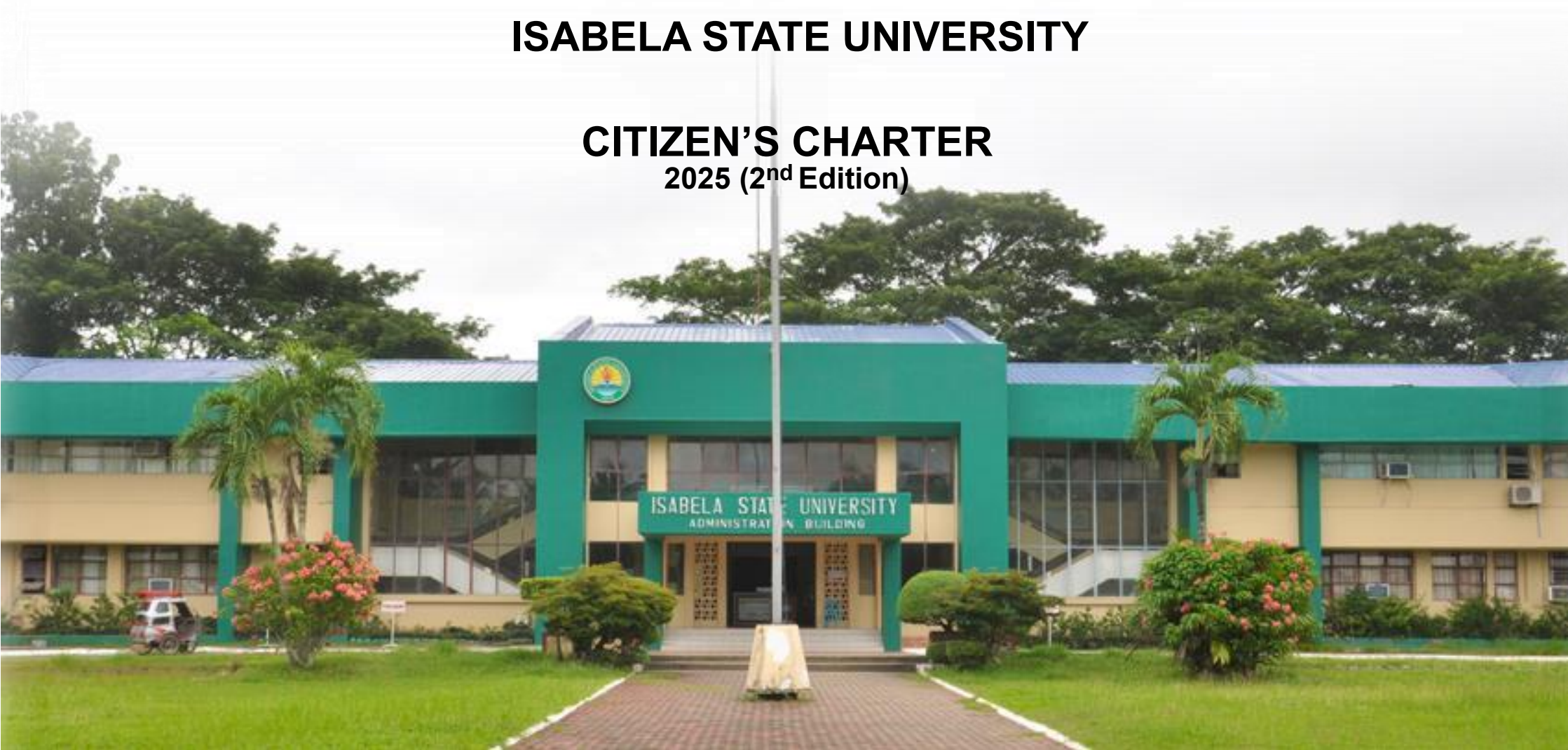




ISABELA STATE UNIVERSITY

CITIZEN'S CHARTER
2025 (2nd Edition)





ISABELA STATE UNIVERSITY

CITIZEN'S CHARTER 2025 (2nd Edition)



I. History:

The Isabela State University was established through the Presidential Decree (P.D.) 1434 by the then President Ferdinand Marcos on June 10, 1978 merging two state colleges – Isabela State College of Agriculture (ISCA) in Echague and Cagayan Valley Institute of Technology in Cabagan. The said decree also transferred the college level programs of Isabela School of Arts and Trades (ISAT) in Ilagan; San Mateo Vocational and Industrial School in San Mateo and Jones Rural School in Jones to the new State University. The merger identified Echague campus as the main campus and administrative site, and mandated the University to establish an effective and efficient institution of higher learning that will provide better professional and technical training in agriculture, the arts, sciences, humanities, and technology and in the conduct of scientific researches and technological studies.

