CITIZEN’S CHARTER HANDBOOK
2024 (1st EDITION)
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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 in 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
### 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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Qualified applicants as new students</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirements</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Securing Admission Test</td>
<td>College Admission portal</td>
</tr>
<tr>
<td>One (1) copy of Grades Form 1 (for Regular Admission) / Grades Form 2</td>
<td><a href="https://dione.batstate-u.edu.ph/tao/#/application">https://dione.batstate-u.edu.ph/tao/#/application</a></td>
</tr>
<tr>
<td>(for ALS)</td>
<td></td>
</tr>
<tr>
<td>One (1) certified true copy of Junior High School and Senior High School</td>
<td>Current/Previous School</td>
</tr>
<tr>
<td>Form 137</td>
<td></td>
</tr>
<tr>
<td>Certification of completion of SHS and respective strand or enrolment therein, if not completed (1 photocopy)</td>
<td>Current/Previous School</td>
</tr>
<tr>
<td>Requirements for Admission under AAP. Applicants under AAP must submit the requirements, 1 photocopy as follows:</td>
<td></td>
</tr>
<tr>
<td>• Indigent Applicants</td>
<td></td>
</tr>
<tr>
<td>a. Certificate of Indigency of Parent or Guardian</td>
<td>Office of the Barangay</td>
</tr>
<tr>
<td>b. Certificate of Tax Exemption</td>
<td>BIR</td>
</tr>
<tr>
<td>• Alternative Learning System (ALS)</td>
<td></td>
</tr>
<tr>
<td>a. Certification of completion of ALS program, or enrolment therein, if not completed ALS graduates</td>
<td>Current/Previous School</td>
</tr>
<tr>
<td>• Indigenous People</td>
<td></td>
</tr>
<tr>
<td>a. Certificate of Tribe Membership, or any equivalent certification as belonging to indigenous people/indigenous cultural community</td>
<td>National Commission on Indigenous People</td>
</tr>
<tr>
<td>• PWD</td>
<td></td>
</tr>
<tr>
<td>a. PWD Identification card</td>
<td>Persons with Disability Affairs Office (PDAO)</td>
</tr>
</tbody>
</table>
## Checklist of Requirements

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill out the application form and upload the scanned copy of</td>
<td>1. Evaluate the submitted application</td>
<td>None</td>
<td>2 months</td>
<td>Administrative Aide VI</td>
</tr>
<tr>
<td>documentary requirements at <a href="https://dione.batstate-u.edu.ph/tao/#/application">https://dione.batstate-u.edu.ph/tao/#/application</a></td>
<td>1.1 Applicants with incomplete requirements will be reevaluated upon submission of deficiency</td>
<td></td>
<td></td>
<td>Testing and Admission Office</td>
</tr>
<tr>
<td>2. Check the college application portal for the schedule of examination</td>
<td>2. Approve the application and provide test permit</td>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Aide VI</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Testing and Admission Office- Central Administration</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>-----------------</td>
<td>----------------------------------</td>
<td>-----------------------------------------------------------------</td>
</tr>
<tr>
<td>3. Take the Admission Test</td>
<td>3. Administer Admission Test</td>
<td>None</td>
<td>2 hours</td>
<td>Administrative Aide VI Testing and Admission Office</td>
</tr>
<tr>
<td>4. Wait for the examination results</td>
<td>4. Release the examination result, provide notice of admission</td>
<td>None</td>
<td>3 months, 15 days</td>
<td>Administrative Aide VI Testing and Admission Office</td>
</tr>
<tr>
<td>5. Pre-register if interested to enroll in the program qualified for through the college applicant's portal</td>
<td>5. Reserve the slot</td>
<td>None</td>
<td>1 minute</td>
<td>College Applicant’s Portal</td>
</tr>
<tr>
<td>6. Go to Online Appointment System for Health Services Office to schedule pre-enrollment medical examination</td>
<td>6. Check the online appointment system schedule. 6.1 Print list of appointees</td>
<td>None</td>
<td>1 minute</td>
<td>College Applicant’s Portal/Online Appointment System</td>
</tr>
<tr>
<td>7. Sign in the Transaction Logsheet</td>
<td>7. Make the logsheet available to the client</td>
<td>None</td>
<td>1 minute</td>
<td>Medical Assistant / Administrative Aide / Dental Assistant / Nurse Health Services</td>
</tr>
<tr>
<td>8. Submit the required documents</td>
<td>8. Receive the documents and check for completeness</td>
<td>None</td>
<td>4 minutes</td>
<td>Medical Assistant / Nurse Health Services</td>
</tr>
<tr>
<td>9. Open Medical/Dental Form Student Portal</td>
<td>9. Review of form for accuracy of data given</td>
<td>None</td>
<td>5 minutes</td>
<td>Medical Assistant / Nurse Health Services</td>
</tr>
<tr>
<td>10. Undergo Medical/ Dental Examination/ Evaluation</td>
<td>10. Assessment History taking Physical/ Dental Examination</td>
<td>None</td>
<td>30 minutes</td>
<td>Nurse I / Nurse II / Medical Officer III / Dentist II / Part-time Physician / Part-time Dentist Health Services</td>
</tr>
<tr>
<td>11. Sign out on the Transaction Logsheet</td>
<td>11. Make the logsheet available to the client</td>
<td>None</td>
<td>1 minute</td>
<td>Medical Assistant / Administrative Aide / Dental Assistant / Nurse Health Services</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
<td>-----------------</td>
<td>-------------------</td>
<td>-------------------------------------</td>
</tr>
<tr>
<td>12. Submit the complete set of enrollment documents to the Registration Services Office</td>
<td>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.</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
</tbody>
</table>
14. Record the student’s enrollment in the log sheet                          | None            | 2 minutes          | Administrative Aide VI Registration Services Office |
| 14. Log in to the Student’s Portal                                          | 15. Inform the student of the Login Credentials                                 | None            | 2 minutes          | Administrative Aide VI 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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Student who wants to change the current program into another program/Shifter</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Form for Shifter/Transferee (1 Original)</td>
<td>Registration Services Office/ Student Portal</td>
</tr>
<tr>
<td>Student Clearance (1 Original)</td>
<td>Concerned College/ Department</td>
</tr>
<tr>
<td>Parent’s Consent (1 Original)</td>
<td>Parent/Guardian of The Student</td>
</tr>
<tr>
<td>Report of Grades (1 Certified True Copy)</td>
<td>Student Portal / Registration Services</td>
</tr>
<tr>
<td>Student ID</td>
<td>Student Portal</td>
</tr>
<tr>
<td>Student’s Copy of Exit Interview Form (1 Clear Copy)</td>
<td>Guidance and Counseling Office</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Requirement</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorization letter stating the processes to be undertaken by the representative (1 Original)</td>
<td>Student who will shift</td>
</tr>
<tr>
<td>Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures</td>
<td>Student and Representative</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>ACTION</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Proceed to the Registration Services Office for authentication of report of grades (Please refer to the process of Authentication of Documents)</td>
<td>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</td>
<td>Authentication Documents - Php 20/page</td>
<td>45 Minutes</td>
<td>Head/ Administrative Aide VI Registration Services Office</td>
</tr>
</tbody>
</table>

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**Leading Innovations, Transforming Lives, Building the Nation**
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 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 | Dean/Associate Dean/Program Chairperson 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 | Head/ Administrative Aide VI Registration Services Office |
<table>
<thead>
<tr>
<th>3.8 Verify the enrolled courses on the Enrollment Portal/ Student Portal</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>3.9 Log the student on the Shifters and Transferees Logbook</td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td>Authentication Documents - Php 20/page</td>
</tr>
<tr>
<td></td>
<td>2 hours</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Student who wants to transfer from BatStateU campus or from other HEIs</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Admissions Requirements</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accomplished Application Form for Shifter/Transferee (1 Original)</td>
<td>Registration Services Office</td>
</tr>
<tr>
<td>Transcript of Records (1 Original)</td>
<td>Previous School</td>
</tr>
<tr>
<td>Certificate of General Weighted Average (GWA)</td>
<td>Previous School</td>
</tr>
<tr>
<td>Certificate of Course Description, if necessary</td>
<td>Previous School</td>
</tr>
<tr>
<td>Student ID or Any valid Identification Card</td>
<td>Previous School/ Government Agency</td>
</tr>
</tbody>
</table>

**Health Services Requirement**

<table>
<thead>
<tr>
<th>Notice of Admission (1 Original)</th>
<th>Testing and Admission Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical/ Dental Form (1 original)</td>
<td>Health Services</td>
</tr>
<tr>
<td>Chest X-ray Reading-validity is 6 months from date of examination (1 original)</td>
<td>Hospital or DOH accredited Laboratory</td>
</tr>
<tr>
<td>Blood Type Result or any valid ID with blood type (1 original)</td>
<td>Hospital or DOH accredited Laboratory</td>
</tr>
<tr>
<td>Drug Test - validity is 1 year from date of examination (1 original)</td>
<td>Hospital or DOH accredited Laboratory</td>
</tr>
</tbody>
</table>

**Registration Services Requirements**

<table>
<thead>
<tr>
<th>Stamped Notice of Admission (1 Original)</th>
<th>Health Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved Application Form for Shifter/Transferee (1 Original)</td>
<td>Admitting College/ Department</td>
</tr>
<tr>
<td>Program Curriculum (1 Clear Copy)</td>
<td>Admitting College/ Department</td>
</tr>
<tr>
<td>Certificate of Transfer Credential/Honorable Dismissal (1 Original), Transcript of Records (1 Original)</td>
<td>Previous School</td>
</tr>
<tr>
<td>Clear Copy of PSA/NSO Birth Certificate/ Marriage Contract, if Married Female Enrollee (1 copy) Note: Bring original copy for verification</td>
<td>Philippine Statistics Authority (PSA)</td>
</tr>
<tr>
<td>Certificate of Good Moral Character (1 Original)</td>
<td>Previous School</td>
</tr>
</tbody>
</table>
## Checklist of Requirements

### 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 | 1. Inform the applicant of the requirements for transferring and possible admitting college | None | 5 minutes | Administrative Aide VI Testing and Admission Office

**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

---

*Slogan: Leading Innovations, Transforming Lives, Building the Nation*
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Secure an Application Form for Shifter/Transferee from the Registration Services Office or request thru the official email address</td>
<td>2. Check the Student ID and Issue an Application Form for Shifter/Transferee or forward the form thru applicant’s email address</td>
<td>None</td>
<td>2 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td>Email Address: Pablo Borbon Campus</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:registrar.pb@g.batstate-u.edu.ph">registrar.pb@g.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alangilan Campus</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:registrar.alangilan@g.batstate-u.edu.ph">registrar.alangilan@g.batstate-u.edu.ph</a></td>
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<tr>
<td>ARASOF-Nasugbu Campus</td>
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<tr>
<td><a href="mailto:registrar.nasugbu@g.batstate-u.edu.ph">registrar.nasugbu@g.batstate-u.edu.ph</a></td>
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<tr>
<td>Lipa Campus</td>
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<tr>
<td><a href="mailto:registrar.lipa@g.batstate-u.edu.ph">registrar.lipa@g.batstate-u.edu.ph</a></td>
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<td></td>
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</tr>
<tr>
<td>JPLPC-Malvar Campus</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:registrar.malvar@g.batstate-u.edu.ph">registrar.malvar@g.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>3. Proceed to the admitting college for the evaluation of academic records</td>
<td>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</td>
<td>None</td>
<td>3 hours</td>
<td>Dean/Associate Dean/Program Chairperson Concerned Colleges</td>
</tr>
<tr>
<td></td>
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</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>3.4 Evaluate the courses taken by the student for possible crediting to the new program</td>
<td>4.1 Check the endorsement of the college for the entrance examination</td>
<td>None</td>
<td>1 day, 2 hours, 7 minutes</td>
<td>Administrative Aide VI Testing and Admission Office</td>
</tr>
<tr>
<td>3.5 Interview the applicant and sign if qualified to shift</td>
<td>4.2 Inform the applicant of the schedule of the examination</td>
<td></td>
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</tr>
<tr>
<td>3.6 Review and approve the evaluated application form</td>
<td>4.3 Administer the BatStateU College Admission Test</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.7 Endorse the applicant to Testing and Admission Office for BatStateU College Admission Test</td>
<td>4.4 Check the examination sheet</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>4.5 Indicate the examination rating on the application form</td>
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<tr>
<td></td>
<td>4.6 Sign the application form</td>
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<tr>
<td></td>
<td>4.7 Check the eligibility of the applicant to transfer</td>
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<tr>
<td></td>
<td>4.8 Issue the Notice of Admission (NOA) to the applicant</td>
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<td></td>
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<tr>
<td></td>
<td>4.9 Issue the application form to the applicant</td>
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</tr>
<tr>
<td></td>
<td>4.10 Advise the applicant to submit the application form to the admitting college</td>
<td></td>
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</tr>
</tbody>
</table>

**Fees to Be Paid:**
- None

**Processing Time:**
- 1 day, 2 hours, 7 minutes

**Person Responsible:**
- Administrative Aide VI Testing and Admission Office
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 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:  
● 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 |
<table>
<thead>
<tr>
<th>Document Type</th>
<th>Activity Descriptions</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stamped Notice of Admission</td>
<td>Validate the submitted documents</td>
<td>None</td>
</tr>
<tr>
<td>Original Transcript of Records</td>
<td>Create the Student Record (SR) code for the student</td>
<td>1 day, 7 hours, 25 minutes</td>
</tr>
<tr>
<td>Certificate of Transfer</td>
<td>Encode the courses stated on the Proposed Courses for Enrollment</td>
<td></td>
</tr>
<tr>
<td>Credentials</td>
<td>Sign the application form</td>
<td></td>
</tr>
<tr>
<td>Clear Copy of PSA/NSO Birth Certificate/ Marriage Certificate if Married female</td>
<td>Advise the student to visit the Student Portal for verification of courses enrolled</td>
<td></td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Old student with regular status</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 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:**

<table>
<thead>
<tr>
<th></th>
<th>None</th>
<th>10 minutes</th>
</tr>
</thead>
</table>

WHERE TO SECURE

Student Portal
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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Student with irregular status</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report of Grades (1 Original)</td>
<td>Student Portal / Registration Services Office</td>
</tr>
<tr>
<td>Proposal Slip (1 Original)</td>
<td>College/ Department</td>
</tr>
<tr>
<td>Program of Study (1 Clear Copy)</td>
<td>College/ Department</td>
</tr>
<tr>
<td>Student ID</td>
<td>Student Portal / ICT Department</td>
</tr>
</tbody>
</table>

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

Authorization letter stating the processes to be undertaken by the representative (1 Original)

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorization letter (1 Original)</td>
<td>Student</td>
</tr>
<tr>
<td>Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures</td>
<td>Student and Representative</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Fee to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Proceed to the college/department for evaluation of Report of Grades</td>
<td>1. Evaluate the student’s academic records:</td>
<td>None</td>
<td>45 minutes</td>
<td>Dean/Associate</td>
</tr>
<tr>
<td></td>
<td>1.1 Check the Student ID</td>
<td></td>
<td></td>
<td>Dean/Program</td>
</tr>
<tr>
<td></td>
<td>1.2 Identify the possible courses to enroll</td>
<td></td>
<td></td>
<td>Chairperson</td>
</tr>
<tr>
<td></td>
<td>1.3 Prepare the Program of Study</td>
<td></td>
<td></td>
<td>Concerned Colleges</td>
</tr>
<tr>
<td></td>
<td>1.4 Give the student a Proposal Slip for the courses to enroll</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.5 Advise the student to enroll in the Student Portal</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.6 Inform the student to submit the documents to the Registration Services Office</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------</td>
<td>----------------</td>
<td>-----------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>2. Proceed to the Registration Services Office for the validation of enrolled courses and manual enrollment of other courses</td>
<td>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</td>
<td>None</td>
<td>15 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Students who exceeded the allowed residency in the program</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirement</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report of Grades (1 Original)</td>
<td>Student Portal / Registration Services Office</td>
</tr>
<tr>
<td>Proposal Slip (1 Original)</td>
<td>College/ Department</td>
</tr>
<tr>
<td>Program of Study (1 Clear Copy)</td>
<td>College/ Department</td>
</tr>
<tr>
<td>Approved request for Equivalency, if applicable (1 Original)</td>
<td>College/ Department</td>
</tr>
<tr>
<td>Official Receipt (1 Original/ 1 e-receipt)</td>
<td>Cashiering Office</td>
</tr>
<tr>
<td>Student ID</td>
<td>Student Portal/ ICT Department</td>
</tr>
</tbody>
</table>

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

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

#### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCES SING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Evaluate the student based on the Report of Grades</td>
<td>None</td>
<td>25 minutes</td>
<td>Dean/Associate Dean/Program Chairperson Concerned Colleges</td>
</tr>
<tr>
<td>1.1 Check the Student ID</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.2 Prepare the Program of Study/ Equivalency</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.3 Give the student a Proposal Slip for the courses to enroll</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.4 Inform the student to submit the documents to the Registration Services Office for enrollment</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Proceed to the college/department for evaluation of Report of Grades.
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Proceed to the Registration Services Office for enrollment of courses</td>
<td>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</td>
<td>None</td>
<td>20 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td>3. Submit the required documents to the Accounting Office for assessment</td>
<td>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.</td>
<td>None</td>
<td>9 minutes</td>
<td>Administrative Aide VI Assessment/Accounting Office</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCES SING TIME</td>
<td>PERSON RESPONSIBLE</td>
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<tr>
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</tr>
<tr>
<td>4.4 Advise the student to proceed at the Registration Services Office for validation of enrollment.</td>
<td>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</td>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td>5. Proceed to the Registration Services Office for validation of enrollment</td>
<td>TOTAL:</td>
<td>Tuition Fee – Php 250/unit Registration – Php 260 Library Fee – PHP 622 Athletic Fee – PHP 380 Publication Fee – Php 380 Medical &amp; Dental Fee – Php 380</td>
<td>1 hour</td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCES SING TIME</td>
<td>PERSON RESPONSIBLE</td>
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<td></td>
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<td>Guidance Fee – Php 260</td>
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<td>Laboratory Fee – Php 751</td>
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<td>NSTP – Php 375</td>
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<td>Anti-TB – Php 15</td>
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<td>SCUAA – Php 130</td>
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<td>Cultural Fee – Php 173</td>
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<tr>
<td></td>
<td></td>
<td>Security Fee – Php 173</td>
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<td></td>
<td></td>
<td>HEMF – Php 86/unit</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Internet – Php 300</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>SSC – Php 25</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Insurance – Php 50</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>**Non-Resident Fee – Php 10,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>***RLE Fee = (Total Honorarium of Faculty + 30% Indirect Cost)/Total Number of Enrolled Students</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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**

<table>
<thead>
<tr>
<th>REQUIREMENT</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report of Grades (1 Certified True Copy)</td>
<td>Student Portal/ Registration Services Office</td>
</tr>
<tr>
<td>Evaluation Form for Returnee (1 Original)</td>
<td>Student Portal/ Registration Services Office</td>
</tr>
<tr>
<td>Approved Leave of Absence (LOA), if applicable (1 Clear Copy)</td>
<td>Student</td>
</tr>
<tr>
<td>Proposal Slip (1 Original)</td>
<td>College/ Department</td>
</tr>
<tr>
<td>Program of Study (1 Clear Copy)</td>
<td>College/ Department</td>
</tr>
<tr>
<td>Approved request for Equivalency, if necessary (1 Original)</td>
<td>College/ Department</td>
</tr>
<tr>
<td>Student ID</td>
<td>Student Portal/ ICT Department</td>
</tr>
<tr>
<td>Program Curriculum (1 Clear Copy)</td>
<td>College/ Department</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
</tr>
</thead>
</table>
| 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 |

<table>
<thead>
<tr>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Email Address:</td>
<td>None</td>
<td>30 minutes</td>
</tr>
<tr>
<td>Pablo Borbon Campus <a href="mailto:registrar.pb@g.batstate-u.edu.ph">registrar.pb@g.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alangilan Campus <a href="mailto:registrar.alangilan@g.batstate-u.edu.ph">registrar.alangilan@g.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ARASOF-Nasugbu Campus <a href="mailto:registrar.nasugbu@g.batstate-u.edu.ph">registrar.nasugbu@g.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lipa Campus <a href="mailto:registrar.lipa@g.batstate-u.edu.ph">registrar.lipa@g.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>JPLPC-Malvar Campus <a href="mailto:registrar.malvar@g.batstate-u.edu.ph">registrar.malvar@g.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodation Form for Late Enrollment (1 Original)</td>
<td>College/ Department</td>
</tr>
<tr>
<td>Program of Study, if applicable (1 Clear Copy)</td>
<td>College/ Department</td>
</tr>
<tr>
<td>Report of Grades, if applicable (1 Original)</td>
<td>Student Portal/ Registration Services Office</td>
</tr>
<tr>
<td>Student ID</td>
<td>Student Portal/ ICT Department</td>
</tr>
</tbody>
</table>

