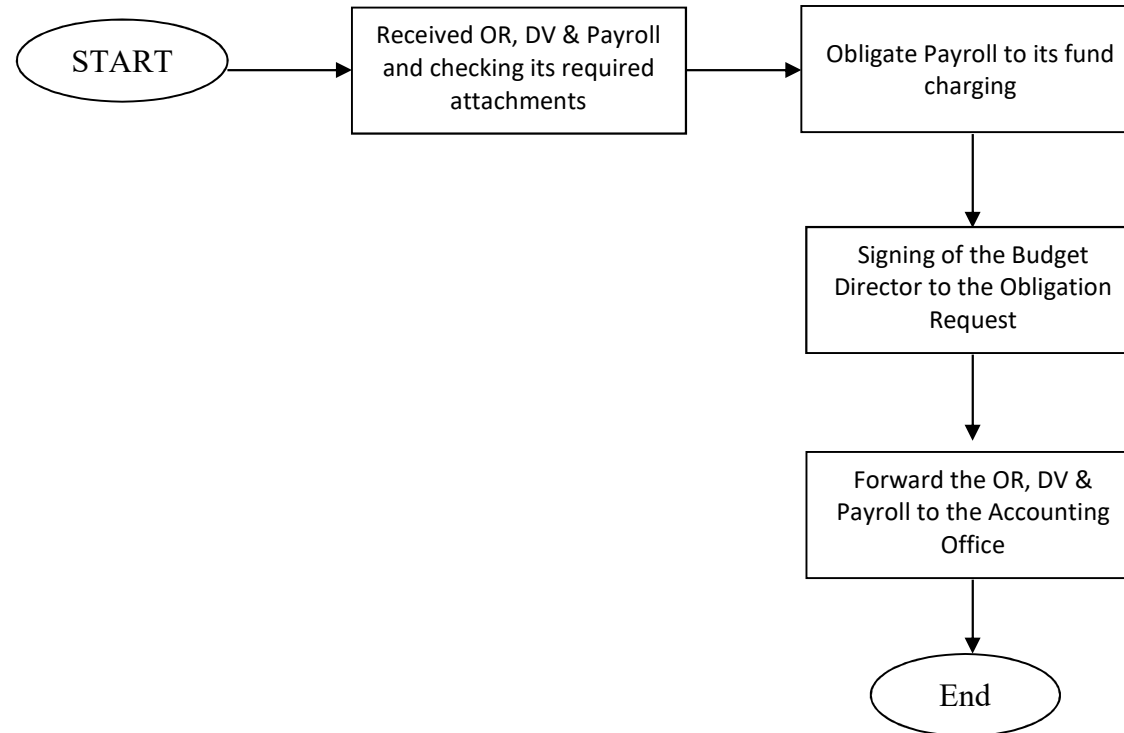
Step 1: ADMINISTRATIVE SERVICES



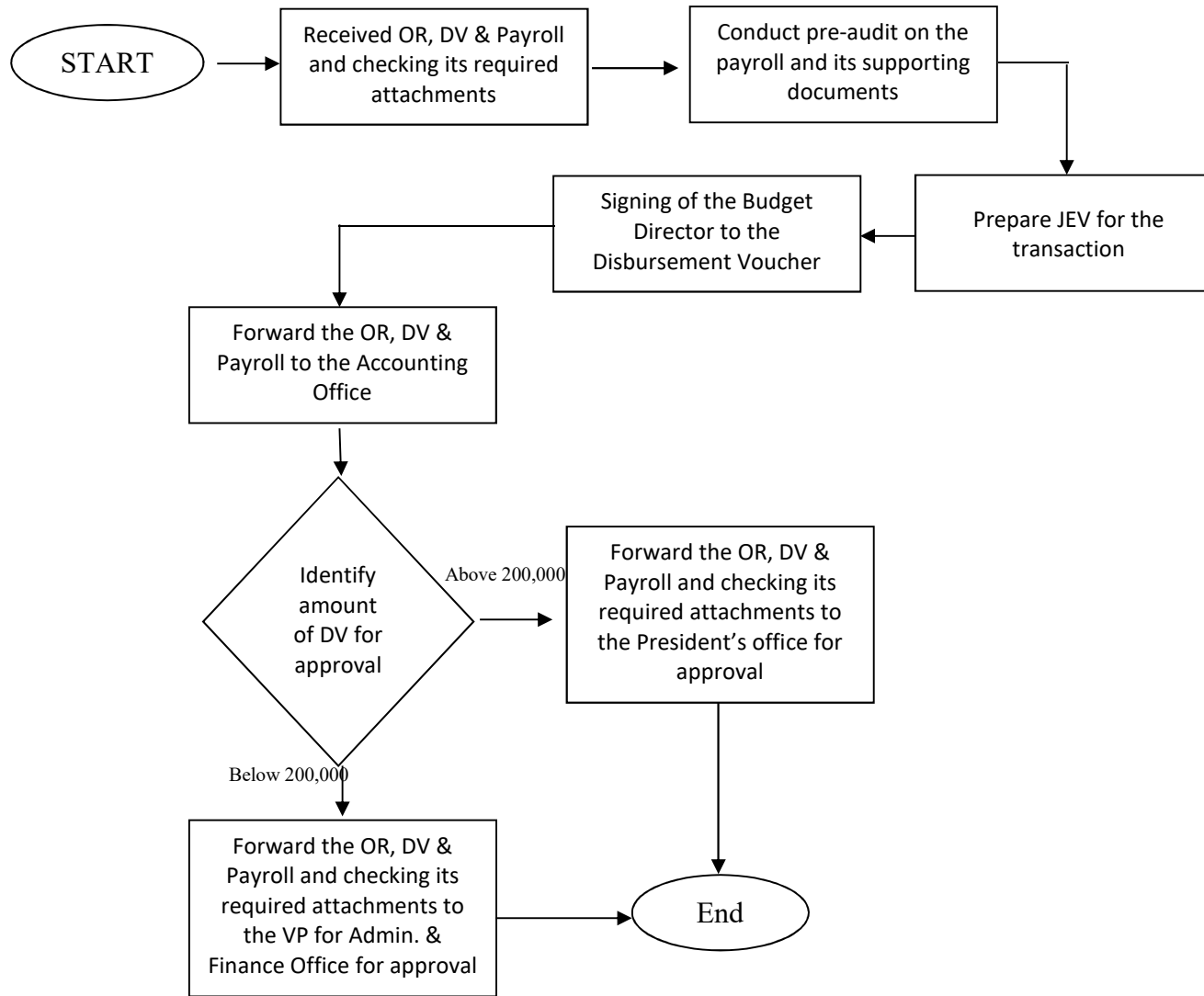
Step 2. ADMINISTRATIVE SERVICES