In 1999, the CHED Memo Order no. 18 1999 which provides the guidelines for the integration of CHED institutions to State Universities and Colleges (SUCs) was issued. Pursuant to this order, the first CHED supervised institution, the Cauayan Polytechnic College at Cauayan, Isabela, was integrated to the University. In 2002, two more CHED Supervised Institutions were integrated to the system – the Roxas Memorial Agricultural and Industrial School (RMAIS) in Roxas, Isabela, the Delfin Albano Memorial Institute of Agriculture and Technology (DMIAT) in San Mariano, Isabela and the Angadanan Agro-Industrial College (AAIC) in Angadanan, Isabela. Later, through the collaborative efforts of ISU and the local governments of Palanan and Santiago City, two extension units were added to the system-ISU Palanan and ISU Santiago.

The Isabela State University System is strategically located in the middle of the Cagayan Valley region, which is composed of the island province of Batanes, the valley provinces of Cagayan and Isabela and the generally mountainous provinces of Nueva Vizcaya and Quirino. The province of Isabela is composed of 34 municipalities, 3 cities, and 2,292 barangays. Coincidentally, the ISU satellite campuses are situated along the regions “Midrib-Peripheral Growth Centers and Socio- Economic Development Zone” where the major urban and commercial centers of the region are located. Another strategic advantage is the University’s proximity to the site of the Regional Agro-Industrial Center (RIC) of Cauayan City, Isabela and its accessibility to Sta. Ana, Cagayan, and the entry point for international trade, and also Tuguegarao City and Santiago City, the two regional trade, financial and commercial centers of the region.

Forty-one years after its establishment, the University has become a credible Higher Education Institute (HEI), having been awarded by the Association of Accrediting Agencies of Chartered Colleges and Universities of the Philippines (AACCUP) as the SUC with the most number of accredited programs in 2012 as well as one of the few Level IV SUCs in the country. Also, ISU has



been named one among 21 leading SUCs in the Philippines. ISU has recently assumed leadership roles in research not only in Region 02, but in the country and in Asia as well. It is now the host or base agency of two regional research centers: the Higher Education Regional Research Center under CHED and the Cagayan Valley Agricultural Resources Research and Development under PCAARRD-DOST. Having been chosen as the base agency is a recognition of ISU's superiority and dominance among HEIs in the region in terms of capability in research management and scientific undertakings. Presently, ISU is the seat of at least 12 R and D centers and laboratories, proof of its strong R and D capability. With its educational leadership and pioneering roles in research, along with the strategic location of its satellite campuses in the region, the University has been successfully achieving its vision, mission, and goals and objectives. Today, ISU stands as a credible partner of development in the country and with the dedicated commitment of its faculty, support staff, students and the people behind its success, the future will see the University grow to even greater heights.

II. Mandate:

The University shall provide advance instruction in the arts, agriculture, and natural sciences as well as in the technological professional fields. This mandate is in accordance to Presidential Degree No. 1434 and 1437, issued on June 10, 1978, by the then President Ferdinand Marcos, establishing Isabela State University.

III. Vision:

A leading research university in the ASEAN Region

IV. Mission:

The Isabela State University is committed to develop globally competitive human, technological resources and services through quality instruction, innovative research, responsive community engagement, and viable resource management programs for inclusive growth and sustainable development.



V. Service Pledge:

We, the ISABELA STATE UNIVERSITY employees, pledge to serve our students and other clients with utmost dedication and excellent service by way of timely and prompt execution of our frontline services through:

- ✓ Visible, adequate, and accurate information guides;
- ✓ Equal treatment to students and other clients;
- ✓ Responsive to feedbacks; and
- ✓ Transparency in all transactions

We believe that we are:

“University for People, Nature, Innovation, and Entrepreneurship!”

