



BATANGAS STATE UNIVERSITY

The National Engineering University

CITIZEN'S CHARTER HANDBOOK **2024 (1st EDITION)**

THE NATIONAL ENGINEERING UNIVERSITY

Leading Innovations, Transforming Lives, Building the Nation



BATANGAS STATE UNIVERSITY

The National Engineering University

CITIZEN'S CHARTER
2024 (1st EDITION)

THE NATIONAL ENGINEERING UNIVERSITY



TABLE OF CONTENTS

Agency Profile

Mandate	v
Vision	v
Mission	v
Core Values	v
Service Pledge	vii

EXTERNAL SERVICES

Registration Services Office

1 Enrollment of New Students in the Undergraduate Programs	2
2 Approval of Application and Enrollment of Shifters and Transferees from another BatStateU Campus	6
3 Approval of Application and Enrollment of Transferees from other Higher Education Institutions (HEIs)	9
4 Enrollment of Regular Old Students in the Undergraduate Programs	15
5 Enrollment of Irregular Students in the Undergraduate Programs	16
6 Enrollment of Overstaying Students in the Undergraduate Programs	18
7 Enrollment of Returnee Students in the Undergraduate Programs	22
8 Late Enrollment of Students in the Undergraduate Programs	25
9 Cancellation of Enrolled Courses in the Undergraduate Programs	27
10 Cancellation of Enrollment of First Year Student in the Undergraduate Programs	29
11 Approval and Issuance of Cross - Campus Enrollment Form	31
12 Approval and Issuance of Permit to Cross Enroll	34
13 Adding, Changing and Dropping of Courses	36
14 Approval of Course Overloading	39
15 Application and Approval of Leave of Absence (LOA)	41
16 Approval of Application for Comprehensive Examination	44
17 Approval of Application for Graduation	46
18 Issuance of Report of Grades	49
19 Authentication of Documents	50
20 Issuance of Certified, Authenticated and Verified (CAV) Documents	52
21 Issuance of Certificate	55
22 Issuance of Certificate of Course Description	59
23 Issuance of Form 137	62
24 Issuance of Transfer Credentials	65
25 Issuance of Transcript of Records	69
26 Issuance of Second Copy of Diploma	73



27	Student Verification	77
Scholarship Office		
	Approval of Internally-Funded Scholarship/Financial Assistance	
1	Application	79
	Approval of Externally-Funded Scholarship/Financial Assistance via	
2	Scholarship System (Face to Face)	80
3	Issuance of Scholarship/Non-Scholarship Certification	81
Testing and Admission Office		
1	Admission Process for Incoming First Year College Students	82
2	Admission Process for College Transferees	84
3	Admission Process for Doctor of Medicine Applicants	86
	Admission Process for Graduate School, Professional Education and	
4	College of Law	88
5	Admission Process for Foreign Applicants	90
6	Admission Application for Integrated School/ Laboratory School	91
Cashiering Office		
1	Collection of Tuition Fees and Other Fees	92
External Affairs Office		
	Assistance to current and incoming Foreign Students with the enrollment	
1	process	98
	Assistance to Foreign and Local Students with: Renewal of Visa,	
2	Extension of Tourist Visa or Student Visa, Conversion of Tourist Visa to	
	Student Visa, Downgrading of Student Visa and Application of Visa (for	
	SIAP – Student Internship Abroad Program)	100
	Assistance to Foreign and Local Students with: Immigration Clearance,	
3	CHED Endorsement and Embassy Clearance	102
	Online assistance to incoming Foreign Students with the admission and	
4	enrollment process	103
5	Assistance to External Partners	109
Extension Services Office		
1	Provision of Extension and Training Services	111
Health Services		
1	Medical/Dental Examination of New Students	114
ICT Services		
1	Issuance of ID Card of Students	115



Library	
1 Accommodation of Non-BatSateU Researcher	117
Office of Student Discipline	
1 Evaluation for the Request of New ID	119
2 Request for Non-Wearing of School Uniform	120
3 Request for Temporary Gate Pass	121
Student Organizations	
1 Approval of Application for Student Assistantship (Face to Face)	122
2 Approval of Application for Recognition/Renewal of Student Organizations	123
3 Approval of Student Activities	125
Office of Guidance and Counselling	
1 Issuance of Certificate of Good Moral Character (CGMC) (Face to Face) .	128
2 Issuance of Admission Slip (Face to Face)	130

INTERNAL SERVICES

Registration Services Office	
1 Approval of Late Uploading of Grades	132
2 Approval of Grade Correction	134
Cashiering Office	
1 Releasing of Salary, Honorarium, Allowances, Grants, Etc.	136
Issuance of Certificate of Payment of GSIS, PhilHealth and Pag-Ibig	
2 Contributions and Loans	137
3 Signing of Employee's Clearance	138
4 Petty Cash Disbursement	139
Human Resource Management Office	
1 Issuance of Certificate of Employment & Service Record	140
External Affairs Office	
1 Assistance to Internal Offices for Foreign Travel	142
ICT Services	
1 Systems and Applications Development	144
2 Registration to Automated Attendance and Time Monitoring System	147



3	Issuance of ID Card of Employees and Faculty Members	148
4	Repair, Troubleshooting and Installation Services	150

EXTERNAL/ INTERNAL SERVICES

Testing and Admission Office

1	Psychological Test of Teaching and Non-Teaching Applicants	153
---	--	-----

Cashiering Office

1	Collection of Payment	154
2	Releasing of Checks	163

Public Relations Office

1	Request for Documentation of Major University Events and Activities	164
2	Organizing Public Relations Events/Activities	166

Human Resource Management Office

1	Receiving of Application Documents	168
---	--	-----

Health Services

1	Dental Consultation/Treatment/Management of Emergency Cases	169
2	Issuance of Dental Certificate	170
	Issuance of Medical Certificate - ARASOF Nasugbu, Malvar and Pablo	
3	Borbon Campuses	171
4	Issuance of Medical Certificate - Alangilan, Lipa, Extension Campuses	173
5	Medical Consultation	175

Library

1	Library Reference Services (Patron Queries)	176
2	Borrowing / Delivery (Print and Electronic)	178
3	Issuance of Referral Letter	184
4	Issuance of Certification for Thesis/Dissertation Submission	185
5	eLibrary/Cyberspace Service	188
6	Library Signing of Clearance	190

	List of Offices	191
--	------------------------------	------------

	Feedback and Complaints Mechanism	193
--	--	------------



AGENCY PROFILE

I. Mandate

Batangas State University (BatStateU) is the Philippines' National Engineering University (The NEU) by virtue of Republic Act No. 11694 enacted on April 11, 2022. Established in 1903, this Level IV state university is strategically located at the second largest economic region in the Philippines – CALABARZON, specifically in the Province of Batangas, which puts it at a prime position not only as a premier provider of higher and advanced learning, but also as a viable economic development zone.

As the National Engineering University committed to develop leaders in the global knowledge economy, part of our purposeful mandate, BatStateU continuously provides world-class academic training to young Filipinos in all specialized areas, focusing on strengthening engineering programs through the development and offering of industry-driven and emerging engineering programs. BatStateU also aims to lead in the generation of productive knowledge, innovation and technology to develop relevant and technical higher order skills needed.

It serves as a public service university by providing various forms of community, public and volunteer service, as well as scholarly and technical assistance to the government, private sector, and civil society while maintaining its standards of excellence.

II. Vision

A premier national university that develops leaders in the global knowledge economy.

III. Mission

A university committed to producing leaders by providing a 21st century learning environment through innovations in education, multidisciplinary research, and community and industry partnerships in order to nurture the spirit of nationhood, propel the national economy, and engage the world for sustainable development.

IV. Core Values

Patriotism

We are proud of our identity as a Filipino with rich culture, ethics, dignity and moral values. We will embrace patriotism in the simplest acts in our



professional work and personal lives. We will take a fair share of the burdens of improving the country, by protecting its interest, obeying our laws, and keeping public funds and property secured and well accounted for. We will work for the conservation and protection of the environment.

Integrity

We will conduct ourselves in a manner that is exemplary and beyond reproach at all times. We will be professional, in every aspect, in dealing with our superiors, subordinates, and to our interactions with all persons, whether members of the BatStateU community or the larger society. When faced with difficult decisions and hard choices, we will do what is right, moral, just, and fair even in the face of adversity.

Excellence

We will measure excellence by equity, inclusion and superior performance. We shall embrace innovation by systematically exploring new ideas and encouraging employees to do it without fear of failure. We will treat everyone the same, regardless of that individual's position within the University. We will endeavor to foster friendships and mutual understanding among those with whom we work, respect their opinion and individual differences, and approach each unfamiliar situation with an open and accepting frame of mind.

Service

We will work together closely and collaboratively for the common good and make our personal goals secondary to group goals. We will encourage sense of belonging, cultivate strength in our combined experience and expertise, inculcate a greater sense of ownership and accountability for the work, and foster trustworthiness among each other. We will have passion on what we do and we will be proud of what we accomplished. We will be relentless and driven to meet our goals.

Resilience

We will ensure our ability to prepare for and adapt to changing working conditions and leadership, governance and management mechanisms and recover rapidly from work disruptions and challenges it entails.

Faith

We share and demonstrate our strong faith in a Supreme Being through committed, dedicated and faithful service to the BatStateU community. We will inspire faith that is needed in every step of our journey as public servant.



V. Service Pledge

We commit to:

1. Adopt effective practices for efficient service delivery and prevention of graft and corruption in the university;
2. Reengineer university systems and procedures to reduce processing time and regulatory burden for the transacting public;
3. Implement simplified requirements and procedures that will reduce red tape and expedite transactions in the university; and
4. Attend to all applicants or requesting parties who are within the university premises or of the office prior to the end of official working hours and during lunch break; and
5. Provide quality streamlined processes by continuous innovation of improvements that will transform lives in the community for nation building.



BATSTATEU-TNEU SERVICES



EXTERNAL SERVICES



REGISTRATION SERVICES OFFICE

1. Enrollment of New Students in the Undergraduate Programs

This procedure aims to facilitate enrollment processes of qualified applicants that ensures safekeeping of student records and accurate enrolment to a particular program.

Office or Division:	Registration Services Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Qualified applicants as new students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Securing Admission Test	
One (1) copy of Grades Form 1 (for Regular Admission) / Grades Form 2 (for ALS)	College Admission portal https://dione.batstate-u.edu.ph/tao/#/application
One (1) certified true copy of Junior High School and Senior High School Form 137	Current/Previous School
Certification of completion of SHS and respective strand or enrolment therein, if not completed (1 photocopy)	Current/Previous School
Requirements for Admission under AAP. Applicants under AAP must submit the requirements, 1 photocopy as follows: <ul style="list-style-type: none"> • Indigent Applicants <ul style="list-style-type: none"> a. Certificate of Indigency of Parent or Guardian b. Certificate of Tax Exemption • Alternative Learning System (ALS) <ul style="list-style-type: none"> a. Certification of completion of ALS program, or enrolment therein, if not completed ALS graduates • Indigenous People <ul style="list-style-type: none"> a. Certificate of Tribe Membership, or any equivalent certification as belonging to indigenous people/indigenous cultural community • PWD <ul style="list-style-type: none"> a. PWD Identification card 	Office of the Barangay BIR Current/Previous School National Commission on Indigenous People Persons with Disability Affairs Office (PDAO)



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Iskolar ng Bayan <ul style="list-style-type: none"> a. Certification from the public high school, duly signed by the school principal, of the rank of the applicant in the Top Ten of the graduating (Grade 12) class 		Public Senior High School		
2 copies of recent 2" x 2" picture with white background		2 copies of recent 2" x 2" picture with white background		
Form 138 (if the student is graduate of SHS) (1 Original)		Form 138 (if the student is graduate of SHS) (1 Original)		
Admission Test Permit (1 Original)		Admission Test Permit (1 Original)		
Securing Pre-enrollment Medical Examination				
Medical/Dental Form (1 original, accomplished)		Health Services Office/College Applicant's Portal		
Chest X-ray Reading-validity is 6 months from date of examination (1 original)		Hospital or DOH assisted Laboratory		
Blood Type Result or any valid ID with blood type (1 original)		Hospital or DOH assisted Laboratory		
Drug Test - validity is 1 year from date of examination (1 original)		Hospital or DOH assisted Laboratory		
Securing Registration				
Report Card/Form 138 (1 Original)		Previous school		
Certificate of Good Moral Character (1 Original)		Previous school		
PSA Birth Certificate/Marriage Certificate for Married Female Enrollees (1 Original)		Philippine Statistics Authority		
Notice of Admission (1 Original)		Testing and Admission Office/College Applicant's Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the application form and upload the scanned copy of documentary requirements at https://dione.batstate-u.edu.ph/tao/#/application	1. Evaluate the submitted application 1.1 Applicants with incomplete requirements will be reevaluated upon submission of deficiency	None	2 months	<i>Administrative Aide VI</i> Testing and Admission Office
2. Check the college application portal for the schedule of examination	2. Approve the application and provide test permit	None	3 minutes	<i>Administrative Aide VI</i> Testing and Admission Office-Central Administration



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Take the Admission Test	3. Administer Admission Test	None	2 hours	<i>Administrative Aide VI</i> Testing and Admission Office
4. Wait for the examination results	4. Release the examination result, provide notice of admission	None	3 months, 15 days	<i>Administrative Aide VI</i> Testing and Admission Office
5. Pre-register if interested to enroll in the program qualified for through the college applicant's portal	5. Reserve the slot	None	1 minute	College Applicant's Portal
6. Go to Online Appointment System for Health Services Office to schedule pre-enrollment medical examination	6. Check the online appointment system schedule. 6.1 Print list of appointees	None	1 minute	College Applicant's Portal/Online Appointment System
7. Sign in the Transaction Logsheets	7. Make the logsheet available to the client	None	1 minute	<i>Medical Assistant / Administrative Aide / Dental Assistant / Nurse</i> Health Services
8. Submit the required documents	8. Receive the documents and check for completeness	None	4 minutes	<i>Medical Assistant / Nurse</i> Health Services
9. Open Medical/Dental Form Student Portal	9. Review of form for accuracy of data given	None	5 minutes	<i>Medical Assistant / Nurse</i> Health Services
10. Undergo Medical/ Dental Examination/ Evaluation	10. Assessment History taking Physical/ Dental Examination	None	30 minutes	<i>Nurse I / Nurse II / Medical Officer III / Dentist II / Part-time Physician / Part-time Dentist</i> Health Services
11. Sign out on the Transaction Logsheets	11. Make the logsheet available to the client	None	1 minute	<i>Medical Assistant / Administrative Aide / Dental Assistant / Nurse</i> Health Services



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
12. Submit the complete set of enrollment documents to the Registration Services Office	12. Validate the documents. If the documents are valid and complete, input the details of the student in the list of enrollees, then in the enrollment system.	None	5 minutes	<i>Administrative Aide VI</i> Registration Services Office
13. Receive proof of enrollment	13. Issue a copy of certificate of registration. 14. Record the student's enrollment in the log sheet	None	2 minutes	<i>Administrative Aide VI</i> Registration Services Office
14. Log in to the Student's Portal	15. Inform the student of the Login Credentials	None	2 minutes	<i>Administrative Aide VI</i> Registration Services Office
	TOTAL:	None	5 months, 15 days, 2 hours, 55 minutes	



2. Approval of Application and Enrollment of Shifters and Transferees from another BatStateU Campus

This procedure aims to facilitate the application for change of program or transfer of student from another BatStateU campus, and enrollment of the student.

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Student who wants to change the current program into another program/Shifter

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form for Shifter/Transferee (1 Original)	Registration Services Office/ Student Portal
Student Clearance (1 Original)	Concerned College/ Department
Parent's Consent (1 Original)	Parent/Guardian of The Student
Report of Grades (1 Certified True Copy)	Student Portal / Registration Services
Student ID	Student Portal
Student's Copy of Exit Interview Form (1 Clear Copy) for Transferees only	Guidance and Counseling Office

Conditional Requirement: In case, the student cannot personally process:	
Authorization letter stating the processes to be undertaken by the representative (1 Original)	Student who will shift
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Student and Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Registration Services Office for authentication of report of grades (Please refer to the process of Authentication of Documents)	1. Receive the report of grades 1.2 Check the student ID 1.3 Verify the report of grades 1.3 Stamp and sign the report of grades 1.4 Issue the Application Form for Shifter/Transferee 1.5 Guide the student on filling out the form 1.6 Advise the student to bring the accomplished form to the admitting college	Authentication Documents - Php 20/page	45 Minutes	Head/ Administrative Aide VI Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to the admitting college for initial evaluation.	2. Process the shifting of program/transfer: 2.1 Evaluate the academic records of the applicants based on the following: a. Previous program is an allied field b. Required General Weighted Average (GWA) c. Slots are available 2.2 Evaluate the courses taken by the student for possible crediting to the new program 2.3 Interview the student and sign if qualified to shift 2.4 Review and approve the evaluated application form 2.5 Sign the endorsement to the Campus Registrar	None	1 hour	<i>Dean/Associate Dean/Program Chairperson</i> Concerned Colleges
3. Bring the approved application form to the Registration Services Office	3. Process the approved application form: 3.1 Check the completeness of details of the application form 3.2 Update the student record on the system based on the new program 3.3 Sign the application form 3.4 Inform the student to login in the Student Portal 3.5 Advise the student to encode the courses stated on the Proposed Courses for Enrollment 3.6 Assist the student in encoding of courses not available on the portal 3.7 Tag the student as "Enrolled"	None	15 minutes	<i>Head/ Administrative Aide VI</i> Registration Services Office



	3.8 Verify the enrolled courses on the Enrollment Portal/ Student Portal 3.9 Log the student on the Shifters and Transferees Logbook			
	TOTAL:	Authentication Documents - Php 20/page	2 hours	



3. Approval of Application and Enrollment of Transferees from other Higher Education Institutions (HEIs)

This procedure aims to facilitate the application and enrollment of students who wants to transfer to BatStateU from other HEIs.

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Student who wants to transfer from BatStateU campus or from other HEIs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Admission Requirements	
Accomplished Application Form for Shifter/Transferee (1 Original)	Registration Services Office
Transcript of Records (1 Original)	Previous School
Certificate of General Weighted Average (GWA)	Previous School
Certificate of Course Description, if necessary	Previous School
Student ID or Any valid Identification Card	Previous School/ Government Agency
Health Services Requirement	
Notice of Admission (1 Original)	Testing and Admission Office
Medical/ Dental Form (1 original)	Health Services
Chest X-ray Reading-validity is 6 months from date of examination (1 original)	Hospital or DOH accredited Laboratory
Blood Type Result or any valid ID with blood type (1 original)	Hospital or DOH accredited Laboratory
Drug Test - validity is 1 year from date of examination (1 original)	Hospital or DOH accredited Laboratory
Registration Services Requirements	
Stamped Notice of Admission (1 Original)	Health Services
Approved Application Form for Shifter/Transferee (1 Original)	Admitting College/ Department
Program Curriculum (1 Clear Copy)	Admitting College/ Department
Certificate of Transfer Credential/Honorable Dismissal (1 Original), Transcript of Records (1 Original)	Previous School
Clear Copy of PSA/NSO Birth Certificate/ Marriage Contract, if Married Female Enrollee (1 copy) <i>Note: Bring original copy for verification</i>	Philippine Statistics Authority (PSA)
Certificate of Good Moral Character (1 Original)	Previous School



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Conditional Requirement: In case, the student cannot personally process:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student		
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire onsite, thru email or call the Testing and Admission Office (TAO) for inquiries Email and Contact Number: Pablo Borbon Campus tao.pb@g.batstate-u.edu.ph (043) 779-8400 local 1848 Alangilan Campus tao.alangilan@g.batstate-u.edu.ph (043) 425-0139 local 2015, 2148 ARASOF-Nasugbu Campus tao.nasugbu@g.batstate-u.edu.ph (043) 416-0350 local 2016 Lipa Campus tao.lipa@g.batstate-u.edu.ph (043) 779-8400 to 06 local 3104 JPLPC-Malvar Campus tao.malvar@g.batstate-u.edu.ph (043) 778-2170, 778-6633 local 9210	1. Inform the applicant of the requirements for transferring and possible admitting college	None	5 minutes	<i>Administrative Aide VI</i> Testing and Admission Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Secure an Application Form for Shifter/Transferee from the Registration Services Office or request thru the official email address</p> <p>Email Address: Pablo Borbon Campus registrar.pb@g.batstate-u.edu.ph</p> <p>Alangilan Campus registrar.alangilan@g.batstate-u.edu.ph</p> <p>ARASOF-Nasugbu Campus registrar.nasugbu@g.batstate-u.edu.ph</p> <p>Lipa Campus registrar.lipa@g.batstate-u.edu.ph</p> <p>JPLPC-Malvar Campus registrar.malvar@g.batstate-u.edu.ph</p>	<p>2. Check the Student ID and Issue an Application Form for Shifter/Transferee or forward the form thru applicant's email address</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Administrative Aide VI</i> Registration Services Office</p>
<p>3. Proceed to the admitting college for the evaluation of academic records</p>	<p>3. Evaluate the applicant's records: 3.1 Previous program is same or an allied field 3.2 Required General Weighted Average (GWA) 3.3 Slots are available</p>	<p>None</p>	<p>3 hours</p>	<p><i>Dean/Associate Dean/Program Chairperson</i> Concerned Colleges</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.4 Evaluate the courses taken by the student for possible crediting to the new program 3.5 Interview the applicant and sign if qualified to shift 3.6 Review and approve the evaluated application form 3.7 Endorse the applicant to Testing and Admission Office for BatStateU College Admission Test			
4. Proceed to Testing and Admission Office (TAO) for the BatStateU College Admission Test	4. Administer the entrance examination: 4.1 Check the endorsement of the college for the entrance examination 4.2 Inform the applicant of the schedule of the examination 4.3 Administer the BatStateU College Admission Test 4.4 Check the examination sheet 4.5 Indicate the examination rating on the application form 4.6 Sign the application form 4.7 Check the eligibility of the applicant to transfer 4.8 Issue the Notice of Admission (NOA) to the applicant 4.9 Issue the application form to the applicant 4.10 Advise the applicant to submit the application form to the admitting college	None	1 day, 2 hours, 7 minutes	<i>Administrative Aide VI</i> Testing and Admission Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Proceed to the admitting college for endorsement to the Campus Registrar	5. Process the application form: 5.1 Sign the application form for endorsement to the Campus Registrar 5.2 Fill out, evaluate, and approve the Proposed Courses for Enrollment 5.3 Attach the Program Curriculum 5.4 Advise the applicant to proceed to the Health Services Office for Medical/ Dental Examination	None	1 hour	Dean/Associate Dean Concerned Colleges
6. Proceed to Health Services Office at the chosen schedule/appointment and do the following: 6.1 Sign in the Transaction Logbook in the office lobby 6.2 Submit the required documents 6.3 Accomplish Medical/Dental Form 6.4 Undergo Medical/ Dental Examination/ Evaluation 6.5 Sign out on the Transaction Logbook 6.6 Receive the stamped Notice of Admission (NOA)	6. Process the medical/ dental examination 6.2 Make the logbook available to the client 6.2 Receive the documents and check for completeness 6.3 Review of form for accuracy of data given 6.4 Assessment 6.4.a History taking 6.4.b Physical/Dental Examination 6.5 Make the logbook available to the client 6.6 Stamp the Notice of Admission (NOA) with "Physically Fit at the time of examination" 6.7 Issue the stamped NOA 6.8 Advise the applicant to submit all required documents to the Registration Services Office for enrollment	None	41 minutes	Medical Officer, Dentist Medical Assistant, Health Services Staff Health Services Office
7. Submit the following document for enrollment: <ul style="list-style-type: none"> Approved Application Form for Shifter/Transferee Program Curriculum 	7. Process the approved application form: 7.1 Check the Student ID or any valid identification card 7.2 Check the completeness of details of the application form	None	30 minutes	Administrative Aide VI Registration Services Office



<ul style="list-style-type: none"> ● Stamped Notice of Admission ● Original Transcript of Records ● Certificate of Transfer Credentials ● Clear Copy of PSA/NSO Birth Certificate/ Marriage Certificate if Married female 	<p>7.3 Validate the submitted documents</p> <p>7.4 Create the Student Record (SR) code for the student</p> <p>7.5 Encode the courses stated on the Proposed Courses for Enrollment</p> <p>7.6 Sign the application form</p> <p>7.7 Advise the student to visit the Student Portal for verification of courses enrolled</p>			
	TOTAL:	None	1 day, 7 hours, 25 minutes	



4. Enrollment of Regular Old Students in the Undergraduate Programs

This procedure aims to facilitate the enrollment of old students considered as regular who have not yet exceeded their residency requirements using the Student Portal.

