

# TARLAC STATE UNIVERSITY



## CITIZEN'S CHARTER

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## **VISION**

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

## **MISSION**

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

Towards this end, TSU shall:

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

## **CORE VALUES**

**E** - xcellence and Enhanced Competence

**Q** - uality

**U** - nity

**I** - ntegrity and Involvement

**T** - rust in God, Transparency and True Commitment

**Y** - earning for Global Competitiveness

## **SERVICE PLEDGE**

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

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

## **ACADEMIC SERVICES - FACULTY**

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

## **ACADEMIC RELATED SERVICES**

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

7. The Office shall serve as an integral mechanism of the University in enhancing the artistic and aesthetic skills and potentials of its students and faculty through a balance cultural and arts program of activities towards the promotion and preservation of our cultural heritage (**Office of the Culture and Arts**)

## **ADMINISTRATIVE AND SUPPORT SERVICES**

1. To provide adequate classrooms/offices, ventilation and lighting, clean and adequate comfort rooms facilities, and instructional supplies and equipment.
2. To maintain an effective and efficient system of appraising and recording and achieve an accurate computation of tuition and other fees payable to the University. (**Assessment Section**)
3. To deposit all collections to the authorized depository bank; update posting of every transaction to their respective cash books; maintain disbursements within the limits of cash available per account; submit liquidation report; and safeguard the custody of cash on hand and created accountable form. (**Cashiering Office**)
4. To produce financial information concerning past operations and present condition of the University; provide a basis for guidance for future operations; provide an accounting system in the receipt, disposition and utilization of funds and property; and report the financial positions and results of operations of the University for the information of all persons concerned. (**Accounting Office**)
5. To attain the most economical, efficient, effective and sustainable use of property through adequate accounting utilization, maintenance and disposal practices, manage government property with due recognition in its value, minimizing inventories, fully utilizing what is available government-wide and disposing them for the best returns if no longer needed. (**Supply Office**)
6. To ensure that the highest quality of supplies, materials and equipment are procured with the minimum expense to the government. (**Procurement Office**)
7. To facilitate the repair and maintenance of the University facilities, buildings, equipment, vehicles and other utilities such as electrical, sanitary, plumbing, carpentry, masonry, etc; facilitate the construction, fabrication of specific projects of various offices and colleges; and takes charge of the facilities, buildings structures of the University. (**Physical Plant Office**)

8. To effect implementation of policies on personnel movement, compensation and welfare benefits; provide human resource development to enhance employees capability; exercise administrative control on personnel discipline; and to provide an effective, efficient and economic management and service to the colleges and offices of the University. (**Administrative & HRMD Offices**)
9. To generate additional revenues for augmentation to various University projects and expenditures. (**Business Center & Auxiliary Services**)
10. To provide security services with particular emphasis on the protection of properties and against campus vandalism and destructive acts; maintain peace and order; and extends maximum security to students and employees. (**Security Services**)
11. Public assistance and information office; promote and advertise the Tarlac State University; collate and gather news articles through interviews and meetings for OPA Bulletin; accommodate students, parents and visitors who need assistance; approve information/news from the different colleges, offices, and students organizations of the University, for posting in the bulletin boards; and Approve organizations or establishments the job opportunities for TSU students and graduates for possible employments. (**Office of Public Affairs and Information**)



## **FEEDBACK AND REDRESS MECHANISMS**

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

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

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

THANK YOU for helping us continuously improve our services.

# LIST OF FRONTLINE SERVICES

## 1. Academic Services

College of Architecture and Fine Arts

College of Arts and Social Sciences

College of Business and Accountancy

College of Computer Studies

College of Education

College of Engineering

College of Law

College of Public Administration

College of Science

College of Technology

Graduate Studies

## 2. Academic Related Services

Admission Office

Endowment Office

Health Service Unit

- Medical

- **Dental**

**Library Services**

**Office of Professional Development and Consultancy Service**

**Office of Student Affairs**

**Registration Office**

**Testing Office**

**3. Administrative and Support Services**

**Accounting Unit**

**Auxiliary Service Office**

**University Hotel**

**Business Center**

**Disposal of Recyclable Waste Materials**

**Cashiering Office**

**Administrative Services Office**

**Human Resource Management and Development Office**

## COLLEGE OF ARCHITECTURE AND FINE ARTS

### General Enrollment Procedures

CLIENT	STEP	SERVICES PROVIDED	PERSON/ OFFICE in-CHARGE	DURATION OF ACTIVITY
<b>A. FOR FRESHMEN STUDENTS</b>	1	➤ Get result of admission test from Testing office (for those who did not yet receive the result).	Testing & Admission Office	5 mins.
	2	➤ Proceed to enrollment area of Colleges for submission of documents and computerized enrollment(Pre-assessment/ registration/ PTC payment)	CAFA Faculty	10 mins.
	3	➤ Pay to the Cashier	Cashier	5 mins
	4	➤ Get Certificate of REGISTRATION (COR) from ORA	Registrar's Office	5 mins.
	5	➤ Go to the Business Center for the Uniform and I.D.	Business Center 2 Gymnasium	10 mins.
<b>B. OLD STUDENTS FROM 2<sup>ND</sup> YEAR TO 4<sup>RTH</sup> YEAR</b>	1	➤ Proceed to College enrollment area for Advising	CAFA Faculty	10 mins.
		➤ Scholastic delinquent students (Warning, Probation, and Dismissal in the college) should pass through the Guidance and Counseling Unit before being admitted for enrollment.	Guidance Office @ OSA Bldg.	10 mins.
	2	➤ Get the Pre-assessment/ registration/ PTC Payment	CAFA Faculty	5 mins.

	3	➤ Pay to the Cashier	Cashier	5 mins.
	4	➤ Get Certificate of Enrollment (COR) from the ORA	Registrar's Office	5 mins.
<b>C. TRANSFEREES, SHIFTERS, RETURNEES, SECOND COURSERS, PROFESSIONAL EDUCATION SUBJECTS TAKERS</b>	1	➤ For shifters go to Guidance and Counseling Unit before going to the Admissions Unit for compliance of other requirements and to secure Admission Slip.	Guidance Office @OSA Bldg.	5 mins.
		➤ For transferees, returnees, second coursers, and professional education takers, go to Admissions unit for compliance of requirements and to secure Admission Slip.	Testing & Admission Office	5 mins.
	2	➤ Go to respective College for advising, open subjects and available slots.	CAFA Chairpersons, Dean, CAFA Faculty @ CAFA Enrolment Area	10 mins.
	3	➤ Proceed to enrollment area for computerized enrollment (Pre-assessment/registration/PTC Payment).	CAFA Faculty	5 mins.
	4	➤ Pay to the Cashier.	Cashier	5 mins.
	5	➤ Get Certificate of Enrollment (COR) from the ORA	Registrar's office	5 mins.
	6	➤ Go to the Business Center for Uniform and I.D.	Business Center @ Gymnasium	5 mins.

<b>D. CROSS-ENROLLEES</b>	1	➤ Go to the Admissions Unit for submission of requirements and to secure Admission Slip ( if from other school)	Testing & Admission Office	5 mins.
	2	➤ See the College dean for advising, open subjects and available slots.	CAFA Dean @ CAFA Enrollment Area	10 mins
	3	➤ Proceed to enrollment area for computerized enrollment (Pre-assessment/registration).	CAFA Faculty	5 mins.
	4	➤ Pay to the Cashier.	Cashier	5 mins.
	5	➤ Get Certificate of Enrollment (COR) from the ORA.	Registrar's Office	5 mins.
<b>E. FOR FRESHMEN STUDENTS</b>	1	➤ Get result of admission test from Testing office ( for those who did not yet receive the result).	Testing & Admission Office	5 mins.
	2	➤ Proceed to enrollment area of Colleges for submission of documents and computerized enrollment (Pre-assessment/registration/PTC payment)	CAFA Faculty	10 mins.
	3	➤ Pay to the Cashier	Cashier	5 mins
	4	➤ Get Certificate of REGISTRATION (COR) from ORA	Registrar's Office	5 mins.
	5	➤ Go to the Business Center for the Uniform and I.D.	Business Center @ Gymnasium	10 mins.

<b>F. OLD STUDENTS FROM 2<sup>ND</sup> YEAR TO 4<sup>RTH</sup> YEAR</b>	1	➤ Proceed to College enrollment area for Advising	CAFA Faculty	10 mins.
		➤ Scholastic delinquent students (Warning, Probation, and Dismissal in the college) should pass through the Guidance and Counseling Unit before being admitted for enrollment.	Guidance Office @ OSA Bldg.	10 mins.
	2	➤ Get the Pre-assessment/registration/PTC Payment	CAFA Faculty	5 mins.
	3	➤ Pay to the Cashier	Cashier	5 mins.
	4	➤ Get Certificate of Enrollment (COR) from the ORA	Registrar's Office	5 mins.
<b>G. TRANSFEREES, SHIFTERS, RETURNEES, SECOND COURSERS, PROFESSIONAL EDUCATION SUBJECTS TAKERS</b>	1	➤ For shifters go to Guidance and Counseling Unit before going to the Admissions Unit for compliance of other requirements and to secure Admission Slip.	Guidance Office @OSA Bldg.	5 mins
		➤ For transferees, returnees, second coursers, and professional education takers, go to Admissions unit for compliance of requirements and to secure Admission Slip.	Testing & Admission Office	5 mins.
	2	➤ Go to respective College for advising, open subjects and available slots.	CAFA Chairpersons, Dean, CAFA Faculty @ CAFA Enrolment Area	10 mins.

	3	➤ Proceed to enrollment area for computerized enrollment (Pre-assessment/registration/PTC Payment).	CAFA Faculty	5 mins.
	4	➤ Pay to the Cashier.	Cashier	5 mins.
	5	➤ Get Certificate of Enrollment (COR) from the ORA	Registrar's office	5 mins.
	6	➤ Go to the Business Center for Uniform and I.D.	Business Center @ Gymnasium	5 mins.
<b>H. CROSS-ENROLLEES</b>	1	➤ Go to the Admissions Unit for submission of requirements and to secure Admission Slip ( if from other school)	Testing & Admission Office	5 mins.
	2	➤ See the College dean for advising, open subjects and available slots.	CAFA Dean @ CAFA Enrollment Area	10 mins
	3	➤ Proceed to enrollment area for computerized enrollment (Pre-assessment/registration).	CAFA Faculty	5 mins.
	4	➤ Pay to the Cashier.	Cashier	5 mins.
	5	➤ Get Certificate of Enrollment (COR) from the ORA.	Registrar's Office	5 mins.



## COLLEGE OF ARTS AND SOCIAL SCIENCES

### General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON-in-CHARGE	DURATION of ACTIVITY
<b>A. For Freshmen Students</b>	1	Get result of admission test from Testing Office (for those who did not yet receive the result).	Admission	5 minutes
	2	Proceed to College enrollment area for the submission of documents for computerized enrollment to secure certificate of pre-registration ( <i>pre-assessment</i> )	CASS Faculty	10 minutes
	3	Pay to the Cashier the required Fees.	Cashier	5 minutes
	4	Get Certificate of Registration (COR) from the ORA.	ORA	5 minutes
	5	Go to the Business Center for the I.D., Uniform and other items.	Business Center	10 minutes
<b>B. OLD Students from 2<sup>nd</sup> year to 4<sup>th</sup> year</b>	1	Proceed to College enrollment area for computerized enrollment to secure certificate of pre-registration ( <i>pre-assessment</i> ).	CASS Faculty	10 minutes
	2	Pay to the Cashier the required Fees.	Cashier	5 minutes
	3	Get Certificate of Registration (COR) from the ORA.	ORA	5 minutes
	4	Go to the Business Center for renewal of I.D. ( <i>if needed</i> ).	Business Center	10 minutes
	5	Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment.	Guidance Office	20 minutes

<b>C. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers:</b>	1	For transferees, returnees, second coursers, and professional education takers, go to Admissions Unit for compliance of requirements and to secure Admission Slip.	Admission	5 minutes
	2	Go to respective College for an advise on subjects to be taken upon validation by the ORA and for computerized enrollment to secure certificate of pre-registration ( <i>pre-assessment</i> ).	CASS Faculty	10 minutes
	3	Pay to the Cashier the required Fees.	Cashier	5 minutes
	4	Get Certificate of Enrollment (COR) from the ORA.	ORA	5 minutes
	5	Go to the Business Center for renewal of I.D ( <i>if needed</i> )	Business Center	10 minutes
<b>D. Cross-Enrollees</b>	1	Go to the Admissions Unit for the submission of requirements and to secure Admission Slip ( <i>students from other school only</i> )	Admission	5 minutes
	2	Go to the College where the subject/s can be cross enrolled and secure for the approval of the Dean.	Dean	2 minutes
	3	Proceed to respective College enrollment area for computerized enrollment to secure certificate of pre-registration ( <i>pre-assessment</i> ).	CASS Faculty	10 minutes
	4	Pay to the Cashier the required Fees.	Cashier	5 minutes
	5	Get Certificate of Enrollment (COR) from the ORA.	ORA	5 minutes
<b>E. For Graduating Students Enrolled in Thesis Writing</b>	1	Go to the Dean's Office to get the <b>Thesis Form 3</b> ( <i>Notice of Payment for Thesis Defense</i> ).	Clerk	1 minute
	2	See the thesis Coordinator for the signing of the form.	Thesis Coordinator	2 minutes
	3	Go to the Dean's Office for the assessment of <b>FEE</b> .	Clerk	2 minutes
	4	Pay to the Cashier.	Cashier	3 minutes
	5	Submit the O.R to the Thesis Coordinator	Thesis Coordinator	1 minute

<b>F. For Graduating Students Enrolled in OJT</b>	1	Get a copy of the <i>Waiver, Endorsement</i> and <i>Application Letter</i> for OJT.	Department Chair	2 minutes
	2	Go to the respective Department Chair for the Recommendation.	Department Chair	2 minutes
	3	Go to the Dean for the approval.	Dean	2 minutes
	4	Go to the respective supervisor in the workplace for the approval/acceptance of the endorsement.	Work Supervisor	10 minutes
	5	Ask the workplace supervisor for the evaluation/rating.	Work Supervisor	10 minutes

## COLLEGE OF BUSINESS AND ACCOUNTANCY

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### General Enrollment Procedures

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

	2	<ul style="list-style-type: none"> <li>Pay PA fee and get the Pre-assessment/registration</li> </ul>	CBA Faculty	10 mins.
	3	<ul style="list-style-type: none"> <li>Pay to the Cashier</li> </ul>	Cashier	5 mins.
	4	<ul style="list-style-type: none"> <li>Get Certificate of Registration (COR) from the ORA</li> </ul>	Registrar Office	5 mins.
<b>C. GRADUATING STUDENTS WITH DEFICIENCIES</b>	1	<ul style="list-style-type: none"> <li>Secure an evaluation of all subjects taken from ORA</li> </ul>	Registrar Office	10 mins
	2	<ul style="list-style-type: none"> <li>Fill up application form for requests of over loading</li> </ul>	Office of the Dean	15 min
	3	<ul style="list-style-type: none"> <li>Secure approval of requests from concerned authorities</li> </ul>	College Dean Director, ORA VP Academic Affairs	30 mins
	4	<ul style="list-style-type: none"> <li>Proceed to enrolment area and Pay PA fee and get the Pre-assessment/registration</li> </ul>	CBA Faculty	10 mins
	5	<ul style="list-style-type: none"> <li>Pay to the Cashier</li> </ul>	Cashier	5 mins
	6	<ul style="list-style-type: none"> <li>Get Certificate of Registration (COR) from the ORA</li> </ul>	Registrar Office	5 mins
<b>D. TRANSFEREES, SHIFTERS, RETURNEES, SECOND COURSERS, PROFESSIONAL EDUCATION SUBJECTS TAKERS</b>	1	<ul style="list-style-type: none"> <li>For Shifters go to the Guidance and Counseling Unit before going to the Admissions Unit for compliance of other requirements and to secure Admission Slip.</li> </ul>	Guidance Office	5 mins.
		<ul style="list-style-type: none"> <li>For transferees, returnees, second coursers, and professional education takers, go to Admissions Unit for compliance of requirements and to secure Admission Slip.</li> </ul>	Testing & Admission Office	5 mins.
	2	<ul style="list-style-type: none"> <li>Go to respective College for advising, open subjects and available slots.</li> </ul>	CBA Dean and CBA Faculty	10 mis.