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 |

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Proceed to the college/department for evaluation</td>
<td>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</td>
<td>None</td>
<td>25 minutes</td>
<td>Dean/Associate Dean/Program Chairperson Concerned Colleges</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------</td>
<td>-----------------</td>
<td>-----------------</td>
<td>------------------</td>
</tr>
<tr>
<td>2. Proceed to the Vice Chancellor for Academic Affairs for approval</td>
<td>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</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Assistant/ Vice Chancellor Vice Chancellor for Academic Affairs Office</td>
</tr>
<tr>
<td>3. Submit the approved accommodation form to the Registration Services Office for enrollment</td>
<td>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</td>
<td>None</td>
<td>30 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
<td>None</td>
<td>1 hour</td>
<td></td>
</tr>
</tbody>
</table>
### 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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Old Student who wants to cancel enrolled courses before the start of classes</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>REQUIREMENT</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancellation of Enrollment form (1 Original)</td>
<td>Student Portal/ Registration Services Office</td>
</tr>
<tr>
<td>Student ID</td>
<td>Student Portal/ ICT Department</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 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  
1.4 Issue the Cancellation of Enrollment form  
1.5 Advise the student to fill out completely the form  
1.6 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 |
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.4 Delete the enrolled courses in the system based on the cancellation form</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.5 Sign the form</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.6 Issue the Student’s copy</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.7 Advise the student to process the Leave of Absence (LOA), if applicable</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td></td>
<td><strong>None</strong></td>
<td><strong>30 minutes</strong></td>
<td></td>
</tr>
</tbody>
</table>
**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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>First year student who wants to cancel all enrolled courses before the start of classes</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Item</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancellation of Enrollment form (1 Original)</td>
<td>Student Portal/ Registration Services Office</td>
</tr>
<tr>
<td>Student ID</td>
<td>Student Portal/ ICT Department</td>
</tr>
<tr>
<td><strong>Conditional Requirement:</strong> In case, the student cannot personally process:</td>
<td></td>
</tr>
<tr>
<td>Authorization letter stating the processes to be undertaken by the representative (1 Original)</td>
<td>Student</td>
</tr>
<tr>
<td>Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures</td>
<td>Student and Representative</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Proceed to the Registration Services Office for evaluation</td>
<td>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</td>
<td>None</td>
<td>8 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td>2. Submit the duly signed form to the Registration Services Office</td>
<td>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</td>
<td>None</td>
<td>20 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------</td>
<td>-----------------</td>
<td>-----------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>2.5 Sign the form</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.6 Issue the Student’s copy</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.7 Cancel the issued Form 137A of the previous school, if applicable</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.8 Attach to the photocopy of the cancelled Form 137A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.9 Release all submitted enrollment document requirements</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Grade 12 Report Card</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. PSA/NSO Birth Certificate</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Certificate of Good Moral Character</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Sign the Outgoing Document logbook</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Advise the student to sign the logbook</td>
<td>None</td>
<td>2 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td>None</td>
<td><strong>30 minutes</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>First year student who wants to cancel all enrolled courses before the start of classes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cross-Campus Enrolment Form (3 Original)</td>
<td>Registration Services Office/ Download from Student Portal at <a href="https://dione.batstate-u.edu.ph/student/#/dashboard">https://dione.batstate-u.edu.ph/student/#/dashboard</a></td>
</tr>
<tr>
<td>Student ID</td>
<td>Student Portal/ ICT Department</td>
</tr>
<tr>
<td>Program of Study</td>
<td>College/ Department</td>
</tr>
</tbody>
</table>

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

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

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Proceed to the respective college for preliminary evaluation and signature of the accomplished Cross-Campus Enrollment Form</td>
<td>1. Receive the duly accomplished form, check, evaluate, and sign the Cross-Campus Enrollment Form</td>
<td>None</td>
<td>10 minutes</td>
</tr>
<tr>
<td>1.1 Check the authenticity and completeness of the form</td>
<td>1.2 Evaluate student's qualification for cross-campus enrollment</td>
<td>1.3 Sign the form</td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
<td>-----------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>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</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Submit the verified Cross-Campus Enrollment Form to the Registration Services Office of the Present Campus for approval</td>
<td>2. Receive the verified form, check, evaluate, and sign the Cross-Campus Enrollment Form</td>
<td>None</td>
<td>15 minutes</td>
</tr>
<tr>
<td></td>
<td>2.1 Check the authenticity and completeness of the signed form</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.2 Verify the student's records in the system</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.3 Approve the cross-campus enrollment form</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.4 Issue the approved cross-campus enrollment form to the student</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.5 Instruct the student to submit the form to the college of the Receiving Campus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Submit the signed Cross-Campus Enrollment Form to the college of the Receiving Campus for review and verification</td>
<td>3. Receive the duly approved form, verify, check and sign the cross-campus enrollment form</td>
<td>None</td>
<td>10 minutes</td>
</tr>
<tr>
<td></td>
<td>3.1 Check the authenticity and completeness of the form</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.2 Verify the availability of intended course/s and schedule</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.3 Sign the form and return the signed form</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.4 Inform the student to seek the approval of the Head of Registration Services of the Receiving Campus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
</tr>
<tr>
<td>-------------</td>
<td>---------------</td>
<td>----------------</td>
<td>----------------</td>
</tr>
<tr>
<td>4. Submit the verified Cross-Campus Enrollment form to the Registration Services Office of the Receiving Campus for approval</td>
<td>4. Receive the verified form, check, evaluate, and sign the Cross-Campus Enrollment Form</td>
<td>None</td>
<td>20 minutes</td>
</tr>
<tr>
<td></td>
<td>4.1 Check the authenticity and completeness of the signed form</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4.2 Verify the student's records in the system</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4.3 Encode the course/s to be enrolled in the Enrollment System</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4.4 Approve the cross-campus enrollment form</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4.5 Get a copy of the approved form</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4.6 Issue the other copies of the approved form to the student</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4.7 Advise the student to check the Student Portal to verify the enrollment</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4.8 Inform the student to submit the other copies of the approved forms to the Registration Services Office of the Present Campus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Submit the other copies of the duly approved Cross-Campus Enrollment Form to the Registration Services Office of the present campus for verification</td>
<td>5. Receive the duly approved form and verify enrollment:</td>
<td>None</td>
<td>5 minutes</td>
</tr>
<tr>
<td></td>
<td>5.1 Receive the copies of the duly approved Cross-Campus Enrollment form</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5.2 Verify the enrollment on the system</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5.3 Issue a copy to the student</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5.4 Advise the student to sign the other form as received</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
<td>None</td>
<td>1 hour</td>
</tr>
</tbody>
</table>
### 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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Student who wants to enroll courses in other HEIs in a given semester.</td>
</tr>
</tbody>
</table>

#### Checklist of Requirements

<table>
<thead>
<tr>
<th>Permit to Cross Enroll Form (3 Original Copies)</th>
<th>Registration Services Office/ Download from Student Portal at <a href="https://dione.batstate-u.edu.ph/student/#/dashboard">https://dione.batstate-u.edu.ph/student/#/dashboard</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Student ID</td>
<td>Student Portal/ ICT Department</td>
</tr>
<tr>
<td>Program of Study (1 Clear Copy)</td>
<td>College/ Department</td>
</tr>
</tbody>
</table>

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

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

#### Client Steps

<table>
<thead>
<tr>
<th>1. Proceed to the respective college for preliminary evaluation and signature of the accomplished Permit to Cross-Enroll Form</th>
<th>1. Process the form:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Receive the duly accomplished form, verify, check and sign the Permit to Cross-Enroll</td>
<td>1.1 Return the signed form</td>
</tr>
<tr>
<td>1.2 Inform the student to seek the approval of the Head of Registration Services Office</td>
<td>1.3 Inform the student to seek the approval of the Head of Registration Services Office</td>
</tr>
</tbody>
</table>

#### Agency Action

- None

#### Fees to Be Paid

- None

#### Processing Time

- 15 minutes

#### Person Responsible

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

<table>
<thead>
<tr>
<th>REQUIREMENT</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adding/Changing/Dropping of Courses Form (1 Original)</td>
<td>Registration Services Office/ Download from Student Portal at <a href="https://dione.batstate-u.edu.ph/student/#/dashboard">https://dione.batstate-u.edu.ph/student/#/dashboard</a></td>
</tr>
<tr>
<td>Student ID</td>
<td>Student Portal/ ICT Department</td>
</tr>
<tr>
<td>Program of Study (1 Clear Copy)</td>
<td>College/ Department</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 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 |

---

*Leading Innovations, Transforming Lives, Building the Nation*
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 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 | 2. Process the request for adding/changing/dropping of course/s  
2.1 Check the Student ID, authenticity and completeness of the approved adding, changing and dropping form  
2.2 Verify the student's enrolment records  
2.2.1 In case of adding and changing of courses, evaluate student's qualification for enrolling course/s stated on the form  
2.2.2 In case of dropping, drop the courses stated on the form  
2.2.3 Approve the request by signing the form  
2.3 Instruct the student to proceed to the Assessment Office and submit the signed form for re-assessment of fees | None                  | 10 minutes     | Administrative Aide VI  
Registration Services Office |
| 3. Submit the Adding, Changing/Dropping of Courses form to the Assessment Office for reassessment of fees | 3. Process the re-assessment  
3.1 Receive the Adding, Changing/Dropping of Courses form  
3.2 Check and open the student's records in the system  
3.3 Re-assess the fees according to the changes in the form  
3.4 Issue assessment form/payment slip, if applicable  
3.5 Sign the form | None                  | 9 minutes       | Administrative Aide VI  
Accounting Office |
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.6 Instruct the student to return the signed form to the Registration Services Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| 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        | Administrative Aide VI 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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>All graduating students with enrollment records in the current semester</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Accomplished Request for Course/s Overload Form (1 Original)</th>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration Services Office/ Download from Student Portal at <a href="https://dione.batstate-u.edu.ph/student/#/dashboard">https://dione.batstate-u.edu.ph/student/#/dashboard</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Student ID</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Portal/ ICT Department</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program of Study (1 Clear Copy)</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>College/ Department</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program Curriculum (1 Original)</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>College/ Department</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Authorization letter stating the processes to be undertaken by the representative (1 Original)</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student and Representative</td>
<td></td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Proceed to the respective college for preliminary evaluation and approval of the accomplished Request for Course/s Overloading form</td>
<td>1. Receive the duly accomplished form, evaluate, and approve the course overloading</td>
<td>None</td>
<td>10 minutes</td>
</tr>
<tr>
<td>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</td>
<td>2. Process the request for course overloading</td>
<td>None</td>
<td>5 minutes</td>
</tr>
</tbody>
</table>

**AGENCY ACTION**

1. Receive the duly accomplished form, evaluate, and approve the course overloading
2. Process the request for course overloading

**FEES TO BE PAID**

None

**PROCESSING TIME**

- 10 minutes
- 5 minutes

**PERSON RESPONSIBLE**

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>All students with or without enrollment records in the current semester</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration Services Office/ Download from Student Portal at <a href="https://dione.batstate-u.edu.ph/student/#/dashboard">https://dione.batstate-u.edu.ph/student/#/dashboard</a></td>
</tr>
<tr>
<td>Government Issued ID</td>
</tr>
<tr>
<td>Student Portal/ ICT Department</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 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 | 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 | Administrative Aide VI  
Registration Services Office |

Email Address:  
Pablo Borbon Campus  
[registrar.pb@q.batstate-u.edu.ph](mailto:registrar.pb@q.batstate-u.edu.ph)
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| Alangilan Campus  
registrar.alangilan@g.batstate-u.edu.ph | 2. Receive the duly accomplished form, evaluate, and recommend for approval the application for leave of absence | None | 15 minutes | Dean/Associate Dean/Program Chairperson  
Concerned colleges |
| 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 | | | |
| | 3. Submit the signed form to the Office of the Student Discipline | | | Administrative Aide VI  
Office of the Student Discipline |
| | 4. Submit the signed form to the Registration Services Office | | | Administrative Aide VI/  
Head Registration Services Office |
| | 3. Receive the duly accomplished form and sign the application for leave of absence | None | 5 minutes | |
| | 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 | |
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.4 Input the details of leave of absence in the Record of Leave of Absence in the system.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Receive the approved Leave of Absence form</td>
<td>5. Issue the student’s copy and college’s copy of the approved Leave of Absence Form.</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td>5.1 Instruct the student to submit the college’s copy to the respective college.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
<td>None</td>
<td>35 minutes</td>
<td></td>
</tr>
</tbody>
</table>
### 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.

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

#### Checklist of Requirements

<table>
<thead>
<tr>
<th>Client Steps</th>
<th>AGENCY ACTION</th>
<th>Fees to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>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</td>
<td>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</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td>Email Address: Pablo Borbon Campus <a href="mailto:registrar.pb@g.batstate-u.edu.ph">registrar.pb@g.batstate-u.edu.ph</a> Alangilan Campus <a href="mailto:registrar.alangilan@g.batstate-u.edu.ph">registrar.alangilan@g.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Submit the filled-out Application Form to the Office of the Registration Services Office</td>
<td>2. Process the request: 2.1 Receive accomplished Application Form for Comprehensive Examination</td>
<td>None</td>
<td>1 hour, 50 minutes</td>
<td>Administrative Aide VI/ Head Registration Services Office</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------</td>
<td>-----------------</td>
<td>-----------------</td>
<td>-------------------</td>
</tr>
<tr>
<td></td>
<td>2.2 Check the qualification of the applicant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.3 Input the grades in the program’s curriculum</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.4 Input the evaluation results in the application form</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.5 Review and approve the application</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Receive the approved Application Form</td>
<td>3. Photocopy/scan the approved form and provide the student with photocopied/scanned approved forms.</td>
<td>None</td>
<td>10 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td></td>
<td>None</td>
<td>2 hours</td>
<td></td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th><strong>WHERE TO SECURE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Application for Graduation Form (1 Original)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Completion of Academic Requirements</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Student</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Certification of Submission of Hard Bound (1 Original)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Services Office</td>
</tr>
</tbody>
</table>

### CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>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</td>
<td>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</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
</tbody>
</table>

**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
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lipa Campus <a href="mailto:registrar.lipa@g.batstate-u.edu.ph">registrar.lipa@g.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>JPLPC-Malvar Campus <a href="mailto:registrar.malvar@g.batstate-u.edu.ph">registrar.malvar@g.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Submit the accomplished Application for Graduation form to the concerned college</td>
<td>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.</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Aide VI Concerned College</td>
</tr>
<tr>
<td>2.4 Prepare and submit the list of applicants for graduation and application forms to the Registration Services Office for initial evaluation</td>
<td>None</td>
<td>3 days</td>
<td>(after the published deadline )</td>
<td>Administrative Aide VI Concerned College</td>
</tr>
<tr>
<td>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</td>
<td>None</td>
<td>3 months</td>
<td></td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>-----------------------------------------------------</td>
<td>-----------------</td>
<td>-----------------</td>
<td>--------------------------------------------------------</td>
</tr>
<tr>
<td>3. Submit the deficiencies</td>
<td>3. Receive the documents</td>
<td>None</td>
<td>2 weeks</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td></td>
<td>3.1 Review, and re-evaluate the documents for compliance</td>
<td></td>
<td></td>
<td>Dean, Associate Dean, Program Chairperson</td>
</tr>
<tr>
<td></td>
<td>3.2 Prepare the final list for college deliberation</td>
<td></td>
<td></td>
<td>Concerned College</td>
</tr>
<tr>
<td></td>
<td>3.3 Approve the application for graduation</td>
<td>None</td>
<td>2 weeks</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td></td>
<td>3.4 Sign the final list of candidates for graduation</td>
<td></td>
<td></td>
<td>Dean, Associate Dean, Program Chairperson</td>
</tr>
<tr>
<td></td>
<td>3.5 Endorse the final list to the Local Academic Council deliberation</td>
<td>None</td>
<td>4 months, 3 days, 10 minutes</td>
<td>Concerned College</td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
<td>None</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Graduates and students with no liability</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Clearance</td>
<td>Registration Portal/ Student Clearance System</td>
</tr>
<tr>
<td>Request and Claim Slip (1 Original)</td>
<td>Registration Services Office/ Download from Student Portal at <a href="https://dione.batstate-u.edu.ph/student/#/dashboard">https://dione.batstate-u.edu.ph/student/#/dashboard</a></td>
</tr>
</tbody>
</table>

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

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

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

**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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>All clients who has/had academic records in the university with no liability</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request and Claim Slip (1 Original)</td>
<td>Registration Services Office/ Download from Student Portal at <a href="https://dione.batstate-u.edu.ph/student/#/dashboard">https://dione.batstate-u.edu.ph/student/#/dashboard</a></td>
</tr>
<tr>
<td>Clearance</td>
<td>Registration Portal/ Enrollment System</td>
</tr>
<tr>
<td>Valid Identification Card (National ID, Voter’s ID, PRC ID, Driver’s License, UMID, Passport) /Student ID (1 Original)</td>
<td>PSA, COMELEC, PRC, LTO, SSS/ GSIS, DFA / Student Portal/ ICT Department</td>
</tr>
<tr>
<td>Photocopies of Document/s to be authenticated with the original copy for verification (depending on the number of copies needed by the client/student)</td>
<td>Client/Student</td>
</tr>
<tr>
<td>Request and Claim Slip (1 Original)</td>
<td>Registration Services Office/ Download from Student Portal at <a href="https://dione.batstate-u.edu.ph/student/#/dashboard">https://dione.batstate-u.edu.ph/student/#/dashboard</a></td>
</tr>
</tbody>
</table>

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 |

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit the documents for authentication to the Registration Services Office</td>
<td>1. Receive and validate the documents 1.1 Verify the authenticity of original documents and the photocopies</td>
<td>None</td>
<td>15 minutes</td>
<td>Administrative Aide VI/ Head Registration Services Office</td>
</tr>
</tbody>
</table>

Leading Innovations, Transforming Lives, Building the Nation
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Check the completeness of information of the photocopies 1. Ensure no missing parts on the photocopied documents. 1. Issue the Request and Claim Slip form 1. Advise the client to pay the indicated amount at the Cashiering Office 1. Log the request in the logbook</td>
<td>Authentication Documents - Php 20/page</td>
<td>3 minutes</td>
<td>Administrative Aide VI Cashiering Office</td>
<td></td>
</tr>
<tr>
<td>2. Present the Request and Claim Slip and pay at the Cashiering Office</td>
<td>2. Receive the Request and Claim slip 2. Check the completeness of data required on the form. 2. Get the money from the client 2. Count the money 2. Issue the Official Receipt 2. Advise the client to bring the form and Official Receipt to the Registration Services Office.</td>
<td>None</td>
<td>25 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td>4. Receive the documents and sign in the Logbook</td>
<td>4. Release the documents, advise the client to sign in the logbook</td>
<td>None</td>
<td>None</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td>Authentication Documents - Php 20/page</td>
<td><strong>45 minutes</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Graduates and students with no liability</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Online Clearance</strong></td>
</tr>
<tr>
<td><strong>Accomplished Request Slip (1 Original)</strong></td>
</tr>
<tr>
<td><strong>Valid Identification Card (National ID, Voter’s ID, PRC ID, Driver’s License, UMID, Passport) /Student ID (1 Original)</strong></td>
</tr>
<tr>
<td><strong>Document/s to be authenticated (Clear copy and Original)</strong></td>
</tr>
<tr>
<td><strong>Official Receipt of Payment (1 Original)</strong></td>
</tr>
<tr>
<td><strong>One (1) Documentary Stamp/s per document (Lipa Campus only)</strong></td>
</tr>
<tr>
<td><strong>One (1) Long Brown Envelope</strong></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th><strong>CLIENT STEPS</strong></th>
<th><strong>AGENCY ACTION</strong></th>
<th><strong>FEES TO BE PAID</strong></th>
<th><strong>PROCESSING TIME</strong></th>
<th><strong>PERSON RESPONSIBLE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Submit the documents for Certification Authentication and Verification (CAV) to the Registration Services Office</strong></td>
<td><strong>1. Receive and validate the documents</strong>&lt;br&gt;1.1 Verify the authenticity of original documents and the photocopies&lt;br&gt;1.2 Check the completeness of information of the photocopies</td>
<td>None</td>
<td>15 minutes</td>
<td>Administrative Aide VI/ Head Registration Services Office</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>-----------------</td>
<td>-------------------------------------</td>
</tr>
<tr>
<td>1.3 Ensure no missing parts on the photocopied documents.</td>
<td>2. Receive the Request and Claim Slip form</td>
<td>Certification - PHP 30/copy Authentication Documents - PHP 20/page *Document Stamp tax - PHP30/certification *Lipa only</td>
<td>3 minutes</td>
<td>Administrative Aide VI Cashiering Office</td>
</tr>
<tr>
<td>1.4 Issue the Request and Claim Slip form</td>
<td>2.1 Check the completeness of data required on the form.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.5 Advise the client to pay the indicated amount at the Cashiering Office</td>
<td>2.2 Get the money from the client</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.6 Log the request in the logbook</td>
<td>2.3 Count the money</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.4 Issue the Official Receipt</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.5 Advise the client to bring the form and Official Receipt to the Registration Services Office.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Present the Request and Claim Slip form and pay at the Cashiering Office</td>
<td>3. Receive the form, Official Receipt and documents for CAV</td>
<td>None</td>
<td>2 hours 30 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td></td>
<td>3.1 Check and mark the official receipt</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.2 Advise the client to wait on the waiting area</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.3 Log the request and prepare the certification</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.4 Stamp all photocopied documents</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.5 Sign the certification, envelope, Diploma and Transcript of Records</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.6 Place the documentary stamp</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.7 Affix the dry seal on all documents</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>-------------------------------</td>
<td>-----------------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td>3.8 Notify the client for the release of request at the waiting area</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Receive the documents and sign in the Logbook</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.1 Present the documents to client</td>
<td></td>
<td></td>
<td></td>
<td>Administrative Aide VI</td>
</tr>
<tr>
<td>4.2 Place all documents on the long brown envelope</td>
<td></td>
<td></td>
<td></td>
<td>Registration Services Office</td>
</tr>
<tr>
<td>4.3 Seal the envelope</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.4 Advise the client not to open it</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.5 Give the envelope to the client</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.6 Instruct the client to sign on the logbook</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>FEES TO BE PAID:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Certification - PHP 30/copy</td>
<td></td>
<td></td>
<td></td>
<td>Administrative Aide VI</td>
</tr>
<tr>
<td>Authentication Documents - PHP 20/page</td>
<td></td>
<td></td>
<td></td>
<td>Registration Services Office</td>
</tr>
<tr>
<td>Document Stamp tax - PHP30/certification</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Lipa only</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>PROCESSING TIME:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12 minutes</td>
<td></td>
<td></td>
<td></td>
<td>Administrative Aide VI</td>
</tr>
<tr>
<td><strong>PERSON RESPONSIBLE</strong></td>
<td></td>
<td></td>
<td></td>
<td>Registration Services Office</td>
</tr>
</tbody>
</table>
### 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 Enrollment;
- Certificate of Grading System