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Old student with regular status

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Clearance		Student Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the Student Portal, then click the link Online Registration and complete the enrollment steps. 1.1 Click Step 1 for Scholarship if applicable. 1.2 Click Step 2 for Adding of courses. Click Load Proposed Subjects to view the possible courses to enroll. Click Select Subject tab to add subjects and find schedule. Then, Click Add. Continue the process until all subjects/courses were added. 1.3 Click Step 3 for viewing of added subjects/courses. 1.4 Click Step 4 for Assessment 1.5 Click Step 5 for Enrollment Confirmation	1. View the student's enrollment records from the system	None	10 minutes	Administrative Aide VI Registration Services Office
TOTAL:		None	10 minutes	



5. Enrollment of Irregular Students in the Undergraduate Programs

This procedure aims to facilitate the enrollment of irregular students who have back courses and carry less than or full load called for by the curriculum in a given semester.

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Student with irregular status

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Report of Grades (1 Original)	Student Portal / Registration Services Office
Proposal Slip (1 Original)	College/ Department
Program of Study (1 Clear Copy)	College/ Department
Student ID	Student Portal/ ICT Department

Conditional Requirement: In case, the student cannot personally process:

Authorization letter stating the processes to be undertaken by the representative (1 Original)	Student
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Student and Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the college/department for evaluation of Report of Grades	1. Evaluate the student's academic records: 1.1 Check the Student ID 1.2 Identify the possible courses to enroll 1.3 Prepare the Program of Study 1.4 Give the student a Proposal Slip for the courses to enroll 1.5 Advise the student to enroll in the Student Portal 1.6 Inform the student to submit the documents to the Registration Services Office	None	45 minutes	Dean/Associate Dean/Program Chairperson Concerned Colleges



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to the Registration Services Office for the validation of enrolled courses and manual enrollment of other courses	2. Process the proposal slip: 2.1 Check the Student ID 2.2 Verify on the enrollment system the courses enrolled based on the Proposal Slip 2.3 Update the student year level 2.4 Encode courses if the student was not able to enroll via Student Portal 2.5 Tag the student as Enrolled 2.6 Issue the Dean's copy of the Proposal Slip to be submitted to the college/department 2.7 Advise the student to log in at the Student Portal to verify the enrollment	None	15 minutes	<i>Administrative Aide VI</i> Registration Services Office
	TOTAL:	None	1 hour	



6. Enrollment of Overstaying Students in the Undergraduate Programs

This procedure aims to facilitate the enrollment of irregular student who have exceeded the allowed number of years of residency in the program.

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students who exceeded the allowed residency in the program

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Report of Grades (1 Original)	Student Portal / Registration Services Office
Proposal Slip (1 Original)	College/ Department
Program of Study (1 Clear Copy)	College/ Department
Approved request for Equivalency, if applicable (1 Original)	College/ Department
Official Receipt (1 Original/ 1 e-receipt)	Cashiering Office
Student ID	Student Portal/ ICT Department

Conditional Requirement: In case, the student cannot personally process:

Authorization letter stating the processes to be undertaken by the representative (1 Original)	Student
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Student and Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Proceed to the college/department for evaluation of Report of Grades.	1. Evaluate the student based on the Report of Grades 1.1 Check the Student ID 1.2 Prepare the Program of Study/ Equivalency 1.3 Give the student a Proposal Slip for the courses to enroll 1.4 Inform the student to submit the documents to the Registration Services Office for enrollment	None	25 minutes	Dean/Associate Dean/Program Chairperson Concerned Colleges



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
2. Proceed to the Registration Services Office for enrollment of courses	2. Enroll the courses based on the proposal slip: 2.1 Receive and check the Proposal Slip for the completeness of details 2.2 Encode the courses stated on the Proposal Slip 2.3 Update the student year level 2.4 Advise the student to proceed to Accounting Office for assessment of fees	None	20 minutes	<i>Administrative Aide VI</i> Registration Services Office
3. Submit the required documents to the Accounting Office for assessment	3. Process the proposal slip: 3.1 Receive the required documents and check for completeness 3.2 Check the account of the student in the system and re-assess fees 3.3 Issue assessment form/ payment slip 3.4 Advise the student to proceed at the Cashiering Office for payment.	None	9 minutes	<i>Administrative Aide VI</i> Assessment/ Accounting Office
4. Proceed to the Cashiering Office for payment	4. Process the assessment form: 4.1 Checks and verifies assessment form/ payment slip 4.2 Accepts payment thru the following options a. Over the counter transaction or direct payment to the Cashier's Office b. Through On-Coll deposit to BatStateU Landbank Account c. Through online: Log on to https://epaymentportal.landbank.com 4.3 Issue Receipt	Tuition Fee – Php 250/unit Registration – Php 260 Library Fee – PHP 622 Athletic Fee – PHP 380 Publication Fee – Php 380 Medical & Dental Fee – Php 380 Guidance Fee – Php 260 Laboratory Fee -Php 751 NSTP – Php 375 Anti-TB – Php 15	3 minutes	<i>Administrative Aide VI</i> Cashiering Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
	4.4 Advise the student to proceed at the Registration Services Office for validation of enrollment.	SCUAA – Php 130 Cultural Fee – Php 173 Security Fee – Php 173 HEMF – Php 86/unit Internet – Php 300 SSC – Php 25 Insurance – Php 50 **Non-Resident Fee – Php 10,000 ***RLE Fee = (Total Honorarium of Faculty + 30% Indirect Cost)/Total Number of Enrolled Students		
5. Proceed to the Registration Services Office for validation of enrollment	5. Process the enrollment: 5.1 Receive the Proposal Slip 5.2 Verify the enrollment status of the student 5.3 Issue the Dean's copy of the Proposal Slip to be submitted to the college/department 5.4 Advise the student to log in at the Student Portal to verify the enrollment	None	3 minutes	<i>Administrative Aide VI</i> Registration Services Office
	TOTAL:	Tuition Fee – Php 250/unit Registration – Php 260 Library Fee – PHP 622 Athletic Fee – PHP 380 Publication Fee – Php 380 Medical & Dental Fee – Php 380	1 hour	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
		Guidance Fee – Php 260 Laboratory Fee -Php 751 NSTP – Php 375 Anti-TB – Php 15 SCUAA – Php 130 Cultural Fee – Php 173 Security Fee – Php 173 HEMF – Php 86/unit Internet – Php 300 SSC – Php 25 Insurance – Php 50 **Non-Resident Fee – Php 10,000 ***RLE Fee = (Total Honorarium of Faculty + 30% Indirect Cost)/Total Number of Enrolled Students		



7. Enrollment of Returnee Students in the Undergraduate Programs

This procedure aims to facilitate the enrollment of returnee student who took a break from enrollment and wants to continue the enrollment in the university.

Office or Division:	Registration Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Student who took a break from enrollment and wants to continue the enrollment in the university			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of Grades (1 Certified True Copy)		Student Portal/ Registration Services Office		
Evaluation Form for Returnee (1 Original)		Student Portal/ Registration Services Office		
Approved Leave of Absence (LOA), if applicable (1 Clear Copy)		Student		
Proposal Slip (1 Original)		College/ Department		
Program of Study (1 Clear Copy)		College/ Department		
Approved request for Equivalency, if necessary (1 Original)		College/ Department		
Student ID		Student Portal/ ICT Department		
Program Curriculum (1 Clear Copy)		College/ Department		
Conditional Requirement: In case, the student cannot personally process:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student		
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an Evaluation Form for Returnee, download the form from Student Portal or request thru the official email address of the Registration Services Office	1. Process the request: 1.1 Issue the Evaluation Form for Returnee 1.2 Inform the student to fill out completely the form 1.3 Advise the student to submit the documents to college/department	None	5 minutes	<i>Administrative Aide VI</i> Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Email Address: Pablo Borbon Campus registrar.pb@g.batstate-u.edu.ph Alangilan Campus registrar.alangilan@g.batstate-u.edu.ph ARASOF-Nasugbu Campus registrar.nasugbu@g.batstate-u.edu.ph Lipa Campus registrar.lipa@g.batstate-u.edu.ph JPLPC-Malvar Campus registrar.malvar@g.batstate-u.edu.ph				
2. Submit the Evaluation Form for Returnee to the college/department for evaluation	2. Process the form: 2.1 Receive and check the form for the completeness of details 2.2 Prepare the Program Curriculum, Program of Study and Proposal Slip for courses to enroll 2.3 Sign the form 2.4 Advise the student to proceed to the Registration Services Office for enrollment	None	30 minutes	<i>Dean/Associate Dean/Program Chairperson</i> Concerned colleges



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to the Registration Services Office for enrollment	3. Process the proposal slip: 3.1 Check the Student ID 3.2 Verify and approve the student records 3.3 Receive and check the Proposal Slip 3.4 Encode the courses for enrollment 3.5 Tag the student as Enrolled 3.6 Issue the Dean's copy of the Proposal Slip to be submitted to the college/department 3.7 Advise the student to log in at the Student Portal to verify the enrollment	None	25 minutes	Administrative Aide VI Registration Services Office
	TOTAL:	None	1 hour	



8. Late Enrollment of Students in the Undergraduate Programs

This procedure aims to facilitate the enrollment of student who wants to enroll beyond the registration period.

Office or Division:	Registration Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Student who wants to enroll beyond the registration period			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accommodation Form for Late Enrollment (1 Original)		College/ Department		
Program of Study, if applicable (1 Clear Copy)		College/ Department		
Report of Grades, if applicable (1 Original)		Student Portal/ Registration Services Office		
Student ID		Student Portal/ ICT Department		
Conditional Requirement: In case, the student cannot personally process:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student		
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the college/department for evaluation	1. Process the request: 1.1 Evaluate the student based on the Report of Grades 1.2 Issue the Accommodation Form for Late Enrollment 1.3 Identify the courses to enroll 1.4 Inform the student to fill out completely the form 1.5 Review and recommend for approval the request 1.6 Advise the student to secure the approval of Vice Chancellor for Academic Affairs	None	25 minutes	Dean/Associate Dean/Program Chairperson Concerned Colleges



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to the Vice Chancellor for Academic Affairs for approval	2. Process the form: 2.1 Receive and check the form for the completeness of details 2.2 Approve and sign the form 2.3 Advise the student to proceed to the Registration Services Office for enrollment	None	5 minutes	<i>Administrative Assistant/ Vice Chancellor Vice Chancellor for Academic Affairs Office</i>
3. Submit the approved accommodation form to the Registration Services Office for enrollment	3. Process the accommodation form: 3.1 Check the Student ID 3.2 Receive and check the accommodation form 3.3 Encode the courses for enrollment 3.4 Tag the student as Enrolled 3.5 Issue the Dean's copy of the Proposal Slip to be submitted to the college/department 3.6 Advise the student to log in at the Student Portal to verify the enrollment	None	30 minutes	<i>Administrative Aide VI Registration Services Office</i>
	TOTAL:	None	1 hour	



9. Cancellation of Enrolled Courses in the Undergraduate Programs

This procedure aims to facilitate the cancellation of enrolled courses of old student before the start of classes in the current semester.

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Old Student who wants to cancel enrolled courses before the start of classes

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cancellation of Enrollment form (1 Original)	Student Portal/ Registration Services Office
Student ID	Student Portal/ ICT Department

Conditional Requirement: In case, the student cannot personally process:

Authorization letter stating the processes to be undertaken by the representative (1 Original)	Student
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Student and Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Registration Services Office for evaluation	1. Process the request: 1.2 Check the Student ID 1.3 Evaluate the student request for cancellation 1.3 Issue the Cancellation of Enrollment form 1.4 Inform the student to fill out completely the form 1.5 Advise the student to seek the parent/guardian consent for cancellation	None	10 minutes	Administrative Aide VI Registration Services Office
2. Submit the duly signed form to the Registration Services Office	2. Process the form: 2.1 Check the Student ID/ Representative 2.2 Receive and check the form for the completeness of details 2.3 Verify the status of enrollment on the system	None	20 minutes	Administrative Aide VI Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Delete the enrolled courses in the system based on the cancellation form 2.5 Sign the form 2.6 Issue the Student's copy 2.7 Advise the student to process the Leave of Absence (LOA), if applicable			
	TOTAL:	None	30 minutes	



10. Cancellation of Enrollment of First Year Student in the Undergraduate Programs

This procedure aims to facilitate the cancellation of all enrolled courses of first year students before the start of classes in the first semester and will no longer study in the University.

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	First year student who wants to cancel all enrolled courses before the start of classes

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cancellation of Enrollment form (1 Original)		Student Portal/ Registration Services Office		
Student ID		Student Portal/ ICT Department		
Conditional Requirement: In case, the student cannot personally process:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student		
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Registration Services Office for evaluation	1. Process the request: 1.1 Check the Student ID 1.2 Evaluate the student request for cancellation 1.3 Issue the Cancellation of Enrollment form 1.4 Inform the student to fill out completely the form 1.5 Advise the student to seek the parent/guardian consent for cancellation	None	8 minutes	<i>Administrative Aide VI</i> Registration Services Office
2. Submit the duly signed form to the Registration Services Office	2. Process the form: 2.1 Receive and check the form for the completeness of details 2.2 Verify the status of enrollment on the system 2.3 Delete all enrolled courses in the system 2.4 Set the enrollment status to Cancelled	None	20 minutes	<i>Administrative Aide VI</i> Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 Sign the form 2.6 Issue the Student's copy 2.7 Cancel the issued Form 137A of the previous school, if applicable 2.8 Attach to the photocopy of the cancelled Form 137A 2.9 Release all submitted enrollment document requirements <ul style="list-style-type: none"> a. Grade 12 Report Card b. PSA/NSO Birth Certificate c. Certificate of Good Moral Character 			
3. Sign the Outgoing Document logbook	3. Advise the student to sign the logbook	None	2 minutes	<i>Administrative Aide VI</i> Registration Services Office
	TOTAL:	None	30 minutes	



11. Approval and Issuance of Cross- Campus Enrollment Form

This procedure aims to facilitate the enrollment of students in other BatStateU campus of courses not offered in the university during the semester of enrollment or the courses are in conflict with other courses enrolled by the student as specified in the Academic Policies and Procedures.

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	First year student who wants to cancel all enrolled courses before the start of classes

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cross-Campus Enrolment Form (3 Original)		Registration Services Office/ Download from Student Portal at https://dione.batstate-u.edu.ph/student/#/dashboard		
Student ID		Student Portal/ ICT Department		
Program of Study		College/ Department		
Conditional Requirement: In case, the student cannot personally process:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student		
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the respective college for preliminary evaluation and signature of the accomplished Cross - Campus Enrollment Form	1. Receive the duly accomplished form, check, evaluate, and sign the Cross-Campus Enrollment Form 1.1 Check the authenticity and completeness of the form 1.2 Evaluate student's qualification for cross-campus enrollment 1.3 Sign the form	None	10 minutes	<i>Administrative Aide VI, Program/Department Chairperson, Dean Concerned Colleges</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Return the signed form and inform the student to seek the approval of the Head of Registration Services Office of the Present Campus			
2. Submit the verified Cross-Campus Enrollment Form to the Registration Services Office of the Present Campus for approval	2. Receive the verified form, check, evaluate, and sign the Cross-Campus Enrollment Form 2.1 Check the authenticity and completeness of the signed form 2.2 Verify the student's records in the system 2.3 Approve the cross-campus enrollment form\ 2.4 Issue the approved cross-campus enrollment form to the student 2.5 Instruct the student to submit the form to the college of the Receiving Campus	None	15 minutes	<i>Administrative Aide VI/ Head Registration Services Office</i>
3. Submit the signed Cross-Campus Enrollment Form to the college of the Receiving Campus for review and verification	3. Receive the duly approved form, verify, check and sign the cross - campus enrollment form 3.1 Check the authenticity and completeness of the form 3.2 Verify the availability of intended course/s and schedule 3.3 Sign the form and return the signed form 3.4 Inform the student to seek the approval of the Head of Registration Services of the Receiving Campus	None	10 minutes	<i>Administrative Aide VI, Program/Department Chairperson, Dean Concerned colleges</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit the verified Cross-Campus Enrollment form to the Registration Services Office of the Receiving Campus for approval	4. Receive the verified form, check, evaluate, and sign the Cross-Campus Enrollment Form 4.1 Check the authenticity and completeness of the signed form 4.2 Verify the student's records in the system 4.3 Encode the course/s to be enrolled in the Enrollment System 4.4 Approve the cross-campus enrollment form 4.5 Get a copy of the approved form 4.6 Issue the other copies of the approved form to the student 4.7 Advise the student to check the Student Portal to verify the enrollment 4.8 Inform the student to submit the other copies of the approved forms to the Registration Services Office of the Present Campus	None	20 minutes	<i>Administrative Aide VI</i> Registration Services Office
5. Submit the other copies of the duly approved Cross-Campus Enrollment Form to the Registration Services Office of the present campus for verification	5. Receive the duly approved form and verify enrollment: 5.1 Receive the copies of the duly approved Cross-Campus Enrollment form 5.2 Verify the enrollment on the system 5.3 Issue a copy to the student 5.4 Advise the student to sign the other form as received	None	5 minutes	<i>Administrative Aide VI</i> Registration Services Office
	TOTAL:	None	1 hour	



12. Approval and Issuance of Permit to Cross Enroll

This procedure aims to facilitate the enrollment of students in other Higher Education Institutions (HEIs) of courses not offered in the present university during the semester of enrollment or the courses are in conflict with other courses enrolled by the student as specified in the Academic Policies and Procedures

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Student who wants to enroll courses in other HEIs in a given semester.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Permit to Cross Enroll Form (3 Original Copies)		Registration Services Office/ Download from Student Portal at https://dione.batstate-u.edu.ph/student/#/dashboard		
Student ID		Student Portal/ ICT Department		
Program of Study (1 Clear Copy)		College/ Department		
Conditional Requirement: In case, the student cannot personally process:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student		
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the respective college for preliminary evaluation and signature of the accomplished Permit to Cross-Enroll Form	1. Process the form: 1.1 Receive the duly accomplished form, verify, check and sign the Permit to Cross-Enroll 1.2 Return the signed form 1.3 Inform the student to seek the approval of the Head of Registration Services Office	None	15 minutes	Dean/Associate Dean/Program Chairperson Concerned colleges



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the verified and checked Permit to Cross-Enroll form to the Registration Services Office for approval	2. Process the Permit to Cross-Enroll form: 2.1 Check the Student ID, authenticity and completeness of the signed permit form 2.2 Verify the student's records in the system 2.3 Evaluate student's qualification to cross-enroll 2.4 Approve the permit to cross-enroll 2.5 Issue the other copies of the approved form to the student 2.6 Advise the student to sign the other form as received 2.7 Issue the duly approved Permit to Cross-Enroll 2.8 Instruct the student to keep one copy of the permit to the college and the other copy to the university where the student intends to cross-enroll	None	10 minutes	Administrative Aide VI Registration Services Office
	TOTAL:	None	25 minutes	



13. Adding, Changing and Dropping of Courses

This procedure aims to facilitate the enrolled student who intends to add, change, or drop course/s in the current semester as specified in the Academic Policies and Procedures.

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All students with enrollment records in the current semester

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Adding/Changing/Dropping of Courses Form (1 Original)	Registration Services Office/ Download from Student Portal at https://dione.batstate-u.edu.ph/student/#/dashboard
Student ID	Student Portal/ ICT Department
Program of Study (1 Clear Copy)	College/ Department

Conditional Requirement: In case, the student cannot personally process:

Authorization letter stating the processes to be undertaken by the representative (1 Original)	Student
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Student and Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the respective college for preliminary evaluation and signature of the accomplished Adding/ Changing/Dropping of Courses form	1. Process the request for adding/changing/dropping of course/s 1.1 Receive the duly accomplished form and evaluate the student's record for qualification based on request 1.2 Approve the adding, changing or dropping of courses 1.3 Instruct the student to submit the form to the Registration Services Office	None	15 minutes	Dean/Associate Dean/Program Chairperson Concerned colleges



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Submit to the Registration Services Office the Adding, Changing and Dropping of Courses form approved by the College's Dean/Associate Dean/Program Chairperson</p>	<p>2. Process the request for adding/changing/dropping of course/s</p> <p>2.1 Check the Student ID, authenticity and completeness of the approved adding, changing and dropping form</p> <p>2.2 Verify the student's enrolment records</p> <p>2.2.1 In case of adding and changing of courses, evaluate student's qualification for enrolling course/s stated on the form</p> <p>2.2.2 In case of dropping, drop the courses state on the form</p> <p>2.2.3 Approve the request by signing the form</p> <p>2.3 Instruct the student to proceed to the Assessment Office and submit the signed form for re-assessment of fees</p>	None	10 minutes	Administrative Aide VI Registration Services Office
<p>3. Submit the Adding, Changing/Dropping of Courses form to the Assessment Office for reassessment of fees</p>	<p>3. Process the re-assessment</p> <p>3.1 Receive the Adding, Changing/Dropping of Courses form</p> <p>3.2 Check and open the student's records in the system</p> <p>3.3 Re-assess the fees according to the changes in the form</p> <p>3.4 Issue assessment form/ payment slip, if applicable</p> <p>3.5 Sign the form</p>	None	9 minutes	Administrative Aide VI Accounting Office



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.6 Instruct the student to return the signed form to the Registration Services Office			
4. Submit the signed form from the Accounting Office to the Registration Services Office	4. Process the re-assessed form 4.1 Receive the form 4.2 Issue to the student the copy of the approved adding, changing and dropping of courses form 4.3 Instruct the student to revisit the Student Portal for verification	None	1 minute	<i>Administrative Aide VI</i> Registration Services Office
	TOTAL:	None	35 minutes	



14. Approval of Course Overloading

This procedure aims to facilitate the request for overloading of courses of enrolled graduating student in the semester/s of the last academic year as specified in the Academic Policies and Procedures.

Office or Division:	Registration Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All graduating students with enrollment records in the current semester			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request for Course/s Overload Form (1 Original)		Registration Services Office/ Download from Student Portal at https://dione.batstate-u.edu.ph/student/#/dashboard		
Student ID		Student Portal/ ICT Department		
Program of Study (1 Clear Copy)		College/ Department		
Program Curriculum (1 Original)		College/ Department		
Conditional Requirement: In case, the student cannot personally process:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student		
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the respective college for preliminary evaluation and approval of the accomplished Request for Course/s Overloading form	1. Receive the duly accomplished form, evaluate, and approve the course overloading	None	10 minutes	<i>Dean/Associate Dean/Program Chairperson</i> Concerned colleges
2. Submit to the Registration Services Office the Adding, Changing and Dropping of Courses form approved by the College's Department/Program Chair and the Dean	2. Process the request for course overloading 2.1 Check the Student ID 2.2 Verify the student's enrolment records and check the authenticity	None	5 minutes	<i>Administrative Aide VI</i> Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and completeness of the approved course overloading form 2.3 Evaluate student's qualification for course overloading 2.4 Encode the course for overloading and sign the form. 2.5 Instruct the student to proceed to the Assessment Office and submit the signed form for the re-assessment of fees			
3. Proceed to the Assessment Office for reassessment of fees	3. Process the re-assessment 3.1 Check and open the student's records in the system 3.2 Re-assess the fees according to the changes in the form 3.3 Issue assessment form/ payment slip, if applicable 3.4 Sign the form and instruct the student to return the signed form to the Registration Services Office	None	9 minutes	<i>Administrative Aide VI</i> Accounting Office
4. Submit the signed form from the Accounting Office to the Registration Services Office	4. Process the duly accomplished form 4.1 Receive the signed form 4.2 Issue to the student the copy of the approved adding, changing and dropping of courses form 4.3 Instruct the student to revisit the Student Portal for verification	None	1 minute	<i>Administrative Aide VI</i> Registration Services Office
	TOTAL:	None	25 minutes	



15. Application and Approval of Leave of Absence (LOA)

This procedure aims to facilitate the application and approval of student's official absence in the university during a particular semester or academic year as specified in the Academic Policies and Procedures.