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

## COLLEGE OF COMPUTER STUDIES

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### General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON-in-CHARGE	DURATION of ACTIVITY
<b>A. For Freshmen Students</b>	1	Get result of admission test from Testing Office (for those who did not yet receive the result).	Admission	5 minutes
	2	Proceed to enrollment area of Colleges for submission of documents and computerized enrollment ( <i>pre-assessment</i> )	CCS Faculty	10 minutes
	3	Pay to the Cashier.	Cashier	5 minutes
	4	Get Certificate of Registration (COR) from the ORA.	ORA	5 minutes
	5	Go to the Business Center for the I.D. and uniform.	Business Center	10 minutes
<b>B. OLD Students from 2<sup>nd</sup> year to 4<sup>th</sup> year</b>	1	Proceed to College enrollment area for computerized enrollment ( <i>pre-assessment</i> ).	CCS Faculty	10 minutes
	2	Pay to the Cashier.	Cashier	5 minutes
	3	Get Certificate of Registration (COR) from the ORA.	ORA	5 minutes
	4	Go to the Business Center for renewal of I.D. ( <i>if needed</i> ).	Business Center	10 minutes
	5	Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment.	Guidance Office	20 minutes

<b>C. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers:</b>	1	For transferees, returnees, second coursers, and professional education takers, go to Admissions Unit for compliance of requirements and to secure Admission Slip.	Admission	5 minutes
	2	Go to respective College for computerized enrollment ( <i>pre-assessment</i> ).	CCS Faculty	10 minutes
	3	Pay to the Cashier.	Cashier	5 minutes
	4	Get Certificate of Enrollment (COR) from the ORA.	ORA	5 minutes
	5	Go to the Business Center for renewal of I.D ( <i>if needed</i> )	Business Center	10 minutes
<b>D. Cross-Enrollees</b>	1	Go to the Admissions Unit for the submission of requirements and to secure Admission Slip ( <i>students from other school only</i> )	Admission	5 minutes
	2	See the College Dean for open subjects.	Dean	2 minutes
	3	Proceed to enrollment area for computerized enrollment ( <i>pre-assessment</i> ).	CCS Faculty	10 minutes
	4	Pay to the Cashier.	Cashier	5 minutes
	5	Get Certificate of Enrollment (COR) from the ORA.	ORA	5 minutes
<b>E. For Graduating Students Enrolled in Thesis Writing</b>	1	Go to the Dean's Office to get the <b>Thesis Form 3</b> ( <i>Notice of Payment for Thesis Defense</i> ).	Clerk	1 minute
	2	See the thesis Coordinator for the signing of the form.	Thesis Coordinator	2 minutes
	3	Go to the Dean's Office for the assessment of <b>FEE</b> .	Clerk	2 minutes
	4	Pay to the Cashier.	Cashier	3 minutes
	5	Submit the O.R to the Thesis Coordinator	Thesis Coordinator	1 minute



## COLLEGE OF EDUCATION

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### COLLEGE OF EDUCATION General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON-in-CHARGE	DURATION of ACTIVITY
<b>A. For Freshmen Students</b>	1	-Get result of admission test from Testing Office (for those who did not yet receive the result). -Proceed to the different room assign in the college for the English and Filipino Interview.	Testing & Admission Office	20 minutes
	2	Proceed to enrollment area of College for submission of documents including interview results and computerized enrollment ( <i>Pre-assessment/registration/PTC Payment</i> )	COED Faculty	10 minutes
	3	Pay to the Cashier.	Cashier	5 minutes
	4	Get Certificate of Registration (COR) from the ORA.	ORA	5 minutes
	5	Go to the Business Center for the Uniform and I.D.	Business Center	10 minutes
<b>B. OLD Students from 2<sup>nd</sup> year to 4<sup>th</sup> year</b>	1	-Proceed to College enrollment area for advising.	COED Faculty	10 minutes
		-Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment	Guidance Office	10 minutes

	2	Get the <i>Pre-assessment/registration/PTC Payment</i>	COED Faculty	5 minutes
	3	Pay to the Cashier.	Cashier	5 minutes
	4	Get Certificate of Registration (COR) from the ORA.	Registrar Office	5 minutes
<b>C. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers:</b>	1	-For Shifters go to the Guidance and Counseling Unit before going to the Admissions Unit for a Teacher Aptitude Test and for compliance of other requirements and to secure Admission Slip.	Guidance Office	15 minutes
		-For transferees, returnees, second coursers, and professional education takers, go to Admissions Unit for a Teacher Aptitude Test and for compliance of requirements and to secure Admission Slip.	Testing & Admission Office	15 minutes
	2	Go to respective College for advising, open subjects and available slots.	COED Dean's and COED Faculty	10 minutes
	3	Proceed to enrollment area for computerized enrollment ( <i>Pre-assessment/registration/PTC Payment</i> ).	COED Faculty	5 minutes
	4	Pay to the Cashier.	Cashier	5 minutes
	5	Get Certificate of Enrollment (COR) from the ORA.	Registrar Office	5 minutes
	6	Go to the Business Center for uniform and I.D	Business Center	5 minutes
	<b>I. Cross-Enrollees</b>	1	Go to the Admissions Unit for the submission of requirements and to secure Admission Slip (if from other school)	Testing & Admission Office
2		See the College Dean for advising, open subjects and available slots	COED Dean's and COED Faculty	10 minutes

	3	Proceed to enrollment area for computerized enrollment ( <i>Pre-assessment/registration</i> ).	COED Faculty	5 minutes
	4	Pay to the Cashier.	Cashier	5 minutes
	5	Get Certificate of Enrollment (COR) from the ORA.	Registrar Office	5 minutes

## COLLEGE OF ENGINEERING

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### General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON-in-CHARGE	DURATION of ACTIVITY
<p>A. Freshmen Students</p> <p>Submits the following placed inside the prescribed envelope:</p> <ol style="list-style-type: none"> <li>1. Original copy of Report Card (Form 138)</li> <li>2. Photocopy of NSO authenticated Birth Certificate</li> <li>3. Original copy of Certificate of Good Moral Character</li> <li>4. Two (2) pieces 2" x 2" colored pictures</li> <li>5. Original copy of College Admission Test result</li> <li>6. Original copy of National Career Assessment Examination (NCAE)</li> <li>7. Original copy of Health Examination Certificate</li> <li>8. Mailing envelope (long) with postage stamp</li> <li>9. Filled-up Application Form</li> </ol>	1	Receives and checks submitted requirements, encodes applicant's name in the Enrollment System, and issues the Pre-Enrollment/Assessment Form.	Faculty	10 minutes

Presents the Pre-Enrollment/Assessment Form and pays the assessed fees.	2	Receives payment, records transaction in the Enrollment System, and issues the Official Receipt (OR).	Cashier	5 minutes
Presents the Official Receipt.	3	Checks the Official Receipt and issues the Certificate of Registration (COR).	Registrar	2 minutes
<b>B. Old Students</b>				
Presents ID and Report of Grades.	1	Evaluates student's status (e.g. "Warning", etc.) and issues the Schedule Form or advises student to go to the Guidance and Counseling Unit.	Faculty	5 minutes
Presents filled-up Schedule Form.	2	Receives and checks Schedule Form, encodes the subjects in the Enrollment System, and issues the Pre-Enrollment/Assessment Form.	Faculty	10 minutes
Presents the Pre-Enrollment/Assessment Form and pays the assessed fees.	3	Receives payment, records transaction in the Enrollment System, and issues the Official Receipt (OR).	Cashier	5 minutes
Presents the Official Receipt.	4	Checks the Official Receipt and issues the Certificate of Registration (COR).	Registrar	2 minutes
<b>C. Shifters</b>				
Presents Application Form for Release and Acceptance approved by the Dean of the former college.	1	Approves or disapproves the application.	Dean	2 minutes
Presents approved Application Form for Release and Acceptance.	2	Updates records in the Enrollment System,	Admissions & Testing Personnel	5 minutes
Presents approved Application Form for Release and Acceptance.	3	Receives Application Form for Release and Acceptance and issues the Schedule Form.	Faculty	1 minute

Presents filled-up Schedule Form.	4	Receives and checks Schedule Form, encodes the subjects in the Enrollment System, and issues the Pre-Enrollment/Assessment Form.	Faculty	10 minutes
Presents the Pre-Enrollment/Assessment Form and pays the assessed fees.	5	Receives payment, records transaction in the Enrollment System, and issues the Official Receipt (OR).	Cashier	5 minutes
Presents the Official Receipt.	6	Checks the Official Receipt and issues the Certificate of Registration (COR).	Registrar	2 minutes
<b>D. Transferees, Returnees, and Second Coursers</b>				
Submits requirements (e.g. Transcript of Records, Birth Certificate, etc.).	1	Receives and checks requirements and issues Application for Acceptance Form.	Admissions & Testing Personnel	2 minutes
Presents Application for Acceptance.	2	Approves or disapproves application.	Dean	5 minutes
Presents approved Application for Acceptance.	3	Encodes student's information in Enrollment System.	Admissions & Testing Personnel	10 minutes
Presents approved Application for Acceptance.	4	Receives approved Application for Acceptance and issues the Schedule Form	Faculty	1 minute
Presents filled-up Schedule Form.		Receives and checks Schedule Form, encodes the subjects in the Enrollment System, and issues the Pre-Enrollment/Assessment Form.	Faculty	10 minutes
Presents the Pre-Enrollment/Assessment Form and pays the assessed fees.		Receives payment, records transaction in the Enrollment System, and issues the Official Receipt (OR).	Cashier	5 minutes
Presents the Official Receipt.		Checks the Official Receipt and issues the Certificate of Registration (COR).	Registrar	2 minutes

## COLLEGE OF LAW

### General Enrollment Procedures and Other Services

CLIENT	STEP	ACTIVITY	PERSON-in-CHARGE	DURATION of ACTIVITY
<b>A. For Freshmen Students</b>	1	Evaluation of OTR for Compliance of Article V, Section 23 of LEB Memorandum No. 1 <b>(GENERAL AVERAGE OF 2.5 or 80)</b>	ORA	15 minutes
	2	Evaluation of OTR for 18 units of English, 18 units of Social Science, and 6 units of Mathematics Subjects.	ORA	10 minutes
	3	Entrance Examination	Admission	4 hours
	4	Get result of admission test from Testing Office (for those who did not yet receive the result).	College Clerk	5 minutes
	5	Applicant's Interview	Dean	20 minutes
	6	Proceed to College enrollment area for the submission of documents for computerized enrollment to secure certificate of pre-registration <i>(pre-assessment)</i> Pay to the Cashier the required Fees. Get Certificate of Registration (COR) from the ORA. Go to the Business Center for the I.D.	College Clerk  Cashier ORA Business Center	5 minutes  10 minutes 10 minutes 10 minutes

<b>B. OLD Students from 2<sup>nd</sup> year to 4<sup>th</sup> year</b>	1	Proceed to College enrollment area for computerized enrollment to secure certificate of pre-registration ( <i>pre-assessment</i> ).	College Clerk	10 minutes
	2	Pay to the Cashier the required Fees.	Cashier	5 minutes
	3	Get Certificate of Registration (COR) from the ORA.	ORA	5 minutes
	4	Go to the Business Center for renewal of I.D. ( <i>if needed</i> ).	Business Center	10 minutes
	5	Scholastic delinquent students (Warning, Probation and Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment.	Guidance Office	20 minutes
<b>C. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers:</b>	1	For transferees, returnees, second coursers, and professional education takers, go to Admissions Unit for compliance of requirements and to secure Admission Slip.	Admission	5 minutes
	2	Go to respective College for an advice on subjects to be taken upon validation by the ORA and for computerized enrollment to secure certificate of pre-registration ( <i>pre-assessment</i> ).	College Dean/ORR/College Clerk	10 minutes
	3	Pay to the Cashier the required Fees.	Cashier	5 minutes
	4	Get Certificate of Enrollment (COR) from the ORA.	ORA	5 minutes
	5	Go to the Business Center for renewal of I.D. ( <i>if needed</i> )	Business Center	10 minutes
<b>D. Notarial Service</b>	1	Acquire pertinent information from client	College Clerk	5 minutes
	2	Create specific document for the client's concern	College Dean	5 minutes
	3	Payment for the notarial service	Cashier	5 minutes
	4	Client will get processed notarized document	College Dean/College Clerk	2 minutes



<b>E. Free Legal Consultation for TSU Employees and Students</b>	1	Acquire pertinent information upon logging in on the log book	College Clerk	5 minutes
	2	Consultation process	College Dean	30 minutes
	3	Recommendation for specific case	College Dean	20 minutes

## COLLEGE OF PUBLIC ADMINISTRATION

### General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON'S /OFFICE RESPONSIBLE	DURATION OF SERVICE
A. For Freshmen Students ( <i>1st year</i> )	1	Get result of admission test from Testing Office (for those who did not yet receive the result)	Admission	5 minutes
	2	Proceed to enrollment area of the College for submission of documents and undergo computerized enrollment to secure certificate of pre-registration (pre-assessment)	CPA Faculty/Clerk	5-10 minutes
	3	Pay to the Cashier the required fees.	Cashier	5 minutes
	4	Get Certificate of Registration (COR) from the Office of Registration and Admission (ORA)	ORA	5 minutes
	5	Go to the Business Center for the issuance of I.D., Uniform and other items.	Business Center	10 minutes
B. Old Students from <i>2nd</i> year to <i>4th</i> year	1	Proceed to College enrollment area to undergo computerized enrollment to secure certificate of pre-registration (pre-assessment)	CPA Faculty/Clerk	5-10minutes
	2	Pay to the Cashier the required fees.	Cashier	5 minutes
	3	Get Certificate of Registration (COR) from the (ORA).	ORA	5 minutes
	4	Go to Business Center for renewal of I.D. (if needed)	Business Center	10 minutes
	5	Scholastic delinquent students (Warning, Probation, Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment.	Guidance Office	5-10 minutes
C. Transferees, Shifters, Returnees, Second Coursers, Professional Education Subjects Takers:	1	For transferees, returnees, second coursers, and professional education takers, proceed to the Admissions Office to submit needed requirements and to secure Admission Slip.	Admission	5 minutes
	2	Go to respective College for advisements on subjects to be taken upon validation by the ORA and thereafter, undergo computerized enrollment to secure certificate of pre-registration	CPA Faculty/clerk	5-10 minutes

	3	(pre-assessment) Pay to Cashier the required fees.	Cashier	5 minutes
	4	Get Certificate of Enrollment (COR) from the ORA	ORA	5 minutes
	5	Go to Business Center for renewal of I.D. (if needed)	Business center	10 minutes
<b>D. Cross-Enrollees</b>	1	Go to the Admissions Unit for the submission of requirements and to secure Admission Slip (students from other schools only).	Admission	5 minutes
	2	Go to the College where the subject/s can be cross-enrolled and secure Dean's approval to open the subject/s.	Dean	2-5 minutes
	3	Proceed to respective college enrollment area to undergo computerized enrollment to secure certificate of pre-registration (pre-assessment) computerized enrollment (pre-assessment).	CPA Faculty/Clerk	5-10 minutes
	4	Pay to Cashier the required fees.	Cashier	5 minutes
	5	Get Certificate of Enrollment (COR) from the ORA.	ORA	5 minutes
<b>E. For New <i>Graduate</i> Students</b>	1	Go to the Office of the Dean for the submission of requirements.	Dean	5 minutes
	2	Proceed to Room 101 for assessment of Admission Exam (P250.00)	Graduate Clerk	5 minutes
	3	Pay to Cashier the required fees	Cashier	5 minutes
	4	See the College Dean, take and pass the examination.	Dean	5-10 minutes
	5	Proceed to College enrollment area to undergo computerized enrollment to secure certificate of pre-registration (pre-assessment)	College Faculty/Clerk	5 minutes
	6	Pay to the Cashier the required fees.	Cashier	5 minutes
	7	Get Certificate of Registration (COR) from the ORA.	ORA	5 minutes
	8	Go to Business Center for the issuance of the I.D.	Business Center	10 minutes
<b>F. For Old <i>Graduate</i> Students</b>	1	Proceed to College enrollment area to undergo computerized enrollment to secure certificate of pre-registration (pre-assessment)	CPA Faculty/Clerk	5-10 minutes
	2	Pay to the Cashier the required fees.	Cashier	5 minutes
	3	Get Certificate of Registration (COR) from the ORA.	ORA	5 minutes
	4	Go to Business Center for the issuance of the I.D.	Business Center	10 minutes

**FOR THESIS / DISSERTATION DEFENSE TRANSACTION**

<b>A.</b> For Undergraduate Students (Thesis Defense )	1	Go to the Office of the Dean to get form for notice of payment for thesis defense.	Clerk	2 minutes
	2	See the Thesis Coordinator/Chairman for signing of the form	Thesis Coordinator	5 minutes
	3	See the College Clerk for assessment of fees.	Clerk	5 minutes
	4	Pay to Cashier	Cashier	5 minutes
	5	Present the Official Receipt (O.R.) to the College Clerk for recording purposes. End of Transaction	Thesis Coordinator	5 minutes
<b>B.</b> For Graduate Students (Thesis/Dissertation Defense)	1	Go to the Office of the Dean to accomplish the form Certification and Recommendation for Oral Examination.	Clerk	5 minutes
	2	See the Dean and secure approval of Oral Examination. The Dean sets the date and venue of the Oral Examination and invites members of the Thesis/Dissertation Committee.	Dean	5 minutes
	3	See the College Clerk for assessment of fees.	Clerk	5 minutes
	4	Pay to Cashier the required fees.	Cashier	5 minutes
	5	Present the Official Receipt (O.R.) to the College Clerk for recording purposes. End of Transaction	Clerk	5 minutes

## COLLEGE OF SCIENCE

### General Enrollment Procedures

CLIENT	STEP	SERVICES PROVIDED	PERSON/OFFICE in-CHARGE	DURATION of ACTIVITY
<b>A. FOR FRESHMEN STUDENTS</b>	1	<ul style="list-style-type: none"> <li>Get result of admission test from Testing Office (for those who did not yet receive the result).</li> </ul>	Testing & Admission Office (Main Campus)	10 mins.
	2	<ul style="list-style-type: none"> <li>Physical &amp; Medical Examination</li> <li>For Nursing Students only (CBC,X-ray, Urinalysis, Pregnancy Test, Hepa B Vaccine )</li> </ul>	TSU Clinic Fortune Clinic	1 hr
	3	<ul style="list-style-type: none"> <li>The students will be interviewed regarding their grades, result of their physical/medical exams, orientation on Enrolment Process</li> </ul>	Dean	30 mins.-1 hour
	4	<ul style="list-style-type: none"> <li>Proceed to enrollment area of Colleges for submission of documents and computerized enrollment</li> </ul>	COS Faculty Room	30 mins.
	5	<ul style="list-style-type: none"> <li>Pay to the Cashier</li> </ul>	Cashier	10 mins.
	6	<ul style="list-style-type: none"> <li>Get Certificate of Registration (COR) from the ORA</li> </ul>	Registrar Office (Main Campus)	30 mins.
	7	<ul style="list-style-type: none"> <li>Go to the Business Center for the Uniform, I.D.</li> <li>For Nursing Students only - Uniform, I.D. and Books</li> </ul>	Business Office (Main Campus)	15 mins.