VI. Quality Policy

The ISABELA STATE UNIVERSITY endeavors to be a lead University in instruction, research, extension and resource generation, through continual improvement of services and commits to comply with the standards set by statutory, regulatory and accrediting bodies.

To uphold the commitment, ISU shall attain the following quality objectives:

1. Sustain academic excellence and quality in instruction;
2. Generate research breakthroughs;
3. Engage in sectoral activities for community development;
4. Develop products for glocalization;
5. Support students' participation to local and international fora to enhance their potentialities;
6. Review on periodic basis, the Quality Management System (QMS) and gather feedbacks on the level of client satisfaction as basis for continual improvement.



VII. Core Values

ONE ISU FOR QUALITY AND RELEVANCE

Outcome-oriented University Nurturing Nationalism, Environmentalism, Efficiency and Effectiveness. Imbibing Integrity, Spirituality, Social Responsibility and Unity towards Quality and Relevance



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RESOURCE GENERATION & MANAGEMENT OFFICE (External Services)



1. Rental of Stalls: Food Court and Commercial Stalls

Office or Division:	Resource Generation Management Office			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	All Interested Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		RGM Office		
Stall Requirements: Mayor's Permit, DTI, Health Certificate, Sanitary Permits, Cedula, Solid Waste Management (Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent and stall requirements to RGMO	Receive the letter of Intent and stall requirements and check the available stalls Contact the prospective lessee if approved /disapproved	None	3 days	Ms. Clara Jane B. Rivera (Administrative Aide)
2. Attend orientation	Orient the prospective lessee for the terms & conditions for the stall rentals	None	2 hours	Ms. Clara Jane B. Rivera (Administrative Staff)/ Mr. Eric S. Dagman (RGMO Director)
3. Sign the Contract	Finalize and sign the contract	None	3 days	Ms. Clara Jane B. Rivera (Administrative Aide) Mr. Eric S. Dagman



				<i>(RGMO Director)</i> Dr. Marisol S. Foronda <i>(Executive Officer)</i>
TOTAL		None	5 days and 2 hours	



2. Lease /Rentals of Facilities & other Equipment: Amphitheater, Campus Hostel, Food Laboratory, BPO Center, Gymnasium, Campus Grounds, Classrooms

Office or Division:	Resource Generation Management Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	All Interested Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Executive Office		
Official Receipt		RGMO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter address to Executive Officer through Campus RGMO Director	Receive the approved request letter and verify the availability of the facilities	None	3 minutes	Ms. Jonalyn L. Domingo/ Ms. Bernadette M. Palafox (Administrative Aide)
2. Pay for the Rental fee at RGMO Cashiers office	Receive the payment and issue Official Receipt	Amphitheater- P12,000 De Venecia- P8,000 Climate Change- P8,000 Biazon Hostel- P8,000 Open Gymnasium- P6,000	1 minute	Ms. Donnabelle A. Medrano (Administrative Aide)



3. Submit the copy of the Approved Request Letter & Official Receipt to Security Guard and General Services Office			10 minutes	Mr. Thomas Rafael P. Quilang/ Mr. Armand C. Marcos (Security & GSO Director)
	TOTAL	Amphitheater- P12,000 De Venecia- P8,000 Climate Change-P8,000 Biazon Hostel- P8,000 Open Gymnasium- P6,000	14 minutes	



3. Issuance of ID to Incoming Freshmen Students

Office or Division:	Resource Generation Management Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Freshmen Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Enrollment Form		Registrar's Office		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Assessment Form and Official Receipt	Verify if payment of ID was included in the assessment form	None	1 min	Mr. Ulysses P. Reyes Mr. Joseph D. Nuez Jr. (Administrative Aide)
2. Fill-up ID Application Form and picture taking	Verify the completeness of filled data and picture taking	None	1 min	Mr. Ulysses P. Reyes Mr. Joseph D. Nuez Jr. (Administrative Aide)
3. Signs for specimen signature	Print and releases the ID	None	2 mins	Mr. Ulysses P. Reyes Mr. Joseph D. Nuez Jr. (Administrative Aide)
TOTAL		None	4 minutes	