Office or Division:	Registration Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All students with or without enrollment records in the current semester			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave of Absence Form (3 Original)		Registration Services Office/ Download from Student Portal at https://dione.batstate-u.edu.ph/student/#/dashboard		
Photocopy of Parent/guardian's any valid ID with three (3) specimen signature (1 Copy)		Government Issued ID		
Student ID		Student Portal/ ICT Department		
Conditional Requirement: In case, the student cannot personally process:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student		
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a Leave of Absence Form (LOA), download the form from Student Portal or request thru the official email address of the Registration Services Office Email Address: Pablo Borbon Campus registrar.pb@g.batstate-u.edu.ph	1. Process the request: 1.1 Issue the Leave of Absence Form (LOA) 1.2 Inform the student to fill out completely the form 1.3 Advise the student to submit the documents to college/department	None	5 minutes	<i>Administrative Aide VI</i> Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Alangilan Campus registrar.alangilan@g.batstate-u.edu.ph ARASOF-Nasugbu Campus registrar.nasugbu@g.batstate-u.edu.ph Lipa Campus registrar.lipa@g.batstate-u.edu.ph JPLPC-Malvar Campus registrar.malvar@g.batstate-u.edu.ph				
2. Proceed to the respective college for preliminary evaluation and signature of the accomplished Leave of Absence form with attached parent's consent photocopy of parent's valid ID	2. Receive the duly accomplished form, evaluate, and recommend for approval the application for leave of absence	None	15 minutes	<i>Dean/Associate Dean/Program Chairperson</i> Concerned colleges
3. Submit the signed form to the Office of the Student Discipline	3. Receive the duly accomplished form and sign the application for leave of absence	None	5 minutes	<i>Administrative Aide VI</i> Office of the Student Discipline
4. Submit the signed form to the Registration Services Office	4. Receive, evaluate and approve the Leave of Absence 4.1 Check the authenticity and completeness of the form 4.2 Verify the student's enrolment records 4.3 Evaluate student's qualification for leave of absence 4.4 Approve the leave of absence	None	9 minutes	<i>Administrative Aide VI/ Head</i> Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.4 Input the details of leave of absence in the Record of Leave of Absence in the system.			
5. Receive the approved Leave of Absence form	5. Issue the student's copy and college's copy of the approved Leave of Absence Form. 5.1 Instruct the student to submit the college's copy to the respective college.	None	1 minute	<i>Administrative Aide VI</i> Registration Services Office
	TOTAL:	None	35 minutes	



16. Approval of Application for Comprehensive Examination

Students in the graduate programs must undergo evaluation of the college and the Registrar's Office before taking the Comprehensive Examination.

Office or Division:	Registration Services Office- Pablo Borbon and Alangilan Campus
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students in the graduate programs who completed their academic courses and intend to take Comprehensive Examination

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		Student Portal/ ICT Department		
Application Form for Comprehensive Examination (1 Original)		Registration Services Office/ Student Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an Application Form for Comprehensive Examination, download the form from Student Portal or request thru the official email address of the Registration Services Office Email Address: Pablo Borbon Campus registrar.pb@g.batstate-u.edu.ph Alangilan Campus registrar.alangilan@g.batstate-u.edu.ph	1. Process the request: 1.1 Issue Application Form for Comprehensive Examination 1.2 Inform the student to fill out completely the form 1.3 Advise the student to submit the accomplished form to the Registration Services Office	None	5 minutes	<i>Administrative Aide VI</i> Registration Services Office
2. Submit the filled-out Application Form to the Office of the Registration Services Office	2. Process the request: 2.1 Receive accomplished Application Form for Comprehensive Examination	None	1 hour, 50 minutes	<i>Administrative Aide VI/ Head</i> Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Check the qualification of the applicant 2.3 Input the grades in the program's curriculum 2.4 Input the evaluation results in the application form 2.5 Review and approve the application			
3. Receive the approved Application Form	3. Photocopy/scan the approved form and provide the student with photocopied/scanned approved forms.	None	10 minutes	<i>Administrative Aide VI</i> Registration Services Office
	TOTAL:	None	2 hours	



17. Approval of Application for Graduation

This procedure aims to facilitate the student's application for graduation and approval by the Head of Registration Services Office.

Office or Division:	Registration Services Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All graduating students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application for Graduation Form (1 Original)	Registration Services Office/ Download from Student Portal at https://dione.batstate-u.edu.ph/student/#/dashboard
Completion of Academic Requirements	Student
Certification of Submission of Hard Bound (1 Original)	Library Services Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an Application for Graduation form, download the form from Student Portal or request thru the official email address of the Registration Services Office Email Address: Pablo Borbon Campus registrar.pb@g.batstate-u.edu.ph Alangilan Campus registrar.alangilan@g.batstate-u.edu.ph ARASOF-Nasugbu Campus registrar.nasugbu@g.batstate-u.edu.ph	1. Process the request: 1.1 Issue the Application for Graduation form 1.2 Inform the student to fill out completely the form 1.3 Advise the student to submit the accomplished form to college/department	None	5 minutes	<i>Administrative Aide VI</i> Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Lipa Campus registrar.lipa@g.batstate-u.edu.ph				
JPLPC-Malvar Campus registrar.malvar@g.batstate-u.edu.ph				
2. Submit the accomplished Application for Graduation form to the concerned college	2. Receive and check the accomplished application form 2.1 Check the student's record and include in the list of applicants for graduation 2.2 Advise the student that the application is subject to evaluation of the Registration Services.	None	5 minutes	<i>Administrative Aide VI</i> Concerned College
	2.4 Prepare and submit the list of applicants for graduation and application forms to the Registration Services Office for initial evaluation	None	3 days (after the published deadline)	<i>Administrative Aide VI</i> Concerned College
	2.5 Receive the list of applicants for graduation from the college and conduct evaluation 2.6 Inform concerned applicants and college about the deficiencies and deadline of submission 2.7 Submit report of evaluation and return the application forms to the concerned college for the review and signature of the Dean	None	3 months	<i>Administrative Aide VI</i> Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the deficiencies	3. Receive the documents 3.1 Review, and re-evaluate the documents for compliance 3.2 Prepare the final list for college deliberation	None	2 weeks	<i>Administrative Aide VI</i> Registration Services Office <i>Dean, Associate Dean,</i> <i>Program Chairperson</i> Concerned College
	3.3 Approve the application for graduation 3.4 Sign the final list of candidates for graduation 3.5 Endorse the final list to the Local Academic Council deliberation	None	2 weeks	<i>Administrative Aide VI</i> Registration Services Office <i>Dean, Associate Dean,</i> <i>Program Chairperson</i> Concerned College
	TOTAL:	None	4 months, 3 days, 10 minutes	



18. Issuance of Report of Grades

This procedure aims to facilitate the issuance of Report of Grades of concerned students for Scholarship, OJT, evaluation of records, and other purposes.

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Graduates and students with no liability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Online Clearance	Registration Portal/ Student Clearance System
Request and Claim Slip (1 Original)	Registration Services Office/ Download from Student Portal at https://dione.batstate-u.edu.ph/student/#/dashboard
Student ID	Student Portal/ ICT Department

Conditional Requirement: In case, the student cannot personally process:

Authorization letter stating the processes to be undertaken by the representative (1 Original)	Student
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Student and Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State the request for Report of Grades and present Student ID/required documents for authorized representatives	1. Process the printing of Report of Grades 1.1 Check the Student ID 1.2 Search for the student's record of grades in the system 1.3 Print the Report of grades 1.4 Affix Dry Seal	None	3 minutes	Administrative Aide VI Registration Services Office
2. Check and receive the Report of Grades	2. Issue the Report of Grades to the student/ authorized representative	None	2 minutes	Administrative Aide VI Registration Services Office
	TOTAL:	None	5 minutes	



19. Authentication of Documents

This procedure aims to facilitate the authentication of documents of the concerned student issued by the Registration Services Office such as Diploma, Transcript of Records, Registration Forms, Report of Grades and other certifications.

Office or Division:	Registration Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All clients who has/had academic records in the university with no liability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request and Claim Slip (1 Original)		Registration Services Office/ Download from Student Portal at https://dione.batstate-u.edu.ph/student/#/dashboard		
Clearance		Registration Portal/ Enrollment System		
Valid Identification Card (National ID, Voter's ID, PRC ID, Driver's License, UMID, Passport) /Student ID (1 Original)		PSA, COMELEC, PRC, LTO, SSS/ GSIS, DFA / Student Portal/ ICT Department		
Photocopies of Document/s to be authenticated with the original copy for verification (depending on the number of copies needed by the client/student)		Client/Student		
Request and Claim Slip (1 Original)		Registration Services Office/ Download from Student Portal at https://dione.batstate-u.edu.ph/student/#/dashboard		
Conditional Requirement: In case, the student cannot personally process:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student		
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents for authentication to the Registration Services Office	1. Receive and validate the documents 1.1 Verify the authenticity of original documents and the photocopies	None	15 minutes	<i>Administrative Aide VI/ Head Registration Services Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Check the completeness of information of the photocopies 1.3 Ensure no missing parts on the photocopied documents. 1.4 Issue the Request and Claim Slip form 1.5 Advise the client to pay the indicated amount at the Cashiering Office 1.6 Log the request in the logbook			
2. Present the Request and Claim Slip and pay at the Cashiering Office	2. Receive the Request and Claim slip 2.1 Check the completeness of data required on the form. 2.2 Get the money from the client 2.3 Count the money 2.4 Issue the Official Receipt 2.5 Advise the client to bring the form and Official Receipt to the Registration Services Office.	Authentication Documents - Php 20/page	3 minutes	<i>Administrative Aide VI</i> Cashiering Office
3. Present the Request and Claim Slip form and the issued Official Receipt	3. Receive the form and Official Receipt 3.1 Check and mark the Official Receipt 3.2 Prepare the logbook 3.3 Stamp the documents 3.4 Sign the documents 3.5 Affix the dry seal	None	25 minutes	<i>Administrative Aide VI</i> Registration Services Office
4. Receive the documents and sign in the Logbook	4. Release the documents, advise the client to sign in the logbook	None	2 minutes	<i>Administrative Aide VI</i> Registration Services Office
	TOTAL:	Authentication Documents - Php 20/page	45 minutes	



20. Issuance of Certified, Authenticated and Verified (CAV) Documents

This procedure aims to facilitate the Certification, Authentication and Verification (CAV) of documents of concerned students issued by the Registration Services Office such as Diploma and Transcript of Records for Apostille and PRC Board Examination.

Office or Division:	Registration Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Graduates and students with no liability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Clearance	Student Portal/Student Clearance System			
Accomplished Request Slip (1 Original)	Registration Services Office/ Download from Student Portal at https://dione.batstate-u.edu.ph/student/#/dashboard			
Valid Identification Card (National ID, Voter's ID, PRC ID, Driver's License, UMID, Passport) /Student ID (1 Original)	PSA, COMELEC, PRC, LTO, SSS/ GSIS, DFA / Student Portal/ ICT Department			
Document/s to be authenticated (Clear copy and Original)	Client			
Official Receipt of Payment (1 Original)	Cashiering Office			
One (1) Documentary Stamp/s per document (Lipa Campus only)	Bureau of Internal Revenue/Cashiering Office			
One (1) Long Brown Envelope	School Supplies			
Conditional Requirement: In case, the student cannot personally process:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)	Student			
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Student and Representative			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents for Certification Authentication and Verification (CAV) to the Registration Services Office	1. Receive and validate the documents 1.1 Verify the authenticity of original documents and the photocopies 1.2 Check the completeness of information of the photocopies	None	15 minutes	<i>Administrative Aide VI/ Head</i> Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Ensure no missing parts on the photocopied documents. 1.4 Issue the Request and Claim Slip form 1.5 Advise the client to pay the indicated amount at the Cashiering Office 1.6 Log the request in the logbook			
3. Present the Request and Claim Slip and pay at the Cashiering Office	2. Receive the Request and Claim slip 2.1 Check the completeness of data required on the form. 2.2 Get the money from the client 2.3 Count the money 2.4 Issue the Official Receipt 2.5 Advise the client to bring the form and Official Receipt to the Registration Services Office.	Certification - PHP 30/copy Authentication Documents - PHP 20/page *Document Stamp tax - PHP30 /certification *Lipa only	3 minutes	<i>Administrative Aide VI</i> Cashiering Office
3. Present the Request and Claim Slip form and the issued Official Receipt	3. Receive the form, Official Receipt and documents for CAV 3.1 Check and mark the official receipt 3.2 Advise the client to wait on the waiting area 3.3 Log the request and prepare the certification 3.4 Stamp all photocopied documents 3.5 Sign the certification, envelope, Diploma and Transcript of Records 3.6 Place the documentary stamp 3.7 Affix the dry seal on all documents	None	2 hours 30 minutes	<i>Administrative Aide VI</i> Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.8 Notify the client for the release of request at the waiting area			
4. Receive the documents and sign in the Logbook	4. Release the documents to the client 4.1 Present the documents to client 4.2 Place all documents on the long brown envelope 4.3 Seal the envelope 4.4 Advise the client not to open it. 4.5 Give the envelope to the client 4.6 Instruct the client to sign on the logbook	None	12 minutes	<i>Administrative Aide VI</i> Registration Services Office
	TOTAL:	Certification - PHP 30/copy Authentication Documents - PHP 20/page *Document Stamp tax - PHP30 /certification *Lipa only	3 hours	



21. Issuance of Certificate

Certifications being issued by the Registration Services Office include but not limited to the following:

- Certificate of Graduation;
- Certificate of Enrollment;
- Certificate of Units Earned;
- Certificate of English Medium of Instruction;
- Certificate of Complete Academic Requirements;
- Certificate of Honor Graduate;
- Certificate of NSTP Serial Number;
- Certificate of General Weighted Average (GWA);
- Certificate of Cross Enrolment;
- Certificate of Grading System

Office or Division:	Registration Services Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who May Avail:	All clients who has/had academic records in the university with no liability	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Online Clearance		Student Portal/Student Clearance System
Request Slip and Claim Form (1 Original)		Registration Services Office/ Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/
Valid Identification Card (National ID, Voter's ID, PRC ID, Driver's License, UMID, Passport) /Student ID (1 Original)		PSA, COMELEC, PRC, LTO, SSS/ GSIS, DFA / Student Portal/ ICT Department
Official Receipt of Payment (1 Original/ e-receipt)		Cashiering Office
One (1) Documentary Stamp/s per document (Lipa Campus only)		Bureau of Internal Revenue/Cashiering Office
Conditional Requirement: In case, the student cannot personally process:		
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Request the document</p> <p>a. Thru Online Document Request (ODR)- Access the Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/ and accomplish the steps for document requisition</p> <p>b. Thru email – Send a message via email at</p> <p>Email Address:</p> <p>Pablo Borbon Campus registrar.pb@g.batstate-u.edu.ph</p> <p>Alangilan Campus registrar.alangilan@g.batstate-u.edu.ph</p> <p>ARASOF-Nasugbu Campus registrar.nasugbu@g.batstate-u.edu.ph</p> <p>Lipa Campus registrar.lipa@g.batstate-u.edu.ph</p> <p>JPLPC-Malvar Campus registrar.malvar@g.batstate-u.edu.ph</p> <p>c. Thru Face-to-Face Transaction - Secure Request and Claim Slip Form at the Registration Services Office</p>	<p>1. Check the request and verify the client's eligibility and approve or disapprove the request or fill out the form</p> <p>1.1 If approved, advise the client to pay at the Cashiering Office or through the Link Biz Portal</p> <p>1.2 If disapproved, inform the client about the reason</p>	None	3 minutes	Administrative Aide VI Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay at the Cashiering Office/LinkBiz Portal	2. Process payment and issue the Official Receipt	Certification- Php30/page *Documentary Stamp Tax - Php30 /Certification *Lipa Only	3 minutes	<i>Administrative Aide VI</i> Cashiering Office
3. Upload via ODR or Present the official receipt at the Registration Services Office	3. Receive the document 3.1 Check the official receipt and advise the client about the process	None	1 minute	<i>Administrative Aide VI</i> Registration Services Office
	3.2 Check the student's records 3.3 Log the request and prepare the certification 3.4 Verify and certify the correctness of data 3.5 Affix Signature 3.6 Inform the client that the certification is available for release	None	2 hours, 5 minutes	<i>Administrative Aide VI/ Head</i> Registration Services Office
4. Present the notice/ Claim Slip to claim the requested document	4. Prepare the document for release 4.1 Check the notice and valid ID or required documents for authorized representative 4.2 Place the documentary stamp tax and dry seal	None	5 minutes	<i>Administrative Aide VI</i> Registration Services Office
5. Check and receive the Certification and sign in the Logbook	5. Release the document 5.1 Issue the certification 5.2 Request the client to check the correctness of the data/information in the document. 5.3 Advise the client to sign the logbook	None	3 minutes	<i>Administrative Aide VI</i> Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL:	Certification- Php30/page *Documentary Stamp Tax - Php30 /Certification *Lipa Only	2 hours, 20 minutes	



22. Issuance of Certificate of Course Description

This document includes the description of the course/s taken by the client in the university. The description may be expressed in English or Filipino as requested by the client. The client specifies the particular course/s to be described.

Office or Division:	Registration Services Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All clients who has/had academic records in the university with no liability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Clearance		Student Portal/Student Clearance System		
Request Slip and Claim Form (1 Original)		Registration Services Office/ Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/		
Valid Identification Card (National ID, Voter's ID, PRC ID, Driver's License, UMID, Passport) /Student ID (1 Original)		PSA, COMELEC, PRC, LTO, SSS/ GSIS, DFA / Student Portal/ ICT Department		
Official Receipt of Payment (1 Original/ e-receipt)		Cashiering Office		
One (1) Documentary Stamp/s per document (Lipa Campus only)		Bureau of Internal Revenue/Cashiering Office		
Conditional Requirement: In case, the student cannot personally process:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student		
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the document a. Thru Online Document Request (ODR) - Access the Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/ and accomplish the steps for document requisition	1. Check the request and verify the client's eligibility and approve or disapprove the request or fill out the form 1.1 If approved, advise the client to pay at the Cashiering Office or through the Link Biz Portal 1.2 If disapproved, inform the client about the reason	None	3 minutes	<i>Administrative Aide VI</i> Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>b. Thru email – Send a message via email at Email Address: Pablo Borbon Campus registrar.pb@g.batstate-u.edu.ph</p> <p>Alangilan Campus registrar.alangilan@g.batstate-u.edu.ph</p> <p>ARASOF-Nasugbu Campus registrar.nasugbu@g.batstate-u.edu.ph</p> <p>Lipa Campus registrar.lipa@g.batstate-u.edu.ph</p> <p>JPLPC-Malvar Campus registrar.malvar@g.batstate-u.edu.ph</p> <p>c. Thru Face-to-Face Transaction - Secure Request and Claim Slip Form at the Registration Services Office</p>				
<p>2. Pay at the Cashiering Office/LinkBiz Portal</p>	<p>2. Process payment and issue the Official Receipt</p>	<p>Certificate-Php30/page *Documentary Stamp Tax - Php30 /Certificate *Lipa Only</p>	<p>3 minutes</p>	<p><i>Administrative Aide VI</i> Cashiering Office</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Upload via ODR or Present the official receipt at the Registration Services Office	3. Receive the document 3.1 Check the official receipt and advise the client about the process	None	1 minute	<i>Administrative Aide VI</i> Registration Services Office
	3.2 Check the student's records 3.3 Log and prepare the certificate 3.4 Verify and certify the correctness of data 3.5 Sign the certificate 3.6 Inform the client that the certificate is available for release	None	6 days, 7 hours, 45 minutes	<i>Administrative Aide VI/ Head</i> Registration Services Office
4. Present the notice/ Claim Slip to claim the requested document	4. Prepare the document for release 4.1 Check the notice and valid ID or required documents for authorized representative 4.2 Place the documentary stamp tax and dry seal	None	5 minutes	<i>Administrative Aide VI</i> Registration Services Office
5. Check and receive the Certification and sign in the Logbook	5. Release the document 5.1 Issue the certification 5.2 Request the client to check the correctness of the data/information in the document. 5.3 Advise the client to sign the logbook	None	3 minutes	<i>Administrative Aide VI</i> Registration Services Office
	TOTAL:	Certificate-Php30/page *Documentary Stamp Tax - Php30 /Certificate *Lipa Only	7 days	



23. Issuance of Form 137

This document is a permanent school record showing the historical academic and co-curricular record of the student.

Office or Division:	Registration Services Office- Pablo Borbon and ARASOF Nasugbu Campuses	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who May Avail:	All SHS students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Online Clearance		Student Portal/Student Clearance System
Request and Claim Slip Form (1 Original)		Registration Services Office/ Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/
Valid Identification Card (National ID, Voter's ID, PRC ID, Driver's License, UMID, Passport) /Student ID (1 Original)		PSA, COMELEC, PRC, LTO, SSS/ GSIS, DFA / Student Portal/ ICT Department
Official Receipt of Payment		Cashiering Office
One (1) Documentary Stamp/s per document (Lipa Campus only)		Bureau of Internal Revenue/Cashiering Office
Approved Exit Interview Form (1 clear copy)		Concerned College/Guidance and Counseling Office
Letter of No Objection, if Transferred Credentials (Copy For) (1 Original)		Last School Attended
Singed lower portion of the Certificate of Transfer Credentials (1 Original)		Receiving School
In case of lost request: <ul style="list-style-type: none"> Request Letter from the school for lost issued Certificate of Transfer Credential. If applicable (1 Original) Affidavit of loss including a statement that the document is not yet forwarded to another school (1 Original) 		Receiving School Notary Public
Conditional Requirement: In case, the student cannot personally process:		
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Request the document</p> <p>a. Thru Online Document Request (ODR)- Access the Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/ and accomplish the steps for document requisition</p> <p>b. Thru email – Send a message via email at</p> <p>Email Address:</p> <p>Pablo Borbon Campus registrar.pb@g.batstate-u.edu.ph</p> <p>Alangilan Campus registrar.alangilan@g.batstate-u.edu.ph</p> <p>ARASOF-Nasugbu Campus registrar.nasugbu@g.batstate-u.edu.ph</p> <p>Lipa Campus registrar.lipa@g.batstate-u.edu.ph</p> <p>JPLPC-Malvar Campus registrar.malvar@g.batstate-u.edu.ph</p> <p>c. Thru Face-to-Face Transaction - Secure Request and Claim Slip Form at the Registration Services Office</p>	<p>1. Check the request and verify the client's eligibility and approve or disapprove the request or fill out the form</p> <p>1.1 If approved, advise the client to pay at the Cashiering Office or through the Link Biz Portal</p> <p>1.2 If disapproved, inform the client about the reason</p>	None	3 minutes	Administrative Aide VI Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay at the Cashiering Office/LinkBiz Portal	2. Process payment and issue the Official Receipt	Form 137- Php 100	3 minutes	<i>Administrative Aide VI</i> Cashiering Office
3. Upload via ODR or Present the official receipt at the Registration Services Office	3. Receive the document 3.1 Check the official receipt and advise the client about the process	None	1 minute	<i>Administrative Aide VI</i> Registration Services Office
	3.2 Check the student's records 3.3 Log and prepare the Form 137 3.4 Verify and certify the correctness of data 3.5 Sign the Form 137 3.6 Inform the client that the certificate is available for release	None	1 day, 7 hours, 45 minutes	<i>Administrative Aide VI/ Head</i> Registration Services Office
4. Present the notice/ Claim Slip to claim the requested document	4. Prepare the document for release 4.1 Check the notice and valid ID or required documents for authorized representative 4.2 Place the documentary stamp tax and dry seal	None	5 minutes	<i>Administrative Aide VI</i> Registration Services Office
5. Check and receive the Form 137 and sign in the Logbook	5. Release the document 5.1 Issue the Form 137 5.2 Request the client to check the correctness of the data/information in the document. 5.3 Advise the client to sign the logbook	None	3 minutes	<i>Administrative Aide VI</i> Registration Services Office
	TOTAL:	Form 137- Php 100	2 days	



24. Issuance of Transfer Credentials

Transfer credentials are being issued only once to the students who will transfer to another school. Certificate of Honorable Dismissal certifies that the student is cleared of any accountability with the university and is eligible for transfer to another school. The Transcript of Records being issued bears the remarks "Granted Transfer Credentials".