<b>B. OLD STUDENTS FROM 2<sup>ND</sup> YEAR TO 4<sup>TH</sup> YEAR (1<sup>st</sup> semester and summer)</b>	1	<ul style="list-style-type: none"> <li>For Nursing students only Medical Exam (CBC,X-ray, Urinalysis, Pregnancy Test)</li> </ul>	Fortune Clinic	30mins
	2	<ul style="list-style-type: none"> <li>Advising Scholastic delinquent students (Warning, Probation, Dismissal in the College, subject/s need to enroll) should pass through the Deans Office before being admitted for enrollment.</li> </ul>	Dean	30 mins
	3	<ul style="list-style-type: none"> <li>Proceed to College enrollment area</li> </ul>	COS Faculty Room	15 mins.
	4	<ul style="list-style-type: none"> <li>Pay to the Cashier</li> </ul>	Cashier	10 mins.
	5	<ul style="list-style-type: none"> <li>Get Certificate of Registration (COR) from the ORA</li> </ul>	Registrar Office (Main Campus)	30 mins.
	6	<ul style="list-style-type: none"> <li>For Nursing Students only- Go to the Business Center for the Books</li> </ul>	Business Center (Main Campus)	15 mins.
<b>C. OLD STUDENTS FROM 2<sup>ND</sup> YEAR TO 4<sup>TH</sup> YEAR (2<sup>nd</sup> semester)</b>	1.	<ul style="list-style-type: none"> <li>Advising Scholastic delinquent students (Warning, Probation, Dismissal in the College, subject/s need to enroll) should pass through the Deans Office before being admitted for enrollment.</li> </ul>	Dean	30 mins
	2	<ul style="list-style-type: none"> <li>Proceed to College enrollment area</li> </ul>	COS Faculty Room	10 mins
	3	<ul style="list-style-type: none"> <li>Pay to the Cashier</li> </ul>	Cashier	15 mins.
	4	<ul style="list-style-type: none"> <li>Get Certificate of Registration (COR) from the ORA</li> </ul>	Registrar Office (Main Campus)	30 mins
	5	<ul style="list-style-type: none"> <li>For Nursing students only - Go to the Business Center for the Books</li> </ul>	Business Center (Main Campus)	15 mins.

<b>D. GRADUATING STUDENTS WITH DEFICIENCIES</b>	1	<ul style="list-style-type: none"> <li>Secure an evaluation of all subjects taken from ORA</li> </ul>	Registrar Office Dean	15 mins 30 mins
	2	<ul style="list-style-type: none"> <li>Fill up application form for requests of over loading</li> </ul>	Office of the Dean	15 min
	3	<ul style="list-style-type: none"> <li>Secure approval of requests from concerned authorities</li> </ul>	College Dean Director, ORA VP Academic Affairs	30 mins
	4	<ul style="list-style-type: none"> <li>Proceed to enrolment area and Pay PA fee and get the Pre-assessment/registration</li> </ul>	COS Faculty Room	10 mins
	5	<ul style="list-style-type: none"> <li>Pay to the Cashier</li> </ul>	Cashier	15 mins
	6	<ul style="list-style-type: none"> <li>Get Certificate of Registration (COR) from the ORA</li> </ul>	Registrar Office	30 mins
<b>E. TRANSFEREES, SHIFTERS, RETURNEES, SECOND COURSERS, PROFESSIONAL EDUCATION SUBJECTS TAKERS</b>	1	<ul style="list-style-type: none"> <li>For transferees they need to take comprehensive exam</li> </ul>	COS Chairmen	2 hrs
	2	<ul style="list-style-type: none"> <li>For Shifters, transferees, returnees and professional education subject takers they will be interviewed regarding their grades (evaluation), Orientation about the enrollment process, advising, open subjects and available slots.</li> </ul>	Dean	30 mins-1 hr
	3	<ul style="list-style-type: none"> <li>For Nursing Students only - Medical Examination ((CBC,X-ray, Urinalysis, Pregnancy Test, Hepa B Vaccine )</li> </ul>	Fortune Clinic	1 hr
	4	<ul style="list-style-type: none"> <li>Go to Admissions Unit for compliance of other requirements and to secure Admission Slip.</li> </ul>	Testing & Admission Office(Main Campus)	30 mins
	5	<ul style="list-style-type: none"> <li>Proceed to enrollment area for computerized enrollment</li> </ul>	CON Faculty	15 mins.
	6	<ul style="list-style-type: none"> <li>Pay to the Cashier.</li> </ul>	Cashier	15 mins.

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



## COLLEGE OF TECHNOLOGY

### General Enrollment Procedures

<i>CLIENT</i>	<i>STEP</i>	<i>SERVICES PROVIDED</i>	<i>PERSON/OFFICE in-CHARGE</i>	<i>DURATION of ACTIVITY</i>
<b>A. FOR FRESHMEN STUDENTS</b>	1	❖ Get result of admission test from Testing Office (for those who did not yet receive the result).	Testing & Admission Office	5 mins.
	2	❖ Proceed to enrollment area of Colleges for submission of documents and computerized enrollment (Pre-assessment/registration/PTC Payment)	CT Faculty (CT Accreditation Rm.)	10 mins.
	3	❖ Pay to the Cashier	Cashier (San Isidro)	5 mins.
	4	❖ Get Certificate of Registration (COR) from the ORA	Registrar's Office (San Isidro)	5 mins.
	5	❖ Go to the Business Center for the Uniform and I.D.	Business Center @ Gymnasium	10 mins.
<b>B. OLD STUDENTS FROM 2<sup>ND</sup> YEAR TO 4<sup>TH</sup> YEAR</b>	1	❖ Proceed to College enrollment area for Advising	CT Faculty (CT Accreditation Rm.)	10 mins.
		❖ Scholastic delinquent students (Warning, Probation, Dismissal in the College) should pass through the Guidance and Counseling Unit before being admitted for enrollment.	Guidance Office @ OSA Bldg.	10 mins.
	2	❖ Get the Pre-assessment/registration/PTC Payment	CT Faculty (CT Accreditation Rm.)	5 mins.
	3	❖ Pay to the Cashier	Cashier (San Isidro)	5 mins.
	4	❖ Get Certificate of Registration (COR) from the ORA	Registrar's Office (San Isidro)	5 mins.

<b>C. TRANSFEREES, SHIFTERS, RETURNEES, SECOND COURSERS, PROFESSIONAL EDUCATION SUBJECTS TAKERS</b>	1	❖ For Shifters go to the Guidance and Counseling Unit before going to the Admissions Unit for compliance of other requirements and to secure Admission Slip.	Guidance Office @ OSA Bldg.	5 mins.
		❖ For transferees, returnees, second coursers, and professional education takers, go to Admissions Unit for compliance of requirements and to secure Admission Slip.	Testing & Admission Office	5 mins.
	2	❖ Go to respective College for advising, open subjects and available slots.	CT Chairpersons, Dean, CT Faculty @ CT Enrolment Area	10 mis.
	3	❖ Proceed to enrollment area for computerized enrollment (Pre-assessment/registration/PTC Payment)	CT Faculty (CT Accreditation Rm.)	5 mins.
	4	❖ Pay to the Cashier.	Cashier (San Isidro)	5 mins.
	5	❖ Get Certificate of Enrollment (COR) from the ORA.	Registrar's Office (San Isidro)	5 mins.
	6	❖ Go to the Business Center for Uniform and I.D.	Business Center @Gymnasium	5 mins.
<b>D. CROSS-ENROLLEES</b>	1	❖ Go to the Admissions Unit for submission of requirements and to secure Admission Slip (if from other school)	Testing & Admission Office	5 mins.
	2	❖ See the College Dean for advising, open subjects and available slots.	CT Dean @ CT Enrolment Area	10 mins.
	3	❖ Proceed to enrollment area for computerized enrollment (Pre-assessment/registration).	CT Faculty (CT Accreditation Rm.)	5 mins.
	4	❖ Pay to the Cashier.	Cashier (San Isidro)	5 mins.
	5	❖ Get Certificate of Enrollment (COR) from the ORA.	Registrar's Office (San Isidro)	5 mins.

## GRADUATE STUDIES

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### General Enrollment Procedures

CLIENT	STEP	ACTIVITY	PERSON-in-CHARGE	DURATION of ACTIVITY
<b>A. For New Graduate Students</b>	1	Submit the necessary requirements	GS Office	5 minutes
	2	Take the Admission Exam		
	3	Proceed to College enrollment area for the computerized enrollment to secure certificate of pre-registration ( <i>pre-assessment</i> )	GS Faculty	30 minutes
	4	Pay to the Cashier the required Fees.	Cashier	5 minutes
	5	Get Certificate of Registration (COR) from the ORA.	ORA	5 minutes
	6	Go to the Business Center for the I.D.	Business Center	10 minutes
<b>B. OLD Graduate Students</b>	1	<ul style="list-style-type: none"> <li>Proceed to College enrollment area for computerized enrollment to secure certificate of pre-registration (<i>pre-assessment</i>).</li> </ul>	CASS Faculty	10 minutes
	2	<ul style="list-style-type: none"> <li>Pay to the Cashier the required Fees.</li> </ul>	Cashier	5 minutes
	3	<ul style="list-style-type: none"> <li>Get Certificate of Registration (COR) from the ORA.</li> </ul>	ORA	5 minutes
	4	<ul style="list-style-type: none"> <li>Go to the Business Center for renewal of I.D. (<i>if needed</i>).</li> </ul>	Business Center	10 minutes

<b>C. For Student Transferees and Returnees</b>	1	<ul style="list-style-type: none"> <li>For transferees and returnees go to the Graduate Studies office for the evaluation.</li> </ul>	Clerk	5 minutes
	2	<ul style="list-style-type: none"> <li>Go to respective College for an advice on subjects to be taken for computerized enrollment to secure certificate of pre-registration (<i>pre-assessment</i>).</li> </ul>	GS Faculty	10 minutes
	3	<ul style="list-style-type: none"> <li>Pay to the Cashier the required Fees.</li> </ul>	Cashier	5 minutes
	4	<ul style="list-style-type: none"> <li>Get Certificate of Enrollment (COR) from the ORA.</li> </ul>	ORA	5 minutes
	5	<ul style="list-style-type: none"> <li>Go to the Business Center for renewal of I.D (<i>if needed</i>)</li> </ul>	Business Center	10 minutes
<b>E. For Students who will take the Comprehensive Examination</b>	1	<ul style="list-style-type: none"> <li>Secure a comprehensive application form at the GS Office and other requirements</li> </ul>	Clerk	1 minute
	2	<ul style="list-style-type: none"> <li>Go to the Registrar's office for the evaluation of grades.</li> </ul>	ORA	2 minutes
	3	<ul style="list-style-type: none"> <li>Go to the GS office for the assessment of the comprehensive review and examination fee</li> </ul>	Clerk	2 minutes
	4	<ul style="list-style-type: none"> <li>Pay to the Cashier the required Fees.</li> </ul>	Cashier	3 minutes
	5	<ul style="list-style-type: none"> <li>Photocopy the application form and submit the original copy at the GS Office</li> </ul>	Clerk	1 minute
	6	<ul style="list-style-type: none"> <li>Check the schedule of the review and exam at the GS Office</li> </ul>	Clerk	
<b>F. For Students Enrolled in Thesis and Dissertation Writing</b>	1	<ul style="list-style-type: none"> <li>Go to the Dean for the assignment of Adviser</li> </ul>	Dean	2 minutes
	2	<ul style="list-style-type: none"> <li>Secure a Schedule Form from your respective colleges for the defense schedule and inform you panel</li> </ul>	Dean/Program Coordinator	2 minutes
	3	<ul style="list-style-type: none"> <li>Proceed to the Dean's office for the assessment of defense fees</li> </ul>	Clerk	2 minutes 10 minutes
	4	<ul style="list-style-type: none"> <li>Pay to the Cashier the required Fees and submit the Official Receipt of the defense to the adviser on the day of defense</li> </ul>	Cashier	10 minutes

<b>G. For Students who will avail the GS Internet connection</b>	1	<ul style="list-style-type: none"> <li>• Proceed to the GS Computer Laboratory and present the official receipt or Certificate of Registration to the person in charge</li> </ul>	Clerk	5 minutes
	2	<ul style="list-style-type: none"> <li>• Get an internet card or register your laptop at the GS Computer Laboratory</li> </ul>	Clerk	5 minutes

## **ADMISSION OFFICE**

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

#### **Schedule of Availability of Service:**

Tuesday to Friday  
7:00 a.m. – 12:00 noon  
1:00 p.m – 6:00 p.m.

#### **Who May Avail of the Service:**

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

#### **What are the Requirements:**

##### **New Freshmen Students**

- 1. Report Card, Form 138 (Original Copy)
- 2. Certificate of Good Moral character (Original)
- 3. Photocopy of NSO Authenticated Birth Certificate
- 4. 2 pcs. 2x2 colored pictures (taken within the last six months)

5. Health examination certificate (Original Copy)
6. TSU-College/Secondary Admission Test Result(Original Copy)
7. Accomplished Application Form for College/Secondary Enrollment
8. Enrollment Envelope (Available at the TSU Business Center)
9. Self-Stamped Mailing Envelope

**B. Second Courser and Professional Education Subject Takers**

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

**C. Transferees**

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

**D. Shifters**

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

**E. Returnees**

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

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



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

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

4	Get Admission Slip and Submit Application Form for Transferee	Encode Personal Profile in the Enrollment System and Give Admission Slip	3 minutes	Admission Staff		
5	Proceed to enrollment area of the College for computerized enrollment and submit Admission Slip	Enroll (Encoding of Schedules)	5 minutes	Faculty In-Charge		
<b>IV. SHIFTERS AND RETURNEES</b>						
1	Get Evaluation Form or Report of Grades in ORA	Give Evaluation Form or Report of Grades	1 minute	In-Charge of Records		Application Form for Shifters/Returnees
2	Go to Admissions Unit (near Testing Center) submit requirements and get Application Form	Check the following requirements: -Evaluation of grades - Accomplished application form for admission	1 minute	Admission Staff		
3	Go to College Dean (from Current Course to New Course Applied) for signing of Application Form	Signing of Application Form for Release and Acceptance	1 minute	College Dean		
4	Get Admission Slip and Submit Application Form for Shifter/ Returnee	Change the Course and Curriculum in the Enrollment System (Shifter) and Give Admission Slip	5 minutes	Admission Staff		
5	Proceed to enrollment area of the College for computerized enrollment and submit Admission slip	Enroll (Encoding of Schedules)	5 minutes	Faculty In-Charge		
<b>END OF TRANSACTION</b>						

## OFFICE OF ENDOWMENT

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### Paraan para makuha/makapagrenew ng scholarship

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

<b>Step 1:</b>	1. Ipakita ang mga requirements ( See List Requirements) 2. Humingi ng scholarship form at ipaphotocopy ng tatlo
<b>Step 2:</b>	1. Sulatan ang mga forms ng naaayon sa mga hinihinging detalye at ipapirma ang mga nasulatang tatlong(3) pirasong scholarship form kasama ang isang kopya ng mga requirements (Ilagay ang “N/A” kung ang sagot ay <i>not applicable</i> .) 2. Hintayin mapirmahan ng scholarship head ang mga scholarship forms.
<b>Step 3:</b>	1. Kunin ang napirmahang scholarship forms ng scholarship head. 2. Magbayad ng P20.00 para sa Academician Society Membership Fee (Membership Fee may vary as per approved resolution) 3. Pirma para sa President’s Approval ng scholarship form. 4. Magsubmit ng isang kopya ng approved scholarship form kasama ng mga requirements.
<b>Step 4:</b>	Magsubmit ng isang kopya ng fully accomplished at approved scholarship form at magpare-assess.
<b>Step 5:</b>	Magbayad ng fees(Kung may dapat pang bayaran)
<b>Step 6:</b>	Bumalik sa pasukan para sa student rendership schedule form

**For inquiries: Please see the Director of Scholarship, Dr. Elsie M. Canlas or Ms. Grace Capan.  
Tel. No. 045-982-0041**

## **Requirements:**

### **For Valedictorian and Salutatorian Applicants**

1. College Entrance Examination Result
2. High School Report Card
3. Certification from School Principal or Guidance Counselor that the applicant is the Valedictorian/Salutatorian in the number of graduates in their batch(must be at least 40 students graduated from their batch)
4. Pre-Registration/Assessment
5. 1 pc – 1x1 or 2x2 ID Picture