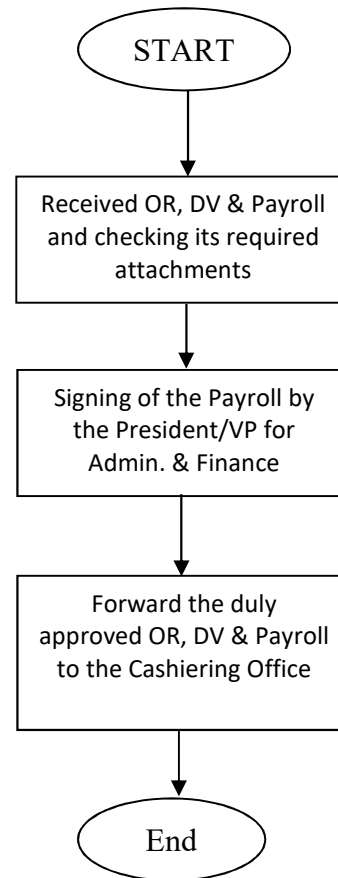
Step 3. BUDGET OFFICE



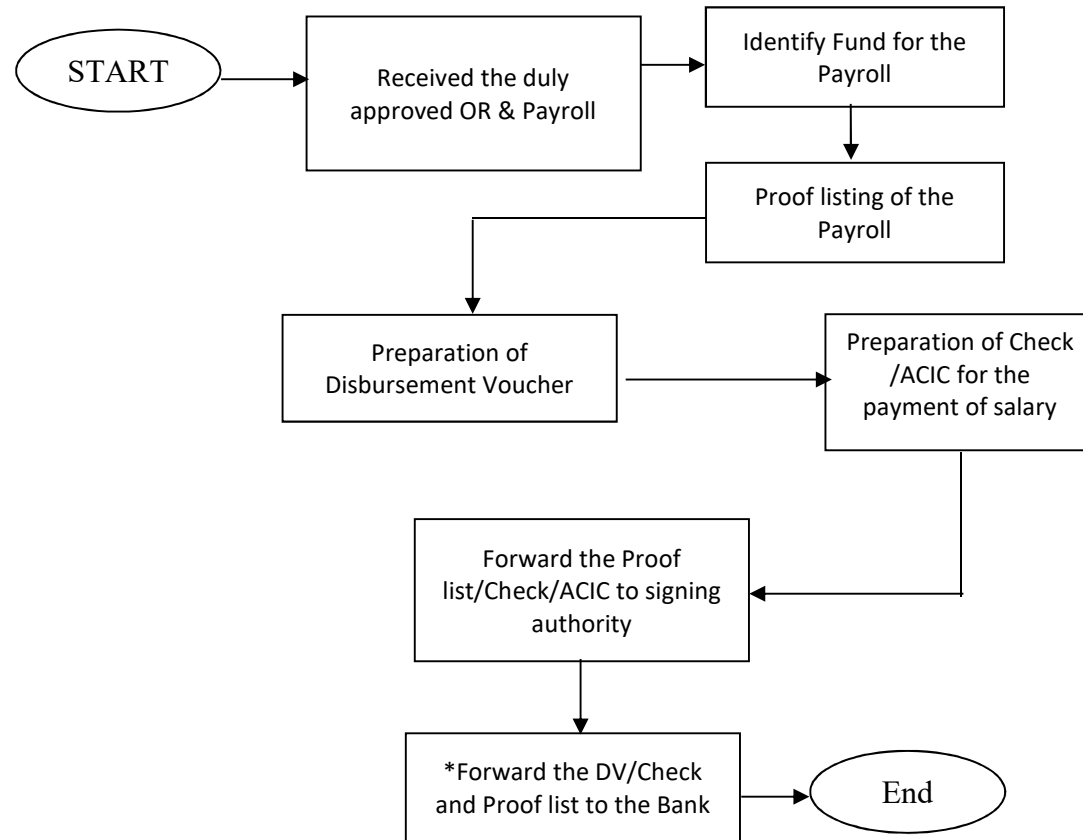
Step 4. ACCOUNTING OFFICE