Office or Division:	Registration Services Office	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who May Avail:	All SHS students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Online Clearance	Student Portal/Student Clearance System	
Request and Claim Slip Form (1 Original)	Registration Services Office/ Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/	
Valid Identification Card (National ID, Voter's ID, PRC ID, Driver's License, UMID, Passport) /Student ID (1 Original)	PSA, COMELEC, PRC, LTO, SSS/ GSIS, DFA / Student Portal/ ICT Department	
Official Receipt of Payment (1 Original/ e-receipt)	Cashiering Office	
One (1) Documentary Stamp/s per document (Lipa Campus only)	Bureau of Internal Revenue/Cashiering Office	
Exit Interview Form (1 clear copy)	Concerned College/Guidance and Counseling Office	
Request Letter from the school for lost issued Certificate of Transfer Credential. If applicable	Receiving School	
Affidavit of Loss stating the issuance of certificate and non-submission to any school if applicable	Notary Public	
Conditional Requirement: In case, the student cannot personally process:		
Authorization letter stating the processes to be undertaken by the representative (1 Original)	Student	
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Student and Representative	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Request the document</p> <p>a. Thru Online Document Request (ODR)- Access the Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/ and accomplish the steps for document requisition</p> <p>b. Thru email – Send a message via email at</p> <p>Email Address:</p> <p>Pablo Borbon Campus registrar.pb@g.batstate-u.edu.ph</p> <p>Alangilan Campus registrar.alangilan@g.batstate-u.edu.ph</p> <p>ARASOF-Nasugbu Campus registrar.nasugbu@g.batstate-u.edu.ph</p> <p>Lipa Campus registrar.lipa@g.batstate-u.edu.ph</p> <p>JPLPC-Malvar Campus registrar.malvar@g.batstate-u.edu.ph</p> <p>c. Thru Face-to-Face Transaction - Secure Request and Claim Slip Form at the Registration Services Office</p>	<p>1. Check the request and verify the client's eligibility and approve or disapprove the request or fill out the form</p> <p>1.1 If approved, advise the client to pay at the Cashiering Office or through the Link Biz Portal</p> <p>1.2 If disapproved, inform the client about the reason</p>	None	3 minutes	Administrative Aide VI Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay at the Cashiering Office/LinkBiz Portal	2. Process payment and issue the Official Receipt	Certificate of Transfer Credentials- Php100 *Documentary Stamp Tax - Php30 /Certification Transcript of Records - Php50/page *Lipa only	3 minutes	Administrative Aide VI Cashiering Office
3. Upload via ODR or Present the official receipt at the Registration Services Office	3. Receive the document 3.1 Check the official receipt and advise the client about the process	None	1 minute	Administrative Aide VI Registration Services Office
	3.2 Check the student's records and approved Exit Interview Form 3.3 Log the request and prepare the Certificate of Honorable Dismissal and Transcript of Records 3.4 Verify and certify the correctness of data 3.5 Sign the certificate and Transcript of Records 3.6 Inform the client that the documents are available for release <i>Note: For the TOR of students from AY 2011-2012 and below, manual verification of courses and grades from the grading sheet and manual encoding is required.</i>	None	Auto TOR – 2 days, 7 hours, 45 minutes Manual TOR – 6 days, 7 hours, 45 minutes	Administrative Aide VI/ Head Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present the notice/ Claim Slip to claim the requested document	4. Prepare the document for release 4.1 Check the notice and valid ID or required documents for authorized representative 4.2 Place the documentary stamp tax and dry seal	None	5 minutes	<i>Administrative Aide VI</i> Registration Services Office
5. Check and receive the requested documents and sign in the Logbook	5. Release the document 5.1 Issue the requested documents 5.2 Request the client to check the correctness of the data/information in the document. 5.3 Advise the client to sign the logbook	None	3 minutes	<i>Administrative Aide VI</i> Registration Services Office
	TOTAL:	Certificate of Transfer Credentials- Php100 *Documentary Stamp Tax - Php30 /Certification Transcript of Records - Php50/page *Lipa only	Auto TOR – 3 days Manual TOR – 7 days	



25. Issuance of Transcript of Records

The Transcript of Records is a document that contains all the courses taken and grades earned by the student in the entire stay in the university, including transferred credits from other schools.

Office or Division:	Registration Services Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All SHS students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Clearance	Student Portal/Student Clearance System			
Request and Claim Slip Form (1 Original)	Registration Services Office/ Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/			
Valid Identification Card (National ID, Voter's ID, PRC ID, Driver's License, UMID, Passport) /Student ID (1 Original)	PSA, COMELEC, PRC, LTO, SSS/ GSIS, DFA / Student Portal/ ICT Department			
Official Receipt of Payment (1 Original/ e-receipt)	Cashiering Office			
One (1) Documentary Stamp/s per document (Lipa Campus only)	Bureau of Internal Revenue/Cashiering Office			
Letter of No Objection, if Transferred Credentials (Copy For) (1 Original)	Receiving School			
Conditional Requirement: In case, the student cannot personally process:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)	Student			
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures	Student and Representative			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the document a. Thru Online Document Request (ODR) - Access the Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/ and accomplish	1. Check the request and verify the client's eligibility and approve or disapprove the request or fill out the form. 1.1 If approved, advise the client to pay at the Cashiering Office or through the Link Biz Portal	None	3 minutes	<i>Administrative Aide VI</i> Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>the steps for document requisition</p> <p>b. Thru email – Send a message via email at</p> <p>Email Address:</p> <p>Pablo Borbon Campus registrar.pb@g.batstate-u.edu.ph</p> <p>Alangilan Campus registrar.alangilan@g.batstate-u.edu.ph</p> <p>ARASOF-Nasugbu Campus registrar.nasugbu@g.batstate-u.edu.ph</p> <p>Lipa Campus registrar.lipa@g.batstate-u.edu.ph</p> <p>JPLPC-Malvar Campus registrar.malvar@g.batstate-u.edu.ph</p> <p>Thru Face-to-Face Transaction - Secure Request and Claim Slip Form at the Registration Services Office</p>	<p>1.2 If disapproved, inform the client about the reason</p>			
<p>2. Pay at the Cashiering Office/LinkBiz Portal</p>	<p>2. Process payment and issue the Official Receipt</p>	<p>Certificate of Transfer Credentials- Php100 *Documentary Stamp Tax - Php30 /Certification Transcript of Records - Php50/page *Lipa only</p>	<p>3 minutes</p>	<p><i>Administrative Aide VI</i> Cashiering Office</p>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Upload via ODR or Present the official receipt at the Registration Services Office	3. Receive the document 3.1 Check the official receipt and advise the client about the process	None	1 minute	<i>Administrative Aide VI</i> Registration Services Office
	3.2 Check the student's records 3.3 Log the request and prepare the Transcript of Records 3.4 Verify and certify the correctness of data 3.5 Sign the Transcript of Records 3.6 Inform the client that the document is available for release <i>Note: For the TOR of students from AY 2011-2012 and below, manual verification of courses and grades from the grading sheet and manual encoding is required.</i>	None	Auto TOR – 2 days, 7 hours, 45 minutes Manual TOR – 6 days, 7 hours, 45 minutes	<i>Administrative Aide VI/ Head</i> Registration Services Office
4. Present the notice/ Claim Slip to claim the requested document	4. Prepare the document for release 4.3 Check the notice and valid ID or required documents for authorized representative 4.4 Place the documentary stamp tax and dry seal	None	5 minutes	<i>Administrative Aide VI</i> Registration Services Office
5. Check and receive the requested document and sign in the Logbook	5. Release the document 1.2 Issue the requested documents 1.3 Request the client to check the correctness of the data/information in the document. 1.4 Advise the client to sign the logbook	None	3 minutes	<i>Administrative Aide VI</i> Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL:	Certificate of Transfer Credentials- Php100 *Documentary Stamp Tax - Php30 /Certification Transcript of Records - Php50/page *Lipa only	Auto TOR – 3 days Manual TOR – 7 days	



26. Issuance of Second Copy of Diploma

Diploma is a legal document certifying the completion of a degree program. The document is issued only once but a second copy may be requested due to loss.

Office or Division:	Registration Services Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All clients who has/had academic records in the university and with no liability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Clearance		Student Portal/Student Clearance System		
Request and Claim Slip Form (1 Original)		Registration Services Office/ Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/		
One (1) Valid Identification Card (ID) - PRC ID, Driver's License, UMID, Passport		PRC, LTO, SSS/ GSIS, DFA		
Official Receipt of Payment		Cashiering Office		
Conditional Requirement: In case, the student cannot personally process:				
Authorization letter stating the processes to be undertaken by the representative (1 Original)		Student		
Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures		Student and Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the document Thru Online Document Request (ODR) - Access the Online Document Request System at https://dione.batstate-u.edu.ph/odr/#/ and accomplish the steps for document requisition	1. Check the request and verify the client's eligibility and approve or disapprove the request or fill out the form 1.1 If approved, advise the client to pay at the Cashiering Office or through the Link Biz Portal	None	5 minutes	<i>Administrative Aide VI</i> Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>b. Thru email – Send a message via email at Email Address: Pablo Borbon Campus registrar.pb@g.batstate-u.edu.ph Alangilan Campus registrar.alangilan@g.batstate-u.edu.ph ARASOF-Nasugbu Campus registrar.nasugbu@g.batstate-u.edu.ph Lipa Campus registrar.lipa@g.batstate-u.edu.ph JPLPC-Malvar Campus registrar.malvar@g.batstate-u.edu.ph</p> <p>c. Thru Face-to-Face Transaction - Secure Request and Claim Slip Form at the Registration Services Office</p>	<p>1.2 If disapproved, inform the client about the reason</p>			
<p>2. Pay at the Cashiering Office/LinkBiz Portal</p>	<p>2. Process payment and issue the Official Receipt</p>	<p>Diploma – Php 400/copy</p>	<p>3 minutes</p>	<p><i>Administrative Aide VI</i> Cashiering Office</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Upload via ODR or Present the official receipt at the Registration Services Office	3. Receive the document	None	7 minutes	<i>Administrative Aide VI</i> Registration Services Office
	3.1 Check the official receipt and advise the client about the process including the signing of the University President			
	3.2 Check the student's records	None	1 day, 7 hours, 35 minutes	<i>Administrative Aide VI</i> Registration Services Office <i>Vice Chancellor</i> Vice Chancellor for Academic Affairs Office
	3.3 Log the request and prepare the second copy of the diploma			
	3.4 Verify the correctness of data			
	3.5 Prepare the transmittal letter to be signed by Vice Chancellor for Academic Affairs			
	3.6 Forward the signed transmittal and diploma to the Office of the University President	None	2 days	<i>Administrative Aide VI</i> Office of the University President <i>University President</i>
	3.7 Receive the second copy of the diploma			
3.7.1 Sign the diploma	None	3 minutes	<i>Administrative Aide VI</i> Registration Services Office	
3.7.2 Transmit the diploma to respective campus				
3.8 Receive the signed diploma				
3.8.1 Verify the completeness of signature	None	3 minutes	<i>Administrative Aide VI</i> Registration Services Office	
3.8.2 Place the notarial/gold seal and dry seal				
3.8.3 Inform the client on the availability of the document for release				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present the notice/ Claim Slip to claim the requested document	4. Check the notice/ Claim Slip and valid ID or required documents for authorized representative	None	3 minutes	<i>Administrative Aide VI</i> Registration Services Office
5. Check and receive the requested document and sign in the Logbook	5. Release the document 5.1 Issue the requested documents 5.2 Request the client to check the correctness of the data/information in the document. 5.3 Advise the client to sign the logbook	None	4 minutes	<i>Administrative Aide VI</i> Registration Services Office
	TOTAL:	Diploma – Ph400/copy	4 days	



27. Student Verification

Student verification is requested by companies or agencies where students or graduates applied for employment.

Office or Division:	Registration Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All companies/agencies with on process employment evaluation of students/graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Authorization/ Letter of Consent of Concerned Student/Graduate		Requesting Company/ Agency		
Scanned copy of valid ID of the concerned student		Requesting Company/ Agency		
Scanned Copy of Transcript of Records/Diploma		Requesting Company/ Agency		
Student Verification Form		Requesting Company/ Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request for student verification with complete requirements via email to the Registration Services Office Email Address: Pablo Borbon Campus registrar.pb@g.batstate-u.edu.ph Alangilan Campus registraralangilan.acadverification@g.batstate-u.edu.ph ARASOF-Nasugbu Campus registrar.nasugbu@g.batstate-u.edu.ph Lipa Campus registrar.lipa@g.batstate-u.edu.ph	1. Receive, check and process the request for student verification. 1.1 Check the student's records in the system 1.2 Verify the authenticity of the submitted scanned copy of documents. 1.3 Check all the information for verification based on office records. 1.4 Accomplish the student verification form 1.5 Affix the signature and dry seal on the form 1.6 Scan the signed student verification form	None	7 hours, 55 minutes	<i>Administrative Aide VI/ Head</i> Registration Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
JPLPC-Malvar Campus registrar.malvar@g.batstate-u.edu.ph	<i>Note: A letter is provided if discrepancies were found in the forwarded documents</i>			
2. Receive the response for student verification	2. Send the scanned copy/letter to the requesting company/ agency conducting verification.	None	5 minutes	Administrative Aide VI/ Head Registration Services Office
	TOTAL:	None	1 day	



SCHOLARSHIP OFFICE

1. Approval of Internally-Funded Scholarship/Financial Assistance Application				
Approval of Internally Funded Scholarship/Financial Assistance applications for graduate school students and qualified dependents of BatStateU faculty and personnel who are enrolled in Integrated and Laboratory Schools.				
Office or Division:	Scholarship Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Graduate School Students and Qualified Dependents of BatStateU Faculty and Personnel who are enrolled in Integrated School and Laboratory School			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Form (1 Original)			Scholarship Office	
Certificate of Employment (1 Original)			Current Employer	
Registration Form (1 Original)			Registration Services Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form at Scholarship and Financial Assistance Office together with other documentary requirements. (Note: Certificate of Employment is NOT required for BatStateU Faculty and Personnel Qualified Dependents)	1. Accept, evaluate and approve scholarship applications by the students via Scholarship System and inform the client to proceed to the Assessment Office for re-assessment of fees.	None	4 minutes	<i>Administrative Aide VI Assistant Director Scholarship Office</i>
2. Log the transaction in the SFAO log sheet.	2. Inform the client for the next procedure.	None	1 minute	<i>Administrative Aide VI Scholarship Office</i>
TOTAL:		None	5 minutes	



2. Approval of Externally-Funded Scholarship/Financial Assistance via Scholarship System (Face to Face)

Approval of scholarship and financial assistance of scholars/grantees of externally funded grants via scholarship system.

Office or Division:	Scholarship Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students who are recipients of externally funded scholarship (private and government agency)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form (1 Original)		Registration Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the certificate of registration at the Scholarship and Financial Assistance Office.	1. Accept, evaluate the grades of students via scholarship system and approve the grants for the applicable semester.	None	4 minutes	<i>Director Administrative Aide VI Scholarship Office</i>
2. Log the transaction in the SFAO log sheet.	2. Inform the client for the next procedure.	None	1 minute	<i>Administrative Aide VI Scholarship Office</i>
TOTAL:		None	5 minutes	



3. Issuance of Scholarship/Non-Scholarship Certification

Issuance of scholarship/non-scholarship certification requested by the students.

Office or Division:	Scholarship Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Slip (1 Original)		Scholarship Office		
Registration Form/School ID (1 Original)		Registration Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request slip form at Scholarship and Financial Assistance Office.	1. Accept, validate records, prepare, and issue requested certification to the client.	None	7 minutes	<i>Asst. Director / Administrative Aide VI Scholarship Office</i>
2. Log the transaction in the SFAO log sheet.	2. Issue the Certificate of Scholarship / Non-Scholarship to the client.	None	1 day	<i>Administrative Aide VI Scholarship Office</i>
	TOTAL:	None	1 day, 7 minutes	



TESTING AND ADMISSION OFFICE

1. Admission Process for Incoming First Year College Students	
Process for Filing of Application, Evaluation, Examination, and Receiving Admission Result for College Applicants	
Office or Division:	Testing and Admission Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Incoming First Year College
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) copy of Grades Form 1 (for Regular Admission) / Grades Form 2 (for ALS)	College Admission portal https://dione.batstate-u.edu.ph/tao/#/application
One (1) certified true copy of Junior High School and Senior High School Form 137	Current/Previous School
Certification of completion of SHS and respective strand or enrolment therein, if not completed (1 photocopy)	Current/Previous School
Requirements for Admission under AAP. Applicants under AAP must submit the requirements, 1 photocopy as follows: <ul style="list-style-type: none"> • Indigent Applicants <ul style="list-style-type: none"> a. Certificate of Indigency of Parent or Guardian b. Certificate of Tax Exemption • Alternative Learning System (ALS) <ul style="list-style-type: none"> a. Certification of completion of ALS program, or enrolment therein, if not completed ALS graduates • Indigenous People <ul style="list-style-type: none"> a. Certificate of Tribe Membership, or any equivalent certification as belonging to indigenous people/indigenous cultural community • PWD <ul style="list-style-type: none"> a. PWD Identification card • Iskolar ng Bayan <ul style="list-style-type: none"> a. Certification from the public high school, duly signed by the school principal, of the rank of the applicant in the Top Ten of the graduating (Grade 12) class 	Office of the Barangay BIR Current/Previous School National Commission on Indigenous People Persons with Disability Affairs Office (PDAO) Public Senior High School



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies of recent 2" x 2" picture with white background		Photo Studio		
Form 138 (if the student is graduate of SHS) (1 Original)		Senior High School		
Admission Test Permit (1 Original)		College Applicant's Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the application form and upload the scanned copy of documentary requirements at https://dione.batstate-u.edu.ph/tao/#/application	1. Evaluate the submitted application 1.1 Applicants with incomplete requirements will be reevaluated upon submission of deficiency	None	2 months	<i>Administrative Aide VI</i> Testing and Admission Office
2. Check the college application portal for the schedule of examination	2. Approve the application and provide test permit	None	3 minutes	<i>Administrative Aide VI</i> Testing and Admission Office- Central Administration
3. Take the Admission Test	3. Administer Admission Test	None	2 hours	<i>Administrative Aide VI</i> Testing and Admission Office
4. Wait for the examination results	4. Release the examination result, provide notice of admission	None	3 months, 15 days	<i>Administrative Aide VI</i> Testing and Admission Office
	TOTAL:	None	5 months, 15 days, 2 hours, 3 minutes	



2. Admission Process for College Transferees

Process for Filing of Application, Evaluation, Examination, and Securing Admission Result for College Transferee Applicants

Office or Division:	Testing and Admission Office – Constituent Campuses
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Applicants from other Higher Education Institution (HEI)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of Filled out Application Form (BatStateU-FO-REG-12)		Testing and Admission Office/ Registration Services Office/ College		
One (1) copy of Endorsement Letter		College		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out application form and TOR to the concerned college.	1. Evaluate the submitted application 1.1 Issue Endorsement Letter addressed to TAO for the administration of BatStateUCAT (if qualified)	None	1 hour	<i>Program Chair/ Department Chair/ Associate Dean College</i>
2. Proceed to TAO and present the evaluated application documents and Endorsement Letter	2. Review the submitted documents	None	4 minutes	<i>Psychometrician /Administrative Aide VI Testing and Admission Office</i>
3. Secure admission test permit	3. Issue test permit	None	3 minutes	<i>Psychometrician /Administrative Aide VI Testing and Admission Office</i>
4. Take the BatStateUCAT on the scheduled date	4. Administer BatStateUCAT	None	2 hours	<i>Psychometrician Testing and Admission Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receive admission result	5. Issue admission result	None	1 day	<i>Psychometrician</i> <i>/Administrative Aide VI</i> Testing and Admission Office
	TOTAL:	None	1 day, 3 hours, 7 minutes	



3. Admission Process for Doctor of Medicine Applicants

Process for Filing of Application, Evaluation, Examination, and Securing Admission Result for Doctor of Medicine Applicants

Office or Division:	Testing and Admission Office – Pablo Borbon Campus			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Graduate of any 4-year health and allied health Bachelor's degree program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) copies of application form (BatStateU-FO-TAO-01-C)		Testing and Admission Office- Pablo Borbon		
One (1) Photocopy of Diploma of taken Bachelor's degree program		Previous School of Applicant		
One (1) Original and one (1) Photocopy of Transcript of Records of taken Bachelor's degree program		Previous School of Applicant		
One (1) Board Rating Certificate (if the Bachelor's degree taken is a board program)		Philippine Regulation Commission		
Original and one (1) photocopy of NMAT result		Center for Educational Measurement		
Original copy of PSA Birth Certificate		Philippine Statistics Office		
Two (2) recommendation letters		Former Dean/Professor/Local Government Units		
Health Clearance Report/Complete Immunization report (1 Original Copy) <ul style="list-style-type: none"> • MMR • dT • Varicella • Hepatitis A • Hepatitis B 		Attending Physician/City Health Office/Barangay Health Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements	1. Receive and check the submitted documentary Requirements as to completeness	None	3 minutes	<i>Psychometrician</i> <i>/Administrative Aide VI</i> Testing and Admission Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to College of Medicine for evaluation	2. Evaluates the documentary requirements	None	3 minutes	<i>Dean/Department Chairperson</i> College of Medicine
3. Proceed to Testing and Admission Office-Pablo Borbon to secure test permit	3. Issue test permit	None	3 minutes	<i>Psychometrician /Administrative Aide VI</i> Testing and Admission Office
4. Take psychological test as scheduled	4. Administer the psychological test	None	3 hours	<i>Psychometrician</i> Testing and Admission Office
5. Proceed to College of Medicine for interview (scheduled)	5. Interview the applicant	None	30 minutes	<i>Dean/Department Chairperson</i> College of Medicine
6. Receive Admission Result	6. Issue admission result	None	1 day	<i>Psychometrician /Administrative Aide VI</i> Testing and Admission Office
	TOTAL:	None	1 day, 3 hours, 39 minutes	



4. Admission Process for Graduate School, Professional Education and College of Law

Process for Application, Evaluation, Taking Admission Test and Securing Admission Result for Graduate School, Professional Education and College of Law Applicants

Office or Division:	Testing and Admission Office – Pablo Borbon and Alangilan Campuses
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	College Graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) Copy of Application Form for Graduate School (BatStateU-FO-TAO-01-C)	Testing and Admission Office/ University Website
Two (2) copies of 2x” picture with white background	Photo Studio
One (1) Original or Certified True Copy of Transcript of Records (TOR)	Previous School of Applicant
One (1) Official Receipt	Cashiering Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out application form and Transcript of Records to the Office of the Dean of the respective college for evaluation	1. Evaluate the filled-out application form and other documentary requirements	None	30 minutes	<i>Program Chair/ Department Chair/ Associate Dean College</i>
2. Submit the filled-out application form with attached 2x2 picture and evaluated Transcript of Records to the Testing and Admission Office	2. Review the submitted application form and evaluated Transcript of Records	None	4 minutes	<i>Administrative Aide VI Testing and Admission Office</i>
3. Pay the Testing fee	3. Release the Official Receipt for the Testing fee	Php 250.00	3 minutes	<i>Administrative Aide VI Cashiering Office</i>
4. Secure an Admission Test Permit	4. Issue an Admission Test Permit	None	3 minutes	<i>Administrative Aide VI Testing and Admission Office</i>
5. Take the Graduate School Admission Test on the scheduled date and time	5. Administer the Graduate School Admission Test (GSAT)	None	2 hours	<i>Psychometrician Testing and Admission Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Secure a Notice of Admission	6. Release the Notice of Admission to qualified Graduate School applicants	None	3 minutes	<i>Psychometrician</i> <i>/Administrative Aide VI</i> Testing and Admission Office
	TOTAL:	Php 250.00	2 hours, 43 minutes	



5. Admission Process for Foreign Applicants

Process for Application, Evaluation, Taking Admission Test and Securing Admission Result for Foreign Applicants

Office or Division:	Testing and Admission Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Foreign Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of Application Form BatStateU-FO-EAO-01		Testing and Admission Office/ University Website		
One (1) copy of Endorsement Letter		External Affairs Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application form and other requirements	1. Evaluate application form and other requirements	None	5 days	<i>Administrative Aide VI</i> External Affairs Office
2. Submit the evaluated application form and Endorsement Letter to Testing and Admission Office	2. Review the submitted documents	None	1 day	<i>Administrative Aide VI</i> Testing and Admission Office
3. Secure Notice of Admission	4. Issue Notice of Admission	None	1 day	<i>Psychometrician</i> <i>/Administrative Aide VI</i> Testing and Admission Office
TOTAL:		None	7 days	



6. Admission Application for Integrated School/ Laboratory School

Process for Application, Evaluation, Taking Admission Test and Securing Admission Result for Foreign Applicants