### **For University and College Scholarship Applicants**

1. Original copy of Report of Grades (Previous Semester)  
General Weighted Average(GWA) 1.45- For University Scholar Applicant  
General Weighted Average(GWA) 1.75 – For College Scholar Applicant
2. Pre-Registration/Assessment or Certificate of Registration(This Semester)
3. Personal Information Sheet(Available at the Scholarship Unit)

***Note: Other Scholarship Program may require additional Requirements. Please see list of requirements at the scholarship program.***

### **LIST OF SCHOLARSHIP PROGRAM**

- Academic/Entrance Scholarship Grant(Valedictorian, Salutatorian, University & College)
- Investment Scholarship Fund
- Athletics Study Grant
- Study Grant for the Dependent Children of TSU Personnel/Faculty
- Study Grant for the Dependent Children of Barangay Officials
- Sangguniang Kabataan Officials Scholarship Grant
- TSU Performing Arts Study Grant
- Members of Cultural Minority Scholarship Grant
- ROTC Cadette/Cadette Officers Study Grant
- Student Leadership Scholarship Grant
- Student Journalism Scholarship Grant
- TSU Board of Regent Scholarship Grant
- Dependent Children of AFP Personnel

- DND-CHED-PASUC Scholarship
- CHED One-Town-One Scholar

**LOCAL GOVERNMENT SCHOLARSHIP PROGRAM**

- Tarlac City – Enhanced Scholarship Program Tarlac City – Technical
- Vocational Scholarship Program (For 2 years course only) Local
- Government of Camiling Scholarship Grant Local Government of Sta. Ignacia Scholarship Grant
- Group/Individual/Association/Agency/Company Scholarship
- Tarlac Peoples Economic Council, INC. Scholarship GSIS Scholarship S.M
- Foundation, INC. THS BATCH 60’ Scholarship Unison Co. Memorial
- Foundation Scholarship Aguman Capampangan Australia Scholarship
- Department of Science and Technology – SEI Scholarship Esperanza Paz
- Scholarship Bernarda D. Pascual Scholarship S.P.Q. Scholarship C.P.Q.
- Scholarship Engr. Eddie and Nina David Scholarship
- BUTR Party List CIBAC Party List ACE Party List
- Party List Scholarship
- Diwa Party List

## HEALTH SERVICE UNIT

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### I MEDICAL

SERVICES	PERSON'S RESPONSIBLE	CLIENTS
<p><b>1. Provide physical examination</b> - The clinic conducts physical examination for students, faculty and non-teaching personnel's.</p>	University physician, Nurses	Students, Faculty and Personnel's
<p><b>2. Consultations</b> - The university physician provides free consultation on uncomplicated medical cases. Prescribes medicines and the on duty nurse gives available medication for symptomatic relief of student/personnel illness. Complicated cases are referred to tertiary hospital of choice, for thorough evaluation and medical management.</p>	University physician, Nurses	Students, Faculty and Personnel's
<p><b>3. Provides general medical visits</b> – in general medical concerns. You may walk in to avail of the following:</p> <ul style="list-style-type: none"> <li>• <b>Blood Pressure check</b></li> <li>• <b>Sugar test</b></li> <li>• <b>Height and weight</b></li> <li>• <b>ECG</b></li> <li>• <b>Nebulization</b></li> </ul>	University physician, Nurses	Students, Faculty and Personnel's

<b>4. Immunization (Flu, cervical and other vaccines)</b>	University physician, Nurses	Students, Faculty and Personnel's
<b>5. Issuance of medical certificate</b>	University physician, Nurses	Students, Faculty and Personnel's
<b>6. Provides wellness disease lectures and seminar</b>	University physician, Nurses	Students and Faculty
<b>7. Provides health screenings e.g. Osteoporosis, Diet counseling, FBS, CBC, ECG and others</b>	University physician, Nurses and Volunteers	Students, Faculty and Personnel's
<b>8. Medical assistance on different university activities, e.g. Intramurals, SCUAA, SCUFAR, Educational fieldtrips and seminars.</b>	University physician, Nurses and Volunteers	Students, Faculty and Personnel's



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

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



**I. Scheduling of New Patient**

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

5	Dentist	Discuss the treatment plan to the patient.	The Dentist will discuss the procedure that will be made for the patient.	5 mins	NONE	
6	Dentist	Determine the age of the patient				
7	Student/Dental Clerk	Set appointment	Finalizes the date and time according to availability.	30 secs	NONE	
8	Dental Clerk	Register time and date				
9	Student	Register at the log book	Register at the Daily Accomplishment Log	20 secs	NONE	TSU-DHO-SF-14
		End of transaction.				

## II. Scheduling of Regular Patient

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

### III. Pre-treatment Procedure

STEP	RESPONSIBLE	FLOW CHART	EXPLANATION	DURATION	FEE	FORMS
1	Dental Clerk	<div style="border: 1px solid black; padding: 5px; text-align: center;">Patient confirms appointment schedule</div> <div style="text-align: center;">↓</div>	Check the Dental Schedule Log and retrieves the patient's personal information sheet.	10 secs	NONE	TSU-DHO-SF-01 TSU-DHO-SF-13
2	Dental Clerk	<div style="border: 1px solid black; padding: 5px; text-align: center;">Check parental consent (for extraction case only)</div> <div style="text-align: center;">↓</div>	Verify and accept the waiver.	10 secs	NONE	TSU-DHO-SF-03
3	Dental Assistant	<div style="border: 1px solid black; padding: 5px; text-align: center;">Prepare the dental treatment room</div> <div style="text-align: center;">↓</div>	Prepare the necessary instruments and equipments to be used.	3 mins	NONE	
4	Dental Assistant	<div style="border: 1px solid black; padding: 5px; text-align: center;">Seat the dental patient.</div> <div style="text-align: center;">↓</div>	Greet and accompany the patient to the treatment room. Instruct the patient to seat in the dental chair.	1 min	NONE	
5	Student/Dentist	<div style="border: 1px solid black; padding: 5px; text-align: center;">Dental procedure/treatment</div> <div style="text-align: center;">↓</div>	Dentist begins the procedure/treatment.	5 mins	NONE	
6	Dentist/Dental Assistant	<div style="border: 1px solid black; padding: 5px; text-align: center;">Complete the procedure and dismiss the patient</div> <div style="text-align: center;">↓</div>	Dentist gives postoperative instructions to the patient	2 mins	NONE	TSU-DHO-SF-03

7	Dental Assistant/Dental Clerk	<div style="border: 1px solid black; padding: 5px; text-align: center;">Completion of dental treatment</div> <div style="text-align: center;">↓</div>	Remove all the contaminated instruments and barriers after each treatment. Place contaminated instruments to the treatment tray.	30 secs	NONE	
8	Dental Assistant/Dental Clerk	<div style="border: 1px solid black; padding: 5px; text-align: center;">Final treatment room disinfecting and cleaning</div> <div style="text-align: center;">↓</div>	Cleanse and disinfects the treatment room.	3 mins	NONE	
9	Dental Clerk	<div style="border: 1px solid black; padding: 5px; text-align: center;">Patient logs out in the log book and fills up evaluation form</div> <div style="text-align: center;">↓</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">End of transaction.</div>	Register at the Daily Accomplishment Log and finish the Evaluation form.	30 secs	NONE	TSU-DHO-SF-02 TSU-DHO-SF-14

#### IV. Dental Treatment Procedure

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



## V. Procedure in Requesting Dental Certificate

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

## LIBRARY SERVICES

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### 1. Application for Library Card

Schedule of availability: **Monday to Saturday**

Who may avail of the service: **Students, Faculty and Staff**

Duration: **5 minutes**

HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider	Duration of Activity	Person In-Charge	Fees	Output
1	Present the requirements	Receives COR, Validated TSU ID and 1 pc 1" X 1" formal picture	1min	Library Staff	none	Requirements presented verified
2	Write the home address and mobile number at the back of Certificate of Registration	Encodes the student's information in the library card template, print and attach the picture	3 mins.	Library Staff	None	Printed and validated Library Card
3	Receive and affix signature in the Library Card	Releases validated Library Card	1 min			Issued validated library card

End of Transaction

## 2. Borrowing and Returning of Books/Materials

Schedule of Availability: **Monday to Saturday**

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

Duration: **10 Minutes**

HOW TO AVAIL OF THE SERVICE:

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

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

End of Transaction

### 3. Computer & Internet Access

Schedule of Availability: **Monday to Saturday**

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

Duration: **4 Minutes**

HOW TO AVAIL OF THE SERVICE:

<b>Steps</b>	<b>Applicant/Client Activity</b>	<b>Service Provider</b>	<b>Duration of Activity</b>	<b>Person In-Charge</b>	<b>Fees</b>	<b>Output</b>
1	Present Library Card and ID	Verify the identity of the patrons.	1 min	Library Staff	none	Checked students/ faculty ID
2	Log-in using the computer and internet utilization logbook	Assists patron to the available PC	2 min.	Library Staff	none	Assisted and monitored patron
3	Retrieve library card after using the facilities	Returns Library Card to patron	1 min	Library Staff	none	Computer and internet utilized

End of Transaction

#### 4. Library Clearances

Schedule of Availability: **Monday to Saturday**

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

Duration: **4 Minutes**

HOW TO AVAIL OF THE SERVICE:

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

End of Transaction

## 5. Referral Service

Schedule of Availability: **Monday to Saturday**

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

Duration: **4 Minutes**

HOW TO AVAIL OF THE SERVICE:

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

End of Transaction

## **OFFICE OF PROFESSIONAL DEVELOPMENT AND CONSULTANCY SERVICE**

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**Schedule of Availability of Service:**

Tuesday – Friday

7.00-12.00M.; 1.00-6.00P.M.

**Who May Avail of the Service:**

University personnel and outside clients

**What are the requirements:**

1. Valid I.D.
2. Corporate authorization
3. Payment of reservation fees

**Duration:**

1 hour

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



## **OFFICE OF STUDENT AFFAIRS**

### **GUIDANCE AND COUNSELING CENTER**

<b>Type of Transaction</b>	<b>Client</b>	<b>Purpose</b>	<b>Requirement</b>	<b>Processing Time</b>	<b>Attending Staff</b>	<b>Fees</b>	<b>Form</b>
1. Issuance of Certificate of Good Moral Character	Undergraduate	Scholarship/OJT/work/etc.	Certificate of Registration (COR)	10 Minutes	Guidance Director / Guidance Counselor/ Clerk	P20.00	N/A
		Transfer	Honorable Dismissal/Transcript of Records (TOR)	20 Minutes	Guidance Director / Guidance Counselor/ Clerk	P20.00	Exit Counseling / Interview
		Authentication of Certificate of Good Moral Character	Original Copy of Certificate of Good Moral Character	15 Minutes	Guidance Director / Guidance Counselor/ Clerk	P10.00	N/A
	Graduate	Employment / Enrolment / Admission to Graduate Studies / Second Course	Diploma/ Transcript of Records (TOR)	10 Minutes	Guidance Director / Guidance Counselor/ Clerk	P20.00	N/A
		Authentication of Certificate of Good Moral Character	Original Copy of Certificate of Good Moral Character	15 Minutes	Guidance Director / Guidance Counselor/ Clerk	P10.00	N/A

2. RIASEC Examination / Career Testing and Counseling	Undergraduate (shifTERS, returnees, transferees)	Enrolment / Admission	2 Photocopy of the Latest Report of Grades (ROG)/Evaluation of Grades	30 Minutes	Guidance Director, Guidance Counselor	N/A	RIASEC Form
	Graduate (Prof. Ed. Unit takers)	Enrolment / Admission	Diploma/ Transcript of Record (TOR)	30 Minutes	Guidance Director, Guidance Counselor	N/A	RIASEC Form

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

**RIASEC EXAMINATION**

1	Present the requirements	Guidance Counselor/Clerk	Guidance and Counseling Center, OSA Bldg.
2	Take the RIASEC Exam	Guidance Counselor/Clerk	Guidance and Counseling Center, OSA Bldg.
3	Have a Career Counseling Session	Guidance Director/ Guidance Counselor	Guidance and Counseling Center, OSA Bldg.
<b>END</b>			

## REGISTRATION OFFICE

### ISSUANCE OF CERTIFICATE OF REGISTRATION

**Schedule of Availability:**

Tuesday – Friday

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

\*No noon break during enrollment period.

**Who may avail of the service:**

1. Students who are officially enrolled in the University.

**What are the requirements:**

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

**Duration:**

1 minute

**How to avail of the service:**

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

**END OF TRANSACTION**

\*The payment slip is free of charge

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

**IN CASE OF REPRINT OF CERTIFICATE OF REGISTRATION****How to avail of the service:**

<b>Step</b>	<b>Client</b>	<b>Service Provider</b>	<b>Duration of Activity</b>	<b>Person in Charge</b>	<b>Fee</b>	<b>Form</b>
1	Present the current tuition fee official receipt and ID	Review the OR and ID, Issue Payment slip, and Advise student to go to Cashier	1 minute	REG Office Clerk		TSU-REG-SF-08
2	Pay to the Cashier	Process payment and issue Official Receipt	1 minute	Cashier	P20.00/ copy	
3	Present the OR and wait for the request to be processed	Search and Print COR in the Enrollment System	1 minute	REG Office Clerk		
4	Receive the COR	Cancel OR and Release the duly signed Certificate of Registration to student	5 seconds	REG Office Clerk		

**END OF TRANSACTION**

\*The payment slip is free of charge

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

**ISSUANCE OF FIRST COPY OF REPORT OF GRADES (ROG)****Schedule of Availability:**

Tuesday – Friday

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

**Who may avail of the service:**

1. The Dean of each Colleges

**Duration:**

2 days

**How to avail of the service:**

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

**IN CASE OF REPRINT OF REPORT OF GRADES (ROG)****How to avail of the service:**

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

**END OF TRANSACTION****ISSUANCE OF CERTIFICATE OF TRANSFER CREDENTIALS (CTC)****Schedule of Availability:**

Tuesday – Friday

7:00 am – 6:00 pm with no noon break

**Who may avail of the service:**

1. Bonafide TSU Students

**What are the requirements:**

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

**Duration:**

1. 30 minutes

**How to avail of the service:**

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

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

Tuesday – Friday

7:00 am – 6:00 pm with no noon break

**Who may avail of the service:**

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

**What are the requirements:**

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

**Duration:**

1. 2 weeks processing

**How to avail of the service:**

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

**ISSUANCE OF CERTIFICATE OF AUTHENTICATION AND VERIFICATION (CAV)**

**Schedule of Availability:**

Tuesday – Friday

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

**Who may avail of the service:**

1. Bonafide TSU Students

**What are the requirements:**

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

**Duration:**

1. 30 minutes



**How to avail of the service:**

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

**END OF TRANSACTION****ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS [GRADUATE/F137-A(Secondary)]****Schedule of Availability:**

Tuesday – Friday

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

**Who may avail of the service:**

1. TSU Graduates

**What are the requirements:**

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

**Duration:**

1. 30 minutes

**How to avail of the service:**

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

**END OF TRANSACTION**

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

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

Tuesday – Friday

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

**Who may avail of the service:**

1. TSU Undergraduates

**What are the requirements:**

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

**Duration:**

1. 30 minutes

**How to avail of the service:**

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

**END OF TRANSACTION**

**CHECKS AND VERIFY PREPARED OTR AND CERTIFICATION****Schedule of Availability:**

Tuesday – Friday

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

**Who may avail of the service:**

1. Bonafide TSU Students

**What are the requirements:**

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

**Duration:**

1. for graduates: 30 minutes
2. for undergraduates: 15 minutes

**How to avail of the service:**

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

**END OF TRANSACTION****ADDING SUBJECT/S TRANSACTION****Schedule of Availability:**

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

**Who may avail of the service:**

1. Bonafide TSU Students

**What are the requirements:**

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

**Duration:**

1. 20 minutes

**How to avail of the service:**

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

**END OF TRANSACTION**

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

**CHANGING SUBJECT/S TRANSACTION****Schedule of Availability:**

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

Tuesday – Friday

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

**Who may avail of the service:**

1. Bonafide TSU Students

**What are the requirements:**

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

**Duration:**

1. 20 minutes

**How to avail of the service:**

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

**END OF TRANSACTION**

**DROPPING SUBJECT/S TRANSACTION**

**Schedule of Availability:**

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

**Who may avail of the service:**

1. Bonafide TSU Students

**What are the requirements:**

1. Accomplished Dropping Form
2. Certificate of Registration

**Duration:**

1. 10 minutes

**How to avail of the service:**

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

**END OF TRANSACTION**

## MANAGES THE FILLING AND MAINTENANCE OF STUDENT RECORDS

### Schedule of Availability:

Tuesday – Friday

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

### Who may avail of the service:

1. Bonafide TSU Students

### What are the requirements:

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

### Duration:

1. Perpetual

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

## ISSUANCE OF STUDENT RECORD EVALUATION

### Schedule of Availability:

Tuesday – Friday

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

### Who may avail of the service:

1. Bonafide TSU Students



**What are the requirements:**

1. ID

**Duration:**

1. 15 minutes

**How to avail of the service:**

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

**END OF TRANSACTION**

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

**ISSUANCE OF CERTIFICATE (Evaluation, Employment, Ranking, Records and other purposes)****Schedule of Availability:**

Tuesday – Friday

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

**Who may avail of the service:**

1. Bonafide TSU Students and TSU Graduates

**What are the requirements:**

- ID
- Clearance
- Documentary Stamp
- Official Receipt

**Duration:**

2. 30 minutes

**How to avail of the service:**

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

**END OF TRANSACTION**

## **TESTING OFFICE**

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### **GENERAL APPLICATION FOR ADMISSION TEST AND PSYCHOLOGICAL TEST**

#### **Schedule of Availability of Services:**

##### **Tuesday to Friday**

7:00 a.m. – 6:00 p.m. (NO NOON BREAK)

### **WHO MAY AVAIL OF TESTING SERVICES**

#### ***Admission Test***

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

#### ***Psychological Test/ Assessment***

5. Professional Education Units applicants.
6. Students of the University enrolled in the undergraduate and post graduate programs.
7. Teaching and non-teaching personnel of the University.
8. Private and other government agencies.