Step 5. PRESIDENT'S OFFICE/VP FOR ADMIN. & FINANCE OFFICE



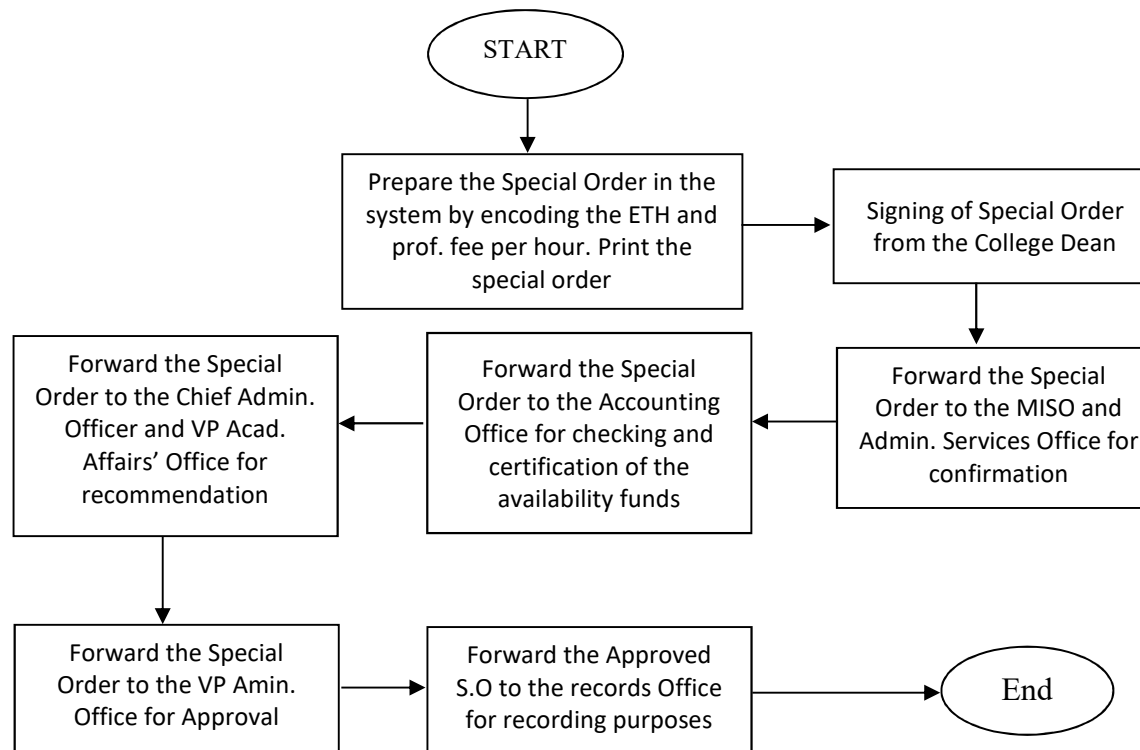
Step 6. CASHIERING OFFICE



* If MDS – 24 hours clearing
If non MDS – same day

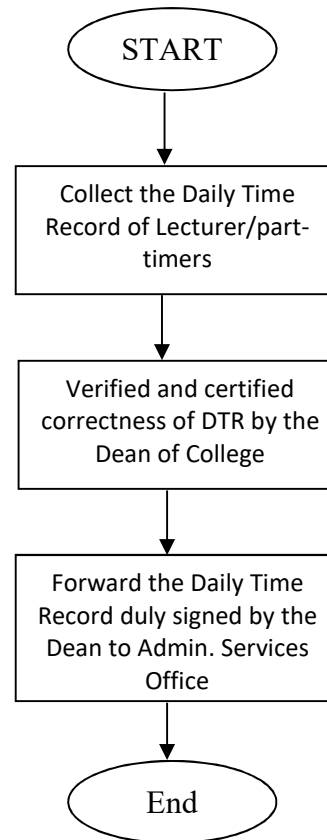
FLOWCHART OF PREPARATION OF SPECIAL ORDER FOR HONORARIUM CLASSES (Respective Colleges)