Office or Division:	Testing and Admission Office- Central and ARASOF Nasugbu			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Integrated/Laboratory School: <ul style="list-style-type: none"> • Kindergarten who is at least 5 years old applicants; • Incoming Grade 1 applicants; Grade 2 to Grade 6 transferees • Incoming Grade 7 (Laboratory School) 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of Filled Out Application Form (BatStateU-FO-TAO-01-A_Application-Form-for-Integrated-School-and-Laboratory-School-Admission) and Admission Test Permit.		Testing and Admission Office- Central/ ARASOF Nasugbu		
2 recent 2" x 2" pictures of good quality, white background		Photo Studio		
Birth Certificate - 1 Original, 1 Photocopy (For Kindergarten Applicants)		Philippine Statistics Authority		
Previous report card based on current grade level (For Elementary and Grade 7 applicants) (Original and 1 Photocopy)		Registration Services Office from current school		
One (1) copy of Official Receipt		Cashiering Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out application form and other documentary requirements.	1. Evaluate the filled-out application form and other documentary requirements.	None	3 minutes	<i>Administrative Aide VI</i> Testing and Admission Office
2. Pay the testing fee	2. Receive the official receipt for the testing fee	Php 250.00	3 minutes	<i>Administrative Aide VI</i> Cashiering Office
3. Secure an Admission Test Permit	4. Release the Admission Test Permit	None	3 minutes	<i>Administrative Aide VI</i> Testing and Admission Office
	TOTAL:	Php 250.00	9 minutes	



CASHIERING OFFICE

1. Collection of Tuition Fees and Other Fees				
This is a cashiering service. Enrolment-related fees are received by Cashier.				
Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students, Parents, or Authorized Representatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Assessment Form (during enrollment)			Integrated School Department Graduate School - Department / Online Enrollment	
Registration Form & Payment Slip (after enrollment)			Assessment Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays tuition and other fees	1. Checks and verifies assessment form/ payment slip 1.1 Accepts payment thru the following options: 1.1.1 Over the counter transaction or direct payment to the Cashier's Office 1.1.2 Through On-coll deposit to BatStateU Landbank Account 1.1.3 Through online: Log on to https://epaymentportal.landbank.com 1.2 Issue receipt	Integrated School Tuition Fee – PHP 30,000 Insurance – PHP 50 Undergraduate Tuition Fee – PHP 250/unit Registration – PHP 260 Library Fee – PHP 622 Athletic Fee – PHP 380 Publication Fee – PHP 380 Medical & Dental Fee – PHP 380	3 minutes	<i>Administrative Aide VI</i> Cashiering Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Guidance Fee – PHP 260 Laboratory Fee -PHP 751 NSTP – PHP 375 *ID – PHP 235 Anti-TB – PHP 15 SCUAA – PHP 130 Cultural Fee – PHP 173 Security Fee – PHP 173 HEMF – PHP 86/unit Internet – PHP 300 SSC – PHP 25 Insurance – Php 50 **Non-Resident Fee – PHP 10,000 ***RLE Fee = (Total Honorarium of Faculty + 30% Indirect Cost)/Total Number of Enrolled Students *One time Fee – Payable every 1 st Year 1 st sem **Foreign Students ***For BS Nursing Students		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>Graduate School/College of Law/ Master in Disaster Risk Management</p> <p>Tuition Fee Masteral/Prof. Subject – PHP 500/unit</p> <p>Tuition Fee Doctorate/Master in Disaster Risk Management– PHP 1,000/unit</p> <p>Tuition Fee College of Law– PHP 1,100/unit</p> <p>Registration Fee – PHP 380</p> <p>Journal Fee – PHP 751</p> <p>Library Fee – PHP 751</p> <p>*ID – PHP 235</p> <p>GDF – PHP 86/unit</p> <p>Medical/Dental Fee – PHP 547.20</p> <p>Laboratory Fee Master in Disaster Risk Management – PHP 2,500</p>		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Laboratory Fee Doctorate – PHP 1,002 **Non-Resident Fee – PHP 10,000		
	TOTAL:	Fixed Fees: <ul style="list-style-type: none"> • Insurance – PHP 50 • ID – PHP 235 • Journal Fee – PHP 751 • Athletic Fee – PHP 380 • Anti-TB – PHP 15 • SCUAA – PHP 130 • Cultural Fee – PHP 173 • Security Fee – PHP 173 • HEMF – PHP 86/unit • Internet – PHP 300 • SSC – PHP 25 • Publication Fee – PHP 380 • Guidance Fee – PHP 260 • NSTP – PHP 375 • GDF – PHP 86/unit • Non-Resident Fee – PHP 10,000 	3 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>Case to Case Fees:</p> <p>RLE Fee = (Total Honorarium of Faculty + 30% Indirect Cost)/Total Number of Enrolled Students</p> <p>Fee varies per program:</p> <ul style="list-style-type: none"> • Tuition Fee <ul style="list-style-type: none"> • Integrated School – PHP 30,000.00 • Undergraduate - PHP 250/unit • Masteral/Prof. Subject – PHP 500/unit • Doctorate/Master in Disaster Risk Management– PHP 1,000/unit • College of Law– PHP 1,100/unit • Registration <ul style="list-style-type: none"> • Undergraduate - PHP 260 		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<ul style="list-style-type: none"> • Graduate School - PHP 380 • Library Fee • Undergraduate - PHP 622 • Graduate School - PHP 751 • Medical & Dental Fee • Undergraduate - PHP 380 • Graduate School – PHP 547.20 • • Laboratory Fee • Undergraduate - PHP 751 • Master in Disaster Risk Management – PHP 2,500 • Doctorate – PHP 1,002 		



EXTERNAL AFFAIRS OFFICE

1. Assistance to current and incoming Foreign Students with the enrollment process

This refers to the assistance of the External Affairs Office in the Constituent Campus to new and existing international students regarding their enrollment process based on the University policy.

Office or Division:	External Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Foreign Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Passport Bio-page – 1 Original Copy			Department of Foreign Affairs - Country of Origin	
Transcript of Records - 1 Original Copy			Ministry of Education in their Country of Origin	
Diploma - 1 Original Copy			University last attended	
Good Moral Certificate- 1 Original Copy			Ministry of Education in their Country of Origin	
Police Clearance- 1 Original Copy			Government Agency of their Country of Origin	
Birth Certificate- 1 Original Copy			Government Agency of their Country of Origin	
Honorable Dismissal (for Masters and Doctorate Degree) - 1 Original Copy			University last attended	
Accomplished Application Forms- 1 Original Copy			BatStateU - External Affairs Office	
Certificate of Acceptance- 1 Original Copy			BatStateU - Registrar's Office	
CHED Endorsement (for Transferees and change of course) - 1 Original Copy			CHED, Quezon City	
Medical Clearance- 1 Original Copy			Bureau of Immigration Accredited Hospitals	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries on the availability of courses desired and requirements for admission	1. Hands out brochure and list of requirements needed for enrolment.	None	10 minutes	<i>Administrative Aide VI Head, External Affairs Office</i>
2. Submits original and copies of documents and other requirements	2. Collects documents and requirements for evaluation. 2.1 Referral to Testing and Admission Office for examination.	None	1 day	<i>Administrative Aide VI Head, External Affairs Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Assist Foreign students for the enrolment procedure	3. Endorses the student to Registrar. Assist for the Assessment of Fees.	None	1 day	<i>Administrative Aide VI Head, External Affairs Office</i>
	TOTAL:	None	2 days, 10 minutes	



2. Assistance to Foreign and Local Students with: Renewal of Visa, Extension of Tourist Visa or Student Visa, Conversion of Tourist Visa to Student Visa, Downgrading of Student Visa and Application of Visa (for SIAP – Student Internship Abroad Program)

This refers to the assistance of the External Affairs Office in the Constituent Campus to local and international students on the visa concerns, specifically renewal, extension, conversion, downgrading, and visa application for SIAP.

Office or Division:	External Affairs Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Foreign and Local Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Passport Bio-page – 1 Original copy	Department of Foreign Affairs - Country of Origin
Transcript of Records- 1 Original copy	Ministry of Education in their Country of Origin
Accomplished Application Forms- 1 Original copy	BatStateU - External Affairs Office
Certificate of Acceptance- 1 Original copy	BatStateU - Registrar's Office
CHED Endorsement (for Transferees and change of course) - 1 Original copy- 1 Original copy	CHED, Quezon City
Medical Clearance	Bureau of Immigration Accredited Hospitals
1 Photocopy of BI school accreditation ID	BatStateU - External Affairs Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Collects requirements for Renewal/ Extension/ Conversion of Visa	1. Collects documents and requirements.	Special Study Permit – Php 8,000.00 Extension of Student Visa - Php 14,800.00 Conversion of Tourist Visa to Student Visa – Php 13,500.00 <i>(Depending on dollar exchange)</i>	1 day	<i>Administrative Aide VI/ Director External Affairs Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Checks and submit the documents for submission	2. Checks the requirements and documents submitted by the students and prepares them for submission to the Bureau of Immigration.	None	2 days	<i>Administrative Aide VI/ Director</i> External Affairs Office
3. Waits for the release of the visa and/or the passport	3. Updates on the availability of the passport from the Bureau of Immigration. Once available, proceed to pick up the passport.	None	1 month (paused-clock)	<i>Administrative Aide VI/ Director</i> External Affairs Office
	TOTAL:	Special Study Permit – Php 8,000.00 Extension of Student Visa - Php 14,800.00 Conversion of Tourist Visa to Student Visa – Php 13,500.00	1 month, 3 days	



3. Assistance to Foreign and Local Students with: Immigration Clearance, CHED Endorsement and Embassy Clearance

This refers to the assistance of the External Affairs Office in the Constituent Campus to local and international students on the immigration clearance, CHED endorsement, and embassy clearance.

Office or Division:	External Affairs Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Foreign Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Passport- 1 Original copy		Department of Foreign Affairs - Country of Origin		
Transcript of Records- 1 Original copy		Ministry of Education in their Country of Origin		
Accomplished Application Forms- 1 Original copy		BatStateU - External Affairs Office		
Certificate of Acceptance- 1 Original copy		BatStateU - Registrar's Office		
CHED Endorsement (for Transferees)- 1 Original copy		CHED, Quezon City		
Bureau of Quarantine Medical Clearance (extension)- 1 Original copy		Bureau of Quarantine, Manila		
1 Photocopy of BI school accreditation ID		BatStateU - External Affairs Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Collects the documents needed	1. Collects documents and requirements for Immigration Clearance/ CHED endorsement or Embassy clearance	None	2 days	<i>Administrative Aide VI/ Director</i> External Affairs Office
2. Submit application of clearance or endorsement	2. Checks requirements and documents and submits them to the office concerned	None	1 day	<i>Administrative Aide VI/ Director</i> External Affairs Office
3. Verifies if Clearance/ Endorsement is Available	3. Calls and updates concerned offices if documents are not yet available and pick up of clearance or endorsement from Bureau of Immigration, CHED or Embassy once available.	None	10 days (Paused-clock)	<i>Administrative Aide VI/ Director</i> External Affairs Office
	TOTAL:	None	13 days	



4. Online assistance to incoming Foreign Students with the admission and enrollment process

This refers to the online assistance of the External Affairs Office in the Constituent Campus to incoming international students on the admission and enrollment process.

Office or Division:	External Affairs Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Foreign Students from their Country of Origin

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>Original Copy (1 each)</i>	
Passport Bio-page	Department of Foreign Affairs - Country of Origin
Transcript of Records	Ministry of Education in their Country of Origin
Diploma	University last attended
Honorable Dismissal (for Masters and Doctoral Degree)	University last attended
Good Moral Certificate	Ministry of Education in their Country of Origin
Police Clearance	Government Agency in their country
Birth Certificate	Government Agency in their country
Accomplished Application Forms	BatStateU - External Affairs Office
Certificate of Appearance	BatStateU - Registrar's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire through online platforms the availability of courses desired and requirements for admission	1. Send the BatStateU Brochure containing the list of requirements needed for admission and enrollment; enlists for assistance	None	1 hour	<i>Administrative Aide VI/ Director</i> External Affairs Office
2. Submit the scanned copy of the original documents and other requirements	2. Collect documents and requirements for evaluation; Update the status of their applications	None	1 day	<i>Administrative Aide VI/ Director</i> External Affairs Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Attend interview and assessment of academic essay	4. Schedule for an online interview and assessment their academic essay	None	2 days	<i>Administrative Aide VI/ Director External Affairs Office</i> <i>Dean Colleges</i> <i>Administrative Aide VI Testing and Admission Office</i>
5. Assist Qualified foreign students for the enrollment procedure	6. Forward and endorse the documents of qualified foreign students to Registrar's Office; Assist for the Assessment of fees, Full payment including Non-Residence Fee is required for Foreign Students who will attend classes while in their respective countries of origin.	Undergraduate Tuition Fee – PHP 250/unit Registration – PHP 260 Library Fee – PHP 622 Athletic Fee – PHP 380 Publication Fee – PHP 380 Medical & Dental Fee – PHP 380 Guidance Fee – PHP 260 Laboratory Fee -PHP 751 NSTP – PHP 375 *ID – PHP 235	2 hours	<i>Administrative Aide VI/ Director External Affairs Office</i> <i>Administrative Aide VI Registrar's Office</i> <i>Administrative Aide VI Cashier Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Anti-TB – PHP 15 SCUAA – PHP 130 Cultural Fee – PHP 173 Security Fee – PHP 173 HEMF – PHP 86/unit Internet – PHP 300 SSC – PHP 25 Insurance – Php 50 Graduate School/College of Law/Master in Disaster Risk Management Tuition Fee Masteral/Prof. Subject – PHP 500/unit Tuition Fee Doctorate/Master in Disaster Risk Management– PHP 1,000/unit Tuition Fee College of Law– PHP 1,100/unit Registration Fee – PHP 380		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Journal Fee – PHP 751 Library Fee – PHP 751 *ID – PHP 235 GDF – PHP 86/unit Medical/Dental Fee – PHP 547.20 Laboratory Fee Master in Disaster Risk Management – PHP 2,500 Laboratory Fee Doctorate – PHP 1,002 Non-Resident Fee – PHP 10,000 <i>*One time Fee – Payable every 1st Year 1st sem</i>		
	TOTAL:	Fixed Fees: <ul style="list-style-type: none"> • Insurance – PHP 50 • ID – PHP 235 • Journal Fee – PHP 751 • Athletic Fee – PHP 380 • Anti-TB – PHP 15 • SCUAA – PHP 130 	3 days, 3 hours	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<ul style="list-style-type: none"> • Cultural Fee – PHP 173 • Security Fee – PHP 173 • HEMF – PHP 86/unit • Internet – PHP 300 • SSC – PHP 25 • Publication Fee – PHP 380 • Guidance Fee – PHP 260 • NSTP – PHP 375 • GDF – PHP 86/unit • Non-Resident Fee – PHP 10,000 <p>Fee varies per program:</p> <ul style="list-style-type: none"> • Tuition Fee • Integrated School – PHP 30,000.00 • Undergraduate - PHP 250/unit • Doctorate/Master in Disaster Risk Management– PHP 1,000/unit • College of Law– PHP 1,100/unit 		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<ul style="list-style-type: none"> • Registration • Undergraduate - PHP 260 • Graduate School - PHP 380 • Library Fee • Undergraduate - PHP 622 • Graduate School - PHP 751 • Medical & Dental Fee • Undergraduate - PHP 380 • Graduate School – PHP 547.20 • Laboratory Fee • Undergraduate - PHP 751 • Master in Disaster Risk Management – PHP 2,500 • Doctorate – PHP 1,002 		



5. Assistance to External Partners

This service facilitates requests for benchmarking activities and campus visits. It ensures compliance with guidelines, evaluates requests, and coordinates permission to concerned offices to entertain the request of the external stakeholder.

Office or Division:	External Affairs Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	External Stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Request Letter		Unit/Sponsor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter indicating the nature of request, concerned offices/University Official and proposed activities.	1. Receipt and acknowledgement of the submitted request letter indicating the nature of request, concerned offices/University Official and proposed activities.	None	5 minutes	<i>Technical Staff for Local/National Linkages</i> <i>/Director</i> External Affairs Office
2. Approval of the request letter	2. Assessing and seeking the recommending approval of the VPDEA and final approval of the University President. If not approved, will edit and seek approval again.	None	2 days (paused-clock)	<i>Technical Staff for Local/National Linkages</i> <i>/Director</i> External Affairs Office
3. Coordinate with the External Affairs Staff for the approved date and for further details	3. Endorse the approved request letter to the contact person of the external stakeholder. Moreover, the request for the details of participants and their intended itinerary and activities shall be asked.	None	2 hours	<i>Technical Staff for Local/National Linkages</i> <i>/Director</i> External Affairs Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Proceed to the approved date of visit/benchmarking activity	4. Assist the external stakeholders in the whole duration of the visit/benchmarking activity.	None	1 day	<i>Technical Staff for Local/National Linkages /Director External Affairs Office</i>
	TOTAL:	None	3 days, 2 hours, 5 minutes	



EXTENSION SERVICES OFFICE

a. Provision of Extension and Training Services

Expertise of the University that may help improve the capability of LGUs, GOs, NGOs, POs, Businesses and Industries. Various trainings on different fields of expertise are given to offices upon request to the University.

Office or Division:	Extension Services Office			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2C – for services whose client is the transacting public G2B – for services whose client is a business entity G2G – for services whose client is another government agency, government employee or official			
Who May Avail:	LGUs, GOs, NGOs, POs, Businesses and Industries			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request Addressed to the University President			Requesting Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request to the Office of the University President/ Office of the Chancellor	1.1 Receive the Request Letter from the requesting Agency.	None	3 days	<i>University President/ Chancellor, Administrative Assistant and/or Administrative Aide Office of the University President/ Office of the Chancellor</i>
	1.2 Forward request letter to the Office of the University President/ Office of the Chancellor for information and possible comments	None		
	1.3 Forward request letter to the Office of the Director for Extension Services/ Vice Chancellor for Research, Development and Extension Services for appropriate action	None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Coordinate with the Office of the Director for Extension Services/ Vice Chancellor for Research, Development and Extension Services, and participate in the drafting of MOA/MOU if necessary	2. Conduct coordination meeting with the requesting agency regarding requested services <i>Note: Drafting of MOA/MOU will follow only if the requested training will be for long-term engagement, and will involve financial and/or other forms of support from both parties</i>	None	7 days	<i>Director/ Vice Chancellor/ Head/ Coordinators</i> Extension Service Office/ Vice Chancellor for Research, Development and Extension Services Office <i>Director,</i> Legal Office
3. Attend consultative meetings with the University Extension Service Office/ Vice Chancellor for Research, Development and Extension Services Office, and if MOA/MOU will be needed, attend the review of the terms and conditions	3.1 Conduct consultative meeting and orientation/ planning meeting with the requesting agency to determine training considerations and other requirements 3.2 Prepare extension proposal based on the agreed details of the training (including objectives, content, budget, resource person/s, location) and seek for the approval of the proposal 3.3 Identify subject matter specialist/ faculty expert/ resource person as required by the training <i>Note: If the requesting party and ESO/ OVCRDES agreed on the training considerations, details and other requirements, the schedule of the training will be finalized.</i>	None	7 days	<i>Administrative Assistant and/or Administrative Aide</i> Extension Service Office/ Vice Chancellor for Research, Development and Extension Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Implement the training	4. Provide the requested training based on the agreed terms conditions <i>Note: Duration is always based on the agreement of both parties, hence, duration may vary</i>	None	1 day	<i>Director/ Vice Chancellor, Administrative Assistant and/or Administrative Aide Extension Services Office/ Vice Chancellor for Research, Development and Extension Services Office</i>
	TOTAL:	None	17 days	



HEALTH SERVICES

1. Medical/Dental Examination of New Students

New Students and returnees; and newly-hired employees are required to undergo medical/dental examination prior to enrolment or employment. The examination is done to obtain the present and past health status of the individual.

Office or Division:	Health Services			
Classification:	Simple			
Type of Transaction:	G2C – for services whose client is the transacting public			
Who May Avail:	New Students/Transferees; New Employee			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Chest X-ray Reading (1 original) Blood Type Result (1 original) Drug Test (1 original)			Hospital or DOH assisted Laboratory; Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logsheet	1. Make the logsheet available to the client	None	1 minute	<i>Medical Assistant / Administrative Aide / Dental Assistant / Nurse Health Services</i>
2. Submit the required documents	2. Receive the documents and check for completeness	None	4 minutes	<i>Medical Assistant / Nurse Health Services</i>
3. Open Medical/Dental Form Student Portal	3. Review of form for accuracy of data given	None	5 minutes	<i>Medical Assistant / Nurse Health Services</i>
4. Undergo Medical/ Dental Examination/ Evaluation	4. Assessment History taking Physical/ Dental Examination	None	30 minutes	<i>Nurse I / Nurse II / Medical Officer III / Dentist II / Part-time Physician / Part-time Dentist Health Services</i>
5. Sign out on the Transaction Logsheet	5. Make the logsheet available to the client	None	1 minute	<i>Medical Assistant / Administrative Aide / Dental Assistant / Nurse Health Services</i>
TOTAL:		None	41 minutes	



ICT SERVICES

1. Issuance of ID Card of Students

To provide a common procedure in Processing of ID Card of Students

Office or Division:	ICT Services
Classification:	Highly Technical
Type of Transaction:	G2C – for services whose client is the transacting public
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Student Portal		
Official Receipt of Payment		Cashier Office		
ID Data (Electronic Photo and Signature)		Student Portal and ID Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students will present the registration form.	1. Verify student status if old or new student 1.1 Check the Registration form from the student and check if he is enrolled or not	None	1 minute	<i>Data Encoder</i> ICT Services
2. Students will present the official receipt of payment.	2. Check if the student has made payment, either via automated system or by inspection of Official Receipt. If no payment has been made, advise the student to settle the amount due for ID processing	ID- Php 180	1 minute	<i>Data Encoder</i> ICT Services <i>Administrative Aide VI</i> Cashiering Office
3. Students will upload the ID data (photo and signature) through the Student Portal.	3.1 Check if the student has submitted the necessary details, proper photo/ signature requirements	None	3 minutes	<i>Data Encoder</i> ICT Services



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Save all information of student into the Automated ID system 3.3 Tag the ID records for printing into the Automated ID system			
4. The external provider will print the endorsed ID data.	4. ID records will be endorsed to the external provider for printing of ID cards. And wait for their delivery schedule	None	3 months (paused-clock)	<i>Programmer</i> ICT Services
5. The external provider will deliver the printed ID cards.	5.1 Receive the printed ID card from the external provider 5.2 ID cards are ready for release to the respective colleges/departments for distribution.	None	2 minutes	<i>Data Encoder</i> ICT Services
	TOTAL:	ID- Php 180	3 months, 7 minutes	



LIBRARY

1. Accommodation of Non-BatStateU Researcher				
Assistance provided to non-BatStateU library users seeking information and research needs.				
Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Students, Faculty and Employee, Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Valid ID <i>(Student ID / Registration Form / Employee ID or any government-issued ID: (1) Philippine Passport; (2) UMID Card; (3) Driver's License; (4) PRC ID; (5) Voter's ID; (6) Senior Citizen ID; (7) PWD ID; (8) PhilHealth ID</i>		Available from the respective institution/agency		
One (1) Referral Letter		Endorsed by the Head Librarian or any authorized person from the institution/agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ONLINE SCHEDULING				
1. Check the BatStateU Library website or Facebook Page for the library's schedule and accommodation capacity. Fill out the online scheduling form for Non-BatStateU Researcher available on the Library Website through chat ELVIRA, at least 2 days before the target visit.	1. Monitoring of request.	None	5 minutes	<i>College Librarian I Administrative Aide VI Library</i>
2. Attached the referral letter and scanned copy of valid ID in the online scheduling form.	2. Evaluate the validity of the attached files and the completeness of data needed. Check the availability of the target date of visit.	None	10 minutes	<i>College Librarian I Administrative Aide VI Library</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Non-BatStateU researchers will not be accommodated during Examination Week, other university Activities, holidays, and class/work suspension.</p> <p>For researchers in group, indicate all the names in the online scheduling form.</p>	<p>If the target date of visit is not available, the requestor will be notified and will be given available option / schedule.</p> <p>2.2 Send the notification / confirmation email through elvira.librarypb@g.batstate-u.edu.ph</p>			
3. Check the email account used in the form for the status of request and/or confirmation of the schedule/notification.	5. Monitor the response / any other concern.	None	5 minutes	College Librarian I Administrative Aide VI Library
	TOTAL:	None	20 minutes	



OFFICE OF STUDENT DISCIPLINE

1. Evaluation for the Request of New ID				
Receive, evaluate and approve the Request Form for New ID				
Office or Division:		Office of Student Affairs and Services - Office of Student Discipline		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for New ID Form		OSAS, OSD Head/Coordinators		
Registration Form		Registrar's Office		
Request letter (first time requesting for new ID if lost)		Students/Parents		
Affidavit of Loss (2nd time requesting for ID if lost)		Notary Public		
Old ID (if torned/defaced)		Students		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request for New ID form together with other requirements	2. Evaluate and release the approved request for new ID	None	8 minutes	<i>Administrative Aide VI and Head</i> Office of Student Discipline
1. Log in the request of New ID logbook	2. Check if properly logged and inform student to pay 180 at the cashier office	None	2 minutes	<i>Administrative Aide VI</i> Office of Student Discipline
	TOTAL:	None	10 minutes	