## WHAT ARE THE REQUIREMENTS

### ADMISSION TEST

#### 1. Incoming College Freshman Students

- 1.1 Photocopy of Form 138 (Report Card)
- 1.2 Photocopy of Certificate of Good Moral Character
- 1.3 Photocopy of Authenticated (NSO) Birth Certificate
- 1.4 2 pcs. 2"x2" photo which should have been taken within the last six months
- 1.5 Official receipt of non-refundable testing fee amounting to Php 300.00 (to be paid at the TSU Cashiering Office).
- 1.6 Accomplished Application Form for College Admission Test (TSUCAT FORM 01 Revised 07-18-2012)
- 1.7 Photocopy of National Career Assessment Examination (NCAE) result, if available

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

- a. Must not have taken any college subject/s prior to or for the semester or academic year for which the TSU College Admission Test is to be taken.
- b. Students enrolled in vocational courses or those not leading to a degree program can apply for the TSU College Admission Test.

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

- 2.1 Photocopy of PEPT Result
- 2.2 Photocopy of Certificate of Good Moral Character
- 2.3 Photocopy of Authenticated (NSO) Birth Certificate
- 2.4 2 pcs. 2"x2" photo which should have been taken within the last six months
- 2.5 Official receipt of non-refundable testing fee amounting to Php300.00 (to be paid at the TSU Cashiering Office).
- 2.6 Accomplished Application Form for College Admission Test (TSUCAT FORM 01 Revised 07-02-2013)

### **3. Incoming Foreign Freshman Students**

- 3.1 Photocopy of Passport
- 3.2 2 pcs. 2"x2" photo which should have been taken within the last six months
- 3.3 Official receipt of non-refundable testing fee amounting to US \$25 (to be paid at the TSU Cashiering Office).
- 3.4 Accomplished Application Form for College Admission Test (TSUCAT FORM 01 Revised 07-02-2013)

### **4. Incoming Students for Bachelor of Laws**

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

- 4.1 Photocopy of Official Transcript of Records *(of the earned degree)*.
- 4.2 Photocopy of Good Moral Character *(from School/College/University graduated)*
- 4.3 Photocopy of Authenticated *(NSO)* Birth Certificate
- 4.4 Photocopy of Authenticated *(NSO)* Marriage Certificate for female married students.
- 4.5 2 pcs. 2"x2" photo which should have been taken within the last six months
- 4.6 Official Receipt of Testing Fee amounting to Php 1,000.00 *(to be paid at the TSU-Cashiering Office)*.
- 4.7 Accomplished Application Form for Law Admission Test (TSULAT FORM 01 Revised 06-08-2011)

## **PSYCHOLOGICAL TEST/ ASSESSMENT**

### **• Professional Education Units Applicant**

- Referral note of the Dean to administer psychological test.
- Accomplished Request for Psychological Test.
- Official Receipt of Testing Fee amounting to Php 300.00 *(to be paid at the TSU-Cashiering Office)*

### **6. Students of the University**

- Request for Administration of Psychological Test
- Accomplished Request for Psychological Test.

- Official Receipt of Testing Fee amounting to Php 45.00 (*to be paid at the TSU-Cashiering Office or to be included on the Student Fees*)

### **7. Teaching and Non-Teaching Personnel of the University**

- Request Letter from the Administration/Human Resource Management
- Photocopy of Authenticated (*NSO*) Birth Certificate
- 2 pcs. 2"x2" photo which should have been taken within the last six months
- Accomplished Application Form for Psychological Test (*UTC APP Form No.004*)

### **8. Private and other government agencies**

- Referral Slip of the requesting agency
- Photocopy of Authenticated (*NSO*) Birth Certificate
- 1 pc. 2"x2" photo which should have been taken within the last six months
- Official Receipt of Testing Fee amounting to Php 300.00 (*to be paid at the TSU-Cashiering Office.*)
- Accomplished Form for Request for Psychological Test

### **FILING OF APPLICATION**

COLLEGE ADMISSION TEST	-SEPTEMBER TO FEBRUARY
LAW ADMISSION TEST	-MAY
PSYCHOLOGICAL TEST/ASSESSMENT	-JANUARY TO DECEMBER

Step	Applicant/Client	Activity	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fee	Form
1	Ask for Admission Test Requirements <ul style="list-style-type: none"> <li>• CAT</li> <li>• LAT</li> <li>• Psychological Test/Assessment</li> </ul>	Give copy of the requirements, provide clarifications if necessary	2 minutes	Testing Staff		-Printed copy of Admission Test Requirements -Admission Requirements are available at the TSU Official Website ( <a href="http://www.tsu.edu.ph">http://www.tsu.edu.ph</a> )
2	a. Let the testing staffs check if the applicant is qualified to take the test with his/her complete requirements.  b. Get application form for admission test.	Screen the applicant's requirements to assess if he/she is qualified to take the test.  Once the applicant is qualified, the applicant will be given application form for admission test with the assessed admission test fee.	3 minutes	Testing Staff		Forms may be downloaded from TSU Website ( <a href="http://www.tsu.edu.ph/TestingCenter.aspx#">http://www.tsu.edu.ph/TestingCenter.aspx#</a> ) TSUCAT FORM 01 <sub>(Revised 07-18-2012)</sub> TSULAT FORM 01 <sub>(Revised 06-08-2011)</sub>
3	Proceed to Collecting Office to pay for the Testing Fee (Window 5-12)	Present applicant form for college admission test with payor ID#. Process the payment and issue Official Receipt (O.R.)	2 minutes	Cashiering Staff	CAT –P300 Foreign – US \$ 25 LAT –P1,000 Psych. Test – P300	
4	Present O.R. together with the Accomplished Application Form and complete requirements.	Check if the application form is properly accomplished. Process the application and give the applicant his/her official receipt and Test Permit that includes the schedule of test and reminders.	3 minutes	Testing Staff		
<b>END OF TRANSACTION</b>						

## ACCOUNTING UNIT

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

**Schedule of Availability:**

Tuesday – Friday  
7:00 am – 6:00 pm

**Who may avail of the service:**

2. Students who are officially enrolled in the University.

**What are the requirements:**

3. Student's Pre-Assessment/Pre-Registration Form
4. Student's Identification Card

**How to avail of the service:**

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

**END OF TRANSACTION**



## PROCESSING OF REFUND

### Refund of Tuition Fees

#### Schedule of Availability:

Tuesday – Friday  
7:00 am – 6:00 pm

#### Who may avail of the service:

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

#### What are the requirements:

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

#### How to avail of the service:

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

**END OF TRANSACTION**

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

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

## PROCESSING OF REFUND

### Refund of Breakage Deposit

**Schedule of Availability:**

Tuesday – Friday  
7:00 am – 6:00 pm

**Who may avail of the service:**

1. Students who are officially enrolled.

**What are the requirements:**

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

**How to avail of the service:**

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

**END OF TRANSACTION**

## PROCESSING OF REFUND

### Refund of Overpayment

**Schedule of Availability:**

Tuesday – Friday  
7:00 am – 6:00 pm

**Who may avail of the service:**

1. Students who are officially enrolled.

**What are the requirements:**

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

**How to avail of the service:**

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

**END OF TRANSACTION**

## **AUXILIARY SERVICE OFFICE**

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### **RENTAL OF SPACE AND FACILITIES**

Tuesday – Friday

7.10am- 12.00nn/ 1.00pm-5.45pm

Who may avail?

Requirements:

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

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

## UNIVERSITY HOTEL

### ROOM RESERVATION (WALK-IN)

#### 24/7 operations

Who may avail?

#### REQUIREMENTS:

Cash Payment/ Checks for Government Agencies

STEPS	CLIENT	ACTIVITY	DURATION	PERSON IN-CHARGE		FORMS
<b>STEP 1</b>	Approach the front desk agent to inquire for room rates and availability	Welcoming the guest/ Stating the name of the hotel/ Saying the time of the day/ Saying your name (FDA) to the guest/ Asking the guest for how can you be of help.	2-3 minutes	Front Desk Agent	SGL DLX- 1,200php DBL DLX- 1,400php TRPL DBX- 1,700php QUAD DLX- 2,200php SUITE ROOM- 3,500php  FUNCTION ROOM - 6,000php - 1,000php (For every succeeding hour)  Roof Top - 5,000php - 1,000php (For every succeeding hour)	
<b>STEP 2</b>	Fill-up the reservation form at the front desk.	Reviews the accomplished reservation form and the identification card presented by the guest.	1-2 minutes	Front Desk Agent		Reservation Form Identification Card
<b>STEP 3</b>	Ask for the assigned room number and wait for the room key	Presenting the type of room/ room number and keys to the guest and ask for Housekeeping Assistance.	1-2 minutes	Front Desk Agent Housekeeping Personnel		
<b>STEP 4</b>	The Housekeeping personnel shall assists the guests to his/her assigned room.	FDA will endorse all the needed information to the Housekeeping Personnel as he/she assist the guest on their assigned room/s.	3 minutes	Front Desk Agent Housekeeping Personnel		

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

Who may avail?

**REQUIREMENTS:**

Valid Identification Card

Cash Payment/ Checks for Government Agencies

STEPS	CLIENT	ACTIVITY	DURATION	PERSON IN-CHARGE		FORMS
<b>STEP 1</b>	Inquire about rooms availability and rates through the official e-mail of TSU Hotel (tsuhotel@yahoo.com) and/or through telephone call (045)-491-0603.	Answering queries received through e-mails and/or phonecalls. Sell the rooms and function/banquet spaces, if needed do up-selling.	2-3 minutes	Front Desk Agent	<b>GUESTROOMS</b> SGL DLX- 1,200php DBL DLX- 1,400php TRPL DBX- 1,700php QUAD DLX- 2,200php  SUITE ROOM- 3,500php  <b>FUNCTION ROOM</b> - 6,000php - 1,000php (For every succeeding hour)  <b>ROOF TOP</b> - 5,000php - 1,000php (For every succeeding hour)	Hotel Tariff Sheet
<b>STEP 2</b>	Make a reservation deposit to the account of the hotel.	Check official TSU hotel account if deposit has been made if yes, check rooms availability for possible blockings.	2 minutes	Front Desk Agent		Deposit Slip
<b>STEP 3</b>	Send a scanned copy of the deposit slip for reservation.	Block the room and date preferred by the client/guest	1 minute			Deposit Slip
<b>STEP 4</b>	Ask for the confirmation of reservation based from room preference and requested date.	Confirm to the guest the details of their reservation and ask if the guest would want to make special request so proper endorsements, coordinations can be made.	3 minutes	Front Desk Agent		
<b>STEP 5</b>	Present the original copy of the deposit slip and a valid identification card to the front desk agent and fill-up the reservation form.	Welcome the guest. Ask for the copy of the deposit slip and a valid identification card. Ask the guest to fill up reservation form.	1-2 minutes	Front Desk Agent		Reservation Form

<b>STEP 6</b>	The front desk staff shall inform the client/guest as to his/her assigned room and will endorse the room key to the housekeeping personnel for rooming.	Assign a room. Issue a room key.	1-2 minutes	Front Desk Agent Housekeeping Personnel		
<b>STEP 7</b>	The housekeeping personnel shall escort the client/guest to his/her assigned room and will explain the 'guestroom familiarization checklist' before leaving the guest to their assigned room.	Escort the guest to his/her assigned room. Explain the 'guestroom familiarization checklist'. Bid farewell.	3 minutes	Housekeeping Personnel		

## LAUNDRY SERVICES

24/7 operations

Who may avail?

Resident guest/s of the hotel

### REQUIREMENTS:

Cash Payment

STEPS	FEES	FORMS	PROCESSING TIME	PERSON IN-CHARGE
1. Guest shall fill up the Laundry Request Form and shall request for pick-up either through the Housekeeping or through the Front Desk.	<b>WASH-DRY-FOLD</b> - 35Php/kilo - Minimum of 5kg (30Php) - Below 5kg (35php)	LAUNDRY SERVICE REQUEST FORM	1-2 minutes	Housekeeping Personnel
2. Upon pick-up of the laundry items, the attending staff will check items on the list in front of the guest if he is around. If the guest is not around, the checking shall be done in the presence of a floor guard, a room boy or a supervisor who will serve as witness to any noted damage.	<b>WASH-DRY-PRESS</b> - without hanger (60php) - with hanger (70php)	LAUNDRY SERVICE REQUEST FORM		Housekeeping Personnel
3. After making sure that the guest count tallies with the hotel count, the housekeeping personnel will weigh the soiled guest laundry and will write their name and sign on the laundry service request form for control and monitoring purposes.	<b>PRESS ONLY</b> -without hanger (40php) - with hanger (50php)	LAUNDRY SERVICE REQUEST FORM	1-2 minutes	Housekeeping Personnel
4. The FDA will do the calculations on how much the guest will be paying and recheck the form if it was properly filled- up by the guest and the housekeeping personnel then, FDA will write control numbers on the forms.		LAUNDRY SERVICE REQUEST FORM	2-3 minutes	Front Desk Agent
5. Then, the FDA will rewrite all the needed information of the guest in the Guest Laundry Summary for records purposes wherein the first copy will be given to the guest and the second one will be attached to the hamper.		LAUNDRY SERVICE REQUEST FORM  GUEST LAUNDRY SUMMARY	2-3 minutes	Front Desk Agent



6. Housekeeping Personnel will take the guest laundry in the Laundry Area.			1 minute	Housekeeping Personnel
7. The laundry attendant will count and double check the items against the Laundry Service Request Form.		LAUNDRY SERVICE REQUEST FORM	5 minutes	Laundry Attendant
8. Sort and classify the guest laundry, then place the appropriate load in the washing machine.			2-2.5 hours/guest (depending on the weight/type of the items.	Laundry Attendant
9. The washer should hand-wash with care the items sent for hand-washing.			15-30 minutes (depending on the weight/type of the items.	Laundry Attendant
10. Once finished, if the item needs no further processing, it shall be folded and placed on its appropriate clean hampers for pick-up of the guest.			10-15 minutes	Laundry Attendant
11. The Front Desk Agent/ Housekeeping Personnel will double check whether the processed laundry items of the guest/s are paid. If paid, then it is ok already for releasing.		LAUNDRY SERVICE REQUEST FORM	2-3 minutes	Front Desk Agent/ Housekeeping Personnel

## **BUSINESS CENTER**

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### **SCHEDULE OF AVAILABILITY OF SERVICE**

#### **BUSINESS CENTER (Gen. Merchandise)**

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

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

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

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

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

**SCHEDULE OF AVAILABILITY OF SERVICE**

**PRINTSHOP**

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

FOR TEACHING AND NON-TEACHING PERSONNEL

<b>TARPAULIN/HEAT TRANSFER</b>				
<b>STEPS</b>	<b>FEES</b>	<b>FORMS</b>	<b>PROCESSING TIME</b>	<b>PERSON IN-CHARGE</b>
<p>1. Present the soft copy of the lay-out for tarpaulin / sticker and heat transfer to be printed.</p> <p>2. Wait for the job order slip to be filled up by the print shop personnel.</p> <p>3. For OUTSIDE CLIENTS/CASH CUSTOMERS</p> <p style="padding-left: 20px;">a. Proceed to window 1 (Gen. Mdse.) And give the job order for assessment.</p> <p style="padding-left: 20px;">b. Pay the total amount at the cashier.</p> <p style="padding-left: 40px;">For charged customers (Offices and Colleges) We require the following:</p> <p style="padding-left: 60px;">a. Communication letter from the Offices /Colleges where the ordered products will be charged.</p> <p style="padding-left: 60px;">b. Complete the signatories indicated in the job order slip.</p> <p>4. For OUTSIDE CLIENTS / CASH CUSTOMERS,</p>	<p>Tarpaulin P15.00 / P18.00 per ft.</p> <p>T-shirt printing only white P80.00</p> <p>T-shirt printing white P180.00</p> <p>Button pins P20.00 per piece</p> <p>Mugs P90.00 per piece</p> <p>Charge to designated Office / college.</p> <p>To be filled up by the Office Representative.</p>	<p>Job order slip</p>	<p>Depending on sizes and volume of the specific job.</p> <p>Products can be claim upon the given deadline.</p>	<p>Print shop Personnel</p> <p>General Merchandize Personnel</p> <p>Cashier Personnel</p>