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>All clients who has/had academic records in the university with no liability</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirement</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Clearance</td>
<td>Student Portal/Student Clearance System</td>
</tr>
<tr>
<td>Request Slip and Claim Form (1 Original)</td>
<td>Registration Services Office/ Online Document Request System at <a href="https://dione.batstate-u.edu.ph/odr/#/">https://dione.batstate-u.edu.ph/odr/#/</a>,</td>
</tr>
<tr>
<td>Valid Identification Card (National ID, Voter’s ID, PRC ID, Driver’s License, UMID, Passport) /Student ID (1 Original)</td>
<td>PSA, COMELEC, PRC, LTO, SSS/ GSIS, DFA / Student Portal/ ICT Department</td>
</tr>
<tr>
<td>Official Receipt of Payment (1 Original/ e-receipt)</td>
<td>Cashiering Office</td>
</tr>
<tr>
<td>One (1) Documentary Stamp/s per document (Lipa Campus only)</td>
<td>Bureau of Internal Revenue/Cashiering Office</td>
</tr>
</tbody>
</table>

**Conditional Requirement: In case, the student cannot personally process:**
- Authorization letter stating the processes to be undertaken by the representative (1 Original)
- Clear photocopy of student ID (1 copy) and any valid ID of the representative (1 copy), with three (3) specimen signatures
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Request the document</td>
<td>1. Check the request and verify the client's eligibility and approve or disapprove the request or fill out the form</td>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td>b. <strong>Thru email</strong> – Send a message via email at Email Address: Pablo Borbon Campus <a href="mailto:registrar.pb@g.batstate-u.edu.ph">registrar.pb@g.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alangilan Campus <a href="mailto:registrar.alangilan@g.batstate-u.edu.ph">registrar.alangilan@g.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ARASOF-Nasugbu Campus <a href="mailto:registrar.nasugbu@g.batstate-u.edu.ph">registrar.nasugbu@g.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lipa Campus <a href="mailto:registrar.lipa@g.batstate-u.edu.ph">registrar.lipa@g.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>JPLPC-Malvar Campus <a href="mailto:registrar.malvar@g.batstate-u.edu.ph">registrar.malvar@g.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. <strong>Thru Face-to-Face Transaction</strong> - Secure Request and Claim Slip Form at the Registration Services Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>----------------------------------------------------</td>
<td>---------------------------------------------------------------------------------</td>
<td>-----------------</td>
<td>-------------------------------------</td>
</tr>
<tr>
<td>2. Pay at the Cashiering Office/LinkBiz Portal</td>
<td>2. Process payment and issue the Official Receipt</td>
<td>Certification-Php30/page</td>
<td>3 minutes</td>
<td>Administrative Aide VI Cashiering Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td>*Documentary Stamp Tax - Php30/Certification</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>*Lipa Only</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Upload via ODR or Present the official receipt at the Registration Services Office</td>
<td>3. Receive the document</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td></td>
<td>3.1 Check the official receipt and advise the client about the process</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.2 Check the student’s records</td>
<td>None</td>
<td>2 hours, 5 minutes</td>
<td>Administrative Aide VI/ Head Registration Services Office</td>
</tr>
<tr>
<td></td>
<td>3.3 Log the request and prepare the certification</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.4 Verify and certify the correctness of data</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.5 Affix Signature</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.6 Inform the client that the certification is available for release</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Present the notice/ Claim Slip to claim the requested document</td>
<td>4. Prepare the document for release</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td></td>
<td>4.1 Check the notice and valid ID or required documents for authorized representative</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4.2 Place the documentary stamp tax and dry seal</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Check and receive the Certification and sign in the Logbook</td>
<td>5. Release the document</td>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td></td>
<td>5.1 Issue the certification</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5.2 Request the client to check the correctness of the data/information in the document.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5.3 Advise the client to sign the logbook</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>-------------</td>
<td>---------------</td>
<td>-----------------</td>
<td>----------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
<td>Certification-Php30/page *Documentary Stamp Tax - Php30 /Certification *Lipa Only</td>
<td>2 hours, 20 minutes</td>
<td></td>
</tr>
</tbody>
</table>

* Documented only for Lipa.
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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>All clients who has/had academic records in the university with no liability</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirement</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Clearance</td>
<td>Student Portal/Student Clearance System</td>
</tr>
<tr>
<td>Request Slip and Claim Form (1 Original)</td>
<td>Registration Services Office/ Online Document Request System at <a href="https://dione.batstate-u.edu.ph/odr/#/">https://dione.batstate-u.edu.ph/odr/#/</a></td>
</tr>
<tr>
<td>Valid Identification Card (National ID, Voter’s ID, PRC ID, Driver’s License, UMID, Passport) /Student ID (1 Original)</td>
<td>PSA, COMELEC, PRC, LTO, SSS/ GSIS, DFA / Student Portal/ ICT Department</td>
</tr>
<tr>
<td>Official Receipt of Payment (1 Original/ e-receipt)</td>
<td>Cashiering Office</td>
</tr>
<tr>
<td>One (1) Documentary Stamp/s per document (Lipa Campus only)</td>
<td>Bureau of Internal Revenue/Cashiering Office</td>
</tr>
</tbody>
</table>

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

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

### CLIENT STEPS

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Request the document</td>
</tr>
<tr>
<td>Thru</td>
<td>Online Document Request (ODR)</td>
</tr>
<tr>
<td>Access the Online Document Request System at <a href="https://dione.batstate-u.edu.ph/odr/#/">https://dione.batstate-u.edu.ph/odr/#/</a> and accomplish the steps for document requisition</td>
<td></td>
</tr>
</tbody>
</table>

### AGENCY ACTION

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Check the request and verify the client's eligibility and approve or disapprove the request or fill out the form</td>
</tr>
<tr>
<td>1.1</td>
<td>If approved, advise the client to pay at the Cashiering Office or through the Link Biz Portal</td>
</tr>
<tr>
<td>1.2</td>
<td>If disapproved, inform the client about the reason</td>
</tr>
</tbody>
</table>

### FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>-------------------------------------</td>
</tr>
<tr>
<td>b. <strong>Thru email</strong> – Send a message via email at Email Address:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pablo Borbon Campus</td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:registrar.pb@q.batstate-u.edu.ph">registrar.pb@q.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alangilan Campus</td>
<td></td>
<td></td>
</tr>
<tr>
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<td></td>
</tr>
<tr>
<td>ARASOF-Nasugbu Campus</td>
<td></td>
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<td><a href="mailto:registrar.nasugbu@q.batstate-u.edu.ph">registrar.nasugbu@q.batstate-u.edu.ph</a></td>
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<td>c. <strong>Thru Face-to-Face Transaction</strong></td>
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<td></td>
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<tr>
<td>- Secure Request and Claim Slip Form at the Registration Services Office</td>
<td></td>
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<td>CLIENT STEPS</td>
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| 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  
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 | 1 minute | Administrative Aide VI  
Registration Services Office |
|                                                                             | 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 | 6 days, 7 hours, 45 minutes | Administrative Aide VI/Head  
Registration Services Office |
|                                                                             | 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 | Administrative Aide VI  
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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office- Pablo Borbon and ARASOF Nasugbu Campuses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>All SHS students</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
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<td>Student Portal/Student Clearance System</td>
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<td>Official Receipt of Payment</td>
<td>Cashiering Office</td>
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<tr>
<td>One (1) Documentary Stamp/s per document (Lipa Campus only)</td>
<td>Bureau of Internal Revenue/Cashiering Office</td>
</tr>
<tr>
<td>Approved Exit Interview Form (1 clear copy)</td>
<td>Concerned College/Guidance and Counseling Office</td>
</tr>
<tr>
<td>Letter of No Objection, if Transferred Credentials (Copy For) (1 Original)</td>
<td>Last School Attended</td>
</tr>
<tr>
<td>Signed lower portion of the Certificate of Transfer Credentials (1 Original)</td>
<td>Receiving School</td>
</tr>
</tbody>
</table>

In case of lost request:
- 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)

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

---

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Leading Innovations, Transforming Lives, Building the Nation
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Request the document</td>
<td>1. Check the request and verify the client's eligibility and approve or disapprove the request or fill out the form</td>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td>a. Thru Online Document Request (ODR)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Access the Online Document Request System at <a href="https://dione.batstate-u.edu.ph/odr/#/">https://dione.batstate-u.edu.ph/odr/#/</a> and accomplish the steps for document requisition</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>b. Thru email</td>
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<tr>
<td>- Send a message via email at Email Address:</td>
<td>Pablo Borbon Campus <a href="mailto:registrar.pb@q.batstate-u.edu.ph">registrar.pb@q.batstate-u.edu.ph</a></td>
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<td>- Alangilan Campus <a href="mailto:registrar.alangilan@q.batstate-u.edu.ph">registrar.alangilan@q.batstate-u.edu.ph</a></td>
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<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>- Lipa Campus <a href="mailto:registrar.lipa@q.batstate-u.edu.ph">registrar.lipa@q.batstate-u.edu.ph</a></td>
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<td>- JPLPC-Malvar Campus <a href="mailto:registrar.malvar@q.batstate-u.edu.ph">registrar.malvar@q.batstate-u.edu.ph</a></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
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<td></td>
<td></td>
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<tr>
<td>- Secure Request and Claim Slip Form at the Registration Services Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>-------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>---------------------</td>
<td>----------------------------------</td>
<td>--------------------------------------------------------</td>
</tr>
<tr>
<td>2. Pay at the Cashiering Office/LinkBiz Portal</td>
<td>2. Process payment and issue the Official Receipt</td>
<td>Form 137- Php 100</td>
<td>3 minutes</td>
<td>Administrative Aide VI Cashiering Office</td>
</tr>
<tr>
<td>3. Upload via ODR or Present the official receipt at the Registration Services Office</td>
<td>3. Receive the document</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td></td>
<td>3.1 Check the official receipt and advise the client about the process</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.2 Check the student’s records</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.3 Log and prepare the Form 137</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.4 Verify and certify the correctness of data</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.5 Sign the Form 137</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.6 Inform the client that the certificate is available for release</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Present the notice/ Claim Slip to claim the requested document</td>
<td>4. Prepare the document for release</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td></td>
<td>4.1 Check the notice and valid ID or required documents for authorized representative</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4.2 Place the documentary stamp tax and dry seal</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Check and receive the Form 137 and sign in the Logbook</td>
<td>5. Release the document</td>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td></td>
<td>5.1 Issue the Form 137</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5.2 Request the client to check the correctness of the data/information in the document.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5.3 Advise the client to sign the logbook</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
<td>Form 137- Php 100</td>
<td>2 days</td>
<td></td>
</tr>
</tbody>
</table>
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”.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>All SHS students</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Clearance</td>
<td>Student Portal/Student Clearance System</td>
</tr>
<tr>
<td>Request and Claim Slip Form (1 Original)</td>
<td>Registration Services Office/ Online Document Request System at <a href="https://dione.batstate-u.edu.ph/odr/#/">https://dione.batstate-u.edu.ph/odr/#/</a></td>
</tr>
<tr>
<td>Valid Identification Card (National ID, Voter’s ID, PRC ID, Driver’s License, UMID, Passport) /Student ID (1 Original)</td>
<td>PSA, COMELEC, PRC, LTO, SSS/ GSIS, DFA / Student Portal/ ICT Department</td>
</tr>
<tr>
<td>Official Receipt of Payment (1 Original/ e-receipt)</td>
<td>Bureau of Internal Revenue/Cashiering Office</td>
</tr>
<tr>
<td>One (1) Documentary Stamp/s per document (Lipa Campus only)</td>
<td>Concerned College/Guidance and Counseling Office</td>
</tr>
<tr>
<td>Exit Interview Form (1 clear copy)</td>
<td>Receiving School</td>
</tr>
<tr>
<td>Request Letter from the school for lost issued Certificate of Transfer Credential. If applicable</td>
<td></td>
</tr>
<tr>
<td>Affidavit of Loss stating the issuance of certificate and non-submission to any school if applicable</td>
<td>Notary Public</td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th><strong>Office or Division:</strong></th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Classification:</strong></td>
<td>Complex</td>
</tr>
<tr>
<td><strong>Type of Transaction:</strong></td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td><strong>Who May Avail:</strong></td>
<td>All SHS students</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>REQUIREMENT</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Clearance</td>
<td>Student Portal/Student Clearance System</td>
</tr>
<tr>
<td>Request and Claim Slip Form (1 Original)</td>
<td>Registration Services Office/ Online Document Request System at <a href="https://dione.batstate-u.edu.ph/odr/#/">https://dione.batstate-u.edu.ph/odr/#/</a></td>
</tr>
<tr>
<td>Valid Identification Card (National ID, Voter’s ID, PRC ID, Driver’s License, UMID, Passport) /Student ID (1 Original)</td>
<td>PSA, COMELEC, PRC, LTO, SSS/ GSIS, DFA / Student Portal/ ICT Department</td>
</tr>
<tr>
<td>Official Receipt of Payment (1 Original/ e-receipt)</td>
<td>Cashiering Office</td>
</tr>
<tr>
<td>One (1) Documentary Stamp/s per document (Lipa Campus only)</td>
<td>Bureau of Internal Revenue/Cashiering Office</td>
</tr>
<tr>
<td>Letter of No Objection, if Transferred Credentials (Copy For) (1 Original)</td>
<td>Receiving School</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th><strong>CLIENT STEPS</strong></th>
<th><strong>AGENCY ACTION</strong></th>
<th><strong>FEES TO BE PAID</strong></th>
<th><strong>PROCESSING TIME</strong></th>
<th><strong>PERSON RESPONSIBLE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Request the document</td>
<td>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</td>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>the steps for document requisition</td>
<td>1.2 If disapproved, inform the client about the reason</td>
<td>Certificate of Transfer Credentials: Php100 *Documentary Stamp Tax Php30 /Certification Transcript of Records Php50/page *Lipa only</td>
<td>3 minutes</td>
<td>Administrative Aide VI Cashiering Office</td>
</tr>
<tr>
<td>b. <strong>Thru email</strong> – Send a message via email at</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email Address:</td>
<td>Pablo Borbon Campus</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:registrar.pb@g.batstate-u.edu.ph">registrar.pb@g.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alangilan Campus</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:registrar.alangilan@g.batstate-u.edu.ph">registrar.alangilan@g.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ARASOF-Nasugbu Campus</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:registrar.nasugbu@g.batstate-u.edu.ph">registrar.nasugbu@g.batstate-u.edu.ph</a></td>
<td></td>
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<tr>
<td>Lipa Campus</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:registrar.lipa@g.batstate-u.edu.ph">registrar.lipa@g.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>JPLPC-Malvar Campus</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:registrar.malvar@g.batstate-u.edu.ph">registrar.malvar@g.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Thru Face-to-Face Transaction</strong> - Secure Request and Claim Slip Form at the Registration Services Office</td>
<td>2. Process payment and issue the Official Receipt</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Pay at the Cashiering Office/LinkBiz Portal</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>----------------</td>
<td>----------------------------------</td>
<td>--------------------------------------------------------</td>
</tr>
</tbody>
</table>
| 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  
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  
*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.* | None                          | 1 minute                      | Administrative Aide VI Registration Services Office     |
|                                                                            | 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                          | Auto TOR – 2 days, 7 hours, 45 minutes | Administrative Aide VI/ Head Registration Services Office |
|                                                                            | 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                          | Manual TOR – 6 days, 7 hours, 45 minutes | Administrative Aide VI Registration Services Office     |
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 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 | \n
### 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

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Clearance</td>
<td>Student Portal/Student Clearance System</td>
</tr>
<tr>
<td>Request and Claim Slip Form (1 Original)</td>
<td>Registration Services Office/ Online Document Request System at <a href="https://dione.batstate-u.edu.ph/odr/#/">https://dione.batstate-u.edu.ph/odr/#/</a></td>
</tr>
<tr>
<td>One (1) Valid Identification Card (ID) - PRC ID, Driver's License, UMID, Passport</td>
<td>PRC, LTO, SSS/ GSIS, DFA</td>
</tr>
<tr>
<td>Official Receipt of Payment</td>
<td>Cashiering Office</td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Request the document Thru <a href="https://dione.batstate-u.edu.ph/odr/#/">Online Document Request (ODR)</a> - Access the Online Document Request System at <a href="https://dione.batstate-u.edu.ph/odr/#/">https://dione.batstate-u.edu.ph/odr/#/</a> and accomplish the steps for document requisition</td>
<td>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</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Aide IV Registration Services Office</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>--------------</td>
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<td>-----------------</td>
<td>-----------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>b. <strong>Thru email</strong> – Send a message via email at Email Address: Pablo Borbon Campus <a href="mailto:registrar.pb@q.batstate-u.edu.ph">registrar.pb@q.batstate-u.edu.ph</a></td>
<td>1.2 If disapproved, inform the client about the reason</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Alangilan Campus <a href="mailto:registrar.alangilan@q.batstate-u.edu.ph">registrar.alangilan@q.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ARASOF-Nasugbu Campus <a href="mailto:registrar.nasugbu@q.batstate-u.edu.ph">registrar.nasugbu@q.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lipa Campus <a href="mailto:registrar.lipa@q.batstate-u.edu.ph">registrar.lipa@q.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>JPLPC-Malvar Campus <a href="mailto:registrar.malvar@q.batstate-u.edu.ph">registrar.malvar@q.batstate-u.edu.ph</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. <strong>Thru Face-to-Face Transaction</strong> - Secure Request and Claim Slip Form at the Registration Services Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Pay at the Cashiering Office/LinkBiz Portal</td>
<td>2. Process payment and issue the Official Receipt</td>
<td>Diploma – Php 400/copy</td>
<td>3 minutes</td>
<td>Administrative Aide VI Cashiering Office</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>-------------</td>
<td>---------------</td>
<td>-----------------</td>
<td>----------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>3. Upload via ODR or Present the official receipt at the Registration Services Office</td>
<td>3.1 Check the official receipt and advise the client about the process including the signing of the University President</td>
<td>None</td>
<td>7 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td></td>
<td>3.2 Check the student’s records</td>
<td>None</td>
<td>1 day, 7 hours, 35 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td></td>
<td>3.3 Log the request and prepare the second copy of the diploma</td>
<td>None</td>
<td>1 day, 7 hours, 35 minutes</td>
<td>Vice Chancellor for Academic Affairs Office</td>
</tr>
<tr>
<td></td>
<td>3.4 Verify the correctness of data</td>
<td>None</td>
<td>1 day, 7 hours, 35 minutes</td>
<td>Vice Chancellor for Academic Affairs Office</td>
</tr>
<tr>
<td></td>
<td>3.5 Prepare the transmittal letter to be signed by Vice Chancellor for Academic Affairs</td>
<td>None</td>
<td>1 day, 7 hours, 35 minutes</td>
<td>Vice Chancellor for Academic Affairs Office</td>
</tr>
<tr>
<td></td>
<td>3.6 Forward the signed transmittal and diploma to the Office of the University President</td>
<td>None</td>
<td>1 day, 7 hours, 35 minutes</td>
<td>Vice Chancellor for Academic Affairs Office</td>
</tr>
<tr>
<td></td>
<td>3.7 Receive the second copy of the diploma</td>
<td>None</td>
<td>2 days</td>
<td>Administrative Aide VI Office of the University President</td>
</tr>
<tr>
<td></td>
<td>3.7.1 Sign the diploma</td>
<td>None</td>
<td>2 days</td>
<td>University President</td>
</tr>
<tr>
<td></td>
<td>3.7.2 Transmit the diploma to respective campus</td>
<td>None</td>
<td>2 days</td>
<td>University President</td>
</tr>
<tr>
<td></td>
<td>3.8 Receive the signed diploma</td>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td></td>
<td>3.8.1 Verify the completeness of signature</td>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td></td>
<td>3.8.2 Place the notarial/gold seal and dry seal</td>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td></td>
<td>3.8.3 Inform the client on the availability of the document for release</td>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>-----------------</td>
<td>-----------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>4. Present the notice/ Claim Slip to claim the requested document</td>
<td>4. Check the notice/ Claim Slip and valid ID or required documents for authorized representative</td>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Aide VI Registration Services Office</td>
</tr>
</tbody>
</table>
| 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       | Administrative Aide VI 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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>All companies/agencies with on process employment evaluation of students/graduates</td>
</tr>
</tbody>
</table>

## CHECKLIST OF REQUIREMENTS

| 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

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: registrar.alangilan.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

### AGENCY ACTION

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

### FEES TO BE PAID

None

### PROCESSING TIME

7 hours, 55 minutes

### PERSON RESPONSIBLE

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

Note: A letter is provided if discrepancies were found in the forwarded documents.
### 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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Scholarship Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Graduate School Students and Qualified Dependents of BatStateU Faculty and Personnel who are enrolled in Integrated School and Laboratory School</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Form (1 Original)</td>
<td>Scholarship Office</td>
</tr>
<tr>
<td>Certificate of Employment (1 Original)</td>
<td>Current Employer</td>
</tr>
<tr>
<td>Registration Form (1 Original)</td>
<td>Registration Services Office</td>
</tr>
</tbody>
</table>

#### CLIENT STEPS

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Agency Action</th>
<th>Fees to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>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)</td>
<td>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.</td>
<td>None</td>
<td>4 minutes</td>
<td>Administrative Aide VI Assistant Director Scholarship Office</td>
</tr>
<tr>
<td>2.</td>
<td>Log the transaction in the SFAO log sheet.</td>
<td>Inform the client for the next procedure.</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Aide VI Scholarship Office</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Scholarship Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Students who are recipients of externally funded scholarship (private and government agency)</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Present the certificate of registration at the Scholarship and Financial Assistance Office.</td>
<td>Accept, evaluate the grades of students via scholarship system and approve the grants for the applicable semester.</td>
<td>None</td>
<td>4 minutes</td>
</tr>
<tr>
<td>2.</td>
<td>Log the transaction in the SFAO log sheet.</td>
<td>Inform the client for the next procedure.</td>
<td>None</td>
<td>1 minute</td>
</tr>
</tbody>
</table>