2. Request for Non-Wearing of School Uniform

Evaluation for the approval and release of the request of non-wearing of school uniform

Office or Division:	Office of Student Affairs and Services - Office of Student Discipline
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request form for non-wearing of uniform	OSD Personnel
Registration Form	Registrar's Office
Acceptance form (for OJT Students)	Company
Approved letter of the activity (For Student Organizations)	Student
Medical Certificate (injured or pregnant)	Infirmary
Certification from barangay, police or any proper authorities (in case of fire, flood, other emergency situations)	Barangay, Police and other Proper Authorities

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request for non-wearing of uniform form with necessary requirements	1. Evaluate and approve the request	None	8 minutes	<i>Administrative Aide VI and Head</i> Office of Student Discipline
2. Log in for Request for non-wearing of uniform logsheet	2. Verify if properly logged	None	2 minutes	<i>Administrative Aide VI</i> Office of Student Discipline
TOTAL:		None	10 minutes	



3. Request for Temporary Gate Pass

Provide temporary gate pass to requesting students

Office or Division:		Office of Student Affairs and Services - Office of Student Discipline		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled out request form for temporary gate pass		OSD Personnel		
Letter of request		Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Accomplished request form and letter of request at the OSD	1. Evaluate documents and approve	None	5 minutes	<i>Administrative Aide VI and Head</i> Office of Student Discipline
2. Log in Gate Pass Log Sheet	2. Verify if properly logged	None	2 minutes	<i>Administrative Aide VI</i> Office of Student Discipline
TOTAL:		None	7 minutes	



STUDENT ORGANIZATIONS

1. Approval of Application for Student Assistantship (Face to Face)				
Students who are currently enrolled, except for first year students, may apply as Student Assistants.				
Office or Division:		Student Organizations		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Students with at least 1 year residency in the University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Photocopy of Previous Registration Form (with enrolled 18 units of academic load)		Registrar's Office		
One (1) Photocopy of Current Registration Form (with minimum of 18 units of academic load or as required by their respective curriculum excluding On-the-Job Training)		Registrar's Office		
One (1) Photocopy of Report of Grades of previous semester (must not have received a grade of 5.00 or dropped)		Registrar's Office		
One (1) Printed Copy of Official Class Schedule, current		College/ Department		
One (1) pc. 2x2 Colored ID Picture		Provided by the students		
Student Assistantship Application Form		Student Organizations		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements at the Office of Student Organizations	1. Check the completeness of the documents as to its content and signatories.	None	7 minutes	<i>Admin Aide VI and Head Office of the Student Organizations</i>
1. Log the transaction	2. Issue Daily time record	None	3 minutes	<i>Admin Aide VI Office of the Student Organizations</i>
TOTAL:		None	10 minutes	



2. Approval of Application for Recognition/Renewal of Student Organizations

Verifying the attached documents for application for recognition/renewal of student organizations

Office or Division:		Student Organizations		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Student Organization Officers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form for Application for Organization Recognition/Renewal		Office of Student Organizations		
Commitment letter of the adviser		Office of Student Organizations		
Certification of academic qualifications		Student Organization		
Profile of student organization		Student Organization		
List of members		Student Organization		
History of the student organization		Student Organization		
Declaration of the organization's revolving fund		Student Organization		
Ratified Constitution and by-Laws		Student Organization		
Student Organization Adviser and Officers' Profile		Student Organization		
Plan of Activities		Student Organization		
List of Officers' Specimen Signature		Student Organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents at the SO for the application for Renewal/Recognition of the Student Organizations	1. Check the completeness of the attachments and evaluate the documents for application/renewal for recognition	None	6 days	<i>Admin Aide VI</i> Office of the Student Organizations
2. Log in the application for Renewal/ Recognition Logbook and wait for the feedback	2. Check proper logging Include in the list of recognized student organizations and Issue certificate of recognition	None	1 day	<i>Admin Aide VI</i> Office of the Student Organizations
	TOTAL:	None	7 days	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ONLINE				
3. Online Transaction	3. Application for renewal/recognition and attachments are sent to the email address studentorganization.pb@g.batstate-u.edu.ph	None	7 days	<i>Admin Aide VI and Head Office of the Student Organizations</i>
	TOTAL:	None	7 days	



3. Approval of Student Activities

Evaluating the request of student organizations to conduct activities

Office or Division:	Student Organizations
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Student Organization Officers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Local In-Campus Activity Checklist	
Program	Student Organizations
Budget Proposal	Student Organizations
Resolution of the organization	Student Organizations
Copy of the Approved Plan of Activities	Student Organizations
Parent's or Guardian's consent (Waiver)	Student Organizations
Minutes and attendance of the meeting	Student Organizations
Faculty-in-charge	Student Organizations
For physical activities:	
Medical Certificate	Infirmary
First Aid Kit	Infirmary
Insurance	Resource Generation Office
Emergency preparedness plan to be given to students and stakeholders	Student Organizations
Local Off-campus Activity Checklist (CHED Memorandum Order No. 63, s. 2017)	
Curriculum Course Syllabus which reflects the relevance of requiring an educational tour and field trip	College
Destination	Student Organizations
Handbook / Manual	Office of Student Affairs and Services
Consent of the Parents or Student's Guardian Duly notarized / subscribed consent	Student Organization Officers/ Members, Notary public
Medical Clearance of Students	Infirmary



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Personnel-In-Charge Designation or order from the Administration indicating personnel-in-charge role and responsibilities before, during and after off-campus activities. Relevant certificate on first-aid training		Student Organizations			
First Aid Kit		Infirmary			
Fees/Fund Source Duly approved schedule of fees		Student Organizations			
Insurance Proof of insurance provision		Resource Generation Office			
Mobility of Students Updated/valid documents pertaining to registration, insurance coverage, driver's license, assurance of roadworthiness, among others.		Student Organizations			
LGUs/ NGOs <ul style="list-style-type: none"> • Copy of the letter sent to the LGUs • Copy of acknowledgement letter from the LGUs 		Local Government Units/Non-Government Organizations			
Activities <ul style="list-style-type: none"> • Minutes and attendance of the briefing and consultation conducted to concerned students, faculty, and stakeholders • Appointment with conformer of Personnel-in-charge • Itinerary • Handy information materials for students • Emergency preparedness plan 		Student Organizations			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to Face					
1. Present the Letter of Request with required attachments/ documents for evaluation		1. Evaluate and verify the required attachments/ documents and recommend for approval	None	2 days	<i>Admin Aide VI and Head</i> Office of the Student Organizations



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Log in the Evaluation of Student Activities logbook	2. Check proper logging Inform the students to proceed to the next office for signature	None	5 minutes	<i>Admin Aide VI and Head</i> Office of the Student Organizations
	TOTAL:	None	2 days, 5 minutes	
Online				
1. Send the requirements to email address studentorganization.pb@g.batstate-u.edu.ph	1. Evaluate and verify the required attachments/ documents and recommend for approval	None	2 days	<i>Admin Aide VI and Head</i> Office of the Student Organizations
	2. Log in the Evaluation of Student Activities logbook	None	5 minutes	<i>Admin Aide VI and Head</i> Office of the Student Organizations
	TOTAL:	None	2 days and 5 minutes	



OFFICE OF GUIDANCE AND COUNSELLING

1. Issuance of Certificate of Good Moral Character (CGMC) (Face to Face)

This certification is issued upon request of the bearer for whatever purpose it may serve. The office aims to assist and serve all students and former students of Batangas State University to achieve their mission and goals in life.

Office or Division:	Office of the Vice Chancellor for Academic Affairs - Office of Guidance and Counselling
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All students and former students of Batangas State University
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For School Requirement:	
Accomplished Exit Interview Form	OGC
Request of CGMC form signed by OSD Coordinator/ Head	OGC, Office of Student Discipline (OSD)
Official Receipt	Cashier
Documentary Stamp (1 piece)	BIR
For employment, Licensure Exams & Further Studies:	
Diploma or TOR (1 photocopy)	Registrar's Office
Request of CGMC form signed by OSD Coordinator/Head	OGC, Office of Student Discipline (OSD)
Official Receipt	Cashier
Documentary Stamp (1 piece)	BIR
For Scholarship Purposes:	
Application form of scholarship (1 photocopy)	Concerned agency/ organization
Registration form of the current semester (1 photocopy)	Registrar's Office
Grades from previous semester (1 photocopy)	Registrar's Office
Request of CGMC form signed by OSD Coordinator/Head	OGC, Office of Student Discipline (OSD)
Official Receipt	Cashier
Documentary Stamp (1 piece)	BIR



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For TOSA Applicants:				
TOSA Application form of scholarship - for scholars only (1 photocopy)		SOA		
Registration form of the current semester (1 photocopy)		Registrar's Office		
Any proof of application of honors/awards to any organization (1 photocopy)		Concerned organization		
Request of CGMC form signed by OSD Coordinator/Head		OGC, Office of Student Discipline (OSD)		
Official Receipt		Cashier		
Documentary Stamp (1 piece)		BIR		
For students who will represent the University in regional/ national/ international competitions:				
Registration form of the current semester (1 photocopy)		Registrar's Office		
Approved letter of the event and any proof that the student is part of the competition (invitation, application or line-up of players) (1 photocopy)		Concerned office/college/person		
Request of CGMC form signed by OSD Coordinator/Head		OGC, Office of Student Discipline (OSD)		
Documentary Stamp (1 piece)		BIR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Office of Guidance and Counseling (OGC)	1. Checks and verifies the completeness of the requirements as to content and signatories and process the CGMC	Php 30.00 (except for OJT and students who will represent the University in regional/ national/ international competitions)	25 minutes	<i>Guidance Facilitator/ Head/ Coordinator</i> Office of Guidance and Counselling <i>Dean/ Associate Dean</i> Concerned Colleges
2. Accept CGMC from the Guidance Facilitator/ Guidance Head and log in to the logbook for released CGMC	2. Inform the client to log in the logbook	None	5 minutes	<i>Guidance Facilitator/ Head/ Coordinator</i> Office of Guidance and Counselling
TOTAL:		Php 30.00	30 minutes	



2. Issuance of Admission Slip (Face to Face)

An admission slip documents absence and tardiness and causes of such. It is issued to lessen or prevent absenteeism and tardiness among officially enrolled college students of Batangas State University.

Office or Division:		Office of the Vice Chancellor for Academic Affairs - Office of Guidance and Counselling		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		All officially enrolled college students of Batangas State University who are always absent and/or tardy in class.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Report of Absences Form		OGC		
Excuse letter signed by parent or guardian (1 photocopy of ID of parent/guardian who signed the excuse letter) with any of the following, as applicable:				
a. Medical certificate in case of health reasons (1 photocopy)		Physician or clinic		
a. Death certificate in case of death of a relative (1 photocopy)		Local Civil Registry		
b. Approved letter of the activity for school related activities (1 photocopy)		Concerned office/college/person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Office of Guidance and Counseling (OGC) and undergoes interview	1. Checks and verifies the completeness of the requirements as to content and signatories, conducts interview, and processes the issuance of admission slip	None	14 minutes	<i>Guidance Facilitator/ Head/ Coordinator</i> Office of Guidance and Counseling
2. Accepts admission slip from Guidance Facilitator/ Guidance Head and logs out to the record book for released admission slip	2. Inform the client/student to log in the logbook.	None	1 minute	<i>Guidance Facilitator/ Head/ Coordinator</i> Office of Guidance and Counseling
TOTAL:		None	15 minutes	



INTERNAL SERVICES



REGISTRATION SERVICES OFFICE

1. Approval of Late Uploading of Grades

This procedure aims to facilitate the request of concerned faculty member for the activation of the online submission of grades in the Faculty Portal.

Office or Division:	Registration Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Concerned College or Faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Late Uploading of Grades Form (1 Original)			Concerned College/ Download from Faculty Portal at https://dione.batstate-u.edu.ph/faculty/#/dashboard	
Faculty ID			Faculty Portal	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished form to the concerned college or send through email.	1. Receive, review and sign the request. 1.1 Check the submitted form and the record of grades submission of the faculty concerned. 1.2 Sign the form 1.3 Return to the faculty concerned	None	5 minutes	<i>Administrative Aide VI/ Dean, Concerned College</i>
2. Submit the signed form to the Office of the Vice Chancellor for Academic Affairs for approval	1.1 Advise the faculty to bring the form to the Office of the Vice Chancellor for Academic Affairs for approval 2. Receive, review and approve the request. 2.1 Check the form signed by the concerned college. 2.2 Sign the form	None	5 minutes	<i>Administrative Aide VI Vice Chancellor, Vice Chancellor for Academic Affairs Office</i>



	2.3 Return to the faculty concerned			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Advise the faculty to bring the form to the Registration Services Office for the activation of the online grade submission			
3. Submit the approved Late Uploading of Grades Form and ID to the Registration Services Office	3. Receive and process the request 3.1 Search the ID/Account No. of the faculty in the system 3.2 Activate the faculty portal for grades uploading 3.3 Advise the faculty to check the portal.	None	5 minutes	<i>Administrative Aide VI, Registration Services Office</i>
	TOTAL:	None	15 minutes	



2. Approval of Grade Correction

This procedure aims to facilitate the request for correction of grades submitted by the concerned Faculty member in the Faculty Portal within one semester or 150 days after the uploading of grades.

Office or Division:	Registration Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Colleges, Faculty Concerned

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Grade Correction Form (1 Original)	Concerned College/ Download from Faculty Portal at https://dione.batstate-u.edu.ph/faculty/#/dashboard
Approved Computation of Grades (1 Original)	College/ Department
Faculty ID	Faculty Portal/ ICT Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished form or send through email of the concerned college	1. Receive, review and approve the request. 1.1 Check the submitted grade of the faculty and the attached computation of grades 1.2 Sign the form 1.3 Return to the faculty 1.4 Advise the faculty to submit the approved form to the Registration Services Office to process the correction.	None	10 minutes	<i>Administrative Aide VI/ Dean, Concerned College</i>
2. Submit the approved Grade Correction Form and ID to the Registration Services Office	2. Receive and process the request 2.1 Filter the semester 2.2 Search the Faculty ID no. 2.3 Search the subject, course and section of the student in the system	None	10 minutes	<i>Administrative Aide VI, Registration Services Office</i>



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Correct the grade of the concerned student 2.5 Advise the faculty to check the portal after 5-10 minutes			
	TOTAL:	None	20 minutes	



CASHIERING OFFICE

1. Releasing of Salary, Honorarium, Allowances, Grants, Etc.				
This is a disbursing service. Salary, Honorarium, Allowances, Grants and other stipends in the form of cash are claimed at the Cashiering Office.				
Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	BatStateU Personnel, Students or Authorized Representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
BatStateU ID (or any proof of identity with picture and signature)			Claimant & Authorized Representative	
Authorization Letter, if representative claims on behalf of claimant (1 Original)			Claimant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claim the salary/ honorarium/ allowances/ grants, etc., from the issuing staff of the office	1. Check and verify the identity of the claimant by requesting the proof of identity like ID Card and authorization letter, if the stipend is claimed by a representative.	None	2 minutes	<i>Administrative Aide VI</i> Cashiering Office
2. Sign the Disbursement Voucher or Payroll and in the logbook.	2. Double check if the amount indicated in the DV/payroll and the cash inside the pay envelop are the same.	None	1 minute	<i>Administrative Aide VI</i> Cashiering Office
	2.1 Release the stipend to the claimant.	None	1 minute	<i>Administrative Aide VI</i> Cashiering Office
TOTAL:			4 minutes	



2. Issuance of Certificate of Payment of GSIS, PhilHealth and Pag-Ibig Contributions and Loans

Cashiering Office maintains the records of remittances for GSIS, PhilHealth and Pag-Ibig. The certificates can be requested for different personal purposes.

Office or Division:	Cashiering Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Permanent, Contractual and Job Order Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip Form (1 Original)		Cashiering Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the request slip form.	1. Check and verify the data indicated in the request slip form.	None	1 minute	<i>Administrative Aide VI</i> Cashiering Office
	1.1 Gather the file folder of the requestor.	None	5 minutes	<i>Administrative Aide VI</i> Cashiering Office
	1.2 Prepare the Certificate of Payments: Premium Contributions; or Loan Payments	None	45 minutes	<i>Administrative Aide VI</i> Cashiering Office
	1.3 Review and sign the Certificate of Payment.	None	5 minutes	<i>Head</i> Cashiering Office
2. Sign the logbook as confirmation of receipt.	2. Issue the Certificate of Payment	None	1 minute	<i>Administrative Aide VI</i> Cashiering Office
TOTAL:		None	57 minutes	



3. Signing of Employee's Clearance

This is a cashiering service. This is for the retiring/resigning employees.

Office or Division:	Cashiering Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	BatStateU Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form (1 Original)		HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the filled-up Clearance Form already signed by the HRMO.	1. Make sure that the employee has no pending liability to Landbank of the Philippines and GSIS as per clearance made by the HRMO Office.	None	5 minutes	<i>Administrative Aide VI</i> Cashiering Office
2. Submission of complete documents	2. Signing of clearance	None	1 minute	<i>Head</i> Cashiering Office
3. Log to the Clearance Logbook	3. Release the clearance	None	2 minutes	<i>Administrative Aide VI</i> Cashiering Office
TOTAL:		None	8 minutes	



4. Petty Cash Disbursement

This is a cashiering service. Authorized petty cash can be claimed/reimbursed in the Cashiering Office.

Office or Division:	Cashiering Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	BatStateU Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully Accomplished Petty Cash Voucher (1 Original)		Cashiering Office		
Official Receipt or Sales Invoice (1 Original)		Establishment where the items were purchased		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the fully accomplished petty cash voucher along with the original Official receipt of the item purchased and necessary documents per COA Circular No. 2023-004.	1. Verify the amount spent by the client through validating the Official receipt attached. If the request exceeds P1,000.00, it will not be acknowledged for it has to be processed via reimbursement through voucher method. Check the completeness of the signatures in the form.	None	5 minutes	<i>Petty Cash Custodian</i> Cashiering Office
2. Claim the cash.	2. Give the appropriate requested amount of money.	None	1 minute	<i>Petty Cash Custodian</i> Cashiering Office
3. Sign the Petty Cash Voucher that certifies the acceptance of the cash fund.	3. Sign the Petty Cash Voucher ensuring that the amount requested is already given.	None	1 minute	<i>Petty Cash Custodian</i> Cashiering Office
	4. Return the petty cash voucher to the client to secure Inspection Report from the Property and Supply Office.	None	1 minute	<i>Petty Cash Custodian</i> Cashiering Office
TOTAL:		None	8 minutes	



HUMAN RESOURCE MANAGEMENT OFFICE

1. Issuance of Certificate of Employment & Service Record

The Certificate of Employment & Service Record is issued to both employed and formerly employed Faculties and Employees. A Certificate of employment contains position, office, duration of employment, salary and purpose, while a service record contains detailed information of appointment and the purpose.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Faculty, Employees and Separated Faculty and Employees *Service record is not applicable for Part-time Faculty & Job Order			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For currently employed: Online Request of Certificate of Employment or Service Record		For currently employed: Accomplish online form at http://dione.batstate-u.edu.ph/employee		
For former employee: Fully accomplished request slip for separated faculty and employee (1 original copy) Accomplished Clearance for separated faculty and employee (1 original copy)		For former employee: Human Resource Management Office –Employment Record Section Human Resource Management Office –Employment Record Section and/or Compensation & Relations Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the fully accomplished request slip	1.1 Receive, check, and verify submitted request slip or the request lodged through the Human Resource Management System. Check if he/she is cleared from all the liabilities for separated faculty or employee.	None	5 minutes	<i>Administrative Assistant II</i> HRMO-Employment Record/Compensation & Relations Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Check and verify from file the requested record as to the correctness and accuracy.	None	5 minutes	<i>Administrative Assistant II</i> HRMO-Employment Record/Compensation & Relations Section
	1.2 Encode and print the requested record and endorse to HR Assistant Director for countersign.	None	5 minutes	<i>Assistant Director</i> <i>Administrative Assistant II</i> HRMO-Employment Record/Compensation & Relations Section
	1.3 Endorse to the Director, Administration Services for signature if record requested is to be used for purposes other than GSIS	None	3 hours 40 minutes	<i>Director</i> Administration Services
	1.4 Endorse to the Vice President for Administration and Finance for signature if record requested is to be used for GSIS purposes	None	4 hours	<i>Vice President</i> Administration and Finance
2. Receive the certificate of employment/ service record. Sign in the logbook.	2. Notify the client as to the readiness of the certificate/ service record through HRMS/Email/Phone call. Release the certificate of employment/ service record.	None	5 minutes	<i>Administrative Assistant II</i> HRMO-Employment Record/Compensation & Relations Section
	TOTAL:	None	1 day	



EXTERNAL AFFAIRS OFFICE

1. Assistance to Internal Offices for Foreign Travel

This service facilitates requests for the approval of foreign travel of concerned office, official and students. It ensures compliance with guidelines, evaluates documents, and submit the Evaluation Form for the Necessity of Foreign Travel for State Universities and Colleges to CHED IAS

Office or Division:	External Affairs Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Internal Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requirements for the Approval of Request for Foreign Travel		Office of the Secretary of the University and of the Board of Regents		
Evaluation Form for the Necessity of Foreign Travel for State Universities and Colleges		Unit/Sponsor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Collect complete Requirements for the Approval of Request for Foreign Travel	1. Receipt and acknowledgement of the submitted documents	None	5 minutes	<i>Technical Staff for Internationalization/ Director External Affairs Office</i>
2. Check and submit the documents for submission	2. Check the requirements and documents submitted and prepares them for submission to the Office of the Vice President for Development and External Affairs.	None	2 days	<i>Technical Staff for Internationalization/ Director External Affairs Office</i>
3. Wait for the release of the Authority to Travel and Secretary Certificate issued by the OUP and Board Secretary	3. Submit the signed documents to OUP for approval. 3.1 If approved, the signed Evaluation Form for the Necessity of Foreign Travel for State Universities and Colleges will be endorsed to CHED IAS for approval.	None	15 days	<i>Technical Staff for Internationalization/ Director External Affairs Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Then, once approved, the complete documents will be endorsed to the Office of the Secretary of the University and of the Board of Regents for Board Approval.			
	TOTAL:	None	17 days, 5 minutes	



ICT SERVICES

1. Systems and Applications Development

To provide a common procedure in Systems and Applications Development

Office or Division:	ICT Services			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	End-Users			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Software Requirements Specifications			End-users	
Completion and Acceptance Certificate			End-users	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the System Request Form with the attached Software Requirements Specifications (SRS)	1. Receive, review and comment on the request.	None	2 days (paused-clock)	<i>Computer Programmer, Director ICT Services</i>
	1.1 For the new system request, the system request form will be forwarded to the office of the Vice President for Development and External Affairs (OVPDEA) for approval.	None	3 days (paused-clock)	<i>VP DEA Office of the Vice President for Development and External Affairs</i>
2. Attend the meeting with the programmer and state their evaluation and approval	2. Conduct a joint meeting with the end user and Software Development Team (SDT) to identify needs and to establish the requirements of the client. The output of this activity is the System or Application Software Requirements Specifications (SRS).	None	3 hours (paused-clock)	<i>Computer Programmer/ Director ICT Services</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1 Create a project plan based on the software development life cycle. The plan should also include an implementation plan listing all the specific activities with their expected deliverables and milestones	None	5 months (paused-clock)	Computer Programmer/ Director ICT Services
3. Attend the meeting with the programmer and state their evaluation and approval.	3. Conduct a meeting to present the project plan to the end user for their confirmation and approval	None	4 hours (paused-clock)	Computer Programmer/ Director ICT Services
	3.1 If the end user didn't approve the project plan, make necessary adjustments to satisfy all the end user's requirements	None	5 months (paused-clock)	Computer Programmer ICT Services
	3.2 Conduct team workshops to prepare the initial system design	None	1 day	Computer Programmer ICT Services
	3.3 Convert the system design to program codes	None	5 months (paused-clock)	Computer Programmer ICT Services
	3.4 Subject all modules to unit testing then perform integration testing to analyze all the functions of the system	None	5 months (paused-clock)	Computer Programmer ICT Services
	3.5 Check the system for errors, bugs, and/or glitches		5 months (paused-clock)	Computer Programmer ICT Services