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

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

**FOR TEACHING AND NON-TEACHING PERSONNEL**

<b>PHOTOCOYING SERVICE</b>					
<b>STEPS</b>		<b>FEES</b>	<b>FORMS</b>	<b>PROCESSING TIME</b>	<b>PERSON IN-CHARGE</b>
1.	Handing over of original documents	minimum fee	Printing press long sheet	Depends on the volume and set up required for a specific job	Printing Press Staff
2.	Copying	Php 1.00	(to be filled up by the office or college representative)		
3.	Sorting (If necessary)	Charge per college/office			
4.	Stapling (If necessary)				
5.	Turning over of original document and copies				

<b>DOCUMENTS PRINTING</b>					
<b>STEPS</b>		<b>FEES</b>	<b>FORMS</b>	<b>PROCESSING TIME</b>	<b>PERSON IN-CHARGE</b>
1.	Handing over of soft copy (thru removable device; Flash drives or memory cards)	minimum fee	Printing press long sheet	Depends on the volume and set up required for a specific job	Printing Press Staff
2.	Printing	Php 2.00 black & white	(to be filled up by the office or college representative)		
3.	Turning over of original document and copies	Full color page Php 40.00 Charge per college/office			

**FOR STUDENTS AND OUTSIDE CLIENTS**

<b>PHOTOCOYING SERVICE</b>					
<b>STEPS</b>		<b>FEES</b>	<b>FORMS</b>	<b>PROCESSING TIME</b>	<b>PERSON IN-CHARGE</b>
1. 2. 3. 4. 5.	Handing over of original documents Copying/Printing Editing (If necessary) Sorting (If necessary) Stapling (If necessary) Turning over of original document and copies	minimum fee Comp. print Php 2.00 b&w Full color page Php 40.00	Printing press long sheet (to be filled up by the or college representative)	Depends on the volume and set up required for a specific job  *Payment and Remittance accomplished through the issued Official Receipt.	Printing Press Staff

**SCHEDULE OF AVAILABILITY OF SERVICE  
ID PROCESSING BUSINESS CENTER**

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

<b>PROCESSING OF NEW ID</b>					
<b>STEPS</b>		<b>FEES</b>	<b>FORMS</b>	<b>PROCESSING TIME</b>	<b>PERSON IN-CHARGE</b>
1.	Present the OR			1 minute	In Charge of Processing of ID - CLERK
2.	State and check all needed information for the processing of ID	155.00	TSU Official Receipt	5 minutes	
3.	Receives the ID(while verifying from scanner)			1 minute	

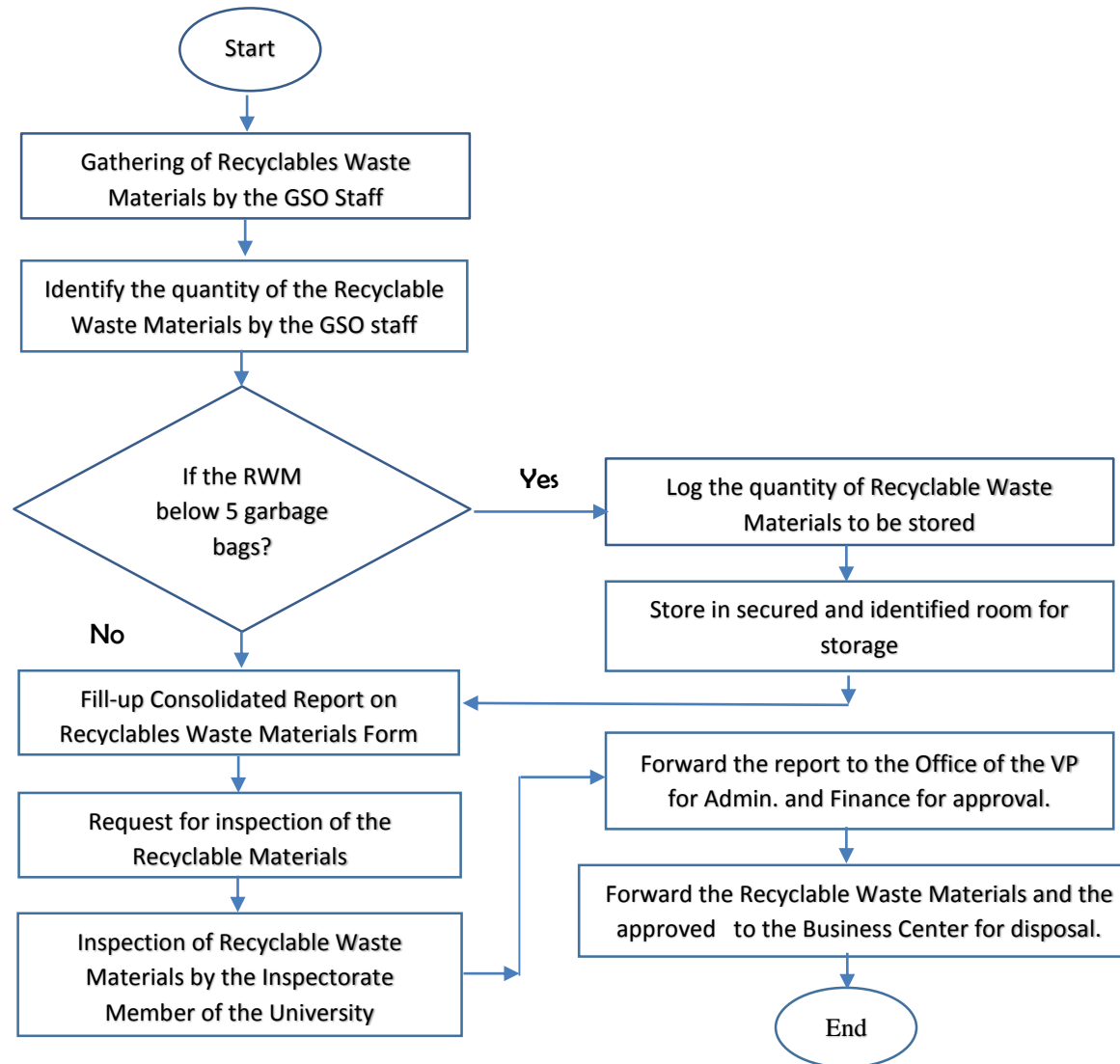
<b>PROCESSING OF LOST ID</b>					
<b>STEPS</b>		<b>FEES</b>	<b>FORMS</b>	<b>PROCESSING TIME</b>	<b>PERSON IN-CHARGE</b>
1.	Present the OR			1 minute	In Charge of Processing of ID - CLERK
2.	State and check all needed information for the processing of ID	255.00	TSU Official Receipt and Affidavit of Lost	5 minutes	
3.	Receives the ID(while verifying from scanner)			1 minute	



<b>FABRICATION OF ALUMNI ID</b>					
<b>STEPS</b>		<b>FEES</b>	<b>FORMS</b>	<b>PROCESSING TIME</b>	<b>PERSON IN-CHARGE</b>
1.	Present the OR			1 minute	In Charge of Processing of ID - CLERK
2.	State and check all needed information for the processing of ID	155.00	TSU Official Receipt	5 minutes	
3.	Receives the ID(while verifying from scanner)			1 minute	

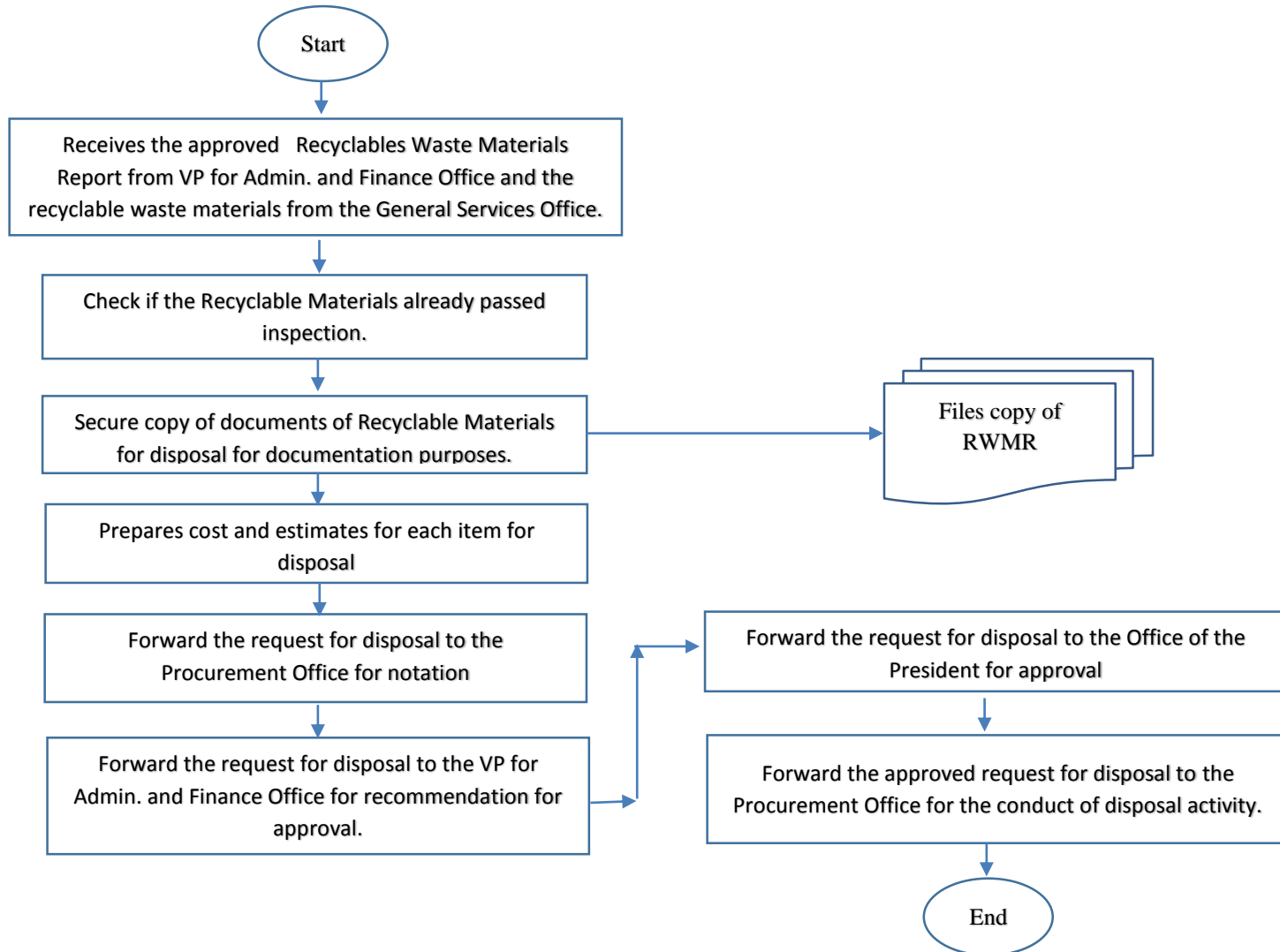
# FLOWCHART FOR THE DISPOSAL OF RECYCLABLE WASTE MATERIALS

## GENERAL SERVICES OFFICE



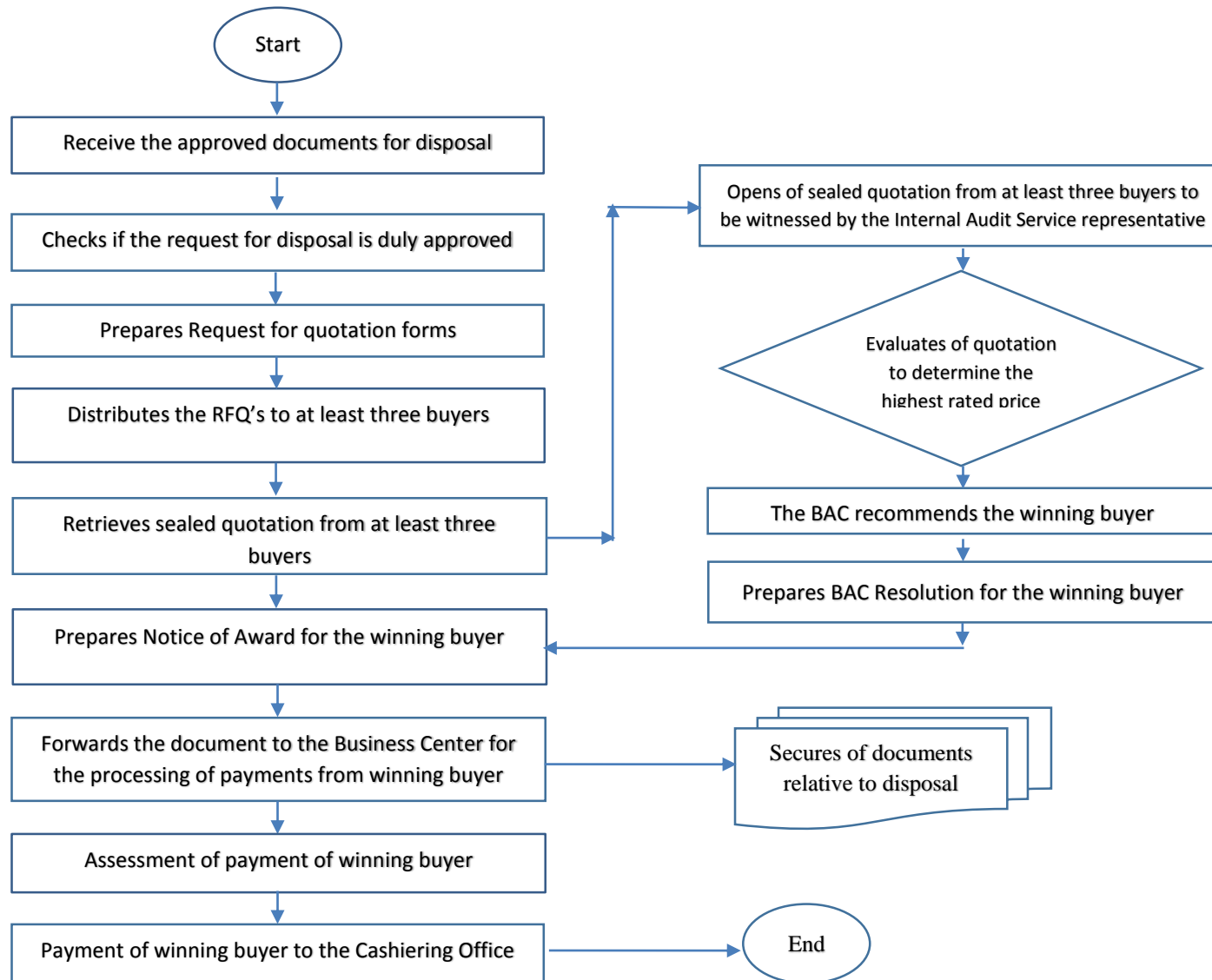
# FLOWCHART FOR THE DISPOSAL OF RECYCLABLE WASTE MATERIALS

## BUSINESS CENTER OFFICE



# FLOWCHART FOR THE DISPOSAL OF RECYCLABLE WASTE MATERIALS

## PROCUREMENT OFFICE



## CASHIERING OFFICE

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

**ISSUANCE OF OFFICIAL RECEIPTS TO CLIENTS**

**Schedule of Availability of Service:**

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

**Who May Avail of the Service:**

Student  
Faculty  
Supplier  
Personnel  
Walk-In (Graduated Students)

**What are the Requirements:**

Assessment/Billing from concern offices/colleges

**Duration:** 3 minutes under normal circumstances

**How to Avail of the Service:**

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

**END OF TRANSACTION**

**ISSUANCE OF CERTIFICATE OF PAYMENTS TO CLIENTS**

**Schedule of Availability of Service:**

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

**Who May Avail of the Service:**

Student  
Faculty  
Personnel  
Supplier  
Walk-In (Graduated Students)

**What are the Requirements:**

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

**Duration:** 3 minutes

**How to Avail of the Service:**

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

**END OF TRANSACTION**

**RECEIVING, VERIFYING CORRECTNESS AND COMPLETENESS OF APPROVED VOUCHERS/PAYROLLS:**

**Schedule of Transaction:**

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

**Clientele:**

Personnel

**Duration:**

5 minutes

**Process of Transaction:**

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

**END OF TRANSACTION**



**ISSUING OF CHECKS TO CLIENTS:**

**Schedule of Transaction:**

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

**Clientele:**

Faculty/Personnel/Supplier/Students

**Duration:**

5 minutes

**Process of Transaction:**

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

**END OF TRANSACTION**

**DISBURSING VARIOUS CASH ADVANCES:**

**Schedule of Transaction:**

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

**Clientele:**

Personnel/Students

**Duration:**

5 minutes

**Process of Transaction:**

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

**END OF TRANSACTION**

**DISBURSING OF PETTY CASH FUND:**

**Schedule of Transaction:**

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

**Clientele:**

Personnel/Students

**Duration:**

5 minutes

**Process of Transaction:**

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

**END OF TRANSACTION**

## ADMINISTRATIVE SERVICES OFFICE

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Frontline Service B1: Payroll Preparation for Job Orders