**TOTAL:** None | 5 minutes

**WHERE TO SECURE**

Registration Form (1 Original) | Registration Services Office
3. Issuance of Scholarship/Non-Scholarship Certification

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Scholarship Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requisition Slip (1 Original)</td>
<td>Scholarship Office</td>
</tr>
<tr>
<td>Registration Form/School ID (1 Original)</td>
<td>Registration Services Office</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Fees to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Submit duly accomplished request slip form at Scholarship and Financial Assistance Office.</td>
<td>None</td>
<td>7 minutes</td>
<td>Asst. Director / Administrative Aide VI Scholarship Office</td>
</tr>
<tr>
<td>2.</td>
<td>Log the transaction in the SFAO log sheet.</td>
<td>None</td>
<td>1 day</td>
<td>Administrative Aide VI Scholarship Office</td>
</tr>
</tbody>
</table>

**TOTAL:** None 1 day, 7 minutes
### 1. Admission Process for Incoming First Year College Students

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Testing and Admission Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Incoming First Year College</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirement</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>One (1) copy of Grades Form 1 (for Regular Admission) / Grades Form 2 (for ALS)</td>
<td>College Admission portal <a href="https://dione.batstate-u.edu.ph/tao/#/application">https://dione.batstate-u.edu.ph/tao/#/application</a></td>
</tr>
<tr>
<td>One (1) certified true copy of Junior High School and Senior High School Form 137</td>
<td>Current/Previous School</td>
</tr>
<tr>
<td>Certification of completion of SHS and respective strand or enrolment therein, if not completed (1 photocopy)</td>
<td>Current/Previous School</td>
</tr>
</tbody>
</table>

Requirements for Admission under AAP. Applicants under AAP must submit the requirements, 1 photocopy as follows:

- **Indigent Applicants**
  - a. Certificate of Indigency of Parent or Guardian
  - b. Certificate of Tax Exemption

- **Alternative Learning System (ALS)**
  - a. Certification of completion of ALS program, or enrolment therein, if not completed ALS graduates

- **Indigenous People**
  - a. Certificate of Tribe Membership, or any equivalent certification as belonging to indigenous people/indigenous cultural community

- **PWD**
  - a. PWD Identification card

- **Iskolar ng Bayan**
  - 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
## CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 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 | Administrative Aide VI 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 | Administrative Aide VI Testing and Admission Office- Central Administration |
| 3. Take the Admission Test | 3. Administer Admission Test | None | 2 hours | Administrative Aide VI Testing and Admission Office |
| 4. Wait for the examination results | 4. Release the examination result, provide notice of admission | None | 3 months, 15 days | Administrative Aide VI Testing and Admission Office |
| **TOTAL:** | | None | 5 months, 15 days, 2 hours, 3 minutes | |

---

**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
# 2. Admission Process for College Transferees

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Testing and Admission Office – Constituent Campuses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Applicants from other Higher Education Institution (HEI)</td>
</tr>
</tbody>
</table>

## CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Item</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>One (1) copy of Filled out Application Form (BatStateU-FO-REG-12)</td>
<td>Testing and Admission Office/ Registration Services Office/ College</td>
</tr>
<tr>
<td>One (1) copy of Endorsement Letter</td>
<td>College</td>
</tr>
</tbody>
</table>

## CLIENT STEPS

<table>
<thead>
<tr>
<th>Step</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Submit the filled-out application form and TOR to the concerned college.</td>
<td>1. Evaluate the submitted application</td>
<td>None</td>
<td>1 hour</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.1 Issue Endorsement Letter addressed to TAO for the administration of BatStateUCAT (if qualified)</td>
<td>None</td>
<td>1 hour</td>
</tr>
<tr>
<td>2.</td>
<td>Proceed to TAO and present the evaluated application documents and Endorsement Letter</td>
<td>2. Review the submitted documents</td>
<td>None</td>
<td>4 minutes</td>
</tr>
<tr>
<td>3.</td>
<td>Secure admission test permit</td>
<td>3. Issue test permit</td>
<td>None</td>
<td>3 minutes</td>
</tr>
<tr>
<td>4.</td>
<td>Take the BatStateUCAT on the scheduled date</td>
<td>4. Administer BatStateUCAT</td>
<td>None</td>
<td>2 hours</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>------------------------------</td>
<td>--------------------------------</td>
<td>-----------------</td>
<td>-----------------</td>
<td>--------------------------------------------------------</td>
</tr>
<tr>
<td>5. Receive admission result</td>
<td>5. Issue admission result</td>
<td>None</td>
<td>1 day</td>
<td>Psychometrician /Administrative Aide VI Testing and Admission Office</td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
<td>None</td>
<td>1 day, 3 hours, 7 minutes</td>
<td></td>
</tr>
</tbody>
</table>
### 3. Admission Process for Doctor of Medicine Applicants

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Testing and Admission Office – Pablo Borbon Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Graduate of any 4-year health and allied health Bachelor’s degree program</td>
</tr>
</tbody>
</table>

---

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two (2) copies of application form (BatStateU-FO-TAO-01-C)</td>
<td>Testing and Admission Office- Pablo Borbon</td>
</tr>
<tr>
<td>One (1) Photocopy of Diploma of taken Bachelor’s degree program</td>
<td>Previous School of Applicant</td>
</tr>
<tr>
<td>One (1) Original and one (1) Photocopy of Transcript of Records of taken Bachelor’s degree program</td>
<td>Previous School of Applicant</td>
</tr>
<tr>
<td>One (1) Board Rating Certificate (if the Bachelor’s degree taken is a board program)</td>
<td>Philippine Regulation Commission</td>
</tr>
<tr>
<td>Original and one (1) photocopy of NMAT result</td>
<td>Center for Educational Measurement</td>
</tr>
<tr>
<td>Original copy of PSA Birth Certificate</td>
<td>Philippine Statistics Office</td>
</tr>
<tr>
<td>Two (2) recommendation letters</td>
<td>Former Dean/Professor/Local Government Units</td>
</tr>
<tr>
<td>Health Clearance Report/Complete Immunization report (1 Original Copy)</td>
<td>Attending Physician/City Health Office/Barangay Health Clinic</td>
</tr>
<tr>
<td>- MMR</td>
<td></td>
</tr>
<tr>
<td>- dT</td>
<td></td>
</tr>
<tr>
<td>- Varicella</td>
<td></td>
</tr>
<tr>
<td>- Hepatitis A</td>
<td></td>
</tr>
<tr>
<td>- Hepatitis B</td>
<td></td>
</tr>
</tbody>
</table>

---

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit the documentary requirements</td>
<td>1. Receive and check the submitted documentary Requirements as to completeness</td>
<td>None</td>
<td>3 minutes</td>
</tr>
</tbody>
</table>

---

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Testing and Admission Office – Pablo Borbon and Alangilan Campuses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>College Graduates</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirements</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>One (1) Copy of Application Form for Graduate School (BatStateU-FO-TAO-01-C)</td>
<td>Testing and Admission Office/ University Website</td>
</tr>
<tr>
<td>Two (2) copies of 2x2 picture with white background</td>
<td>Photo Studio</td>
</tr>
<tr>
<td>One (1) Original or Certified True Copy of Transcript of Records (TOR)</td>
<td>Previous School of Applicant</td>
</tr>
<tr>
<td>One (1) Official Receipt</td>
<td>Cashiering Office</td>
</tr>
</tbody>
</table>

#### CLIENT STEPS

<table>
<thead>
<tr>
<th>Step</th>
<th>Agency Action</th>
<th>Fees to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit the filled-out application form and Transcript of Records to the Office of the Dean of the respective college for evaluation</td>
<td>1. Evaluate the filled-out application form and other documentary requirements</td>
<td>None</td>
<td>30 minutes</td>
<td>Program Chair/ Department Chair/ Associate Dean College</td>
</tr>
<tr>
<td>2. Submit the filled-out application form with attached 2x2 picture and evaluated Transcript of Records to the Testing and Admission Office</td>
<td>2. Review the submitted application form and evaluated Transcript of Records</td>
<td>None</td>
<td>4 minutes</td>
<td>Administrative Aide VI Testing and Admission Office</td>
</tr>
<tr>
<td>3. Pay the Testing fee</td>
<td>3. Release the Official Receipt for the Testing fee</td>
<td>Php 250.00</td>
<td>3 minutes</td>
<td>Administrative Aide VI Cashiering Office</td>
</tr>
<tr>
<td>4. Secure an Admission Test Permit</td>
<td>4. Issue an Admission Test Permit</td>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Aide VI Testing and Admission Office</td>
</tr>
<tr>
<td>5. Take the Graduate School Admission Test on the scheduled date and time</td>
<td>5. Administer the Graduate School Admission Test (GSAT)</td>
<td>None</td>
<td>2 hours</td>
<td>Psychometrician Testing and Admission Office</td>
</tr>
</tbody>
</table>

Leading Innovations, Transforming Lives, Building the Nation
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>6. Secure a Notice of Admission</td>
<td>6. Release the Notice of Admission to qualified Graduate School applicants</td>
<td>None</td>
<td>3 minutes</td>
<td>Psychometrician /Administrative Aide VI</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Php 250.00</td>
<td>2 hours, 43 minutes</td>
<td>Testing and Admission Office</td>
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<tr>
<td>TOTAL:</td>
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</tr>
</tbody>
</table>
## 5. Admission Process for Foreign Applicants

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Testing and Admission Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Foreign Applicants</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirements</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>One (1) copy of Application Form</td>
<td>BatStateU-FO-EAO-01 Testing and Admission Office/ University Website</td>
</tr>
<tr>
<td>One (1) copy of Endorsement Letter</td>
<td>External Affairs Office</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit the application form and other requirements</td>
<td>1. Evaluate application form and other requirements</td>
<td>None</td>
<td>5 days</td>
<td>Administrative Aide VI / External Affairs Office</td>
</tr>
<tr>
<td>2. Submit the evaluated application form and Endorsement Letter to Testing and Admission Office</td>
<td>2. Review the submitted documents</td>
<td>None</td>
<td>1 day</td>
<td>Administrative Aide VI / Testing and Admission Office</td>
</tr>
<tr>
<td>3. Secure Notice of Admission</td>
<td>4. Issue Notice of Admission</td>
<td>None</td>
<td>1 day</td>
<td>Psychometrician / Administrative Aide VI / Testing and Admission Office</td>
</tr>
</tbody>
</table>

**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**

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Testing and Admission Office- Central and ARASOF Nasugbu</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Integrated/Laboratory School:</td>
</tr>
<tr>
<td></td>
<td>● Kindergarten who is at least 5 years old applicants;</td>
</tr>
<tr>
<td></td>
<td>● Incoming Grade 1 applicants; Grade 2 to Grade 6 transferees</td>
</tr>
<tr>
<td></td>
<td>● Incoming Grade 7 (Laboratory School)</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>One (1) copy of Filled Out Application Form (BatStateU-FO-DAO-01-A_Application-Form-for-Integrated-School-and-Laboratory-School-Admission) and Admission Test Permit.</td>
<td>Testing and Admission Office- Central/ ARASOF Nasugbu</td>
</tr>
<tr>
<td>2 recent 2” x 2” pictures of good quality, white background</td>
<td>Photo Studio</td>
</tr>
<tr>
<td>Birth Certificate - 1 Original, 1 Photocopy (For Kindergarten Applicants)</td>
<td>Philippine Statistics Authority</td>
</tr>
<tr>
<td>Previous report card based on current grade level (For Elementary and Grade 7 applicants) (Original and 1 Photocopy)</td>
<td>Registration Services Office from current school</td>
</tr>
<tr>
<td>One (1) copy of Official Receipt</td>
<td>Cashiering Office</td>
</tr>
</tbody>
</table>

#### WHERE TO SECURE

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>One (1) copy of Filled Out Application Form (BatStateU-FO-DAO-01-A_Application-Form-for-Integrated-School-and-Laboratory-School-Admission) and Admission Test Permit.</td>
<td>Testing and Admission Office- Central/ ARASOF Nasugbu</td>
</tr>
<tr>
<td>2 recent 2” x 2” pictures of good quality, white background</td>
<td>Photo Studio</td>
</tr>
<tr>
<td>Birth Certificate - 1 Original, 1 Photocopy (For Kindergarten Applicants)</td>
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</tr>
<tr>
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<td>Cashiering Office</td>
</tr>
</tbody>
</table>

#### CLIENT STEPS

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Fees to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Submit the filled-out application form and other documentary requirements.</td>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Aide VI</td>
</tr>
<tr>
<td>2.</td>
<td>Pay the testing fee</td>
<td>Php 250.00</td>
<td>3 minutes</td>
<td>Administrative Aide VI</td>
</tr>
<tr>
<td>3.</td>
<td>Secure an Admission Test Permit</td>
<td>None</td>
<td>3 minutes</td>
<td>Administrative Aide VI</td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
<td>Php 250.00</td>
<td>9 minutes</td>
<td>Testing and Admission Office</td>
</tr>
</tbody>
</table>
### 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

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment Form (during enrollment)</td>
<td>Integrated School Department</td>
</tr>
<tr>
<td>Registration Form &amp; Payment Slip (after enrollment)</td>
<td>Graduate School - Department / Online Enrollment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 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 | Administrative Aide VI  
Cashiering Office |
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Guidance Fee – PHP 260</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Laboratory Fee -PHP 751</td>
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<td></td>
<td>NSTP – PHP 375</td>
<td></td>
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<td></td>
<td>*ID – PHP 235</td>
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<td></td>
<td></td>
<td>Anti-TB – PHP 15</td>
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<td></td>
<td>SCUAA – PHP 130</td>
<td></td>
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<td></td>
<td>Cultural Fee – PHP 173</td>
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<td></td>
<td>Security Fee – PHP 173</td>
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<td>HEMF – PHP 86/unit</td>
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<td></td>
<td></td>
<td>Internet – PHP 300</td>
<td></td>
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<td></td>
<td>SSC – PHP 25</td>
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<td></td>
<td></td>
<td>Insurance – Php 50</td>
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<td></td>
<td></td>
<td>**Non-Resident Fee – PHP 10,000</td>
<td></td>
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<td></td>
<td></td>
<td>**RLE Fee = (Total Honorarium of Faculty + 30% Indirect Cost)/Total Number of Enrolled Students</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>*One time Fee – Payable every 1st Year 1st sem</td>
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<td></td>
<td></td>
<td>**Foreign Students</td>
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<tr>
<td></td>
<td></td>
<td>***For BS Nursing Students</td>
<td></td>
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</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
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<tr>
<td></td>
<td>Graduate School/College of Law/ Master in Disaster Risk Management</td>
<td>Tuition Fee Masteral/Prof. Subject – PHP 500/unit</td>
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<tr>
<td></td>
<td>Tuition Fee Doctorate/Master in Disaster Risk Management – PHP 1,000/unit</td>
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<td></td>
<td>Tuition Fee College of Law – PHP 1,100/unit</td>
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<td></td>
<td>Registration Fee – PHP 380</td>
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<td></td>
<td>Journal Fee – PHP 751</td>
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<tr>
<td></td>
<td>Library Fee – PHP 751</td>
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<td>*ID – PHP 235</td>
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<td></td>
<td>GDF – PHP 86/unit</td>
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<tr>
<td></td>
<td>Medical/Dental Fee – PHP 547.20</td>
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<td></td>
<td>Laboratory Fee Master in Disaster Risk Management – PHP 2,500</td>
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<tr>
<td>CLIENT STEPS</td>
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<tr>
<td></td>
<td>Laboratory Fee Doctorate – PHP 1,002</td>
<td><strong>Non-Resident Fee – PHP 10,000</strong></td>
<td>3 minutes</td>
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<td>TOTAL:</td>
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<td>• Journal Fee – PHP 751</td>
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<td>• Athletic Fee – PHP 380</td>
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<td>• Security Fee – PHP 173</td>
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<td>• SSC – PHP 25</td>
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<td>• Publication Fee – PHP 380</td>
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<td>• Guidance Fee – PHP 260</td>
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<td>• Non-Resident Fee – PHP 10,000</td>
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<tr>
<td>CLIENT STEPS</td>
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<tr>
<td></td>
<td></td>
<td>Case to Case Fees:</td>
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<tr>
<td></td>
<td></td>
<td>RLE Fee = (Total Honorarium of Faculty + 30% Indirect Cost)/Total Number of Enrolled Students</td>
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<tr>
<td></td>
<td></td>
<td>Fee varies per program:</td>
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<tr>
<td></td>
<td></td>
<td>• Tuition Fee</td>
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<td></td>
<td>• Integrated School – PHP 30,000.00</td>
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<td>• Undergraduate - PHP 250/unit</td>
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<td>• Masteral/Prof. Subject – PHP 500/unit</td>
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<td>• College of Law – PHP 1,100/unit</td>
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<td></td>
<td>• Registration</td>
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<td></td>
<td></td>
<td>• Undergraduate - PHP 260</td>
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<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
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<tr>
<td></td>
<td></td>
<td>• Graduate School - PHP 380</td>
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<td>• Library Fee</td>
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<td>• Undergraduate - PHP 622</td>
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<td>• Medical &amp; Dental Fee</td>
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<td>• Undergraduate - PHP 380</td>
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<td></td>
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<td>• Graduate School – PHP 547.20</td>
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<td>• Laboratory Fee</td>
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<td></td>
<td>• Undergraduate - PHP 751</td>
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<td></td>
<td>• Master in Disaster Risk Management – PHP 2,500</td>
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<tr>
<td></td>
<td></td>
<td>• Doctorate – PHP 1,002</td>
<td></td>
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</tr>
</tbody>
</table>
**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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>External Affairs Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Foreign Students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passport Bio-page – 1 Original Copy</td>
<td>Department of Foreign Affairs - Country of Origin</td>
</tr>
<tr>
<td>Transcript of Records - 1 Original Copy</td>
<td>Ministry of Education in their Country of Origin</td>
</tr>
<tr>
<td>Diploma - 1 Original Copy</td>
<td>University last attended</td>
</tr>
<tr>
<td>Good Moral Certificate - 1 Original Copy</td>
<td>Ministry of Education in their Country of Origin</td>
</tr>
<tr>
<td>Police Clearance- 1 Original Copy</td>
<td>Government Agency of their Country of Origin</td>
</tr>
<tr>
<td>Birth Certificate- 1 Original Copy</td>
<td>Government Agency of their Country of Origin</td>
</tr>
<tr>
<td>Honorable Dismissal (for Masters and Doctorate Degree) - 1 Original Copy</td>
<td>University last attended</td>
</tr>
<tr>
<td>Accomplished Application Forms- 1 Original Copy</td>
<td>BatStateU - External Affairs Office</td>
</tr>
<tr>
<td>Certificate of Acceptance- 1 Original Copy</td>
<td>BatStateU - Registrar’s Office</td>
</tr>
<tr>
<td>CHED Endorsement (for Transferees and change of course) - 1 Original Copy</td>
<td>CHED, Quezon City</td>
</tr>
<tr>
<td>Medical Clearance- 1 Original Copy</td>
<td>Bureau of Immigration Accredited Hospitals</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inquiries on the availability of courses desired and requirements for admission</td>
<td>1. Hands out brochure and list of requirements needed for enrolment.</td>
<td>None</td>
<td>10 minutes</td>
<td>Administrative Aide VI Head, External Affairs Office</td>
</tr>
<tr>
<td>Submits original and copies of documents and other requirements</td>
<td>2. Collects documents and requirements for evaluation. 2.1 Referral to Testing and Admission Office for examination.</td>
<td>None</td>
<td>1 day</td>
<td>Administrative Aide VI Head, External Affairs Office</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>-------------</td>
<td>---------------</td>
<td>-----------------</td>
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<td>-------------------</td>
</tr>
<tr>
<td>3. Assist Foreign students for the enrolment procedure</td>
<td>3. Endorses the student to Registrar. Assist for the Assessment of Fees.</td>
<td>None</td>
<td>1 day</td>
<td>Administrative Aide VI Head, External Affairs Office</td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
<td>None</td>
<td>2 days, 10 minutes</td>
<td></td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>External Affairs Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Foreign and Local Students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passport Bio-page – 1 Original copy</td>
<td>Department of Foreign Affairs - Country of Origin</td>
</tr>
<tr>
<td>Transcript of Records- 1 Original copy</td>
<td>Ministry of Education in their Country of Origin</td>
</tr>
<tr>
<td>Accomplished Application Forms- 1 Original copy</td>
<td>BatStateU - External Affairs Office</td>
</tr>
<tr>
<td>Certificate of Acceptance- 1 Original copy</td>
<td>BatStateU - Registrar’s Office</td>
</tr>
<tr>
<td>CHED Endorsement (for Transferees and change of course) - 1 Original copy</td>
<td>CHED, Quezon City</td>
</tr>
<tr>
<td>Medical Clearance</td>
<td>Bureau of Immigration Accredited Hospitals</td>
</tr>
<tr>
<td>1 Photocopy of BI school accreditation ID</td>
<td>BatStateU - External Affairs Office</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Collects requirements for Renewal/ Extension/ Conversion of Visa</td>
</tr>
<tr>
<td>1.</td>
<td>Collects documents and requirements.</td>
</tr>
</tbody>
</table>

**AGENCY ACTION**

<table>
<thead>
<tr>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Collects documents and requirements.</td>
</tr>
</tbody>
</table>

**FEES TO BE PAID**

| Fee                             | |
|---------------------------------||
| 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 | *(Depending on dollar exchange)* |