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Coordinate and collaborate with the programmer during the demonstration and training.	4. Perform installation process to the end user's workplace. If error/s occurred, review and make necessary corrections/adjustments to the system design 4.1 Demonstrate to the end user all the functionalities of the developed system 4.2 Assess the client's satisfaction on the performance of the system 4.3 Solicit all the modifications and additional requirements from the end user 4.4 Conduct training to all end users	None	5 months (paused-clock)	Computer Programmer ICT Services
5. Report any technical issues encountered.	5. Provide technical support and assistance to sustain and monitor the performance of the system	None	5 months (paused-clock)	Computer Programmer ICT Services
6. Issue a Completion and Acceptance Certificate for the developed system.	6. System maintenance will follow and enhance if there are any requests from the end-users.	None	5 months (paused-clock)	Computer Programmer ICT Services
	TOTAL:	None	5 months (paused-clock)	



2. Registration to Automated Attendance and Time Monitoring System

To provide a common procedure in Registration to Automated Attendance and Time Monitoring System

Office or Division:	ICT Services			
Classification:	Simple			
Type of Transaction:	G2C – for services whose client is the transacting public			
Who May Avail:	Employees and Faculty Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee ID Number		ID Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. ID data will be sent by the staff of HRMO via google sheets	1. Input the Employee ID Number to the Employee Attendance Management System and load the employee data	None	1 minute	<i>Data Encoder</i> ICT Services
2. The employee and faculty member will scan their fingerprint to the scanner	2. Request the employee / faculty member to have his fingerprint scanned on the scanner	None	2 minutes	<i>Data Encoder</i> ICT Services
	2.1. Verify/confirm the fingerprint by requesting the employee / faculty member to scan the same fingerprint five times. If any of the five tries results in an unsuccessful match, repeat the previous step and register another fingerprint.	None	1 minute	<i>Data Encoder</i> ICT Services
	2.2. Save and update the employee / faculty member record.	None	1 minute	<i>Data Encoder</i> ICT Services
	TOTAL:	None	4 minutes	



3. Issuance of ID Card of Employees and Faculty Members

To provide a common procedure in Processing of ID Card of Employees and Faculty Members

Office or Division:	ICT Services
Classification:	Highly Technical
Type of Transaction:	G2C – for services whose client is the transacting public
Who May Avail:	Employees and Faculty Members

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Referral for Newly-Hired Employee Slip or Application for Replacement of ID Card		Human Resource and Management Office		
ID Data (Electronic Photo and Signature)		ID Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Newly Hired Employee/Faculty 1. The HRMO will send the ID Referral for Newly-Hired Employee Slip	1. Receive the ID Referral for Newly-Hired Employee Slip 1.1 The ID details from the Google sheets will be encoded to the Employee ID system 1.2 Once the ID data were encoded, the Employee ID System will generate the Employee ID number and it will be provided to HRMO for them to inform the newly hired personnel 1.3 Save all information into the Employee ID system 1.4 Tag the ID records for printing into the Employee ID system	None	5 minutes	<i>Administrative Asst. II</i> ICT Services



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Old Employee/Faculty 1. Employee and faculty member will present the Application for Replacement of ID Card and Official Receipt of ID payment.	1. Encode the necessary details to be updated in the Employee ID System 1.1 Save all information into the Employee ID system 1.2 Tag the ID records for printing into the Employee ID system			
2. The external provider will print the endorsed ID data.	2. ID records will be endorsed to the external provider for printing of ID cards. And wait for their delivery schedule.	None	3 months (paused-clock)	<i>Programmer ICT Services</i>
3. Employee/faculty member will claim his ID card.	3. Receive the printed ID card from the external provider. Endorse Printed ID cards to HRMO/College for distribution.	None	2 minutes	<i>Administrative Asst. II ICT Services</i>
	TOTAL:	None	3 months, 7 minutes	



4. Repair, Troubleshooting and Installation Services

To provide a common procedure in Repair, Troubleshooting and Installation Services

Office or Division:		ICT Services		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Employees and Faculty Members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Service Request Form		ICT Services Online System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State the complete details for the request for repair, troubleshooting, installation and provision of technical assistance for any ICT-related problems or issues.	1. Receive request for repair, troubleshooting, installation and provision of technical assistance for any ICT-related problems or issues	None	1 minute	<i>Computer/ Network Technician</i> ICT Services
	1.1 Log and record the details of the service request for documentation, retrieval and monitoring. 1.2 Accomplish and print the ICT Service Request Form thru the ICT Services Management System	None	2 minutes	<i>Admin Assistant II</i> ICT Services
	1.3 Actual inspection and analysis of the service request on site 1.4 Provide the necessary technical assistance to the client 1.5 Test and evaluate the service provided	None	3 hours (paused-clock)	<i>Computer/ Network Technician</i> ICT Services



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill out the ICT Service Survey Form	2. Accomplish the service report and request the client to complete the ICT Service Survey form at the bottom part of the Service Request Form	None	2 minutes	Computer/ Network Technician ICT Services
	TOTAL:	None	3 hours, 5 minutes	



EXTERNAL/ INTERNAL SERVICES



TESTING AND ADMISSION OFFICE

1. Psychological Test of Teaching and Non-Teaching Applicants

Process in Taking Psychological Test for Applicants for a Teaching/Non-teaching Position

Office or Division:	Testing and Admission Office - Central and Constituent Campuses
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Teaching and Non-Teaching Applicants endorsed by the Human Resource Management Office

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement Slip (1 Original copy)		Human Resource Management Office		
One (1) Original copy of Applicant's Valid Identification Card (ID) or other Government issued ID as follows: <ul style="list-style-type: none"> • PRC ID • Driver's License • Unified Multi-Purposed ID • Company ID • Passport 		Professional Regulation Commission Land Transportation Office SSS or GSIS Current company of applicant Department of Foreign Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid Identification Card (ID) for verification	1. Receive and verify the Identification Card (ID) presented	None	2 minutes	<i>Psychometrician</i> Testing and Admission Office
2. Take the Psychological Test	2. Administer the Psychological Test	None	3 hours	<i>Psychometrician</i> Testing and Admission Office
TOTAL:		None	3 hours, 2 minutes	



CASHIERING OFFICE

1. Collection of Payment.

This is a cashiering service. Payments for the processing of these documents are received by the cashier.

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students, Parents, Alumni, Suppliers, Contractors or Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form (1 Original)		Assessment Office		
Request Slip Form (1 Original)		Registrar's Office		
Payment Slip or Order of Payment (1 Original)		Accounting Office/ Resource Generation Office/ BAC/ Dormitory/ Graduate School/ General Services Office/ Testing and Admission Office/ Procurement Office/ Property and Supply Office		
Payment (cash, check, etc.)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays fees (e.g. Transcript of Records, Diploma, Certification, Honorable Dismissal, Return of Cash, Advance, Bidder's Bond, etc.)	1. Checks and verifies order of payment or clearance form and the request slip. 1.1 Accept payment	TOR - PHP 50/page Diploma - PHP 400/page Certification - PHP 30/page Honorable Dismissal – PHP 100/page 2nd copy of Registration Form - PHP 15 2nd copy of ID - PHP 180	3 minutes	<i>Administrative Aide VI</i> Cashiering Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>Authentication - PHP 20/page</p> <p>Graduation Fee for IS - PHP 500</p> <p>Graduation Fee for Graduate School - PHP 1,000</p> <p>Reservation Fee for IS – PHP 3,000</p> <p>Certificate of Good Moral Character - PHP 30</p> <p>Vehicle Sticker - PHP 100</p> <p>Form 137 - PHP 100</p> <p>Exam Fee for IS & Graduate School - PHP 250</p> <p>Return of Cash Advance = amount request – total disbursements</p> <p>Light (Electricity Consumption) = Consumption in kWh X Php 12.00</p> <p>Water Consumption = Consumption in cuM x Php 30</p>		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>Performance Bond – Cash or Cashier’s/Manager’s checked issued by a Universal or Commercial Bank = 5% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)</p> <p>Performance Bond – Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank = 5% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)</p> <p>Performance Bond – Surety bond callable upon issued by a surety or insurance company duly certified by the Insurance Commission = 30% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)</p> <p>Comprehensive Exam for Master’s Degree - PHP 1,000</p> <p>Comprehensive Exam for Doctorate Degree - PHP 1,500</p> <p>Dorm Rental - PHP 2,000</p> <p>Bidding documents – Project ABC 500,000 and below – Php 500.00</p>		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Project ABC more than 500,000 up to 1 Million – Php 1,000.00		
		Project ABC more than 1 Million up to 5 Million – Php 5,000.00		
		Project ABC more than 5 Million up to 10 Million – Php 10,000.00		
		Project ABC more than 10 Million up to 50 Million – Php 25,000.00		
		Project ABC more than 50 Million up to 500 Million – Php 50,000.00		
		Project ABC more than 500 Million – Php 75,000.00		
		Bid Security – Performance Bond – Cash or Cashier’s/Manager’s checked issued by a Universal or Commercial Bank = 2% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)		
		Bid Security – Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank = 2% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>Bid Security – Surety bond callable upon issued by a surety or insurance company duly certified by the Insurance Commission = 5% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)</p> <p>Library Fine - PHP 10/book/ material per day of delay of return</p> <p>Hostel Accommodation Suite Room = PHP 2,500/day Hostel Accommodation Economy Room = PHP 2,400/day</p> <p>Sale of scrap materials = remaining useful value x condition factor x currency fluctuation factor x no. of units</p>		
	TOTAL:	<p>Fixed Fees:</p> <ul style="list-style-type: none"> • TOR - PHP 50/page • Diploma - PHP 400/page • Certification - PHP 30/page • Honorable Dismissal – PHP 100/page • 2nd copy of Registration Form - PHP 15 • 2nd copy of ID - PHP 180 	3 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<ul style="list-style-type: none"> • Authentication - PHP 20/page • Reservation Fee for IS – PHP 3,000 • Certificate of Good Moral Character - PHP 30 • Vehicle Sticker - PHP 100 • Form 137 - PHP 100 • Exam Fee - PHP 250 • Dorm Rental - PHP 2,000 • Library Fine - PHP 10/book/ material per day of delay of return • Hostel Accommodation Suite Room = PHP 2,500/day • Hostel Accommodation Economy Room = PHP 2,400/day <p>Case to Case Fees:</p> <ul style="list-style-type: none"> • Return of Cash Advance = amount request – total disbursements • Light (Electricity Consumption) = Consumption in kWh X Php 12.00 • Water Consumption = Consumption in cuM x Php 30 • Performance Bond – Cash or Cashier's/Manager's checked issued 		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>by a Universal or Commercial Bank = 5% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)</p> <ul style="list-style-type: none"> • Performance Bond – Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank = 5% of Total Contract Price (Amount not less than the percentage of the Total Contract Price) • Performance Bond – Surety bond callable upon issued by a surety or insurance company duly certified by the Insurance Commission = 30% of Total Contract Price (Amount not less than the percentage of the Total Contract Price) • Bid Security – Performance Bond – Cash or Cashier's/Manager's checked issued by a Universal or Commercial Bank = 2% of Total Contract Price (Amount not less than the percentage of the Total Contract Price) 		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<ul style="list-style-type: none"> • Bid Security – Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank = 2% of Total Contract Price (Amount not less than the percentage of the Total Contract Price) • Bid Security – Surety bond callable upon issued by a surety or insurance company duly certified by the Insurance Commission = 5% of Total Contract Price (Amount not less than the percentage of the Total Contract Price) • Sale of scrap materials = remaining useful value x condition factor x currency fluctuation factor x no. of units <p>Fee varies:</p> <ul style="list-style-type: none"> • Bidding Documents • Project ABC 500,000 and below – Php 500.00 • Project ABC more than 500,000 up to 1 Million – Php 1,000.00 		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<ul style="list-style-type: none"> • Project ABC more than 1 Million up to 5 Million – Php 5,000.00 • Project ABC more than 5 Million up to 10 Million – Php 10,000.00 • Project ABC more than 10 Million up to 50 Million – Php 25,000.00 • Project ABC more than 50 Million up to 500 Million – Php 50,000.00 • Project ABC more than 500 Million – Php 75,000.00 • Graduation Fee <ul style="list-style-type: none"> • IS - PHP 500 • Graduate School - PHP 1,000 • Comprehensive Exam <ul style="list-style-type: none"> • Master’s Degree - PHP 1,00 • Doctorate Degree - PHP 1,500 		



2. Releasing of Checks

This is a disbursing service. Checks for payment of obligations of the University are claimed at the cashier.

Office or Division:	Cashiering Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students, Parents, BatStateU Personnel, Suppliers, Contractors or Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID (or any proof of identity with picture and signature)		Claimant & Authorized Representative		
Official Receipt (for suppliers; evidence of deliver) (1 Original)		Claimant		
Authorization Letter, if representative claims on behalf of claimant (1 Original)		Claimant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claim checks from the issuing staff of the office	1. Checks and verifies the identity of the claimant by requesting proof of identity like ID Card and authorization letter, if check is claimed by a representative.	None	5 minutes	<i>Administrative Aide VI</i> Cashiering Office
2. Sign Disbursement Voucher and logbook	2. Before releasing the check, require claimant to sign the disbursement voucher, and logbook; take a picture of the claimant and the issued check; and get the official receipt issued by suppliers or contractors	None	5 minutes	<i>Administrative Aide VI</i> Cashiering Office
	TOTAL:	None	10 minutes	



PUBLIC RELATIONS OFFICE

1. Request for Documentation of Major University Events and Activities				
This service facilitates requests to document significant university events and activities. It ensures compliance with guidelines, evaluates requests, and coordinates permissions for capturing significant university milestones through various media.				
Office or Division:	Public Relations Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Internal and External Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished BatStateU-FO-PR-01 (1 Original) Invitation/programme or equivalent document (1 Photocopy)			Unit/Sponsor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an accomplished request for documentation form (BatStateU-FO-PR-01) with the attached invitation/program of the event	1. Receipt of the accomplished request for documentation form (BatStateU-FO-PR-01) with the attached invitation/program of the event from the concerned office/ college/ campus	None	5 minutes	<i>Director</i> <i>Administrative Assistant II</i> Public Relations Office
2. Approval of the request for documentation form	2. Assessing and seeking the recommending approval of the PR Director and final approval of the University President. If not approved, will edit and seek approval again.	None	2 days (paused-clock)	<i>Director</i> <i>Administrative Assistant II</i> Public Relations Office
3. Prepare materials to be used for documentation	3. Preparing the materials needed for documentation such as camera, tripod, laptop, recorded, pen and notepad	None	2 hours	<i>Administrative Assistant II</i> Public Relations Office
4. Perform documentation procedures	4. Submitting the prepared news and photos to the PR Director/ University President	None	3 days (paused-clock)	<i>Administrative Assistant II</i> <i>Public Relations Specialist</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Preparation of news and photos for approval of PR Director/ University President	5. Submitting the prepared news and photos to the PR Director/ University President	None	4 hours	<i>Public Relations Specialist</i> <i>Graphic Artist</i> Public Relations Office
6. Approval of the news and photos by the PR Director/ University President	6. Seeking the approval of the PR Director/ University President. If not approved, will edit and seek approval again.	None	2 hours	<i>Public Relations Specialist</i> Public Relations Office
7. Post news and photos on the university website/ social media accounts	7. Posting the news and photos on the University website and social media accounts	None	1 hour	<i>Public Relations Specialist</i> Public Relations Office
	TOTAL:	None	6 days, 1 hour, 5 minutes	



2. Organizing Public Relations Events/Activities

This service involves the coordination and facilitation of various public relations events and activities. It focuses on planning, organizing, and executing events geared toward enhancing the university's public image.

Office or Division:	Public Relations Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Internal and External Stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs the office about the events or the activity to be conducted	1. Verifies the information	None	2 hours	<i>Director Administrative Assistant II Public Relations Office</i>
2. Provides details for the proposal	2. Prepares the proposal for the activity	None	6 hours	<i>Public Relations Specialist Graphic Artist Director Public Relations Office</i>
3. Coordinates with the office for the approval of the proposal	3. Seeks the approval of the authority for the event/activity	None	1 day	<i>Director Public Relations Specialist Public Relations Office</i>
		None	1 day	<i>Director Public Relations Office</i>
		None	1 day	<i>Vice President Vice President Offices</i>
		None	1 day	<i>University President Office of the University President</i>
4. Follows up on the materials procured in case the event/activity is internally funded	4. Coordinates with the Procurement Office for the materials needed for the activities	None	1 day	<i>Administrative Assistant II Director Public Relations Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Cooperates with the office during the conduct of activity/ event on the scheduled time	5. Conducts the activity/event at the scheduled time	None	3 days (paused-clock)	<i>Administrative Assistant II Public Relations Specialist Director Public Relations Office</i>
	TOTAL:	None	9 days	



HUMAN RESOURCE MANAGEMENT OFFICE

1. Receiving of Application Documents

Application Documents are received from applicants for shortlisting. These are evaluated and counterchecked with the qualifications of the vacant position/s to be filled up.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Non-Teaching Applicants (regardless of status)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter addressed to the University President (Applicant concerned		
Updated resume and curriculum vitae		Applicant concerned		
Notarized Personal Data Sheet (PDS) with Work Experience Sheet (WES)		Applicant concerned		
Official Transcript of Records		Applicant concerned		
Certificate/s of Employment (if there is any)		Applicant concerned		
Certificate/s of Seminars and Trainings Attended (if there is any)		Applicant concerned		
Certificate/s of Eligibility (if there is any)		Applicant concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For application documents submitted online: Send with a single pdf file at recruitment.central@g.batstate-u.edu.ph	1. Acknowledge and receive application documents.	None	10 minutes	<i>Recruitment, Selection and Placement (RSP) Staff</i> Human Resource Management Office
1.1 For application documents submitted physically in the office: Submit to any HRMO-Central Administration Staff	1.1 Check if the documents are complete or if he/she has complied with all the necessary documents for application. 1.2 Reply/ Inform them if he/ she has incomplete documents.			
TOTAL:		None	10 minutes	



HEALTH SERVICES

1. Dental Consultation/Treatment/Management of Emergency Cases				
Students, faculty members, staff and personnel may avail of this service for their oral health.				
Office or Division:	Health Services			
Classification:	Simple			
Type of Transaction:	G2C – for services whose client is the transacting public G2G – for services whose client is another government agency, government employee or official			
Who May Avail:	Students, Employees, and External Stakeholders (but not limited to parents and partner agencies)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Dental Record			BatStateU Health Services	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logsheet in the office lobby	1. Make the logsheet available to the client	None	1 minute	<i>Dental Assistant / Nurse</i> Health Services
2. Wait to be called	2. Refer to dentist	None	3 minutes	<i>Dental Assistant / Nurse</i> Health Services
3. Undergo Dental Consultation/ Treatment/ Management	3. Retrieve Record System Assessment	None	15 minutes	<i>Dentist II / Part-time Dentist / Nurse</i> Health Services
	3.1 Render Treatment; Refer to Specialist if necessary; Give recommendation	None	30 minutes	<i>Dentist II / Part-time Dentist / Nurse</i> Health Services
4. Sign out on the Transaction Logsheet	4. 4. Make the logsheet available to the client	None	1 minute	<i>Dental Assistant / Nurse</i> Health Services
TOTAL:		None	50 minutes	



2. Issuance of Dental Certificate

This certificate is issued to students, employees and other stakeholders who have availed of dental services

Office or Division:	Health Services			
Classification:	Simple			
Type of Transaction:	G2C – for services whose client is the transacting public G2G – for services whose client is another government agency, government employee or official			
Who May Avail:	Students, Employees, and External Stakeholders (but not limited to parents and partner agencies)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dental Record		BatStateU Health Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logsheet in the office lobby	1. Make the logsheet available to the client	None	1 minute	<i>Dental Assistant / Nurse</i> Health Services
2. Wait to be called	2. Refer to dentist	None	2 minutes	<i>Dental Assistant / Nurse</i> Health Services
3. Undergo Dental Examination/ Consultation	3. Retrieve Record System Assessment	None	15 minutes	<i>Dental Assistant / Dentist II / Part-time Dentist / Nurse</i> Health Services
	3.1. Issue dental certificate	None	5 minutes	<i>Dentist II / Part-time Dentist / Nurse</i> Health Services
4. Log Transaction in the Dental Certificate issuance logsheet	4. Give the logsheet to the client	None	1 minute	<i>Dental Assistant / Dentist II / Part-time Dentist / Nurse</i> Health Services
5. Sign out on the Transaction Logsheet	5. Make the logsheet available to the client	None	1 minute	<i>Dental Assistant / Dentist II / Part-time Dentist / Nurse</i> Health Services
TOTAL:		None	25 minutes	



3. Issuance of Medical Certificate

This certificate is issued to students, employees and other stakeholders who have availed of medical services. Purpose of Medical certificate is issued as appropriate.

Office or Division:	Health Services- ARASOF Nasugbu, Malvar and Pablo Borbon Campuses
Classification:	Simple
Type of Transaction:	G2C – for services whose client is the transacting public G2G – for services whose client is another government agency, government employee, or official
Who May Avail:	Students, Employees, and External Stakeholders (but not limited to parents and partner agencies)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. ON-THE-JOB-TRAINING	
1.1. Chest X-ray Reading 1.2. 1x1 ID picture (2 original) 1.3. Medical Form (2 original, accomplished) 1.4. Health Record	Hospital or Laboratory; Client Client BatStateU Health Services BatStateU Health Services
II. PRE-EMPLOYMENT	
2.1. For Permanent, Part-time and Job Order Employment Applicants: *1 original & 1 photocopy of the results of the following: <ul style="list-style-type: none"> ➤ Chest X-ray reading ➤ Urinalysis (for permanent only) ➤ Complete Blood Count (CBC) (for permanent only) ➤ Blood type (for permanent only) ➤ Drug Test (for permanent only) 2.2. CSC Form (2 original) <i>for Permanent</i> 2.3. Medical Examination and Evaluation Form (1 original) <i>for Part-time and Job Order</i> 2.4. 1x1 ID picture (2 original) 2.5. Medical Form (2 original, accomplished)	Hospital or Laboratory; Client HRMO Client BatStateU Health Services
III. RETURN TO WORK / RE-ADMISSION / SPORTS EVENTS / OFF-CAMPUS ACTIVITIES	
Health Record	BatStateU Health Services



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logsheet	1. Make the logsheet available to the client	None	1 minute	<i>Medical Assistant / Administrative Aide / Nurse Health Services</i>
2. Submit the required documents	2. Receive the documents and check for completeness	None	3 minutes	<i>Medical Assistant / Nurse Health Services</i>
3. Accomplish Medical Form as necessary	3. Review of form for accuracy of data given	None	5 minutes	<i>Medical Assistant / Nurse Health Services</i>
4. Wait to be called	4. Retrieve health record	None	3 minutes	<i>Medical Assistant / Administrative Aide / Nurse Health Services</i>
5. Undergo Medical Examination/Evaluation	5. Assessment History taking Physical Examination	None	15 minutes	<i>Nurse I / Nurse II / Medical Officer III / Part-time Physician Health Services</i>
	5.1 With Abnormal Findings: Prepare referral letter to specialist	None	5 minutes	<i>Nurse I / Nurse II Health Services</i>
	5.2 With Normal Findings: Issue medical certificate	None	10 minutes	<i>Medical Officer III / Part-time Physician Health Services</i>
6. Log in on the Issuance of Medical Certificate logsheet	6. Give the logsheet to the client	None	1 minute	<i>Medical Assistant / Administrative Aide / Nurse Health Services</i>
7. Sign out on the Transaction Logsheet	7. Make the logsheet available to the client	None	1 minute	<i>Medical Assistant / Administrative Aide / Nurse Health Services</i>
	TOTAL:	None	44 minutes	



4. Issuance of Medical Certificate

This certificate is issued to students, employees and other stakeholders who have availed of medical services. Purpose of Medical certificate is issued as appropriate.