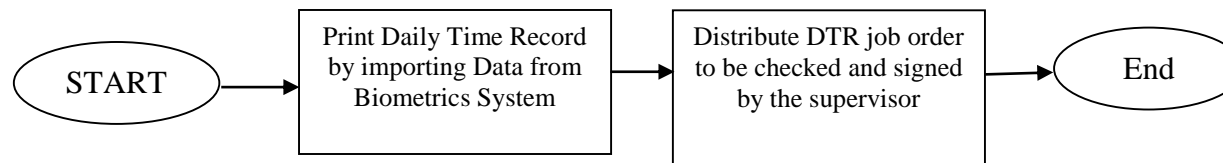
Frontline Service B2: Payroll Preparation of Lecturers & Honorarium of Regular Faculty

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

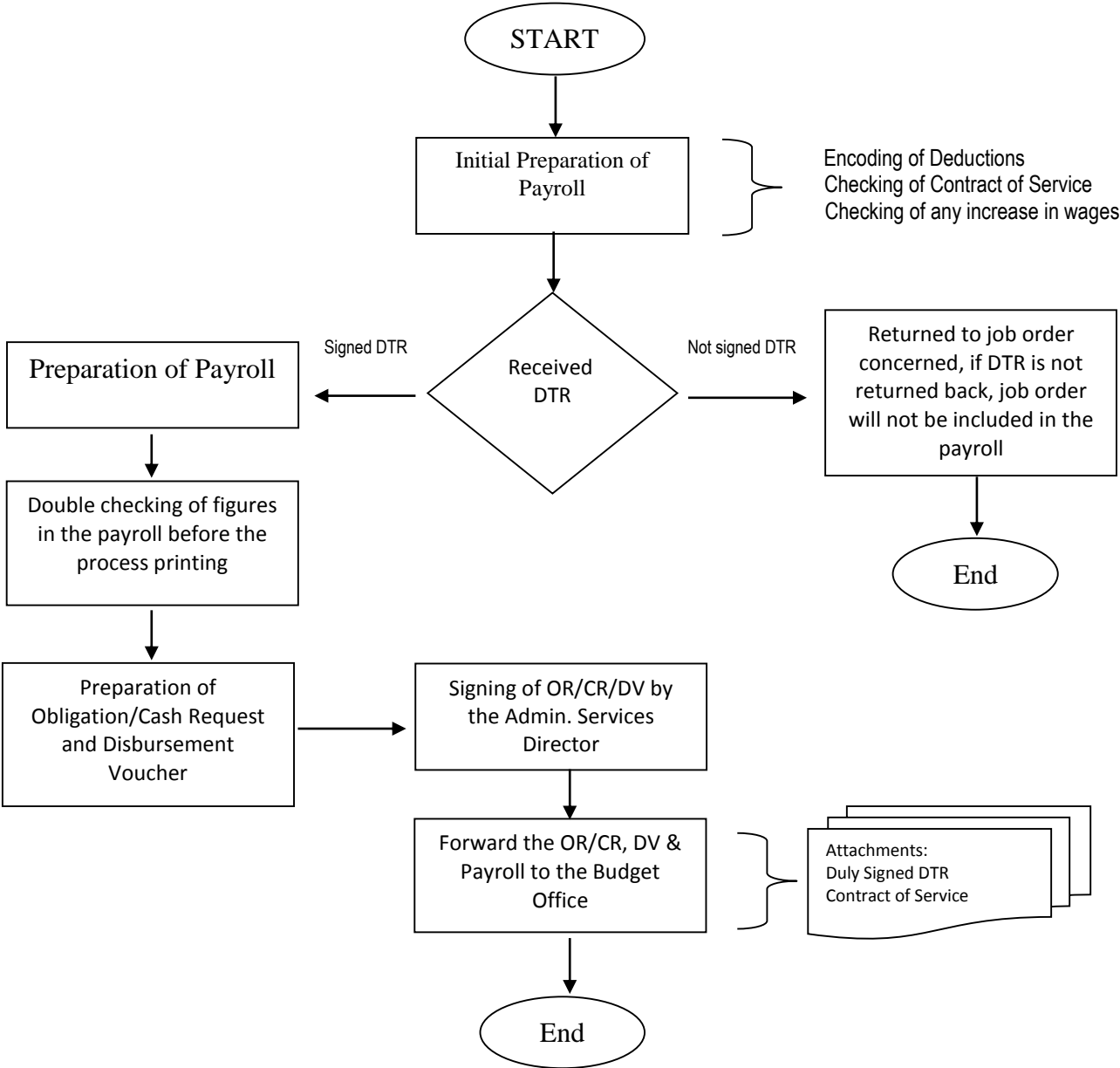
<b>STEP</b>	<b>APPLICANT/CLIENT</b>	<b>ACTIVITY</b>	<b>DURATION OF ACTIVITY (Under normal circumstances)</b>	<b>PERSON IN CHARGE</b>	<b>FEE</b>	<b>FORM</b>
1.	Lecturers	Receives duly signed DTRs with approved Special Order and computes the number of hours rendered per subject	10 mins.	Admin. Staff	None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

## FLOWCHART OF PAYROLL PREPARATION FOR JOB ORDERS

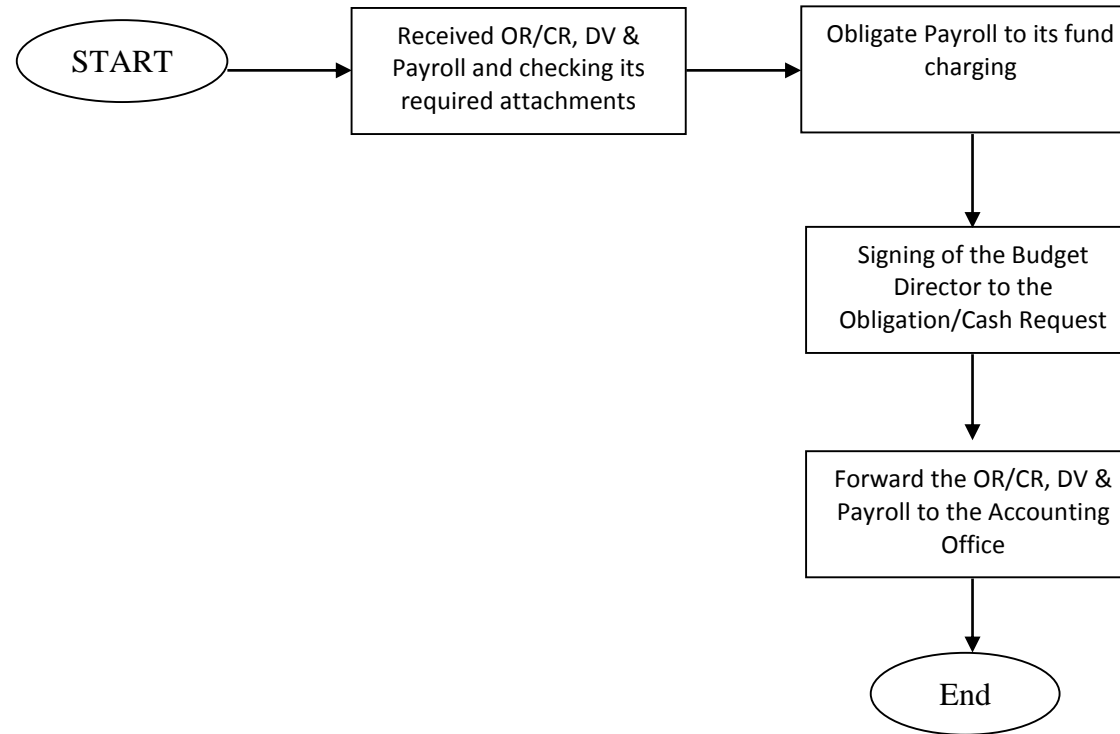
### Step 1. MISO OFFICE



**Step 2. ADMINISTRATIVE SERVICES OFFICE**

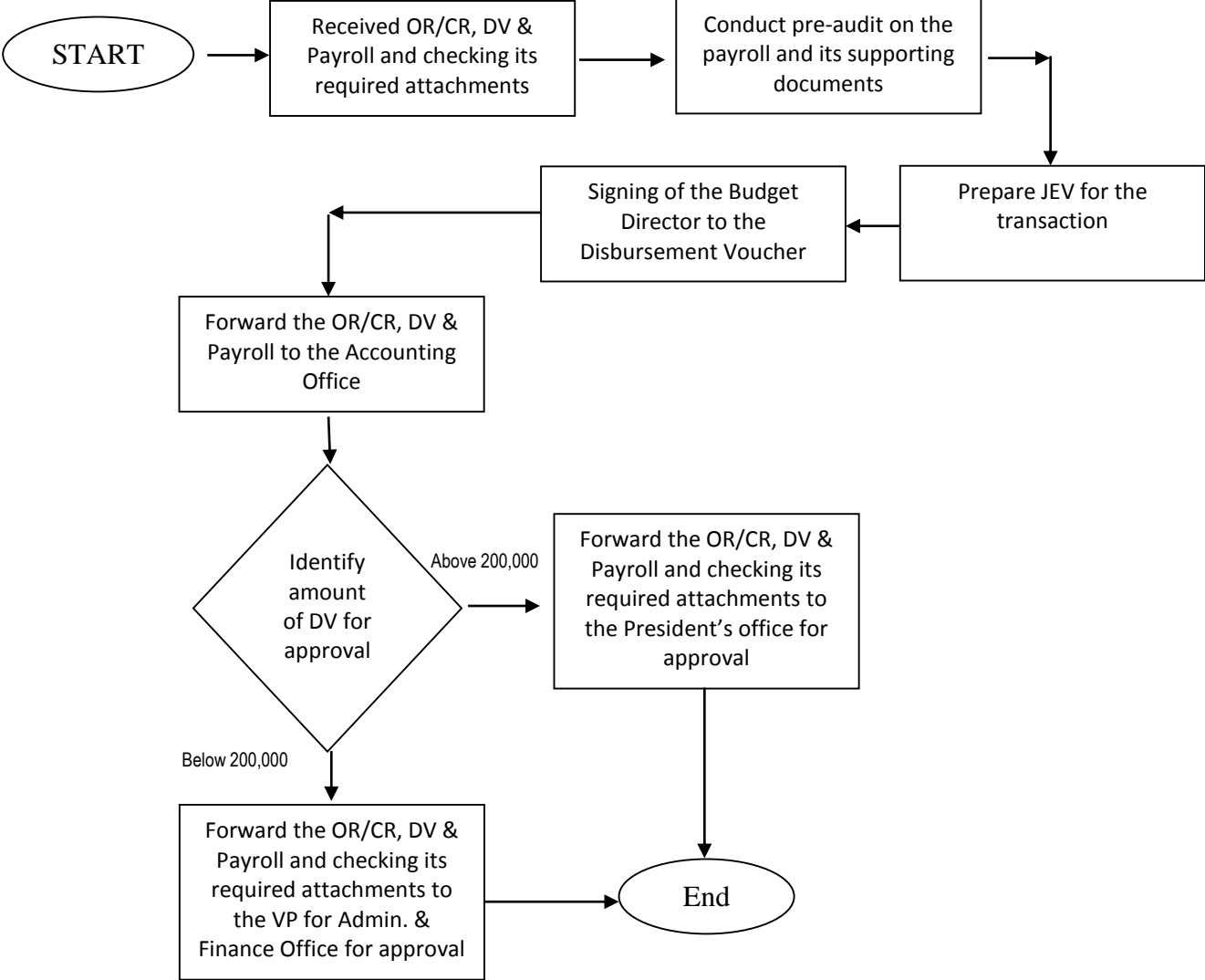


### Step 3. BUDGET OFFICE

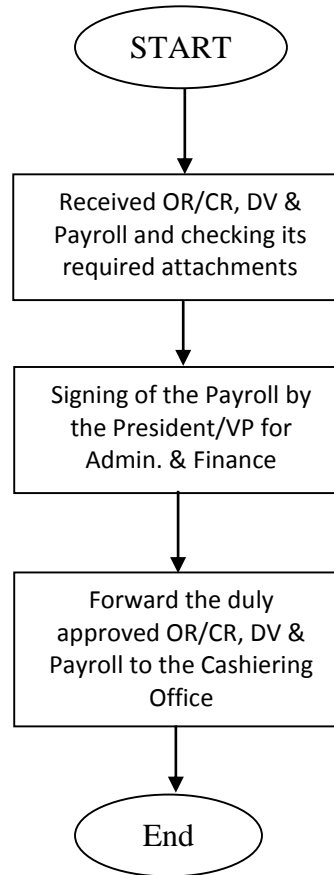




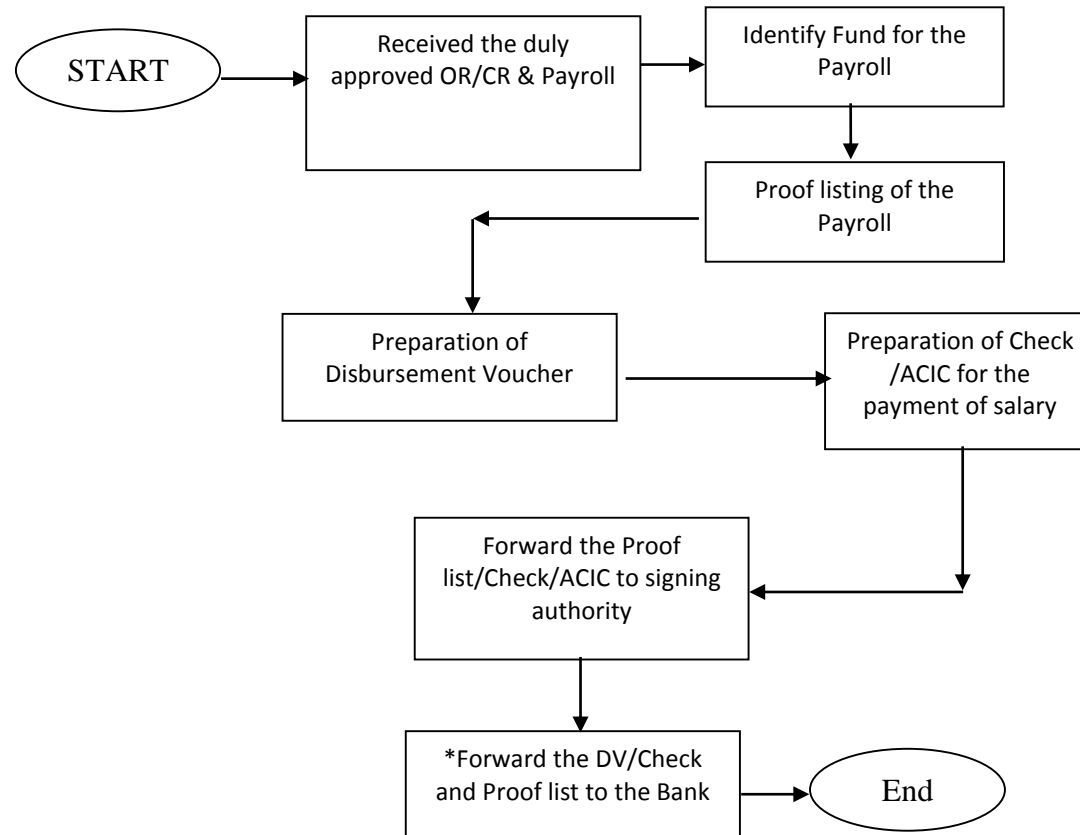
**Step 4. ACCOUNTING OFFICE**



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



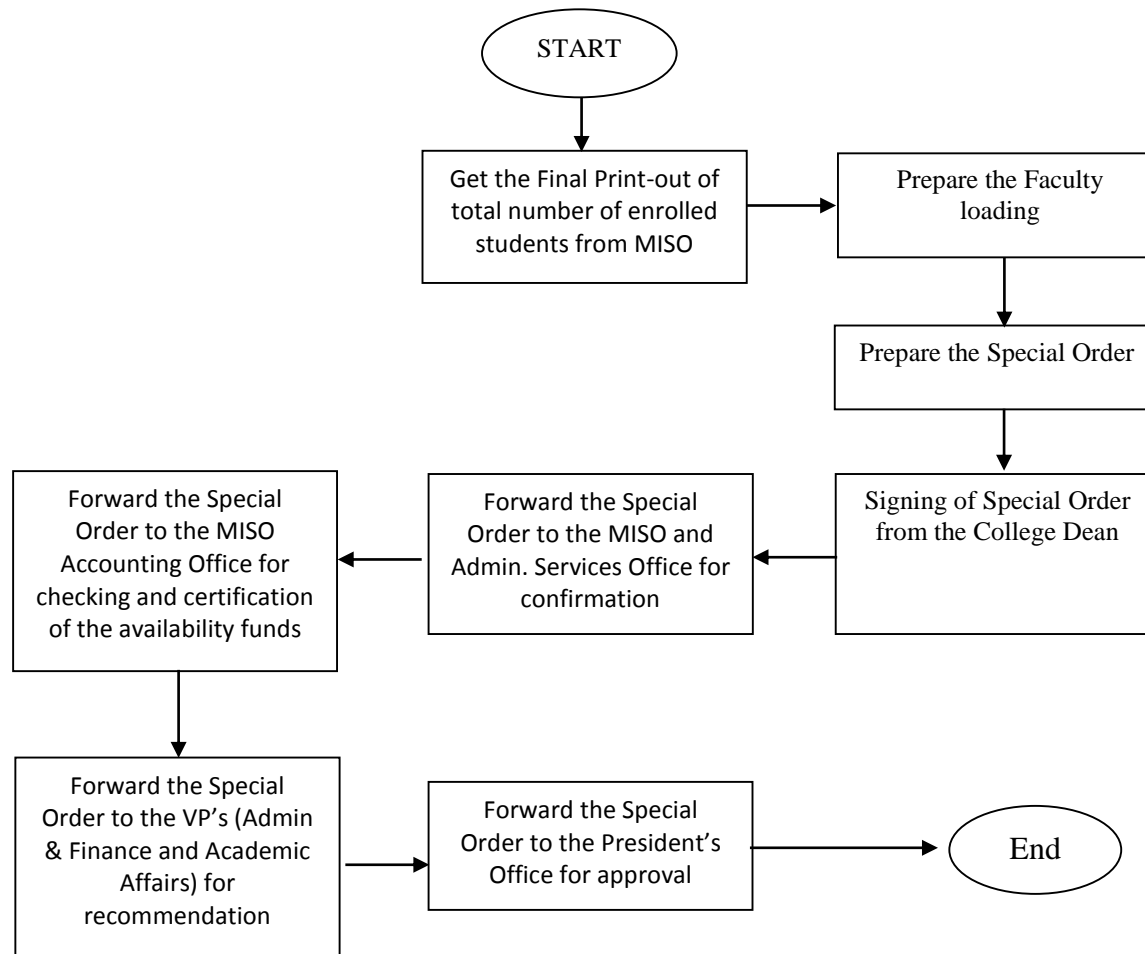
### Step 6. CASHIERING OFFICE



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

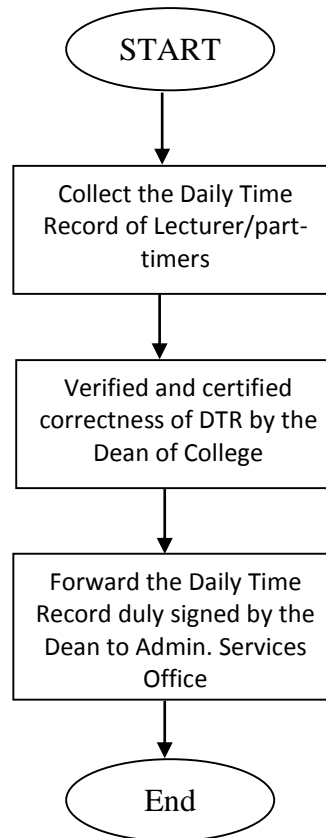
## FLOWCHART OF PREPARATION OF SPECIAL ORDER FOR HONORARIUM CLASSES (Respective Colleges)