**PROCESSING TIME**

| Time | |
|------||
| 1 day | |

**PERSON RESPONSIBLE**

| Administrative Aide VI/ Director |
| External Affairs Office |

---

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>External Affairs Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Foreign Students</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passport</td>
<td>Department of Foreign Affairs - Country of Origin</td>
</tr>
<tr>
<td>Transcript of Records</td>
<td>Ministry of Education in their Country of Origin</td>
</tr>
<tr>
<td>Accomplished Application Forms</td>
<td>BatStateU - External Affairs Office</td>
</tr>
<tr>
<td>Certificate of Acceptance</td>
<td>BatStateU - Registrar’s Office</td>
</tr>
<tr>
<td>CHED Endorsement (for Transferees)</td>
<td>CHED, Quezon City</td>
</tr>
<tr>
<td>Bureau of Quarantine Medical Clearance (extension)</td>
<td>Bureau of Quarantine, Manila</td>
</tr>
<tr>
<td>1 Photocopy of BI school accreditation ID</td>
<td>BatStateU - External Affairs Office</td>
</tr>
</tbody>
</table>

#### CLIENT STEPS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Collects the documents needed</td>
<td>1. Collects documents and requirements for Immigration Clearance/ CHED endorsement or Embassy clearance</td>
<td>None</td>
<td>2 days</td>
<td>Administrative Aide VI/ Director External Affairs Office</td>
</tr>
<tr>
<td>2. Submit application of clearance or endorsement</td>
<td>2. Checks requirements and documents and submits them to the office concerned</td>
<td>None</td>
<td>1 day</td>
<td>Administrative Aide VI/ Director External Affairs Office</td>
</tr>
<tr>
<td>3. Verifies if Clearance/ Endorsement is Available</td>
<td>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.</td>
<td>None</td>
<td>10 days (Paused-clock)</td>
<td>Administrative Aide VI/ Director External Affairs Office</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>External Affairs Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Foreign Students from their Country of Origin</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original Copy (1 each)</td>
<td></td>
</tr>
<tr>
<td>Passport Bio-page</td>
<td>Department of Foreign Affairs - Country of Origin</td>
</tr>
<tr>
<td>Transcript of Records</td>
<td>Ministry of Education in their Country of Origin</td>
</tr>
<tr>
<td>Diploma</td>
<td>University last attended</td>
</tr>
<tr>
<td>Honorable Dismissal (for Masters and Doctoral Degree)</td>
<td>University last attended</td>
</tr>
<tr>
<td>Good Moral Certificate</td>
<td>Ministry of Education in their Country of Origin</td>
</tr>
<tr>
<td>Police Clearance</td>
<td>Government Agency in their country</td>
</tr>
<tr>
<td>Birth Certificate</td>
<td>Government Agency in their country</td>
</tr>
<tr>
<td>Accomplished Application Forms</td>
<td>BatStateU - External Affairs Office</td>
</tr>
<tr>
<td>Certificate of Appearance</td>
<td>BatStateU - Registrar’s Office</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Agency Action</th>
<th>Fees to be paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Inquire through online platforms the availability of courses desired and requirements for admission</td>
<td>1. Send the BatStateU Brochure containing the list of requirements needed for admission and enrollment; enlists for assistance</td>
<td>None</td>
<td>1 hour</td>
<td>Administrative Aide VI/ Director External Affairs Office</td>
</tr>
<tr>
<td>2.</td>
<td>Submit the scanned copy of the original documents and other requirements</td>
<td>2. Collect documents and requirements for evaluation; Update the status of their applications</td>
<td>None</td>
<td>1 day</td>
<td>Administrative Aide VI/ Director External Affairs Office</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
<td></td>
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<td>--------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>3. Attend interview and assessment of academic</td>
<td>4. Schedule for an online interview and assessment their academic essay</td>
<td>None</td>
<td>2 days</td>
<td>Administrative Aide VI/ Director</td>
<td></td>
</tr>
<tr>
<td>essay</td>
<td></td>
<td></td>
<td></td>
<td>External Affairs Office</td>
<td></td>
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<td></td>
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<td></td>
<td></td>
<td>Dean Colleges</td>
<td></td>
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<td></td>
<td>Administrative Aide VI</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Testing and Admission Office</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Administrative Aide VI Testing and Admission Office</td>
<td></td>
</tr>
<tr>
<td>5. Assist Qualified foreign students for the</td>
<td>6. Forward and endorse the documents of qualified foreign students to</td>
<td>Undergraduate</td>
<td>2 hours</td>
<td>Administrative Aide VI/ Director</td>
<td></td>
</tr>
<tr>
<td>enrollment procedure</td>
<td>Registrar’s Office; Assist for the Assessment of fees, Full payment including</td>
<td>Tuition Fee – PHP 250/unit</td>
<td></td>
<td>External Affairs Office</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Non-Residence Fee is required for Foreign Students who will attend classes</td>
<td>Registration – PHP 260</td>
<td></td>
<td>Dean Colleges</td>
<td></td>
</tr>
<tr>
<td></td>
<td>while in their respective countries of origin.</td>
<td>Library Fee – PHP 622</td>
<td></td>
<td>Administrative Aide VI</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Athletic Fee – PHP 380</td>
<td></td>
<td>Testing and Admission Office</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Publication Fee – PHP 380</td>
<td></td>
<td>Administrative Aide VI Testing and Admission Office</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Medical &amp; Dental Fee – PHP 380</td>
<td></td>
<td>Administrative Aide VI</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Guidance Fee – PHP 260</td>
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<td>Testing and Admission Office</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Laboratory Fee – PHP 751</td>
<td></td>
<td>Administrative Aide VI Testing and Admission Office</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>NSTP – PHP 375</td>
<td></td>
<td>Administrative Aide VI Testing and Admission Office</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>*ID – PHP 235</td>
<td></td>
<td>Administrative Aide VI Testing and Admission Office</td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Anti-TB – PHP 15</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>SCUAA – PHP 130</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Cultural Fee – PHP 173</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Security Fee – PHP 173</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>HEMF – PHP 86/unit</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Internet – PHP 300</td>
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<td></td>
<td></td>
<td>SSC – PHP 25</td>
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<tr>
<td></td>
<td></td>
<td>Insurance – Php 50</td>
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<tr>
<td></td>
<td></td>
<td><strong>Graduate School/College of Law/Master in Disaster Risk Management</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tuition Fee Masteral/Prof. Subject – PHP 500/unit</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Tuition Fee Doctorate/Master in Disaster Risk Management– PHP 1,000/unit</td>
<td></td>
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<td></td>
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<tr>
<td></td>
<td></td>
<td>Tuition Fee College of Law– PHP 1,100/unit</td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Registration Fee – PHP 380</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Journal Fee – PHP 751</td>
<td>3 days, 3 hours</td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Library Fee – PHP 751</td>
<td></td>
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<tr>
<td></td>
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<td>*ID – PHP 235</td>
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<td></td>
<td></td>
<td>GDF – PHP 86/unit</td>
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<tr>
<td></td>
<td></td>
<td>Medical/Dental Fee – PHP 547.20</td>
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<td></td>
<td></td>
<td>Laboratory Fee Master in Disaster Risk Management – PHP 2,500</td>
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<tr>
<td></td>
<td></td>
<td>Laboratory Fee Doctorate – PHP 1,002</td>
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<tr>
<td></td>
<td></td>
<td>Non-Resident Fee – PHP 10,000</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>*One time Fee – Payable every 1st Year 1st sem</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:**

**Fixed Fees:**

- Insurance – PHP 50
- ID – PHP 235
- Journal Fee – PHP 751
- Athletic Fee – PHP 380
- Anti-TB – PHP 15
- SCUAA – PHP 130
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>• Cultural Fee – PHP 173</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Security Fee – PHP 173</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• HEMF – PHP 86/unit</td>
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<td></td>
<td>• Internet – PHP 300</td>
<td></td>
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<td>• SSC – PHP 25</td>
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<tr>
<td></td>
<td></td>
<td>• Publication Fee – PHP 380</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• Guidance Fee – PHP 260</td>
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<td>• NSTP – PHP 375</td>
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<td></td>
<td></td>
<td>• GDF – PHP 86/unit</td>
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<tr>
<td></td>
<td></td>
<td>• Non-Resident Fee – PHP 10,000</td>
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<tr>
<td></td>
<td></td>
<td>Fee varies per program:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Tuition Fee</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Integrated School – PHP 30,000.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Undergraduate - PHP 250/unit</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Doctorate/Master in Disaster Risk Management – PHP 1,000/unit</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• College of Law – PHP 1,100/unit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
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<tr>
<td></td>
<td></td>
<td>• Registration</td>
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<tr>
<td></td>
<td></td>
<td>• Undergraduate - PHP 260</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• Graduate School - PHP 380</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Library Fee</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Undergraduate - PHP 622</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Graduate School - PHP 751</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Medical &amp; Dental Fee</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Undergraduate - PHP 380</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Graduate School – PHP 547.20</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Laboratory Fee</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Undergraduate - PHP 751</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Master in Disaster Risk Management – PHP 2,500</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Doctorate – PHP 1,002</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>External Affairs Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>External Stakeholders</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit a request letter indicating the nature of request, concerned offices/University Official and proposed activities.</td>
<td>1. Receipt and acknowledgement of the submitted request letter indicating the nature of request, concerned offices/University Official and proposed activities.</td>
<td>None</td>
<td>5 minutes</td>
<td>Technical Staff for Local/National Linkages /Director External Affairs Office</td>
</tr>
<tr>
<td>2. Approval of the request letter</td>
<td>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.</td>
<td>None</td>
<td>2 days (paused-clock)</td>
<td>Technical Staff for Local/National Linkages /Director External Affairs Office</td>
</tr>
<tr>
<td>3. Coordinate with the External Affairs Staff for the approved date and for further details</td>
<td>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.</td>
<td>None</td>
<td>2 hours</td>
<td>Technical Staff for Local/National Linkages /Director External Affairs Office</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
<td>----------------</td>
<td>-----------------</td>
<td>--------------------------------------------------------</td>
</tr>
<tr>
<td>4. Proceed to the approved date of visit/benchmarking activity</td>
<td>4. Assist the external stakeholders in the whole duration of the visit/benchmarking activity.</td>
<td>None</td>
<td>1 day</td>
<td>Technical Staff for Local/National Linkages /Director</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>External Affairs Office</td>
</tr>
<tr>
<td>TOTAL:</td>
<td>None</td>
<td>3 days, 2 hours, 5 minutes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## 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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Extension Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical Transactions</td>
</tr>
</tbody>
</table>
| 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

<table>
<thead>
<tr>
<th>Client Steps</th>
<th>Agency Action</th>
<th>Fees to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Send letter of request to the Office of the University President/ Office of the Chancellor</td>
<td>1.1 Receive the Request Letter from the requesting Agency.</td>
<td>None</td>
<td>3 days</td>
<td>University President/ Chancellor, Administrative Assistant and/or Administrative Aide</td>
</tr>
<tr>
<td></td>
<td>1.2 Forward request letter to the Office of the University President/ Office of the Chancellor for information and possible comments</td>
<td>None</td>
<td></td>
<td>Office of the University President/ Office of the Chancellor</td>
</tr>
<tr>
<td></td>
<td>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</td>
<td>None</td>
<td></td>
<td>Director/ Vice Chancellor, Administrative Assistant and/or Administrative Aide</td>
</tr>
</tbody>
</table>

Leading Innovations, Transforming Lives, Building the Nation
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 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  
*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* | None | 7 days | Director/ Vice Chancellor/ Head/ Coordinators  
Extension Service Office/ Vice Chancellor for Research, Development and Extension Services Office  
*Director, 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  
*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.* | None | 7 days | Administrative Assistant and/or Administrative Aide  
Extension Service Office/ Vice Chancellor for Research, Development and Extension Services Office |
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Implement the training</td>
<td>4. Provide the requested training based on the agreed terms conditions</td>
<td>None</td>
<td>1 day</td>
<td>Director/ Vice Chancellor, Administrative Assistant and/or Administrative Aide Extension Services Office/ Vice Chancellor for Research, Development and Extension Services Office</td>
</tr>
<tr>
<td></td>
<td>Note: <em>Duration is always based on the agreement of both parties, hence, duration may vary</em></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td>None</td>
<td>17 days</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Health Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – for services whose client is the transacting public</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>New Students/Transferees; New Employee</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chest X-ray Reading (1 original)</td>
<td>Hospital or DOH assisted Laboratory; Client</td>
</tr>
<tr>
<td>Blood Type Result (1 original)</td>
<td></td>
</tr>
<tr>
<td>Drug Test (1 original)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Sign in the Transaction Logsheet</td>
<td>1. Make the logsheet available to the client</td>
<td>None</td>
<td>1 minute</td>
<td>Medical Assistant / Administrative Aide / Dental Assistant / Nurse Health Services</td>
</tr>
<tr>
<td>2. Submit the required documents</td>
<td>2. Receive the documents and check for completeness</td>
<td>None</td>
<td>4 minutes</td>
<td>Medical Assistant / Nurse Health Services</td>
</tr>
<tr>
<td>3. Open Medical/Dental Form Student Portal</td>
<td>3. Review of form for accuracy of data given</td>
<td>None</td>
<td>5 minutes</td>
<td>Medical Assistant / Nurse Health Services</td>
</tr>
<tr>
<td>4. Undergo Medical/ Dental Examination/ Evaluation</td>
<td>4. Assessment History taking Physical/ Dental Examination</td>
<td>None</td>
<td>30 minutes</td>
<td>Nurse I / Nurse II / Medical Officer III / Dentist II / Part-time Physician / Part-time Dentist Health Services</td>
</tr>
<tr>
<td>5. Sign out on the Transaction Logsheet</td>
<td>5. Make the logsheet available to the client</td>
<td>None</td>
<td>1 minute</td>
<td>Medical Assistant / Administrative Aide / Dental Assistant / Nurse Health Services</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>ICT Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – for services whose client is the transacting public</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration Form</td>
<td>Student Portal</td>
</tr>
<tr>
<td>Official Receipt of Payment</td>
<td>Cashier Office</td>
</tr>
<tr>
<td>ID Data (Electronic Photo and Signature)</td>
<td>Student Portal and ID Services</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Students will present the registration form.</td>
<td>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</td>
<td>None</td>
<td>1 minute</td>
<td>Data Encoder ICT Services</td>
</tr>
<tr>
<td>2. Students will present the official receipt of payment.</td>
<td>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</td>
<td>ID- Php 180</td>
<td>1 minute</td>
<td>Data Encoder ICT Services</td>
</tr>
<tr>
<td>3. Students will upload the ID data (photo and signature) through the Student Portal.</td>
<td>3.1 Check if the student has submitted the necessary details, proper photo/ signature requirements</td>
<td>None</td>
<td>3 minutes</td>
<td>Data Encoder ICT Services</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Aide VI Cashiering Office</td>
</tr>
</tbody>
</table>

Leading Innovations, Transforming Lives, Building the Nation
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3.2 Save all information of student into the Automated ID system</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.3 Tag the ID records for printing into the Automated ID system</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. The external provider will print the endorsed ID data.</td>
<td>4. ID records will be endorsed to the external provider for printing of ID cards. And wait for their delivery schedule</td>
<td>None</td>
<td>3 months (paused-clock)</td>
<td>Programmer ICT Services</td>
</tr>
<tr>
<td>5. The external provider will deliver the printed ID cards.</td>
<td>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.</td>
<td>None</td>
<td>2 minutes</td>
<td>Data Encoder ICT Services</td>
</tr>
<tr>
<td>TOTAL:</td>
<td>ID- Php 180</td>
<td>3 months, 7 minutes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# LIBRARY

## 1. Accommodation of Non-BatStateU Researcher

Assistance provided to non-BatStateU library users seeking information and research needs.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Students, Faculty and Employee, Public</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

**WHERE TO SECURE**

- One (1) Valid ID
  - (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

- One (1) Referral Letter

Endorsed by the Head Librarian or any authorized person from the institution/agency

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Monitoring of request.</td>
<td>None</td>
<td>5 minutes</td>
<td>College Librarian I Administrative Aide VI Library</td>
</tr>
<tr>
<td>2. Evaluate the validity of the attached files and the completeness of data needed. Check the availability of the target date of visit.</td>
<td>None</td>
<td>10 minutes</td>
<td>College Librarian I Administrative Aide VI Library</td>
</tr>
</tbody>
</table>

### 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.

2. Attached the referral letter and scanned copy of valid ID in the online scheduling form.
### CLIENT STEPS

Non-BatStateU researchers will not be accommodated during Examination Week, other university Activities, holidays, and class/work suspension.

For researchers in group, indicate all the names in the online scheduling form.

### AGENCY ACTION

If the target date of visit is not available, the requestor will be notified and will be given available option / schedule.

2.2 Send the notification / confirmation email through elvira.librarypb@g.batstate-u.edu.ph

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.

### FEES TO BE PAID

None

### PROCESSING TIME

5 minutes

### PERSON RESPONSIBLE

College Librarian I
Administrative Aide VI Library

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

### 1. Evaluation for the Request of New ID
Receive, evaluate and approve the Request Form for New ID

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs and Services - Office of Student Discipline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirement</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request for New ID Form</td>
<td>OSAS, OSD Head/Coordinators</td>
</tr>
<tr>
<td>Registration Form</td>
<td>Registrar’s Office</td>
</tr>
<tr>
<td>Request letter (first time requesting for new ID if lost)</td>
<td>Students/Parents</td>
</tr>
<tr>
<td>Affidavit of Loss (2nd time requesting for ID if lost)</td>
<td>Notary Public</td>
</tr>
<tr>
<td>Old ID (if torned/defaced)</td>
<td>Students</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>2.</td>
<td>None</td>
<td>8 minutes</td>
<td>Administrative Aide VI and Head Office of Student Discipline</td>
</tr>
<tr>
<td>Submit the accomplished request for New ID form together with other requirements</td>
<td>Evaluate and release the approved request for new ID</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>2.</td>
<td>None</td>
<td>2 minutes</td>
<td>Administrative Aide VI Office of Student Discipline</td>
</tr>
<tr>
<td>Log in the request of New ID logbook</td>
<td>Check if properly logged and inform student to pay 180 at the cashier office</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs and Services - Office of Student Discipline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

## CHECKLIST OF REQUIREMENTS

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

### CLIENT STEPS

<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Submit accomplished request for non-wearing of uniform form with necessary requirements</td>
</tr>
<tr>
<td>2.</td>
<td>Log in for Request for non-wearing of uniform logsheet</td>
</tr>
</tbody>
</table>

### AGENCY ACTION

<table>
<thead>
<tr>
<th>ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Evaluate and approve the request</td>
<td>None</td>
<td>8 minutes</td>
<td>Administrative Aide VI and Head Office of Student Discipline</td>
</tr>
<tr>
<td>2. Verify if properly logged</td>
<td>None</td>
<td>2 minutes</td>
<td>Administrative Aide VI Office of Student Discipline</td>
</tr>
</tbody>
</table>

### TOTAL:

| None | 10 minutes |
### 3. Request for Temporary Gate Pass

Provide temporary gate pass to requesting students

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of Student Affairs and Services - Office of Student Discipline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Students</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirement</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Filled out request form for temporary gate pass</td>
<td>OSD Personnel</td>
</tr>
<tr>
<td>Letter of request</td>
<td>Student</td>
</tr>
</tbody>
</table>

#### CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>1. Evaluate documents and approve</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Aide VI and Head Office of Student Discipline</td>
</tr>
<tr>
<td>2.</td>
<td>2. Verify if properly logged</td>
<td>None</td>
<td>2 minutes</td>
<td>Administrative Aide VI Office of Student Discipline</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>None</td>
<td>7 minutes</td>
</tr>
</tbody>
</table>
# 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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Student Organizations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Students with at least 1 year residency in the University</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registrar's Office</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit all documentary requirements at the Office of Student Organizations</td>
<td></td>
<td>7 minutes</td>
<td>Admin Aide VI and Head Office of the Student Organizations</td>
</tr>
<tr>
<td>1. Log the transaction</td>
<td></td>
<td>3 minutes</td>
<td>Admin Aide VI Office of the Student Organizations</td>
</tr>
</tbody>
</table>

| 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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Student Organizations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Student Organization Officers</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Form for Application for Organization Recognition/Renewal</td>
<td>Office of Student Organizations</td>
</tr>
<tr>
<td>Commitment letter of the adviser</td>
<td>Office of Student Organizations</td>
</tr>
<tr>
<td>Certification of academic qualifications</td>
<td>Student Organization</td>
</tr>
<tr>
<td>Profile of student organization</td>
<td>Student Organization</td>
</tr>
<tr>
<td>List of members</td>
<td>Student Organization</td>
</tr>
<tr>
<td>History of the student organization</td>
<td>Student Organization</td>
</tr>
<tr>
<td>Declaration of the organization's revolving fund</td>
<td>Student Organization</td>
</tr>
<tr>
<td>Ratified Constitution and by-Laws</td>
<td>Student Organization</td>
</tr>
<tr>
<td>Student Organization Adviser and Officers' Profile</td>
<td>Student Organization</td>
</tr>
<tr>
<td>Plan of Activities</td>
<td>Student Organization</td>
</tr>
<tr>
<td>List of Officers' Specimen Signature</td>
<td>Student Organization</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit the documents at the SO for the application for Renewal/Recognition of the Student Organizations</td>
<td>1. Check the completeness of the attachments and evaluate the documents for application/renewal for recognition</td>
<td>None</td>
<td>6 days</td>
<td>Admin Aide VI Office of the Student Organizations</td>
</tr>
<tr>
<td>2. Log in the application for Renewal/Recognition Logbook and wait for the feedback</td>
<td>2. Check proper logging Include in the list of recognized student organizations and Issue certificate of recognition</td>
<td>None</td>
<td>1 day</td>
<td>Admin Aide VI Office of the Student Organizations</td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
<td>None</td>
<td>7 days</td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>-------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>-----------------</td>
<td>-----------------</td>
<td>--------------------------------------------------------</td>
</tr>
<tr>
<td>ONLINE</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Online Transaction</td>
<td>3. Application for renewal/recognition and attachments are sent to the email address <a href="mailto:studentorganization.pb@g.batstate-u.e">studentorganization.pb@g.batstate-u.e</a> du.ph</td>
<td>None</td>
<td>7 days</td>
<td>Admin Aide VI and Head Office of the Student Organizations</td>
</tr>
<tr>
<td></td>
<td>TOTAL:</td>
<td>None</td>
<td>7 days</td>
<td></td>
</tr>
</tbody>
</table>