Step 1. COLLEGES

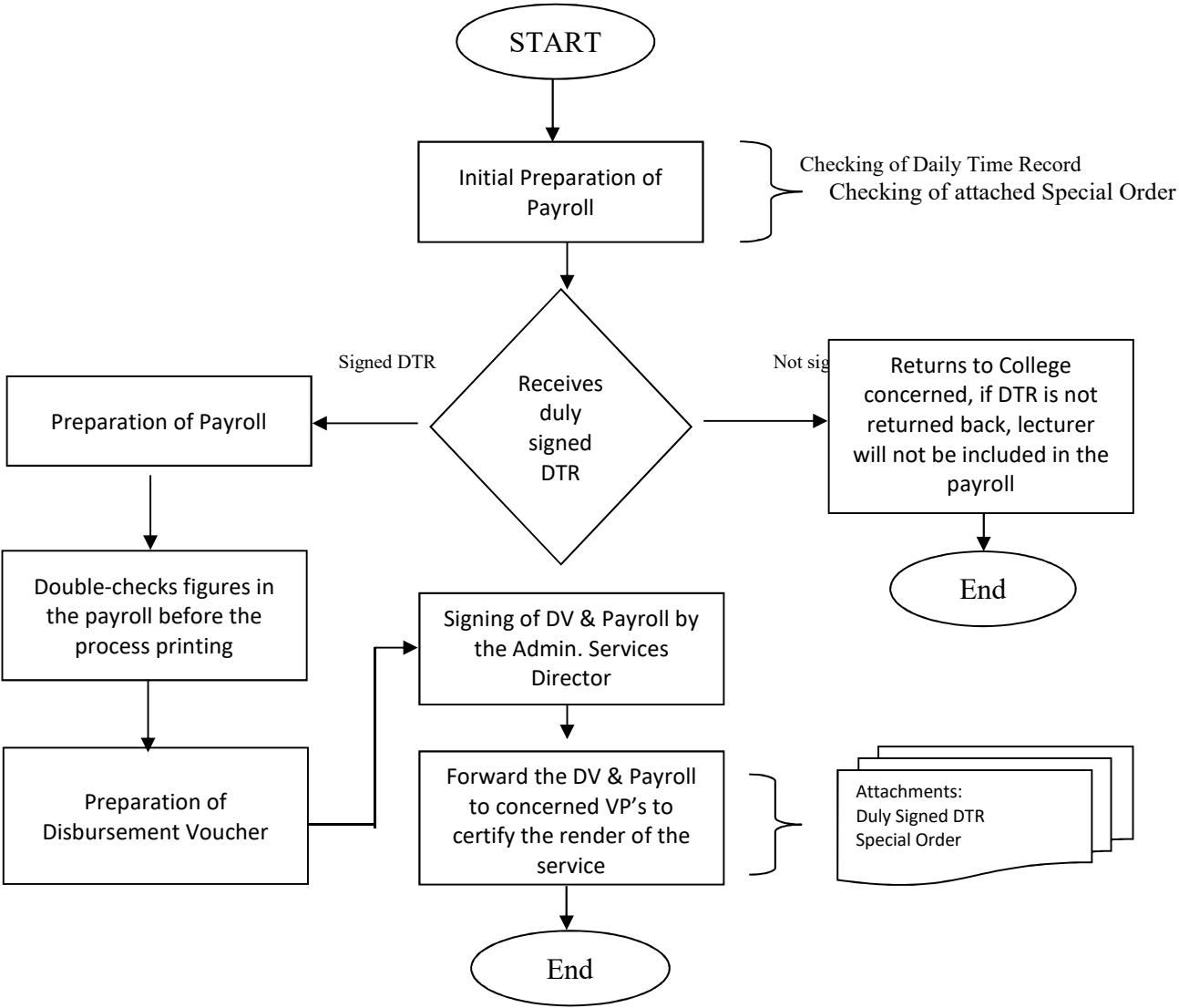


FLOWCHART OF PAYROLL PREPARATION FOR LECTURERS

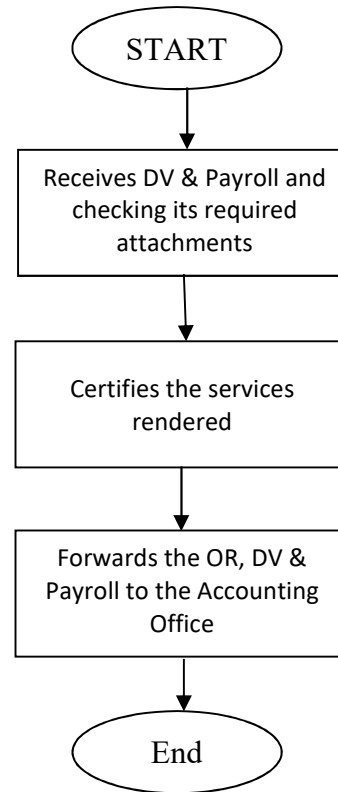
Step 1. COLLEGES