### Step 1. COLLEGES

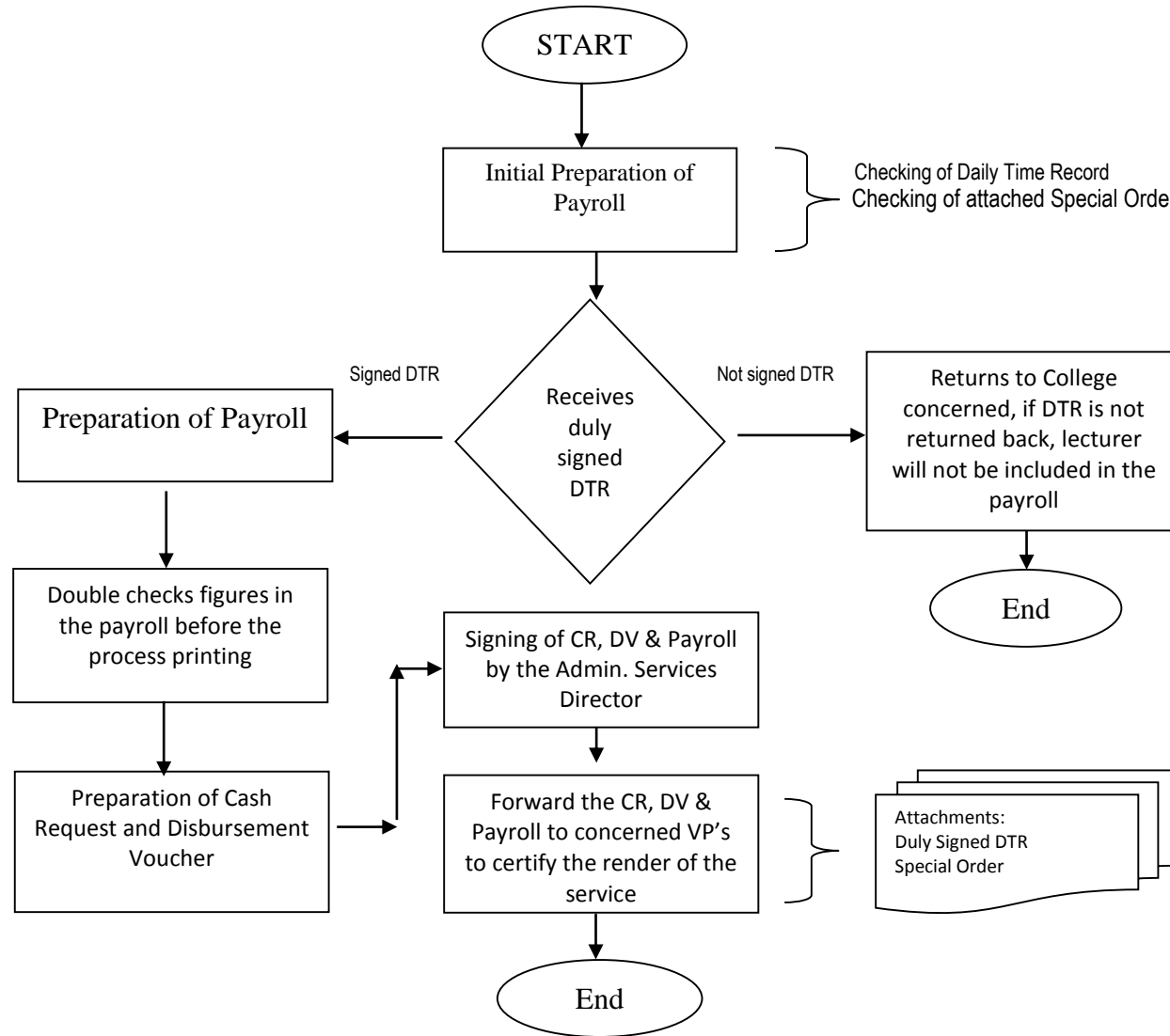


## FLOWCHART OF PAYROLL PREPARATION FOR LECTURERS

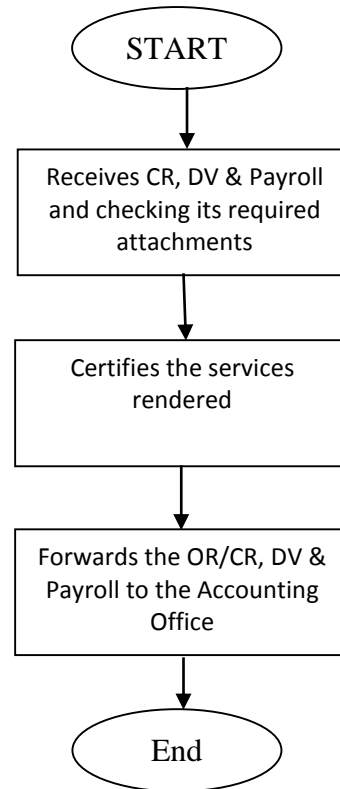
### Step 1. COLLEGES



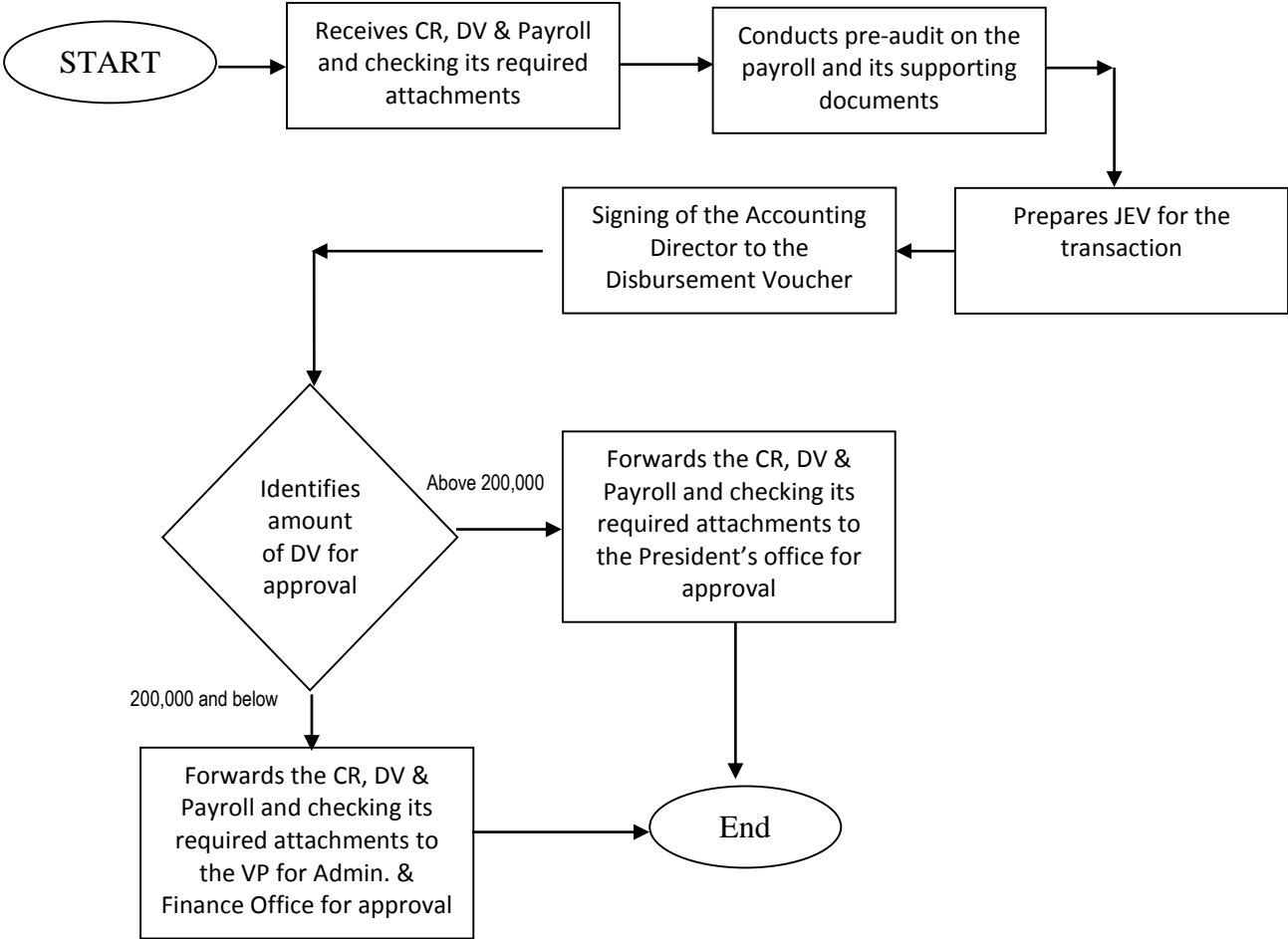
## Step 2. ADMINISTRATIVE SERVICES OFFICE



### Step 3. OFFICE OF VICE PRESIDENT FOR ACADEMIC AFFAIRS

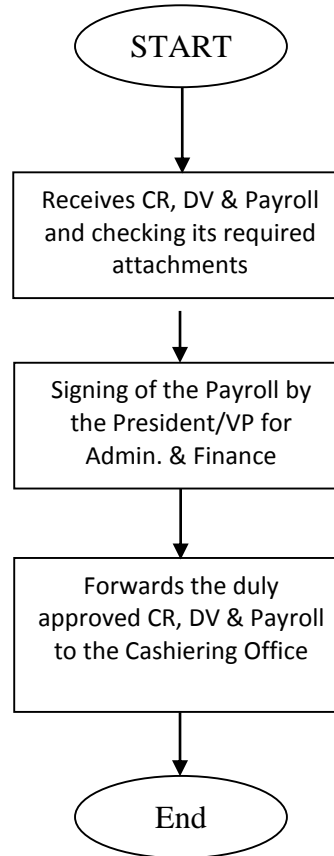


**Step 4. ACCOUNTING OFFICE**

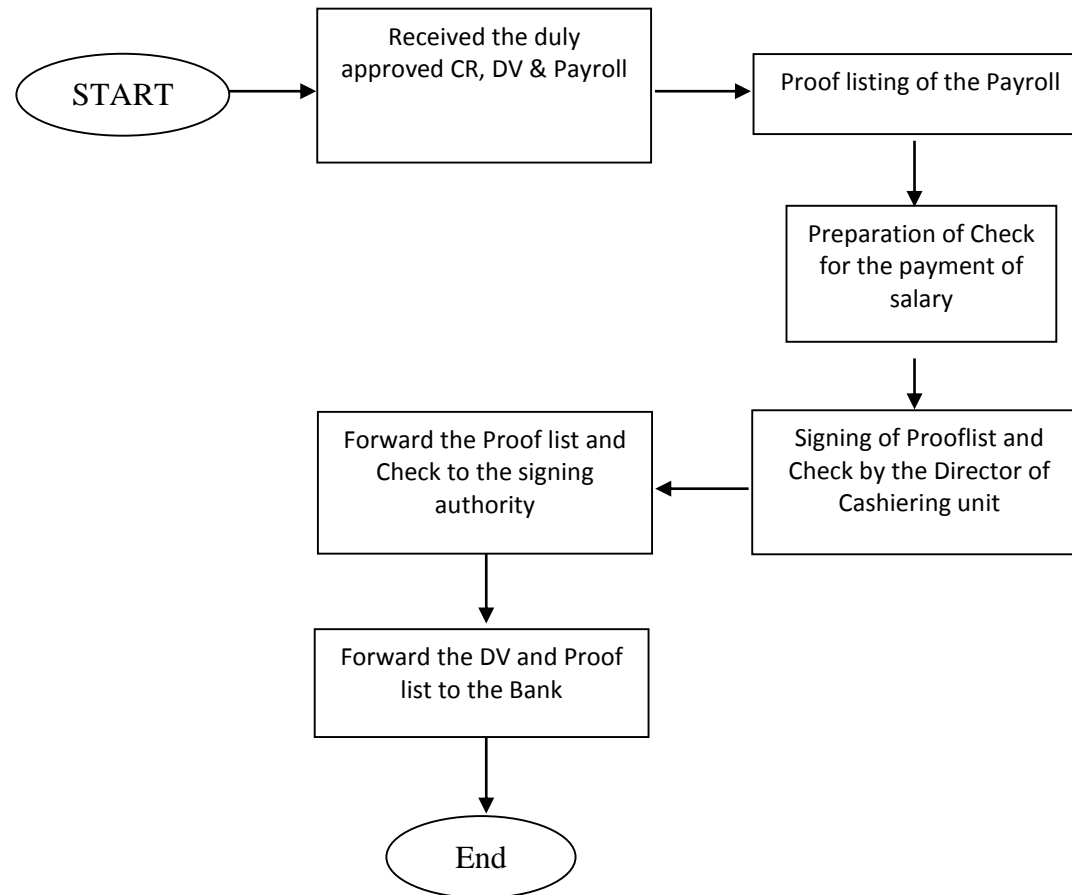




**Step 5. PRESIDENT'S OFFICE / VP FOR ADMIN. & FINANCE OFFICE**



### Step 6. CASHIERING OFFICE



# HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT OFFICE

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## FILING OF CASES AND COMPLAINTS AT THE HRMD OFFICE

- **Schedule of Availability of HR Services**

Tuesday – Friday

7:00 -6:00 pm no noon break

- **Who may avail of the Services**

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

- **Requisite of a Valid Complaint**

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

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

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

**How to Avail of the Service :  
Filing of Cases**

Step	Applicant/Client	Service Provided	Duration of Activity ( under normal Circumstances )	Person in Charge	Fees	Form
1	Proceed to the HRMD Office to file complaint against an employee	Receive the written complaint and pertinent documents if there is any	3 minutes	HRMD Mediation Officer and/or HRMD Director	None	
2	Make an initial assessment of the matter	Assessment and evaluation of the case	30 minutes – 60 minutes	HRMD Mediation Officer and/or HRMD Director	None	
3	Interview the party involved	Consultation with the persons involved	1 hour – depending on the case	HRMD Mediation Officer and/or HRMD Director	None	
4	Mediation Process	Reconciling the two parties	1 hour – depending on the gravity of the case and acceptance of the involved parties	HRMD Mediation Officer and/or HRMD Director	None	
5	If not resolved, elevate to the office of the President		1 hour – depending on the gravity of the case	President	None	

## FEEDBACK FORM

(Pananaw o Puna)

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

Compliment  
(Papuri)

Complaint  
(Reklamo)

Suggestion  
(Mungkahi)

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

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

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

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

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

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Name (Optional) (Pangalan): \_\_\_\_\_ Office/AgencyTanggapan/Ahensiya) \_\_\_\_\_

Address (Tirahan) \_\_\_\_\_

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

Signature (lagda) \_\_\_\_\_ Date (Petsa): \_\_\_\_\_

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