Office or Division:	Health Services- Alangilan, Lipa, Extension Campuses
Classification:	Complex
Type of Transaction:	G2C – for services whose client is the transacting public G2G – for services whose client is another government agency, government employee, or official
Who May Avail:	Students, Employees, and External Stakeholders (but not limited to parents and partner agencies)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
IV. ON-THE-JOB-TRAINING	
1.1 Chest X-ray Reading 1.2 1x1 ID picture (2 original) 1.3 Medical Form (2 original, accomplished) 1.4 Health Record	Hospital or Laboratory; Client Client BatStateU Health Services BatStateU Health Services
V. PRE-EMPLOYMENT	
2.1. For Permanent, Part-time and Job Order Employment Applicants: <i>*1 original & 1 photocopy of the results of the following:</i> <ul style="list-style-type: none"> ➤ Chest X-ray reading ➤ Urinalysis (for permanent only) ➤ Complete Blood Count (CBC) (for permanent only) ➤ Blood type (for permanent only) ➤ Drug Test (for permanent only) 2.2. CSC Form (2 original) <i>for Permanent</i> 2.3. Medical Examination and Evaluation Form (1 original) <i>for Part-time and Job Order</i> 2.4. 1x1 ID picture (2 original) 2.5. Medical Form (2 original, accomplished)	Hospital or Laboratory; Client HRMO Client BatStateU Health Services
VI. RETURN TO WORK / RE-ADMISSION / SPORTS EVENTS / OFF-CAMPUS ACTIVITIES	
Health Record	BatStateU Health Services



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction Logsheet	1. Make the logsheet available to the client	None	1 minute	<i>Medical Assistant / Administrative Aide / Nurse Health Services</i>
2. Submit the required documents	2. Receive the documents and check for completeness	None	3 minutes	<i>Medical Assistant / Nurse Health Services</i>
3. Accomplish Medical Form as necessary	3. Review of form for accuracy of data given	None	5 minutes	<i>Medical Assistant / Nurse Health Services</i>
4. Wait to be called	4. Retrieve health record	None	3 minutes	<i>Medical Assistant / Administrative Aide / Nurse Health Services</i>
5. Undergo Medical Examination/Evaluation	5. Assessment History taking Physical Examination	None	15 minutes	<i>Nurse I / Nurse II / Medical Officer III / Part-time Physician Health Services</i>
	5.1 Deliver/endorse Medical Certificate to the Medical Officer III for evaluation and signature	None	1 day	<i>Dental Aide / Medical Officer III Health Services</i>
	5.2 With Abnormal Findings: Prepare referral letter to specialist	None	1 day	<i>Nurse I / Nurse II Health Services</i>
	5.3 With Normal Findings: Issue medical certificate	None	1 day	<i>Medical Officer III / Part-time Physician Health Services</i>
6. Log in on the Issuance of Medical Certificate logsheet	6. Give the logsheet to the client	None	1 minute	<i>Medical Assistant / Administrative Aide / Nurse Health Services</i>
7. Sign out on the Transaction Logsheet	7. Make the logsheet available to the client	None	1 minute	<i>Medical Assistant / Administrative Aide / Nurse Health Services</i>
	TOTAL:	None	3 days, 29 minutes	



5. Medical Consultation

Students, faculty members, staff and personnel may avail of this service for overall wellness.

Office or Division:	Health Services			
Classification:	Simple			
Type of Transaction:	G2C – for services whose client is the transacting public G2G – for services whose client is another government agency, government employee or official			
Who May Avail:	Students, Employees, and External Stakeholders (but not limited to parents and partner agencies)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Student Health Record; Employee Health Record			BatStateU Health Services	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Transaction logsheet	1. Make the logsheet available to the client	None	1 minute	<i>Medical Assistant / Administrative Aide / Nurse Health Services</i>
	1.1 Retrieve health record	None	3 minutes	<i>Medical Assistant / Administrative Aide / Nurse Health Services</i>
2. Undergo Medical Consultation	2. Assessment History taking Physical Examination Refer to Medical Officer	None	30 minutes	<i>Medical Officer III / Part-time Physician / Nurse Health Services</i>
	2.1 Admit at the infirmary if necessary; 2.2 Inform parent 2.3 Transfer to a hospital of choice, if necessary	None	30 minutes	<i>Medical Officer III / Part-time Physician / Nurse Health Services</i>
3. Sign out on the Transaction Logsheet	3. Make the logsheet available to the client	None	1 minute	<i>Medical Assistant / Administrative Aide / Nurse Health Services</i>
	TOTAL:	None	1 hour, 5 minutes	



LIBRARY

1. Library Reference Services (Patron Queries)				
Assistance provided to library users seeking information and research needs.				
Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Students, Faculty and Employee, Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ON-SITE (Face to Face)				
For Student: One (1) Valid ID / QR Code (<i>Student ID / Registration Form</i>)		Automatically available for currently enrolled / employed		
For Employee: One (1) Valid ID / QR Code (<i>Employee ID or any government-issued ID: (1) Philippine Passport; (2) UMID Card; (3) Driver's License; (4) PRC ID; (5) Voter's ID; (6) Senior Citizen ID; (7) PWD ID; (8) PhilHealth ID</i>)				
DIGITAL/VIRTUAL REFERENCE SERVICE				
<i>Electronic Library Virtual Reference Assistant (ELVIRA) and Official Email</i>				
One (1) G Suite Email Account / Facebook Account		Automatically available for or currently enrolled / employed and everyone who can access Chat Elvira		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ON-SITE (Face to Face)				
1. Log-in 1.1 <u>Automated System.</u> Log-in in the automated system (Attendance Monitoring) for Library Users by tapping the ID or scanning the QR Code. 1.2 <u>Manual.</u> Present the valid ID and log in	1.1 Monitor the Attendance Monitoring System.	None	1 minute	<i>College Librarian I Administrative Aide VI Library</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
using the Log sheet for Library Users.	1.2 Verify the validity of the ID.			
2. Proceed to the Information Desk and accomplish the reference query form.	2. Answer on-site client's query.	None	4 minutes	<i>College Librarian I Administrative Aide VI Library</i>
TOTAL:		None	5 minutes	
DIGITAL/VIRTUAL REFERENCE SERVICE				
<i>Electronic Library Virtual Reference Assistant (ELVIRA) and Official Email Account Chat ELVIRA (Automated Response)</i>				
1. Access Library Website (https://library.batstate-u.edu.ph/) and click the Chat Button to Access Chat Elvira or Go to BatStateU Library Facebook Account (https://www.facebook.com/BatStateU.Library/) and click message to be connected with Chat ELVIRA.	1. Monitor incoming query.	None	1 minute	<i>College Librarian I Administrative Aide VI Library</i>
2. For other concerns not included on the automated responses, ask the reference librarian / support staff and type in queries.	2. Answer client's query through digital format.	None	4 minutes	<i>College Librarian I Administrative Aide VI Library</i>
TOTAL:		None	5 minutes	
OFFICIAL EMAIL ACCOUNT				
1. Send queries using the official email account (library.pb@g.batstate-u.edu.ph)	1. Monitor and answer client's query through email.	None	5 minutes	<i>College Librarian I Administrative Aide VI Library</i>
TOTAL:		None	5 minutes	



2. Borrowing / Delivery (Print and Electronic)

Borrowing and returning services for library materials (includes renewal of loaned material/s and payment of fines) and assistance provided to library clients on the delivery of the requested electronic copies.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Students, Faculty and Employee, Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ON-SITE BORROWING				
For Student: One (1) Valid ID / QR Code (<i>Student ID / Registration Form</i>)		Automatically available for currently enrolled / employed		
For Employee: One (1) Valid ID / QR Code (<i>Employee ID or any government-issued ID: (1) Philippine Passport; (2) UMID Card; (3) Driver's License; (4) PRC ID; (5) Voter's ID; (6) Senior Citizen ID; (7) PWD ID; (8) PhilHealth ID</i>)		Available from the respective institution/agency		
DOCUMENT DELIVERY (CHAPTER REQUEST)				
One (1) Verified Institutional Account (G Suite Email Account)		Automatically available for currently enrolled / employed		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ON-SITE BORROWING (Face to Face)				
1. Log-in 1.1 <u>Automated System</u> Log-in in the automated system (Attendance Monitoring) for Library Users by tapping the ID or scanning the QR Code.	1. 1Monitor the Attendance Monitoring System.	None	1 minute	<i>College Librarian I Administrative Aide VI Library</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.2 <u>Manual</u> Present the valid ID and log in using the Log sheet for Library Users.</p>	1.2 Verify the validity of the ID.	None	2 minutes	College Librarian I Administrative Aide VI Library
<p>2. Check for the availability of library materials</p> <p>2.1 <u>Automated System</u> Search for the desired title(s) on the WebOPAC.</p> <p><i>The WebOPAC provides bibliographic details as well as the call number, shelf location, and library where the item is located.</i></p>	<p>2.1 Assist client in using the Online Public Access Catalog (OPAC)</p> <p><i>In case of power interruption / no internet connection, the staff will assist the client in searching the book in the hard/softcopy records of library materials.</i></p>	None	2 minutes	College Librarian I Administrative Aide VI Library
<p>2.2 <u>Manual</u> Search for the desired title(s) in the hard / softcopy records of library materials.</p>	2.2 Assist client in searching for the title(s).	None	5 minutes	College Librarian I Administrative Aide VI Library
<p>3. Select Available Materials Proceed directly to the shelf location of the item, or proceed to the Circulation Desk for assistance in locating the item(s).</p> <p><i>For home-use, proceed to the Circulation Desk/Self-Checkout Kiosk.</i> <i>For in-library use, proceed directly to the available reading space in the library.</i></p>	3. Assist client in locating the material(s).	None	5 minutes	College Librarian I Administrative Aide VI Administrative Aide II Library



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>4. Borrowing</p> <p>4.1 <u>Automated System</u></p> <p>4.1.1 Through the Circulation Desk, present the ID and materials. Get the receipt.</p> <p>4.1.2 Through the Self-service Kiosk, put the books in the Self-service check-out machine and input the required details. Wait for the receipt upon confirming. Get the receipt.</p>	<p>4.1.1 Through the Circulation Desk, scan and receive the ID. Scan the barcode of the materials. Issue the receipt.</p> <p>4.1.2 Through the Self-service Kiosk, put the books in the Self-service check-out machine and input the required details. Wait for the receipt upon confirming. Issue the receipt.</p>	None	3 minutes	College Librarian I Administrative Aide VI Library
<p>4.2 <u>Manual</u></p> <p>Present the ID and log in (Log Sheet on Borrowed Books, Periodicals and AV Materials, Theses / Dissertations)</p> <p><i>Stakeholders from other BatStateU campuses and/or from other institutions are allowed to utilize resources within the library premises only. Only active library client(s) are entitled to borrow library resources for home-use.</i></p> <p><i>The number of items that can be loaned-out depends on the type of the library client. The number of days that an item can be loaned-out likewise depends on the type of resource.</i></p> <p><i>Theses/Dissertations are for in-library use only.</i></p>	<p>4.2 Verify the validity of the ID.</p> <p>4.3 Assist the client in accomplishing the logbook.</p>	None	5 minutes	College Librarian I Administrative Aide VI Library



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>5. Returning</p> <p><u>5.1 Automated System</u> After utilizing library resources, client(s) may return them through the following:</p> <ul style="list-style-type: none"> ➤ <i>Circulation Desk.</i> Present the ID and the materials borrowed for the cancellation of loaned out records in the system's database. ➤ <i>Book Drop Kiosk.</i> Tap the screen to prompt the transaction. Place the book(s) on the slot one-at-a-time. Once the transaction is complete, library client(s) should ensure to print the receipt. 	<p>5.1 <u>Automated System</u> After utilizing library resources, client(s) may return them through the following:</p> <ul style="list-style-type: none"> ➤ <i>Circulation Desk.</i> Scan the ID and the materials borrowed for the cancellation of loaned out records in the system's database. ➤ <i>Book Drop Kiosk.</i> Tap the screen to prompt the transaction. Place the book(s) on the slot one-at-a-time. Once the transaction is complete, ensure to print the receipt. 	None	3 minutes	<i>College Librarian I Administrative Aide VI Library</i>
<p>5.2 <u>Manual</u> In returning, present the borrowed materials. Receive the ID.</p>	<p>5.2 In returning, write "Returned" under the remarks section of the log sheet on borrowed books. Check the books and return the ID.</p>	None	5 minutes	<i>College Librarian I Administrative Aide VI Library</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5.3 Make sure that the borrowed materials are not overdue	5.3 Issue payment slip for overdue materials (to be paid at Cashier's Office)	Book fine for overdue materials (10 pesos per day per book)	2 minutes	<i>College Librarian I Administrative Aide VI Library</i>
	TOTAL:	Book fine for overdue materials (10 pesos per day per book)	Automated System: 16 minutes Manual: 24 minutes	
DOCUMENT DELIVERY (<i>Chapter Request</i>)				
1. Check the availability of the needed materials on the Web Online Public Access Catalog (OPAC) at https://helios.batstate-u.edu.ph 1.1 Note call number, author, title / specific chapter / page. 1.2 Go to the Library Website (https://library.batstate-u.edu.ph/), then click on the 'Services' tab in the navigation menu. From there, select 'Scanning Services' and choose the Scanning Request forms for your campus. 1.3 Complete the needed information on the Google form and send the request	1. Monitor the request. 1.1 Check the completeness of the information specified in the Google Form and the availability of the requested material/s. 1.2 Locate and pull out the materials from the shelves and scan the requested chapter. 1.3 Send the e-copy via verified institutional account.	None	35 minutes	<i>College Librarian I Administrative Aide VI Library</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Check the email account (BatStateU institutional email account) to know the status of the request.</p> <p>2.1 Receive the requested e-copy.</p>	<p>2. The requestor will be notified for invalid request: (1) materials from other campuses; (2) materials not included on the Online Public Access Catalog (OPAC); (3) request made by the same person for the same title of his/her previous request; (4) incomplete entries provided on the form.</p>	None	3 minutes	<p><i>College Librarian I</i> <i>Administrative Aide VI</i> Library</p>
	TOTAL:	None	38 minutes	



3. Issuance of Referral Letter

Library referral letters are issued to clients who wish to visit / do research in other universities and institutions.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students, Faculty and Employee, Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Student: One (1) Valid ID / QR Code (<i>Student ID / Registration Form</i>)	Automatically available for currently enrolled / employed
For Employee: One (1) Valid ID / QR Code (<i>Employee ID</i>)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a request by completing the referral letter request slip (BatStateU-FO-LIB-07), which is available at the information/circulation desk, at least two (days) before the target visit.	1. Review the completeness of the provided details from the request slip. 1.1 Prepare the referral letter, indicating the needed information (name of students, institution and date to conduct the study) 1.2 Issue Referral Letter (BatStateU-FO-LIB-04) signed by the Head Librarian.	None	13 minutes	<i>College Librarian I Administrative Aide VI Library</i>
2. Receive the Referral Letter.	2. Instruct the client to sign in the library's receiving copy.	None	2 minutes	<i>College Librarian I Administrative Aide VI Library</i>
TOTAL:		None	15 minutes	



4. Issuance of Certification for Thesis/Dissertation Submission

Certification for Thesis and Dissertation Submission is issued to clients for submitting the hardbound and electronic copy in the library, as a prime requirement for graduation, and for any other official usage clients may need.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students, Faculty and Employee, Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) Valid ID / QR Code <i>(Student ID / Employee ID / Registration Form)</i> One (1) Hardbound Copy of Thesis/Dissertation with Originally Signed Approval Sheet One (1) Electronic copy of 10-page Executive Summary One (1) Electronic copy of Full Manuscript with signed Approval Sheet	Automatically available for currently enrolled / employed

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a request for issuance of certification for submitting theses/ dissertations through the provided Google Form Link/official email available at the Library Website (https://library.batstate-u.edu.ph/) .	1. Monitoring of request.	None	5 minutes	College Librarian I Administrative Aide VI Library



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Submit the hardbound copy of thesis / dissertation.</p>	<p>2. Review the completeness of the provided details specified in the Google Form.</p> <p>2.1 Review/check the submitted softcopy of thesis / dissertation in terms of format, signatories on Approval Sheet, and completeness of the Executive Summary and Full Manuscript.</p> <p>2.2 Check if the requirements have been complied.</p> <p>2.3 If not compliant, instruct researchers to complete the requirements.</p> <p>2.4 Receive the hardcopy of the theses/dissertations and check the approval sheet if duly and originally signed by the concerned signatories.</p> <p>2.5 Encode the certification indicating the needed information as to name of students, college, program, title of research and the date of submission.</p> <p>2.6 Issue the Certification for Thesis / Dissertation Submission (BatStateU-CE-11) signed by the Head Librarian.</p>	<p>None</p>	<p>25 minutes</p>	<p><i>College Librarian I Administrative Aide VI Library</i></p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Received the certification. 3.1 Sign in the logbook, Logbook for Submission of Theses / Dissertations (BatStateU-LB-LIB-01) or the receiving copy.	3. Instruct the client to sign in the library's receiving copy. 3.1 Assist the client in accomplishing the logbook.	None	2 minutes	<i>College Librarian I Administrative Aide VI Library</i>
	TOTAL:	None	32 minutes	



5. eLibrary/Cyberspace Service

Computer/ eLibrary services allows users to access internet (only scholarly websites are allowed) and other electronic resources / databases.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Students, Faculty and Employee, Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Valid ID / QR Code (<i>Student ID / Employee ID / Registration Form</i>)		Automatically available for currently enrolled / employed		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in in the automated system (Attendance Monitoring) for Library Users by tapping the ID, typing the SR Code or scanning the QR Code. 1.1 Proceed to the Cyberspace Information Desk and ask the Computer Operator for the available computer unit.	1. Assign computer unit to clients. 1.1 Make sure the user has an available eLibrary account. 1.2 Clients without account will be enrolled in the eLibrary system.	None	4 minutes	<i>Computer Operator College Librarian I Administrative Aide VI Library</i>
2. Go to the assigned computer unit and log-in your eLibrary account.	2. Assist the client in using the computer.	None	1 minute	<i>Computer Operator College Librarian I Administrative Aide VI Library</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Access the internet.	3. Monitor the eLibrary user. <i>eLibrary system will automatically start and end the session</i>	None	1 hour	<i>Computer Operator College Librarian I Administrative Aide VI Library</i>
	TOTAL:	None	1 hour, 5 minutes	



6. Library Signing of Clearance

A signed clearance from the library is a statement that the user's obligations (overdue fines, unreturned materials, payment/replacement of lost materials) have been settled.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Students, Faculty and Employee, Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Valid Employee ID		Automatically available for currently employed		
One (1) Clearance Form		Human Resource Management Office (HRMO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Information / Circulation Desk and present the clearance form.	1. Check the employees' records on the Online Clearance System. 1.1 If cleared, sign the clearance form. 1.2 If there are liabilities on the record, inform the client that the liabilities/ obligations must be settled first. 1.3 Issue the signed clearance form.	None	8 minutes	<i>Head Librarian College Librarian I Administrative Aide VI Library</i>
2. Receive the signed clearance form.	2. Instruct the client to sign in the library's receiving copy.	None	1 minute	<i>College Librarian I Administrative Aide VI Library</i>
3. Sign in the logbook, Logbook for Clearance (BatStateU-LB-LIB-02).	3. Assist the client in accomplishing the logbook.	None	1 minute	<i>College Librarian I Administrative Aide VI Library</i>
	TOTAL:	None	10 minutes	



LIST OF OFFICES

Office	Address	Contact Information
Committee on Anti-Red Tape (CART) -Central	1 st floor Jose Rizal Building, Batangas State University Central Administration, Rizal Avenue Extension, Batangas City	cart@g.batstate-u.edu.ph (+63 43) 980-0385 loc 1993
Office of the Registrar	1 st floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City	registrar.pb@g.batstate-u.edu.ph (+63 43) 980-0385 loc 1933; 1149
Scholarship Office	3 rd floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City	scholarship.centraloffice@g.batstate- u.edu.ph (+63 43)980-0385 loc 1144/ 0998-535- 4992
Testing and Admission Office	3 rd floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City	tao@g.batstate-u.edu.ph (+63 43) 980-0385 loc 1148
Cashier's Office	1 st floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City	cashier.central@g.batstate-u.edu.ph (+63 43) 980-0385 loc 1215; 1915
External Affairs Office	3 rd floor Jose Rizal Building, Batangas State University Central Administration, Rizal Avenue Extension, Batangas City	externalaffairs.central@g.batstate- u.edu.ph (+63 43) 980-0385; 980-0387; 980- 0392 to 94; 425-7158 to 62 loc 1143; 1843
Extension Services Office	2 nd floor Jose Rizal Building, Batangas State University Central Administration, Rizal Avenue Extension, Batangas City	extensionservices@g.batstate-u.edu.ph (+63 43) 980-0385 loc 1131
Health Services	1 st floor Wellness Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City	healthservices.central@g.batstate- u.edu.ph (+63 43) 980-0385 loc 1997; 1897
ICT Services	3 rd floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City	ict.central@g.batstate-u.edu.ph (+63 43) 779-8400; 406-8800 loc 1835



Office	Address	Contact Information
Library	STEAM (Science, Technology, Engineering, Agriculture, and Mathematics) Library Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City	library.pb@g.batstate-u.edu.ph (+63 43) 980-0385 1150; 1850
Office of Student Discipline	1 st floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City	osd.pb@g.batstate-u.edu.ph (+63 43) 980-0385 loc 1934
Student Organizations	1 st floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City	studentorganization.pb@g.batstate-u.edu.ph (+63 43) 980-0385 loc 1934
Office of Guidance and Counselling	1 st floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City	ogc.pb@g.batstate-u.edu.ph (+63 43) 980-0385 loc 1834
Human Resource Management Office	2 nd floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City	hrmo.central@g.batstate-u.edu.ph (+63 43) 980-0385 loc 1104
Public Relations Office	4 th floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City	publicrelations@g.batstate-u.edu.ph (+63 43) 980-0385 loc 1989



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the Client Feedback Form and drop it at the designated drop boxes located in the Public Assistance and Complaints Desk (PACD). Feedback may also be sent through this link: https://batstate-u.edu.ph/helpdesk/report-an-arta-concern/ .
How feedbacks are processed	<p>Every Friday, the CART personnel opens the drop box, compiles and records all feedback.</p> <p>Feedback requiring answers are forwarded to the concerned offices or personnel who shall respond within five (5) working days upon receipt of the feedback. The feedback shall be communicated to the agency or citizen concerned.</p>
How to file a complaint	<p>Answer the Client Feedback Form and drop it at the designated drop boxes located in the Public Assistance and Complaints Desk (PACD) or the designated receiving area of the concerned offices. You may lodge/send your complaints through this link: https://batstate-u.edu.ph/helpdesk/report-an-arta-concern/.</p> <p>You may also mail us through the following official address: CHAIRPERSON Committee on Anti-Red Tape (CART)-Central Rizal Ave. Ext., Batangas City</p>
How complaints are processed	<p>The CART personnel shall screen the query/complaint received by email (soft copy) or via courier (hard copy) to determine if the same is within their jurisdiction, mandate, and/or authority.</p> <p>Complaints that can be acted upon by the respective personnel/offices shall be forwarded by the CART personnel to the concerned personnel/office (in hard/soft copies) through a Referral Form, who/which shall respond within 72 hours upon receipt of the complaint. The feedback/explanation shall be communicated to the agency or citizen concerned.</p> <p>If the complaint cannot be resolved within the 72-hour period, a response shall be made indicating the action/s to be taken and the corresponding timeline/s. The same shall be forwarded to the CART personnel for closure of the query/complaint in the database.</p> <p>Queries/complaints directly sent to and received by the CART personnel shall be acknowledged and shall thereafter follow the same process and timeline as discussed above.</p>
Contact Information CART/PACD	<p>Email: cart@g.batstate-u.edu.ph Phone Number: (043) 980-0385 local 1993</p>



CLIENT FEEDBACK FORM

TYPE OF FEEDBACK (URI NG PUNA)

Please check the box corresponding to your answer. *(Tsekan ang kahon ng inyong sagot.)*

Compliment (Papuri)
 Complaint (Reklamo)
 Suggestion (Suhestiyon)

Write your compliments, complaints and suggestions below. You may answer in English or Filipino. *(Isulat ang inyong papuri, reklamo at suhestiyon sa ibaba. Maaaring sumagot ng Ingles o Filipino.)*

(attach additional sheets if necessary):

COMPLIMENT (PAPURI)	
Please indicate the name of the person/office you want to commend.	
Name of Personnel/Office: _____	
Date of Transaction: _____	
Compliment (Papuri): _____	

COMPLAINT (REKLAMO)	
IF you think we fell short in meeting your service expectations, please describe the situation, indicate the name of the person/office involved, and the date the incident occurred.	
Name of Personnel/Office: _____	
Date of Transaction: _____	
Complaint (Reklamo): _____	

SUGGESTION (SUHESTIYON)	
As a result of your experience with us, what service-related improvements can you recommend?	

CONTACT INFORMATION (optional)	
Name: _____	
Address: _____	
Contact Numbers: _____	
Email Address: _____	
CONSENT OF DATA SUBJECT	
<input type="checkbox"/> YES <input type="checkbox"/> NO	I hereby give my consent and hereby authorize Batangas State University, the national Engineering University to share, disclose, or transfer my personal data with a third party in the pursuit of journalistic, artistic, literary, research or any legal purposes in compliance with the Data Privacy Act of 2012