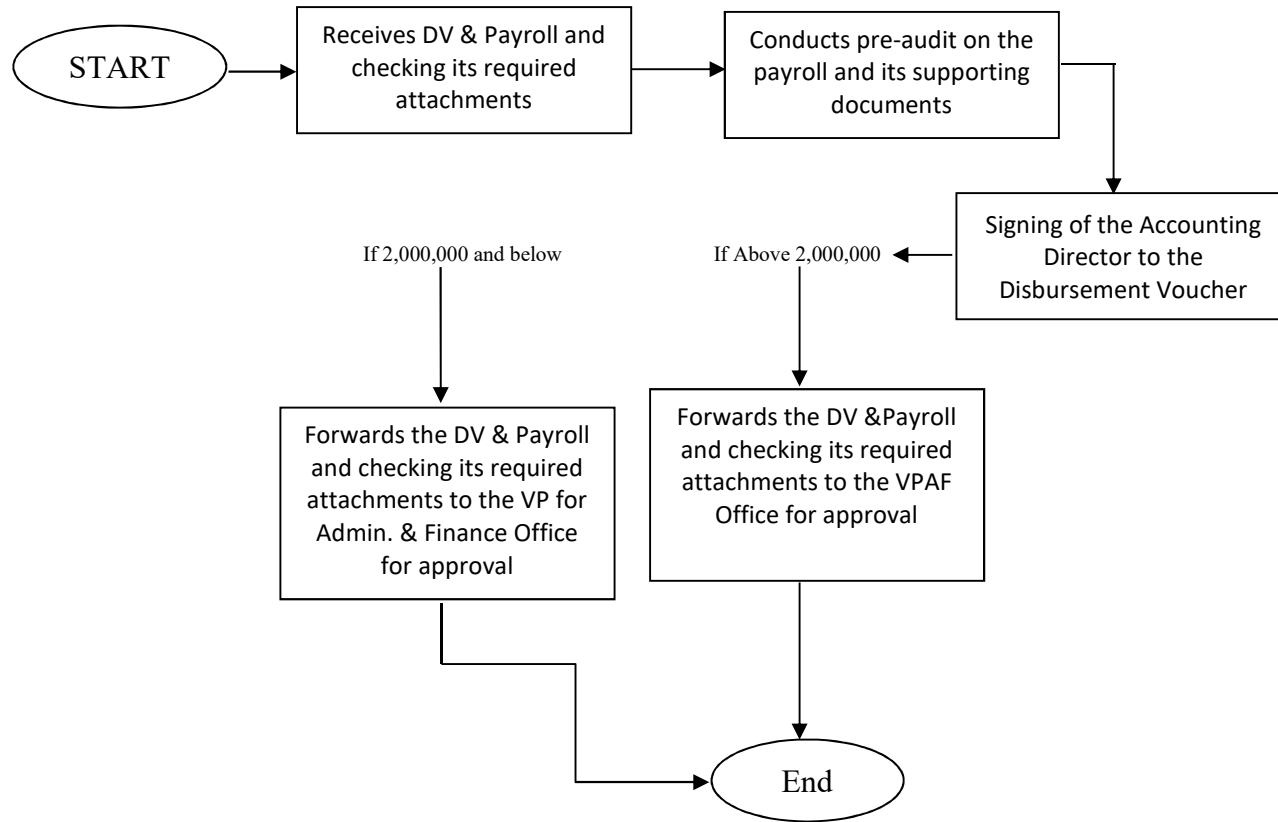
Step 2. ADMINISTRATIVE SERVICES OFFICE



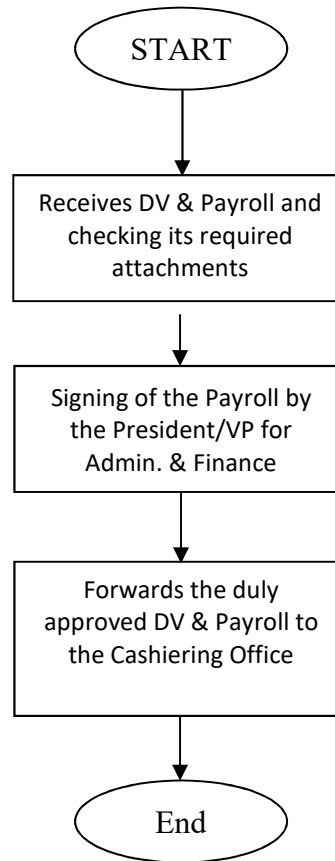
Step 3. OFFICE OF VICE PRESIDENT FOR ACADEMIC AFFAIRS