*Online Transaction*

Application for renewal/recognition and attachments are sent to the email address studentorganization.pb@g.batstate-u.e du.ph

**Person Responsible:** Admin Aide VI and Head Office of the Student Organizations

**Processing Time:** 7 days
### 3. Approval of Student Activities
Evaluating the request of student organizations to conduct activities

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Student Organizations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Student Organization Officers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local In-Campus Activity Checklist</td>
<td></td>
</tr>
<tr>
<td>Program</td>
<td>Student Organizations</td>
</tr>
<tr>
<td>Budget Proposal</td>
<td>Student Organizations</td>
</tr>
<tr>
<td>Resolution of the organization</td>
<td>Student Organizations</td>
</tr>
<tr>
<td>Copy of the Approved Plan of Activities</td>
<td>Student Organizations</td>
</tr>
<tr>
<td>Parent's or Guardian's consent (Waiver)</td>
<td>Student Organizations</td>
</tr>
<tr>
<td>Minutes and attendance of the meeting</td>
<td>Student Organizations</td>
</tr>
<tr>
<td>Faculty-in-charge</td>
<td>Student Organizations</td>
</tr>
<tr>
<td>For physical activities:</td>
<td></td>
</tr>
<tr>
<td>Medical Certificate</td>
<td>Infirmary</td>
</tr>
<tr>
<td>First Aid Kit</td>
<td>Infirmary</td>
</tr>
<tr>
<td>Insurance</td>
<td>Resource Generation Office</td>
</tr>
<tr>
<td>Emergency preparedness plan to be given to students and stakeholders</td>
<td>Student Organizations</td>
</tr>
</tbody>
</table>

**Local Off-campus Activity Checklist (CHED Memorandum Order No. 63, s. 2017)**

<table>
<thead>
<tr>
<th>Curriculum Course Syllabus which reflects the relevance of requiring an educational tour and field trip</th>
<th>College</th>
</tr>
</thead>
<tbody>
<tr>
<td>Destination</td>
<td>Student Organizations</td>
</tr>
<tr>
<td>Handbook / Manual</td>
<td>Office of Student Affairs and Services</td>
</tr>
<tr>
<td>Consent of the Parents or Student’s Guardian Duly notarized / subscribed consent</td>
<td>Student Organization Officers/ Members, Notary public</td>
</tr>
<tr>
<td>Medical Clearance of Students</td>
<td>Infirmary</td>
</tr>
</tbody>
</table>
# CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirement</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>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</td>
<td>Student Organizations</td>
</tr>
<tr>
<td>First Aid Kit</td>
<td>Infirmary</td>
</tr>
<tr>
<td>Fees/Fund Source Duly approved schedule of fees</td>
<td>Student Organizations</td>
</tr>
<tr>
<td>Insurance Proof of insurance provision</td>
<td>Resource Generation Office</td>
</tr>
<tr>
<td>Mobility of Students Updated/valid documents pertaining to registration, insurance coverage, driver’s license, assurance of roadworthiness, among others.</td>
<td>Student Organizations</td>
</tr>
<tr>
<td>LGUs/ NGOs</td>
<td>Local Government Units/Non-Government Organizations</td>
</tr>
<tr>
<td>• Copy of the letter sent to the LGUs</td>
<td></td>
</tr>
<tr>
<td>• Copy of acknowledgement letter from the LGUs</td>
<td></td>
</tr>
<tr>
<td>Activities</td>
<td>Student Organizations</td>
</tr>
<tr>
<td>• Minutes and attendance of the briefing and consultation conducted to concerned students, faculty, and stakeholders</td>
<td></td>
</tr>
<tr>
<td>• Appointment with conforme of Personnel-in-charge</td>
<td></td>
</tr>
<tr>
<td>• Itinerary</td>
<td></td>
</tr>
<tr>
<td>• Handy information materials for students</td>
<td></td>
</tr>
<tr>
<td>• Emergency preparedness plan</td>
<td></td>
</tr>
</tbody>
</table>

## CLIENT STEPS

<table>
<thead>
<tr>
<th>Face to Face</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Present the Letter of Request with required attachments/ documents for evaluation</td>
<td>1. Evaluate and verify the required attachments/ documents and recommend for approval</td>
<td>None</td>
<td>2 days</td>
<td>Admin Aide VI and Head Office of the Student Organizations</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>-------------</td>
<td>---------------</td>
<td>-----------------</td>
<td>-----------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>2. Log in the Evaluation of Student Activities logbook</td>
<td>2. Check proper logging Inform the students to proceed to the next office for signature</td>
<td>None</td>
<td>5 minutes</td>
<td>Admin Aide VI and Head of the Student Organizations</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>None</strong></td>
<td><strong>2 days, 5 minutes</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Online</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Send the requirements to email address <a href="mailto:studentorganization.pb@g.batstate-u.edu.ph">studentorganization.pb@g.batstate-u.edu.ph</a></td>
<td>1. Evaluate and verify the required attachments/ documents and recommend for approval</td>
<td>None</td>
<td>2 days</td>
<td>Admin Aide VI and Head of the Student Organizations</td>
</tr>
<tr>
<td>2. Log in the Evaluation of Student Activities logbook</td>
<td></td>
<td>None</td>
<td>5 minutes</td>
<td>Admin Aide VI and Head of the Student Organizations</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>None</strong></td>
<td><strong>2 days and 5 minutes</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Academic Affairs - Office of Guidance and Counselling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>All students and former students of Batangas State University</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>For TOSA Applicants:</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOSA Application form of scholarship - for scholars only (1 photocopy)</td>
<td>SOA</td>
</tr>
<tr>
<td>Registration form of the current semester (1 photocopy)</td>
<td>Registrar's Office</td>
</tr>
<tr>
<td>Any proof of application of honors/awards to any organization (1 photocopy)</td>
<td>Concerned organization</td>
</tr>
<tr>
<td>Request of CGMC form signed by OSD Coordinator/Head</td>
<td>OGC, Office of Student Discipline (OSD)</td>
</tr>
<tr>
<td>Official Receipt</td>
<td>Cashier</td>
</tr>
<tr>
<td>Documentary Stamp (1 piece)</td>
<td>BIR</td>
</tr>
</tbody>
</table>

### 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 | Guidance Facilitator/ Head/Coordinator Office of Guidance and Counselling Dean/ Associate Dean 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 | Guidance Facilitator/ Head/Coordinator 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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Office of the Vice Chancellor for Academic Affairs - Office of Guidance and Counselling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>All officially enrolled college students of Batangas State University who are always absent and/or tardy in class.</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accomplished Report of Absences Form</td>
</tr>
<tr>
<td>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:</td>
</tr>
<tr>
<td>a. Medical certificate in case of health reasons (1 photocopy)</td>
</tr>
<tr>
<td>a. Death certificate in case of death of a relative (1 photocopy)</td>
</tr>
<tr>
<td>b. Approved letter of the activity for school related activities (1 photocopy)</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit the required documents to the Office of Guidance and Counseling (OGC) and undergoes interview</td>
</tr>
<tr>
<td>2. Accepts admission slip from Guidance Facilitator/ Guidance Head and logs out to the record book for released admission slip</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>14 minutes</td>
<td>Guidance Facilitator/ Head/ Coordinator</td>
</tr>
<tr>
<td>None</td>
<td>1 minute</td>
<td>Guidance Facilitator/ Head/ Coordinator</td>
</tr>
</tbody>
</table>

**TOTAL:** None 15 minutes
INTERNAL SERVICES
### 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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Registration Services Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Concerned College or Faculty</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

- Late Uploading of Grades Form (1 Original)
- Faculty ID

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concerned College/ Download from Faculty Portal at <a href="https://dione.batstate-u.edu.ph/faculty/#/dashboard">https://dione.batstate-u.edu.ph/faculty/#/dashboard</a></td>
</tr>
</tbody>
</table>

#### CLIENT STEPS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 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  
1.1 Advise the faculty to bring the form to the Office of the Vice Chancellor for Academic Affairs for approval | None | 5 minutes | Administrative Aide VI/ Dean, Concerned College |

| 2. Submit the signed 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 | Administrative Aide VI Vice Chancellor, Vice Chancellor for Academic Affairs Office |
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.3 Return to the faculty concerned</td>
<td>2.4 Advise the faculty to bring the form to the Registration Services Office for the activation of the online grade submission</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Aide VI, Registration Services Office</td>
</tr>
<tr>
<td>3. Submit the approved Late Uploading of Grades Form and ID to the Registration Services Office</td>
<td>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.</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Aide VI, Registration Services Office</td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
<td>None</td>
<td>15 minutes</td>
<td></td>
</tr>
</tbody>
</table>
# 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.

<table>
<thead>
<tr>
<th>Client Steps</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
</table>
| 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 | Administrative Aide VI/Dean, Concerned College |
| 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 | Administrative Aide VI, Registration Services Office |
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.4 Correct the grade of the concerned student</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.5 Advise the faculty to check the portal after 5-10 minutes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td>None</td>
<td>20 minutes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cashiering Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>BatStateU Personnel, Students or Authorized Representative</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
</table>

- 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

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Check and verify the identity of the claimant by requesting the proof of</td>
<td>None</td>
<td>2 minutes</td>
<td>Administrative Aide VI Cashiering Office</td>
</tr>
<tr>
<td>identity like ID Card and authorization letter, if the stipend is claimed by</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a representative.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Double check if the amount indicated in the DV/payroll and the cash</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Aide VI Cashiering Office</td>
</tr>
<tr>
<td>inside the pay envelop are the same.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.1 Release the stipend to the claimant.</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Aide VI Cashiering Office</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cashiering Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Permanent, Contractual and Job Order Personnel</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Request Slip Form (1 Original)</th>
</tr>
</thead>
</table>

**WHERE TO SECURE**

Cashiering Office

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Fill up the request slip form.</td>
<td>1. Check and verify the data indicated in the request slip form.</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Aide VI Cashiering Office</td>
</tr>
<tr>
<td></td>
<td>1.1 Gather the file folder of the requestor.</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Aide VI Cashiering Office</td>
</tr>
<tr>
<td></td>
<td>1.2 Prepare the Certificate of Payments: Premium Contributions; or Loan Payments</td>
<td>None</td>
<td>45 minutes</td>
<td>Administrative Aide VI Cashiering Office</td>
</tr>
<tr>
<td></td>
<td>1.3 Review and sign the Certificate of Payment.</td>
<td>None</td>
<td>5 minutes</td>
<td>Head Cashiering Office</td>
</tr>
<tr>
<td>2. Sign the logbook as confirmation of receipt.</td>
<td>2. Issue the Certificate of Payment</td>
<td>None</td>
<td>1 minute</td>
<td>Administrative Aide VI Cashiering Office</td>
</tr>
</tbody>
</table>

**TOTAL:** None 57 minutes
### 3. Signing of Employee’s Clearance

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cashiering Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>BatStateU Personnel</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Clearance Form (1 Original)</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRMO</td>
<td></td>
</tr>
</tbody>
</table>

#### CLIENT STEPS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Present the filled-up Clearance Form already signed by the HRMO.</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Aide VI Cashiering Office</td>
</tr>
<tr>
<td>2.</td>
<td>Submission of complete documents</td>
<td>None</td>
<td>1 minute</td>
<td>Head Cashiering Office</td>
</tr>
<tr>
<td>3.</td>
<td>Log to the Clearance Logbook</td>
<td>None</td>
<td>2 minutes</td>
<td>Administrative Aide VI Cashiering Office</td>
</tr>
</tbody>
</table>

**TOTAL:** None 8 minutes
4. Petty Cash Disbursement
This is a cashiering service. Authorized petty cash can be claimed/reimbursed in the Cashiering Office.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cashiering Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>BatStateU Personnel</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully Accomplished Petty Cash Voucher (1 Original)</td>
<td>Cashiering Office</td>
</tr>
<tr>
<td>Official Receipt or Sales Invoice (1 Original)</td>
<td>Establishment where the items were purchased</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Agency Action</th>
<th>Fees to be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>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.</td>
<td>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.</td>
<td>None</td>
<td>5 minutes</td>
<td>Petty Cash Custodian Cashiering Office</td>
</tr>
<tr>
<td>2</td>
<td>Claim the cash.</td>
<td>2. Give the appropriate requested amount of money.</td>
<td>None</td>
<td>1 minute</td>
<td>Petty Cash Custodian Cashiering Office</td>
</tr>
<tr>
<td>3</td>
<td>Sign the Petty Cash Voucher that certifies the acceptance of the cash fund.</td>
<td>3. Sign the Petty Cash Voucher ensuring that the amount requested is already given.</td>
<td>None</td>
<td>1 minute</td>
<td>Petty Cash Custodian Cashiering Office</td>
</tr>
<tr>
<td>4</td>
<td>Return the petty cash voucher to the client to secure Inspection Report from the Property and Supply Office.</td>
<td>4. Return the petty cash voucher to the client to secure Inspection Report from the Property and Supply Office.</td>
<td>None</td>
<td>1 minute</td>
<td>Petty Cash Custodian Cashiering Office</td>
</tr>
</tbody>
</table>

**TOTAL:** None 8 minutes
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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resource Management Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Faculty, Employees andSeparated Faculty and Employees</td>
</tr>
</tbody>
</table>

*Service record is not applicable for Part-time Faculty & Job Order*

**CHECKLIST OF REQUIREMENTS**

| For currently employed:        | For currently employed:         |
| Online Request of Certificate of Employment or Service Record | Accomplish online form at http://dione.batstate-u.edu.ph/employee |

| For former employee:          | For former employee:           |
| Fully accomplished request slip for separated faculty and employee (1 original copy) | Human Resource Management Office – Employment Record Section |
| Accomplished Clearance for separated faculty and employee (1 original copy) | Human Resource Management Office – Employment Record Section and/or Compensation & Relations Section |

**CLIENT STEPS**

1. Submit the fully accomplished request slip

**AGENCY ACTION**

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.

**FEES TO BE PAID**

None

**PROCESSING TIME**

5 minutes

**PERSON RESPONSIBLE**

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>External Affairs Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Internal Stakeholders</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Requirements for the Approval of Request for Foreign Travel</th>
<th>Office of the Secretary of the University and of the Board of Regents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evaluation Form for the Necessity of Foreign Travel for State Universities and Colleges</td>
<td>Unit/Sponsor</td>
</tr>
</tbody>
</table>

### WHERE TO SECURE

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Collect complete Requirements for the Approval of Request for Foreign Travel</td>
<td>1. Receipt and acknowledgement of the submitted documents</td>
<td>None</td>
<td>5 minutes</td>
<td>Technical Staff for Internationalization/ Director External Affairs Office</td>
</tr>
<tr>
<td>2. Check and submit the documents for submission</td>
<td>2. Check the requirements and documents submitted and prepares them for submission to the Office of the Vice President for Development and External Affairs.</td>
<td>None</td>
<td>2 days</td>
<td>Technical Staff for Internationalization/ Director External Affairs Office</td>
</tr>
<tr>
<td>3. Wait for the release of the Authority to Travel and Secretary Certificate issued by the OUP and Board Secretary</td>
<td>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.</td>
<td>None</td>
<td>15 days</td>
<td>Technical Staff for Internationalization/ Director External Affairs Office</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------</td>
<td>-----------------</td>
<td>-----------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>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.</td>
<td>None</td>
<td>17 days, 5 minutes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL:**

<table>
<thead>
<tr>
<th></th>
<th>None</th>
<th>17 days, 5 minutes</th>
</tr>
</thead>
</table>
### ICT SERVICES

#### 1. Systems and Applications Development
To provide a common procedure in Systems and Applications Development

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>ICT Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical Transaction</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2G – Government to Government</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>End-Users</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Software Requirements Specifications</th>
<th>End-users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completion and Acceptance Certificate</td>
<td>End-users</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>1. Submit the System Request Form with the attached Software Requirements Specifications (SRS)</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1. Receive, review and comment on the request.</td>
<td>None</td>
<td>2 days (paused-clock)</td>
<td>Computer Programmer, Director ICT Services</td>
</tr>
<tr>
<td></td>
<td>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.</td>
<td>None</td>
<td>3 days (paused-clock)</td>
<td>VP DEA Office of the Vice President for Development and External Affairs</td>
</tr>
<tr>
<td></td>
<td>2. Attend the meeting with the programmer and state their evaluation and approval</td>
<td>None</td>
<td>3 hours (paused-clock)</td>
<td>Computer Programmer/ Director ICT Services</td>
</tr>
<tr>
<td></td>
<td>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).</td>
<td>None</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**WHERE TO SECURE**

End-users
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPOSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>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</td>
<td>None</td>
<td>5 months (paused-clock)</td>
<td>Computer Programmer/ Director ICT Services</td>
</tr>
<tr>
<td></td>
<td>3. Attend the meeting with the programmer and state their evaluation and approval.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Conduct a meeting to present the project plan to the end user for their confirmation and approval</td>
<td>None</td>
<td>4 hours (paused-clock)</td>
<td>Computer Programmer/ Director ICT Services</td>
</tr>
<tr>
<td></td>
<td>3.1 If the end user didn’t approve the project plan, make necessary adjustments to satisfy all the end user’s requirements</td>
<td>None</td>
<td>5 months (paused-clock)</td>
<td>Computer Programmer ICT Services</td>
</tr>
<tr>
<td></td>
<td>3.2 Conduct team workshops to prepare the initial system design</td>
<td>None</td>
<td>1 day</td>
<td>Computer Programmer ICT Services</td>
</tr>
<tr>
<td></td>
<td>3.3 Convert the system design to program codes</td>
<td>None</td>
<td>5 months (paused-clock)</td>
<td>Computer Programmer ICT Services</td>
</tr>
<tr>
<td></td>
<td>3.4 Subject all modules to unit testing then perform integration testing to analyze all the functions of the system</td>
<td>None</td>
<td>5 months (paused-clock)</td>
<td>Computer Programmer ICT Services</td>
</tr>
<tr>
<td></td>
<td>3.5 Check the system for errors, bugs, and/or glitches</td>
<td></td>
<td>5 months (paused-clock)</td>
<td>Computer Programmer ICT Services</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>----------------</td>
<td>------------------------------</td>
<td>----------------------------</td>
</tr>
</tbody>
</table>
| 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.                                    | None | 5 months (paused-clock) | Computer Programmer ICT Services |
|                                                                              | 6. Issue a Completion and Acceptance Certificate for the developed system.     | 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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>ICT Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – for services whose client is the transacting public</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Employees and Faculty Members</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. ID data will be sent by the staff of HRMO via google sheets</td>
<td>1. Input the Employee ID Number to the Employee Attendance Management System and load the employee data</td>
<td>None</td>
<td>1 minute</td>
<td>Data Encoder ICT Services</td>
</tr>
<tr>
<td>2. The employee and faculty member will scan their fingerprint to the scanner</td>
<td>2. Request the employee / faculty member to have his fingerprint scanned on the scanner</td>
<td>None</td>
<td>2 minutes</td>
<td>Data Encoder ICT Services</td>
</tr>
<tr>
<td></td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.2. Save and update the employee / faculty member record.</td>
<td>None</td>
<td>1 minute</td>
<td>Data Encoder ICT Services</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>None</strong></td>
<td><strong>4 minutes</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**WHERE TO SECURE**

Employee ID Number

- ID Services
### 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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>ICT Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Highly Technical</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – for services whose client is the transacting public</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Employees and Faculty Members</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID Referral for Newly-Hired Employee Slip or Application for Replacement of ID Card</td>
</tr>
<tr>
<td>ID Data (Electronic Photo and Signature)</td>
</tr>
</tbody>
</table>

#### CLIENT STEPS

**For Newly Hired Employee/Faculty**

1. The HRMO will send 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

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Receive the ID Referral for Newly-Hired Employee Slip</td>
</tr>
<tr>
<td>1.1 The ID details from the Google sheets will be encoded to the Employee ID system</td>
</tr>
<tr>
<td>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</td>
</tr>
<tr>
<td>1.3 Save all information into the Employee ID system</td>
</tr>
<tr>
<td>1.4 Tag the ID records for printing into the Employee ID system</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Asst. II ICT Services</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
</tr>
<tr>
<td>-------------</td>
<td>---------------</td>
<td>-----------------</td>
</tr>
</tbody>
</table>
| **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 | None | | |
| 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) | Programmer  
ICT Services |
| 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 | Administrative Asst. II  
ICT Services |
| **TOTAL:** | | None | 3 months, 7 minutes | |
### 4. Repair, Troubleshooting and Installation Services

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>ICT Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Employees and Faculty Members</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

**WHERE TO SECURE**

| ICT Service Request Form | ICT Services Online System |

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. State the complete details for the request for repair, troubleshooting, installation and provision of technical assistance for any ICT-related problems or issues</td>
<td>1. Receive request for repair, troubleshooting, installation and provision of technical assistance for any ICT-related problems or issues</td>
<td>None</td>
<td>1 minute</td>
<td>Computer/ Network Technician ICT Services</td>
</tr>
<tr>
<td></td>
<td>1.1 Log and record the details of the service request for documentation, retrieval and monitoring.</td>
<td>None</td>
<td>2 minutes</td>
<td>Admin Assistant II ICT Services</td>
</tr>
<tr>
<td></td>
<td>1.2 Accomplish and print the ICT Service Request Form thru the ICT Services Management System</td>
<td>None</td>
<td>3 hours (paused-clock)</td>
<td>Computer/ Network Technician ICT Services</td>
</tr>
<tr>
<td></td>
<td>1.3 Actual inspection and analysis of the service request on site</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.4 Provide the necessary technical assistance to the client</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.5 Test and evaluate the service provided</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
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<td>----------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
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<td>----------------------------------</td>
</tr>
<tr>
<td>2. Fill out the ICT Service</td>
<td>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</td>
<td>None</td>
<td>2 minutes</td>
<td>Computer/ Network Technician</td>
</tr>
<tr>
<td>Survey Form</td>
<td></td>
<td></td>
<td></td>
<td>ICT Services</td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL:</strong></td>
<td>None</td>
<td><strong>3 hours, 5 minutes</strong></td>
<td></td>
</tr>
</tbody>
</table>
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**

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Testing and Admission Office - Central and Constituent Campuses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Teaching and Non-Teaching Applicants endorsed by the Human Resource Management Office</td>
</tr>
</tbody>
</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>Endorsement Slip (1 Original copy)</th>
<th>Human Resource Management Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>One (1) Original copy of Applicant’s Valid Identification Card (ID) or other Government issued ID as follows:</td>
<td></td>
</tr>
<tr>
<td>• PRC ID</td>
<td>Professional Regulation Commission</td>
</tr>
<tr>
<td>• Driver’s License</td>
<td>Land Transportation Office</td>
</tr>
<tr>
<td>• Unified Multi-Purposed ID</td>
<td>SSS or GSIS</td>
</tr>
<tr>
<td>• Company ID</td>
<td>Current company of applicant</td>
</tr>
<tr>
<td>• Passport</td>
<td>Department of Foreign Affairs</td>
</tr>
</tbody>
</table>

#### WHERE TO SECURE

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Present valid Identification Card (ID) for verification</td>
<td>1. Receive and verify the Identification Card (ID) presented</td>
<td>None</td>
<td>2 minutes</td>
<td>Psychometrician Testing and Admission Office</td>
</tr>
<tr>
<td>2. Take the Psychological Test</td>
<td>2. Administer the Psychological Test</td>
<td>None</td>
<td>3 hours</td>
<td>Psychometrician Testing and Admission Office</td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
<td>None</td>
<td>3 hours, 2 minutes</td>
<td></td>
</tr>
</tbody>
</table>
CASHIERING OFFICE

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cashiering Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Students, Parents, Alumni, Suppliers, Contractors or Authorized Representative</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Where to Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clearance Form (1 Original)</td>
<td>Assessment Office</td>
</tr>
<tr>
<td>Request Slip Form (1 Original)</td>
<td>Registrar’s Office</td>
</tr>
<tr>
<td>Payment Slip or Order of Payment (1 Original)</td>
<td>Accounting Office/ Resource Generation Office/ BAC/ Dormitory/ Graduate School/ General Services Office/ Testing and Admission Office/ Procurement Office/ Property and Supply Office</td>
</tr>
<tr>
<td>Payment (cash, check, etc.)</td>
<td>Client</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>Client Steps</th>
<th>Agency Action</th>
<th>Fees to Be Paid</th>
<th>Processing Time</th>
<th>Person Responsible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Pays fees (e.g. Transcript of Records, Diploma, Certification, Honorable Dismissal, Return of Cash, Advance, Bidder's Bond, etc.)</td>
<td>1. Checks and verifies order of payment or clearance form and the request slip. 1.1 Accept payment</td>
<td>TOR - PHP 50/page</td>
<td>3 minutes</td>
<td>Administrative Aide VI</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Diploma - PHP 400/page</td>
<td></td>
<td>Cashiering Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Certification - PHP 30/page</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Honorable Dismissal – PHP 100/page</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>2nd copy of Registration Form - PHP 15</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>2nd copy of ID - PHP 180</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Leading Innovations, Transforming Lives, Building the Nation
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authentication - PHP 20/page</td>
<td>Graduation Fee for IS - PHP 500</td>
<td>Graduation Fee for Graduate School - PHP 1,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reservation Fee for IS – PHP 3,000</td>
<td>Certificate of Good Moral Character - PHP 30</td>
<td>Vehicle Sticker - PHP 100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Form 137 - PHP 100</td>
<td>Exam Fee for IS &amp; Graduate School - PHP 250</td>
<td>Return of Cash Advance = amount request – total disbursements</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Light (Electricity Consumption) = Consumption in kwH X Php 12.00</td>
<td>Water Consumption = Consumption in cuM x Php 30</td>
<td></td>
<td></td>
<td></td>
</tr>
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<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>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)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>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)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Performance Bond – Surety bond callable upon issued by a surety or insurance company duly certified by the Insurance Commision = 30% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Comprehensive Exam for Master's Degree - PHP 1,000</td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Comprehensive Exam for Doctorate Degree - PHP 1,500</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dorm Rental - PHP 2,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Bidding documents</strong> – Project ABC 500,000 and below – Php 500.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
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<tr>
<td></td>
<td></td>
<td>Project ABC more than 500,000 up to 1 Million – Php 1,000.00</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Project ABC more than 1 Million up to 5 Million – Php 5,000.00</td>
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<td></td>
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<tr>
<td></td>
<td></td>
<td>Project ABC more than 5 Million up to 10 Million – Php 10,000.00</td>
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<tr>
<td></td>
<td></td>
<td>Project ABC more than 10 Million up to 50 Million – Php 25,000.00</td>
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<tr>
<td></td>
<td></td>
<td>Project ABC more than 50 Million up to 500 Million – Php 50,000.00</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Project ABC more than 500 Million – Php 75,000.00</td>
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<td></td>
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<tr>
<td></td>
<td></td>
<td>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)</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>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)</td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td>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) 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 Sale of scrap materials = remaining useful value x condition factor x currency fluctuation factor x no. of units</td>
<td>3 minutes</td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td>Fixed Fees:</td>
<td>• 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</td>
<td></td>
<td></td>
</tr>
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<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
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</tr>
<tr>
<td>Authentication - PHP 20/page</td>
<td>• Reservation Fee for IS – PHP 3,000</td>
<td>• Certificate of Good Moral Character - PHP 30</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Vehicle Sticker - PHP 100</td>
<td>• Form 137 - PHP 100</td>
<td>• Exam Fee - PHP 250</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Dorm Rental - PHP 2,000</td>
<td>• Library Fine - PHP 10/book/material per day of delay of return</td>
<td>• Hostel Accommodation Suite Room = PHP 2,500/day</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Hostel Accommodation Economy Room = PHP 2,400/day</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Case to Case Fees:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Return of Cash Advance = amount request – total disbursements</td>
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<td>• Light (Electricity Consumption) = Consumption in kwH X Php 12.00</td>
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<td>• Water Consumption = Consumption in cuM x Php 30</td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Performance Bond – Cash or Cashier’s/Manager’s checked issued</td>
<td></td>
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</tr>
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</tr>
<tr>
<td></td>
<td></td>
<td>by a Universal or Commercial Bank = 5% of Total Contract Price (Amount not less than the percentage of the Total Contract Price)</td>
<td></td>
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<td></td>
<td>• 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)</td>
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</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
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<td>--------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 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)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 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)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Sale of scrap materials = remaining useful value x condition factor x currency fluctuation factor x no. of units</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fee varies:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Bidding Documents</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Project ABC 500,000 and below – Php 500.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Project ABC more than 500,000 up to 1 Million – Php 1,000.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------</td>
<td>-----------------</td>
<td>----------------</td>
<td>--------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Project ABC more than 1 Million up to 5 Million – Php 5,000.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Project ABC more than 5 Million up to 10 Million – Php 10,000.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Project ABC more than 10 Million up to 50 Million – Php 25,000.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Project ABC more than 50 Million up to 500 Million – Php 50,000.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Project ABC more than 500 Million – Php 75,000.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Graduation Fee</td>
<td></td>
<td>• IS - PHP 500</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Graduate School</td>
<td></td>
<td>• Graduate School - PHP 1,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Comprehensive Exam</td>
<td></td>
<td>• Master's Degree - PHP 1,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Doctorate Degree</td>
<td></td>
<td>• Doctorate Degree - PHP 1,500</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2. Releasing of Checks
This is a disbursing service. Checks for payment of obligations of the University are claimed at the cashier.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Cashiering Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Students, Parents, BatStateU Personnel, Suppliers, Contractors or Authorized Representative</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID (or any proof of identity with picture and signature)</td>
<td>Claimant &amp; Authorized Representative</td>
</tr>
<tr>
<td>Official Receipt (for suppliers; evidence of deliver) (1 Original)</td>
<td>Claimant</td>
</tr>
<tr>
<td>Authorization Letter, if representative claims on behalf of claimant (1 Original)</td>
<td>Claimant</td>
</tr>
</tbody>
</table>

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Claim checks from the issuing staff of the office</td>
<td>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.</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Aide VI Cashiering Office</td>
</tr>
<tr>
<td>2. Sign Disbursement Voucher and logbook</td>
<td>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</td>
<td>None</td>
<td>5 minutes</td>
<td>Administrative Aide VI Cashiering Office</td>
</tr>
</tbody>
</table>

**TOTAL:**

| TOTAL:                                                                      | None      | 10 minutes |
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

| Accomplished BatStateU-FO-PR-01 (1 Original) |
| Invitation/programme or equivalent document (1 Photocopy) |

### WHERE TO SECURE

Unit/Sponsor

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit an accomplished request for documentation form (BatStateU-FO-PR-01) with the attached invitation/program of the event</td>
<td>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</td>
<td>None</td>
<td>5 minutes</td>
<td>Director, Administrative Assistant II, Public Relations Office</td>
</tr>
<tr>
<td>2. Approval of the request for documentation form</td>
<td>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.</td>
<td>None</td>
<td>2 days (paused-clock)</td>
<td>Director, Administrative Assistant II, Public Relations Office</td>
</tr>
<tr>
<td>3. Prepare materials to be used for documentation</td>
<td>Preparing the materials needed for documentation such as camera, tripod, laptop, recorded, pen and notepad</td>
<td>None</td>
<td>2 hours</td>
<td>Administrative Assistant II, Public Relations Office</td>
</tr>
<tr>
<td>4. Perform documentation procedures</td>
<td>Submitting the prepared news and photos to the PR Director/University President</td>
<td>None</td>
<td>3 days (paused-clock)</td>
<td>Administrative Assistant II, Public Relations Specialist</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------</td>
<td>-----------------</td>
<td>-----------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>5. Preparation of news and photos for approval of PR Director/ University President</td>
<td>5. Submitting the prepared news and photos to the PR Director/ University President</td>
<td>None</td>
<td>4 hours</td>
<td>Public Relations Specialist, Graphic Artist, Public Relations Office</td>
</tr>
<tr>
<td>6. Approval of the news and photos by the PR Director/ University President</td>
<td>6. Seeking the approval of the PR Director/ University President. If not approved, will edit and seek approval again.</td>
<td>None</td>
<td>2 hours</td>
<td>Public Relations Specialist, Public Relations Office</td>
</tr>
<tr>
<td>7. Post news and photos on the university website/social media accounts</td>
<td>7. Posting the news and photos on the University website and social media accounts</td>
<td>None</td>
<td>1 hour</td>
<td>Public Relations Specialist, Public Relations Office</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>None</strong></td>
<td><strong>6 days, 1 hour, 5 minutes</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## 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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Public Relations Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Complex</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Internal and External Stakeholders</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

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

### WHERE TO SECURE

None

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Human Resource Management Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Non-Teaching Applicants (regardless of status)</td>
</tr>
</tbody>
</table>

### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
<th>CHECKLIST OF REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicant concerned</td>
<td>Application Letter addressed to the University President (</td>
</tr>
<tr>
<td>Applicant concerned</td>
<td>Updated resume and curriculum vitae</td>
</tr>
<tr>
<td>Applicant concerned</td>
<td>Notarized Personal Data Sheet (PDS) with Work Experience Sheet (WES)</td>
</tr>
<tr>
<td>Applicant concerned</td>
<td>Official Transcript of Records</td>
</tr>
<tr>
<td>Applicant concerned</td>
<td>Certificate/s of Employment (if there is any)</td>
</tr>
<tr>
<td>Applicant concerned</td>
<td>Certificate/s of Seminars and Trainings Attended (if there is any)</td>
</tr>
<tr>
<td>Applicant concerned</td>
<td>Certificate/s of Eligibility (if there is any)</td>
</tr>
</tbody>
</table>

### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Acknowledge and receive application documents.</td>
<td>None</td>
<td>10 minutes</td>
<td>Recruitment, Selection and Placement (RSP) Staff</td>
</tr>
<tr>
<td>1.1 Check if the documents are complete or if he/she has complied with all the necessary documents for application.</td>
<td>None</td>
<td>10 minutes</td>
<td>Human Resource Management Office</td>
</tr>
<tr>
<td>1.2 Reply/ Inform them if he/ she has incomplete documents.</td>
<td>None</td>
<td>10 minutes</td>
<td></td>
</tr>
</tbody>
</table>

TOTAL: None 10 minutes
1. **Dental Consultation/Treatment/Management of Emergency Cases**  
   Students, faculty members, staff and personnel may avail of this service for their oral health.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Health Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| 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**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Sign in the Transaction Logsheet in the office lobby</td>
<td>1. Make the logsheet available to the client</td>
<td>None</td>
<td>1 minute</td>
<td>Dental Assistant / Nurse Health Services</td>
</tr>
<tr>
<td>2. Wait to be called</td>
<td>2. Refer to dentist</td>
<td>None</td>
<td>3 minutes</td>
<td>Dental Assistant / Nurse Health Services</td>
</tr>
<tr>
<td>3. Undergo Dental Consultation/Treatment/Management</td>
<td>3. Retrieve Record System Assessment</td>
<td>None</td>
<td>15 minutes</td>
<td>Dentist II / Part-time Dentist / Nurse Health Services</td>
</tr>
<tr>
<td>3.1 Render Treatment; Refer to Specialist if necessary; Give recommendation</td>
<td>None</td>
<td>30 minutes</td>
<td>Dentist II / Part-time Dentist / Nurse Health Services</td>
<td></td>
</tr>
<tr>
<td>4. Sign out on the Transaction Logsheet</td>
<td>4. Make the logsheet available to the client</td>
<td>None</td>
<td>1 minute</td>
<td>Dental Assistant / Nurse Health Services</td>
</tr>
</tbody>
</table>

**WHERE TO SECURE**

- Dental Record: BatStateU 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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Health Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| Type of Transaction:  | G2C – for services whose client is the transacting public  
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| Who May Avail:        | Students, Employees, and External Stakeholders (but not limited to parents and partner agencies) |

**CHECKLIST OF REQUIREMENTS**

<table>
<thead>
<tr>
<th>Dental Record</th>
<th>LOCATIONS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>BatStateU Health Services</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Sign in the Transaction Logsheet in the office lobby</td>
<td>1. Make the logsheet available to the client</td>
<td>None</td>
<td>1 minute</td>
<td>Dental Assistant / Nurse Health Services</td>
</tr>
<tr>
<td>2. Wait to be called</td>
<td>2. Refer to dentist</td>
<td>None</td>
<td>2 minutes</td>
<td>Dental Assistant / Nurse Health Services</td>
</tr>
<tr>
<td>3. Undergo Dental Examination/Consultation</td>
<td>3. Retrieve Record System Assessment</td>
<td>None</td>
<td>15 minutes</td>
<td>Dental Assistant / Dentist II / Part-time Dentist / Nurse Health Services</td>
</tr>
<tr>
<td></td>
<td>3.1. Issue dental certificate</td>
<td>None</td>
<td>5 minutes</td>
<td>Dentist II / Part-time Dentist / Nurse Health Services</td>
</tr>
<tr>
<td>4. Log Transaction in the Dental Certificate issuance logsheet</td>
<td>4. Give the logsheet to the client</td>
<td>None</td>
<td>1 minute</td>
<td>Dental Assistant / Dentist II / Part-time Dentist / Nurse Health Services</td>
</tr>
<tr>
<td>5. Sign out on the Transaction Logsheet</td>
<td>5. Make the logsheet available to the client</td>
<td>None</td>
<td>1 minute</td>
<td>Dental Assistant / Dentist II / Part-time Dentist / Nurse Health Services</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Health Services- ARASOF Nasugbu, Malvar and Pablo Borbon Campuses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| 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

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>I. ON-THE-JOB-TRAINING</strong></td>
<td></td>
</tr>
<tr>
<td>1.1. Chest X-ray Reading</td>
<td>Hospital or Laboratory; Client</td>
</tr>
<tr>
<td>1.2. 1x1 ID picture (2 original)</td>
<td>Client</td>
</tr>
<tr>
<td>1.3. Medical Form (2 original, accomplished)</td>
<td>BatStateU Health Services</td>
</tr>
<tr>
<td>1.4. Health Record</td>
<td>BatStateU Health Services</td>
</tr>
<tr>
<td><strong>II. PRE-EMPLOYMENT</strong></td>
<td></td>
</tr>
<tr>
<td>2.1. For Permanent, Part-time and Job Order Employment Applicants:</td>
<td>Hospital or Laboratory; Client</td>
</tr>
<tr>
<td><em>1 original &amp; 1 photocopy of the results of the following:</em></td>
<td></td>
</tr>
<tr>
<td>➢ Chest X-ray reading</td>
<td></td>
</tr>
<tr>
<td>➢ Urinalysis (for permanent only)</td>
<td></td>
</tr>
<tr>
<td>➢ Complete Blood Count (CBC) (for permanent only)</td>
<td></td>
</tr>
<tr>
<td>➢ Blood type (for permanent only)</td>
<td></td>
</tr>
<tr>
<td>➢ Drug Test (for permanent only)</td>
<td></td>
</tr>
<tr>
<td>2.2. CSC Form (2 original) for Permanent</td>
<td>HRMO</td>
</tr>
<tr>
<td>2.3. Medical Examination and Evaluation Form (1 original) for Part-time and Job Order</td>
<td>Client</td>
</tr>
<tr>
<td>2.4. 1x1 ID picture (2 original)</td>
<td>BatStateU Health Services</td>
</tr>
<tr>
<td>2.5. Medical Form (2 original, accomplished)</td>
<td>BatStateU Health Services</td>
</tr>
<tr>
<td><strong>III. RETURN TO WORK / RE-ADMISSION / SPORTS EVENTS / OFF-CAMPUS ACTIVITIES</strong></td>
<td>BatStateU Health Services</td>
</tr>
</tbody>
</table>

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

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

### CHECKLIST OF REQUIREMENTS

#### IV. ON-THE-JOB-TRAINING

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Chest X-ray Reading</td>
<td>Hospital or Laboratory; Client</td>
</tr>
<tr>
<td>1.2 1x1 ID picture (2 original)</td>
<td>Client</td>
</tr>
<tr>
<td>1.3 Medical Form (2 original, accomplished)</td>
<td>BatStateU Health Services</td>
</tr>
<tr>
<td>1.4 Health Record</td>
<td>BatStateU Health Services</td>
</tr>
</tbody>
</table>

#### V. PRE-EMPLOYMENT

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1. For Permanent, Part-time and Job Order Employment Applicants: *1 original &amp; 1 photocopy of the results of the following:</td>
<td>Hospital or Laboratory; Client</td>
</tr>
<tr>
<td>➢ Chest X-ray reading</td>
<td></td>
</tr>
<tr>
<td>➢ Urinalysis (for permanent only)</td>
<td></td>
</tr>
<tr>
<td>➢ Complete Blood Count (CBC) (for permanent only)</td>
<td></td>
</tr>
<tr>
<td>➢ Blood type (for permanent only)</td>
<td></td>
</tr>
<tr>
<td>➢ Drug Test (for permanent only)</td>
<td></td>
</tr>
<tr>
<td>2.2. CSC Form (2 original) for Permanent</td>
<td>HRMO</td>
</tr>
<tr>
<td>2.3. Medical Examination and Evaluation Form (1 original) for Part-time and Job Order</td>
<td>Client</td>
</tr>
<tr>
<td>2.4. 1x1 ID picture (2 original)</td>
<td>BatStateU Health Services</td>
</tr>
<tr>
<td>2.5. Medical Form (2 original, accomplished)</td>
<td></td>
</tr>
</tbody>
</table>

#### VI. RETURN TO WORK / RE-ADMISSION / SPORTS EVENTS / OFF-CAMPUS ACTIVITIES

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Record</td>
<td>BatStateU Health Services</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
</tr>
<tr>
<td>---------------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>1. Sign in the Transaction Logsheet</td>
<td>1. Make the logsheet available to the client</td>
</tr>
<tr>
<td>2. Submit the required documents</td>
<td>2. Receive the documents and check for completeness</td>
</tr>
<tr>
<td>3. Accomplish Medical Form as necessary</td>
<td>3. Review of form for accuracy of data given</td>
</tr>
<tr>
<td>4. Wait to be called</td>
<td>4. Retrieve health record</td>
</tr>
<tr>
<td>5. Undergo Medical Examination/Evaluation</td>
<td>5. Assessment History taking Physical Examination</td>
</tr>
<tr>
<td></td>
<td>5.1 Deliver/endorse Medical Certificate to the Medical Officer III for evaluation and signature</td>
</tr>
<tr>
<td></td>
<td>5.2 With Abnormal Findings: Prepare referral letter to specialist</td>
</tr>
<tr>
<td></td>
<td>5.3 With Normal Findings: Issue medical certificate</td>
</tr>
<tr>
<td>6. Log in on the Issuance of Medical Certificate logsheet</td>
<td>6. Give the logsheet to the client</td>
</tr>
<tr>
<td>7. Sign out on the Transaction Logsheet</td>
<td>7. Make the logsheet available to the client</td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
</tr>
</tbody>
</table>
5. Medical Consultation

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Health Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
</tbody>
</table>
| 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) |

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<thead>
<tr>
<th>CHECKLIST OF REQUIREMENTS</th>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Health Record; Employee Health Record</td>
<td>BatStateU Health Services</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Sign in the Transaction logsheet</td>
<td>1. Make the logsheet available to the client</td>
<td>None</td>
<td>1 minute</td>
<td>Medical Assistant / Administrative Aide / Nurse Health Services</td>
</tr>
<tr>
<td></td>
<td>1.1 Retrieve health record</td>
<td>None</td>
<td>3 minutes</td>
<td>Medical Assistant / Administrative Aide / Nurse Health Services</td>
</tr>
</tbody>
</table>
| 2. Undergo Medical Consultation | 2. Assessment  
| | History taking  
| | Physical Examination  
| | Refer to Medical Officer | None | 30 minutes | Medical Officer III / Part-time Physician / Nurse Health Services |
| | 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 | Medical Officer III / Part-time Physician / Nurse Health Services |
| 3. Sign out on the Transaction Logsheet | 3. Make the logsheet available to the client | None | 1 minute | Medical Assistant / Administrative Aide / Nurse Health Services |

**TOTAL:** None | 1 hour, 5 minutes
# 1. Library Reference Services (Patron Queries)

Assistance provided to library users seeking information and research needs.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Students, Faculty and Employee, Public</td>
</tr>
</tbody>
</table>

## CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ON-SITE (Face to Face)</strong></td>
</tr>
</tbody>
</table>

For Student: One (1) Valid ID / QR Code
(Student ID / Registration Form)

For Employee: One (1) Valid ID / QR Code
(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)

Automatically available for currently enrolled / employed

## DIGITAL/VIRTUAL REFERENCE SERVICE

*Electronic Library Virtual Reference Assistant (ELVIRA) and Official Email*

One (1) G Suite Email Account / Facebook Account

Automatically available for or currently enrolled / employed and everyone who can access Chat Elvira

## CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ON-SITE (Face to Face)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Log-in
   1.1 Automated System. Log-in in the automated system (Attendance Monitoring) for Library Users by tapping the ID or scanning the QR Code.
   1.2 Manual. Present the valid ID and log in

1.1 Monitor the Attendance Monitoring System.
None
1 minute
College Librarian / Administrative Aide VI Library
using the Log sheet for Library Users.