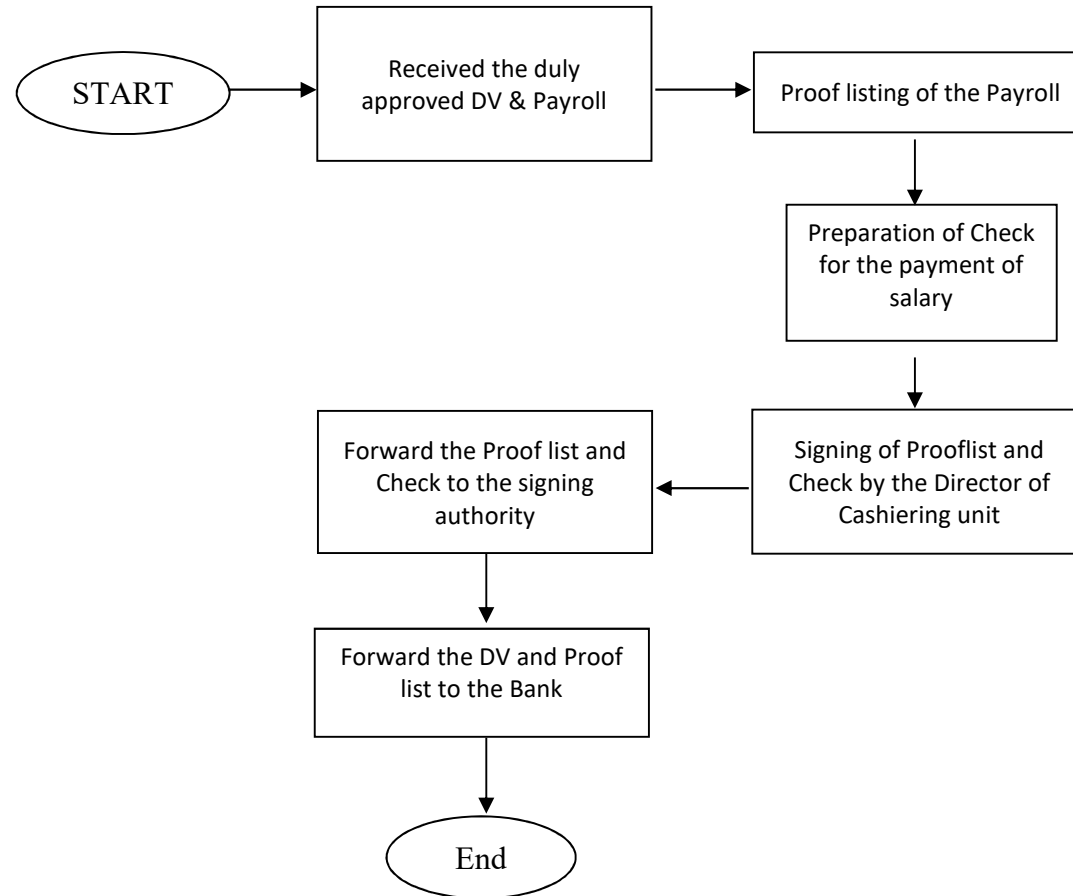
Step 4. ACCOUNTING OFFICE



Step 5. PRESIDENT'S OFFICE / VP FOR ADMIN. & FINANCE OFFICE



Step 6. CASHIERING OFFICE



HUMAN RESOURCE DEVELOPMENT AND MANAGEMENT OFFICE

FILING OF CASES AND COMPLAINTS AT THE HRDM OFFICE

- **Schedule of Availability of HR Services**

Tuesday – Friday

7:00 AM - 6:00 PM (NO NOON BREAK)

- **Who may avail of the Services**

Any TSU employee, both Non-Teaching and Faculty with permanent, temporary, lecturer and job order may go to the HRDM Office to file complaint against co-employee/s in the university.

- **Requisite of a Valid Complaint**

No complaint against an employee both teaching and non-teaching shall be given due consideration by the HRDMO unless it is in writing, subscribed, and sworn to by the complainant.

- **Requirements in Filing Cases at the HRDMO**

1. Full name and address of the complainant.
2. Full name and address of the person complained of as well as his or her position and designation at the university.
3. A narrative of the relevant and material facts which show the acts of omissions allegedly committed by the employee.
4. Certified True Copies of documentary evidence and affidavits of his witness (if any).
5. The complaint must be in writing and under oath.

How to Avail of the Service:

Filing of Cases

Step	Applicant/Client	Service Provided	Duration of Activity (under normal Circumstances)	Person in Charge	Fees	Form
1	Proceed to the HRDM Office to file complaint against an employee	Receive the written complaint and pertinent documents if there is any	3 minutes	HRDM Mediation Officer and/or HRDM Director	None	

2	Make an initial assessment of the matter	Assessment and evaluation of the case	30 minutes – 60 minutes	HRDM Mediation Officer and/or HRDM Director	None	
3	Interview the party involved	Consultation with the persons involved	1 hour – depending on the case	HRDM Mediation Officer and/or HRDM Director	None	
4	Mediation Process	Reconciling the two parties	1 hour – depending on the gravity of the case and acceptance of the involved parties	HRDM Mediation Officer and/or HRDM Director	None	
5	If not resolved, elevate to the office of the President		1 hour – depending on the gravity of the case	President	None	

FEEDBACK FORM

(Pananaw o Puna)

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

Compliment
(Papuri)

Complaint
(Reklamo)

Suggestion
(Mungkahi)

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

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

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

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

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

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

Address (Tirahan) _____

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

Signature (lagda) _____ Date (Petsa): _____

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