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Proceed to the Information Desk and accomplish the reference query form.</td>
<td>2. Answer on-site client’s query.</td>
<td>None</td>
<td>4 minutes</td>
<td>College Librarian I Administrative Aide VI Library</td>
</tr>
</tbody>
</table>

**TOTAL:** None 5 minutes

**DIGITAL/VIRTUAL REFERENCE SERVICE**
*Electronic Library Virtual Reference Assistant (ELVIRA) and Official Email Account*

**Chat ELVIRA (Automated Response)**

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 | College Librarian I Administrative Aide VI Library |

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 | College Librarian I Administrative Aide VI Library |

**TOTAL:** None 5 minutes

**OFFICIAL EMAIL ACCOUNT**

1. Send queries using the official email account (library.pb@batstate-u.edu.ph)

1. Monitor and answer client’s query through email. | None | 5 minutes | College Librarian I Administrative Aide VI Library |

**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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Students, Faculty and Employee, Public</td>
</tr>
</tbody>
</table>

## CHECKLIST OF REQUIREMENTS

### ON-SITE BORROWING

For Student: One (1) Valid ID / QR Code
(Student ID / Registration Form)

For Employee: One (1) Valid ID / QR Code
(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)

Automatically available for currently enrolled / employed
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

### ON-SITE BORROWING (Face to Face)

1. Log-in
   1.1 Automated System
   Log-in in the automated system (Attendance Monitoring) for Library Users by tapping the ID or scanning the QR Code.

### AGENCY ACTION

1. 1Monitor the Attendance Monitoring System.

### FEES TO BE PAID

None

### PROCESSING TIME

1 minute

<table>
<thead>
<tr>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>College Librarian I Administrative Aide VI Library</td>
</tr>
</tbody>
</table>

---

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Leading Innovations, Transforming Lives, Building the Nation
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2 Manual</td>
<td>Present the valid ID and log in using the Log sheet for Library Users.</td>
<td>1.2 Verify the validity of the ID.</td>
<td>None</td>
<td>2 minutes</td>
</tr>
<tr>
<td>2. Check for the availability of library materials</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.1 Automated System</td>
<td>Search for the desired title(s) on the WebOPAC.</td>
<td>2.1 Assist client in using the Online Public Access Catalog (OPAC)</td>
<td>None</td>
<td>2 minutes</td>
</tr>
<tr>
<td>The WebOPAC provides bibliographic details as well as the call number, shelf location, and library where the item is located.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.2 Manual</td>
<td>Search for the desired title(s) in the hard / softcopy records of library materials.</td>
<td>2.2 Assist client in searching for the title(s).</td>
<td>None</td>
<td>5 minutes</td>
</tr>
<tr>
<td>3. Select Available Materials</td>
<td>Proceed directly to the shelf location of the item, or proceed to the Circulation Desk for assistance in locating the item(s).</td>
<td>3. Assist client in locating the material(s).</td>
<td>None</td>
<td>5 minutes</td>
</tr>
<tr>
<td>For home-use, proceed to the Circulation Desk/Self-Checkout Kiosk. For in-library use, proceed directly to the available reading space in the library.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>-------------</td>
<td>---------------</td>
<td>----------------</td>
<td>----------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>4. Borrowing</td>
<td>4.1 Automated System</td>
<td>4.1.1 Through the Circulation Desk, present the ID and materials. Get the receipt.</td>
<td>None</td>
<td>3 minutes</td>
</tr>
<tr>
<td></td>
<td>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.</td>
<td>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.</td>
<td>5 minutes</td>
<td>College Librarian I Administrative Aide VI Library</td>
</tr>
<tr>
<td></td>
<td>4.2 Manual Present the ID and log in (Log Sheet on Borrowed Books, Periodicals and AV Materials, Theses / Dissertations)</td>
<td>4.2 Verify the validity of the ID.</td>
<td>None</td>
<td>5 minutes</td>
</tr>
<tr>
<td></td>
<td>4.3 Assist the client in accomplishing the logbook.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

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.

Theses/Dissertations are for in-library use only.
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Returning</td>
<td>5.1 Automated System</td>
<td>None</td>
<td>3 minutes</td>
<td>College Librarian I Administrative Aide VI Library</td>
</tr>
<tr>
<td>5.1 Automated System After utilizing library resources, client(s) may return them through the following:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>➢ <em>Circulation Desk</em>. Present the ID and the materials borrowed for the cancellation of loaned out records in the system’s database.</td>
<td>5.1 Automated System After utilizing library resources, client(s) may return them through the following:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>➢ <em>Book Drop Kiosk</em>. 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.</td>
<td>➢ <em>Circulation Desk</em>. Scan the ID and the materials borrowed for the cancellation of loaned out records in the system’s database.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>➢ <em>Book Drop Kiosk</em>. 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.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.2 Manual In returning, present the borrowed materials. Receive the ID.</td>
<td>5.2 In returning, write “Returned” under the remarks section of the log sheet on borrowed books. Check the books and return the ID.</td>
<td>None</td>
<td>5 minutes</td>
<td>College Librarian I Administrative Aide VI Library</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### DOCUMENT DELIVERY (Chapter Request)

1. Check the availability of the needed materials on the Web Online Public Access Catalog (OPAC) at [https://helios.batstate-u.edu.ph](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/](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.

2. 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.

3. None

4. 35 minutes

5. [College Librarian I Administrative Aide VI Library](#)
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Check the email account (BatStateU institutional email account) to know the status of the request.</td>
<td>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.</td>
<td>None</td>
<td>3 minutes</td>
<td>College Librarian I, Administrative Aide VI, Library</td>
</tr>
<tr>
<td>2.1 Receive the requested e-copy.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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.

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### CHECKLIST OF REQUIREMENTS

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<tr>
<td>Automatically available for currently enrolled / employed</td>
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### CLIENT STEPS

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<tr>
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<th>PROCESsing TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>1. Review the completeness of the provided details from the request slip.</td>
<td>None</td>
<td>13 minutes</td>
</tr>
<tr>
<td></td>
<td>1.1 Prepare the referral letter, indicating the needed information (name of students, institution and date to conduct the study)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.2 Issue Referral Letter (BatStateU-FO-LIB-04) signed by the Head Librarian.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Receive the Referral Letter.</td>
<td>2. Instruct the client to sign in the library’s receiving copy.</td>
<td>None</td>
<td>2 minutes</td>
</tr>
</tbody>
</table>

**TOTAL:** None 15 minutes

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.

<table>
<thead>
<tr>
<th>Office or Division:</th>
<th>Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
<td>Simple</td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>G2C – Government to Citizen</td>
</tr>
<tr>
<td>Who May Avail:</td>
<td>Students, Faculty and Employee, Public</td>
</tr>
</tbody>
</table>

**CHECKLIST OF REQUIREMENTS**

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

**CLIENT STEPS**

<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>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 (<a href="https://library.batstate-u.edu.ph/">https://library.batstate-u.edu.ph/</a>).</td>
<td>1. Monitoring of request.</td>
<td>None</td>
<td>5 minutes</td>
<td>College Librarian I Administrative Aide VI Library</td>
</tr>
</tbody>
</table>

Leading Innovations, Transforming Lives, Building the Nation
<table>
<thead>
<tr>
<th>CLIENT STEPS</th>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Submit the hardbound copy of thesis / dissertation.</td>
<td>2. Review the completeness of the provided details specified in the Google Form. 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. 2.2 Check if the requirements have been complied. 2.3 If not compliant, instruct researchers to complete the requirements. 2.4 Receive the hardcopy of the theses/dissertations and check the approval sheet if duly and originally signed by the concerned signatories. 2.5 Encode the certification indicating the needed information as to name of students, college, program, title of research and the date of submission. 2.6 Issue the Certification for Thesis / Dissertation Submission (BatStateU-CE-11) signed by the Head Librarian.</td>
<td>None</td>
<td>25 minutes</td>
<td>College Librarian I Administrative Aide VI Library</td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
<td>PERSON RESPONSIBLE</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
<td>-----------------</td>
<td>-----------------</td>
<td>-------------------------------------</td>
</tr>
<tr>
<td>3. Received the certification.</td>
<td>3. Instruct the client to sign in the library’s receiving copy.</td>
<td>None</td>
<td>2 minutes</td>
<td>College Librarian I Administrative Aide VI Library</td>
</tr>
<tr>
<td>3.1 Sign in the logbook, Logbook for Submission of Theses / Dissertations (BatStateU-LB-LIB-01) or the receiving copy.</td>
<td>3.1 Assist the client in accomplishing the logbook.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL:</td>
<td></td>
<td>None</td>
<td>32 minutes</td>
<td></td>
</tr>
</tbody>
</table>
### 5. eLibrary/Cyberspace Service

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

<table>
<thead>
<tr>
<th>Office or Division:</th>
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<tr>
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#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
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<tr>
<td>One (1) Valid ID / QR Code</td>
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<tr>
<td>Automatically available for currently enrolled/employed</td>
</tr>
</tbody>
</table>

| (Student ID / Employee ID / Registration Form) |

#### CLIENT STEPS

<table>
<thead>
<tr>
<th>AGENCY ACTION</th>
<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>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. 1.2 Clients without account will be enrolled in the eLibrary system.</td>
<td>None</td>
<td>4 minutes</td>
<td>Computer Operator College Librarian I Administrative Aide VI Library</td>
</tr>
<tr>
<td>2. Go to the assigned computer unit and log-in your eLibrary account.</td>
<td>None</td>
<td>1 minute</td>
<td>Computer Operator College Librarian I Administrative Aide VI Library</td>
</tr>
<tr>
<td>2. Assist the client in using the computer.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CLIENT STEPS</td>
<td>AGENCY ACTION</td>
<td>FEES TO BE PAID</td>
<td>PROCESSING TIME</td>
</tr>
<tr>
<td>--------------</td>
<td>---------------</td>
<td>----------------</td>
<td>----------------</td>
</tr>
</tbody>
</table>
| 3. Access the internet. | 3. Monitor the eLibrary user.  
*eLibrary system will automatically start and end the session* | None | 1 hour | Computer Operator  
College Librarian I  
Administrative Aide VI  
Library |
| **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.

<table>
<thead>
<tr>
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<th>Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification:</td>
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<tr>
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</tr>
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</table>

#### CHECKLIST OF REQUIREMENTS

<table>
<thead>
<tr>
<th>WHERE TO SECURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>One (1) Valid Employee ID</td>
</tr>
<tr>
<td>One (1) Clearance Form</td>
</tr>
</tbody>
</table>

#### CLIENT STEPS

<table>
<thead>
<tr>
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<th>FEES TO BE PAID</th>
<th>PROCESSING TIME</th>
<th>PERSON RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Proceed to the Information / Circulation Desk and present the clearance form.</td>
<td>1. Check the employees' records on the Online Clearance System.</td>
<td>None</td>
<td>8 minutes</td>
</tr>
<tr>
<td></td>
<td>1.1 If cleared, sign the clearance form.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.2 If there are liabilities on the record, inform the client that the liabilities/obligations must be settled first.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.3 Issue the signed clearance form.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Receive the signed clearance form.</td>
<td>2. Instruct the client to sign in the library’s receiving copy.</td>
<td>None</td>
<td>1 minute</td>
</tr>
<tr>
<td>3. Sign in the logbook, Logbook for Clearance (BatStateU-LB-LIB-02).</td>
<td>3. Assist the client in accomplishing the logbook.</td>
<td>None</td>
<td>1 minute</td>
</tr>
<tr>
<td>TOTAL:</td>
<td>None</td>
<td>10 minutes</td>
<td></td>
</tr>
</tbody>
</table>

Leading Innovations, Transforming Lives, Building the Nation
# LIST OF OFFICES

<table>
<thead>
<tr>
<th>Office</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Committee on Anti-Red Tape (CART) - Central</td>
<td>1st floor Jose Rizal Building, Batangas State University Central Administration, Rizal Avenue Extension, Batangas City</td>
<td><a href="mailto:cart@g.batstate-u.edu.ph">cart@g.batstate-u.edu.ph</a> (+63 43) 980-0385 loc 1993</td>
</tr>
<tr>
<td>Office of the Registrar</td>
<td>1st floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City</td>
<td><a href="mailto:registrar.pb@g.batstate-u.edu.ph">registrar.pb@g.batstate-u.edu.ph</a> (+63 43) 980-0385 loc 1933; 1149</td>
</tr>
<tr>
<td>Scholarship Office</td>
<td>3rd floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City</td>
<td><a href="mailto:scholarship.centraloffice@g.batstate-u.edu.ph">scholarship.centraloffice@g.batstate-u.edu.ph</a> (+63 43)980-0385 loc 1144/ 0998-535-4992</td>
</tr>
<tr>
<td>Testing and Admission Office</td>
<td>3rd floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City</td>
<td><a href="mailto:tao@g.batstate-u.edu.ph">tao@g.batstate-u.edu.ph</a> (+63 43) 980-0385 loc 1148</td>
</tr>
<tr>
<td>Cashier's Office</td>
<td>1st floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City</td>
<td><a href="mailto:cashier.central@g.batstate-u.edu.ph">cashier.central@g.batstate-u.edu.ph</a> (+63 43) 980-0385 loc 1215; 1915</td>
</tr>
<tr>
<td>External Affairs Office</td>
<td>3rd floor Jose Rizal Building, Batangas State University Central Administration, Rizal Avenue Extension, Batangas City</td>
<td><a href="mailto:externalaffairs.central@g.batstate-u.edu.ph">externalaffairs.central@g.batstate-u.edu.ph</a> (+63 43) 980-0385; 980-0387; 980-0392 to 94; 425-7158 to 62 loc 1143; 1843</td>
</tr>
<tr>
<td>Extension Services Office</td>
<td>2nd floor Jose Rizal Building, Batangas State University Central Administration, Rizal Avenue Extension, Batangas City</td>
<td><a href="mailto:extensionservices@g.batstate-u.edu.ph">extensionservices@g.batstate-u.edu.ph</a> (+63 43) 980-0385 loc 1131</td>
</tr>
<tr>
<td>Health Services</td>
<td>1st floor Wellness Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City</td>
<td><a href="mailto:healthservices.central@g.batstate-u.edu.ph">healthservices.central@g.batstate-u.edu.ph</a> (+63 43) 980-0385 loc 1997; 1897</td>
</tr>
<tr>
<td>ICT Services</td>
<td>3rd floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City</td>
<td><a href="mailto:ict.central@g.batstate-u.edu.ph">ict.central@g.batstate-u.edu.ph</a> (+63 43) 779-8400; 406-8800 loc 1835</td>
</tr>
<tr>
<td>Office</td>
<td>Address</td>
<td>Contact Information</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>-------------------------------------------------</td>
</tr>
<tr>
<td>Library</td>
<td>STEAM (Science, Technology, Engineering, Agriculture, and Mathematics) Library Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City</td>
<td><a href="mailto:library.pb@g.batstate-u.edu.ph">library.pb@g.batstate-u.edu.ph</a> (+63 43) 980-0385 1150; 1850</td>
</tr>
<tr>
<td>Office of Student Discipline</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City</td>
<td><a href="mailto:osd.pb@g.batstate-u.edu.ph">osd.pb@g.batstate-u.edu.ph</a> (+63 43) 980-0385 loc 1934</td>
</tr>
<tr>
<td>Student Organizations</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City</td>
<td><a href="mailto:studentorganization.pb@g.batstate-u.edu.ph">studentorganization.pb@g.batstate-u.edu.ph</a> (+63 43) 980-0385 loc 1934</td>
</tr>
<tr>
<td>Office of Guidance and Counselling</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City</td>
<td><a href="mailto:ogc.pb@g.batstate-u.edu.ph">ogc.pb@g.batstate-u.edu.ph</a> (+63 43) 980-0385 loc 1834</td>
</tr>
<tr>
<td>Human Resource Management Office</td>
<td>2&lt;sup&gt;nd&lt;/sup&gt; floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City</td>
<td><a href="mailto:hrmo.central@g.batstate-u.edu.ph">hrmo.central@g.batstate-u.edu.ph</a> (+63 43) 980-0385 loc 1104</td>
</tr>
<tr>
<td>Public Relations Office</td>
<td>4&lt;sup&gt;th&lt;/sup&gt; floor Jose Rizal Building, Batangas State University Pablo Borbon Campus, Rizal Avenue Extension, Batangas City</td>
<td><a href="mailto:publicrelations@g.batstate-u.edu.ph">publicrelations@g.batstate-u.edu.ph</a> (+63 43) 980-0385 loc 1989</td>
</tr>
<tr>
<td>FEEDBACK AND COMPLAINTS MECHANISM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>How to send feedback</strong></td>
<td>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: <a href="https://batstate-u.edu.ph/helpdesk/report-an-arta-concern/">https://batstate-u.edu.ph/helpdesk/report-an-arta-concern/</a>.</td>
<td></td>
</tr>
<tr>
<td><strong>How feedbacks are processed</strong></td>
<td>Every Friday, the CART personnel opens the drop box, compiles and records all feedback. 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.</td>
<td></td>
</tr>
<tr>
<td><strong>How to file a complaint</strong></td>
<td>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: <a href="https://batstate-u.edu.ph/helpdesk/report-an-arta-concern/">https://batstate-u.edu.ph/helpdesk/report-an-arta-concern/</a>. You may also mail us through the following official address: CHAIRPERSON Committee on Anti-Red Tape (CART)-Central Rizal Ave. Ext., Batangas City</td>
<td></td>
</tr>
<tr>
<td><strong>How complaints are processed</strong></td>
<td>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. 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. 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. 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.</td>
<td></td>
</tr>
<tr>
<td><strong>Contact Information</strong></td>
<td><strong>CART/PACD</strong> Email: <a href="mailto:cart@batstate-u.edu.ph">cart@batstate-u.edu.ph</a> Phone Number: (043) 980-0385 local 1993</td>
<td></td>
</tr>
</tbody>
</table>
CLIENT FEEDBACK FORM

TYPE OF FEEDBACK (URI NG PUNA)

Please check the box corresponding to your answer. (Tsekang 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):

<table>
<thead>
<tr>
<th>COMPLIMENT (PAPURI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please indicate the name of the person/office you want to commend.</td>
</tr>
<tr>
<td>Name of Personnel/Office: ________________________________</td>
</tr>
<tr>
<td>Date of Transaction: _____________________________________</td>
</tr>
<tr>
<td>Compliment (Papuri): _____________________________________________________</td>
</tr>
<tr>
<td>________________________________</td>
</tr>
<tr>
<td>________________________________</td>
</tr>
<tr>
<td>________________________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMPLAINT (REKLAMO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
<tr>
<td>Name of Personnel/Office: ________________________________</td>
</tr>
<tr>
<td>Date of Transaction: _____________________________________</td>
</tr>
<tr>
<td>Complaint (Reklamo): _____________________________________________________</td>
</tr>
<tr>
<td>________________________________</td>
</tr>
<tr>
<td>________________________________</td>
</tr>
<tr>
<td>________________________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SUGGESTION (SUHESTIYON)</th>
</tr>
</thead>
<tbody>
<tr>
<td>As a result of your experience with us, what service-related improvements can you recommend?</td>
</tr>
<tr>
<td>________________________________</td>
</tr>
<tr>
<td>________________________________</td>
</tr>
<tr>
<td>________________________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CONTACT INFORMATION (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: _________________________</td>
</tr>
<tr>
<td>Address: ________________________</td>
</tr>
<tr>
<td>Contact Numbers: ____________________</td>
</tr>
<tr>
<td>Email Address: ____________________</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CONSENT OF DATA SUBJECT</th>
</tr>
</thead>
<tbody>
<tr>
<td>YES [ ] NO [ ]</td>
</tr>
<tr>
<td>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</td>
</tr>
</tbody>
</table>