4. Re-issue of ID Due to Loss and Damaged ID

These are instances when a student loss the issued ID or the ID was damaged due to unavoidable circumstances

Office or Division:	Resource Generation Management Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Incoming Freshman/Transferees/Continuing students/Old Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of Loss 2. Official Receipt 3. Damaged ID (For replacement of damaged ID)		Notary Public Cashier's Office Student Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OR and Affidavit of Loss for verification	Receive and check the OR and Affidavit of loss/damaged ID	Affidavit of Loss – P20.00	1 min	Mr. Ulysses P. Reyes Mr. Joseph D. Nuez Jr. (Administrative Aide)
2. Picture taking	Picture Taking	None	1 min	Mr. Ulysses P. Reyes Mr. Joseph D. Nuez Jr. (Administrative Aide)
3. Sign for specimen signature	Print and release the ID	None	2 mins	Mr. Ulysses P. Reyes Mr. Joseph D. Nuez Jr. (Administrative Aide)
TOTAL		P20.00	4 minutes	



5. Rental of Cap and Gown

Graduating students may rent Cap and Gown at the RGMO to be used during graduation rites

Office or Division:	Resource Generation Management Office			
Classification:	Simple transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduating Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		RGMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the rental fee and deposit at RGMO Cashier's Office	Receive payment and issue Official Receipt	Rental Fee – P300.00 Deposit – P500.00	2 mins	Ms. Donnabelle A. Medrano (Administrative Aide)
2. Present Official Receipt	Verify and record OR number of students	None	1 min	Ms. Clara Jane B. Rivera Ms. Jolina D. Dauag (Administrative Aide)
3. Fit the cap and gown	Assist the student in the fitting of the cap-and gown Release the cap and gown	None	5 mins	Ms. Clara Jane B. Rivera Ms. Jolina D. Dauag (Administrative Aide)
4. After the Graduation ceremony, return the cap and gown	Validates the OR, receive the cap and gown, and disburse the deposit paid by students	None	2 mins	Ms. Shirley A. Daluddung (Disbursing Officer)
TOTAL		P800.00	10 minutes	



RESOURCE GENERATION MANAGEMENT OFFICE (Internal Services)



1. Issuance of Agency ID (Teaching and Non-Teaching)

Office or Division:	Resource Generation Management Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	Faculty and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appointment Papers/Contract of Employment 2. Official Receipt		Human Resource Management Office RGMO Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	AGENCY ACTIONS	PERSON RESPONSIBLE
1. Present Assessment Papers/Contract of Employment and Official Receipt	Receives payment and take picture for the ID	P200.00	2 mins	Ms. Donnabelle A. Medrano Mr. Ulysses P. Reyes Mr. Joseph D. Nuez Jr. (Administrative Aide)
2. Signs for specimen signature	Print and release the ID	None	2 mins	Mr. Ulysses P. Reyes Mr. Joseph D. Nuez Jr. (Administrative Aide)
TOTAL		P200.00	4 minutes	



2. Issuance of Transaction ID (Teaching and Non-Teaching)

Office or Division:		Resource Generation Management Office		
Classification:		Simple Transaction		
Type of Transaction:		Government to Government		
Who may avail:		All Faculty and Non-Teaching Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice to Report for work		Human Resource Management Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the data information (name, plantilla position, birthdate, TIN, GSIS, PAG-IBIG, contact person, address of contact person, contact number of the contact person.	Review and verify the completeness of filed data	None	1 minute	Mr. Ulysses P. Reyes Mr. Joseph D. Nuez Jr. (Administrative Aide)
2. Picture Taking (with collar any color) Picture sent thru digital form must be taken at least 3 months after	Picture Taking	None	1 minute	Mr. Ulysses P. Reyes Mr. Joseph D. Nuez Jr. (Administrative Aide)
3. Sign for specimen signature in the e-signature pad	Assist for the e-signature of the employee	None	1 minute	Mr. Ulysses P. Reyes Mr. Joseph D. Nuez Jr. (Administrative Aide)
4. Pay ID fee	Issue Official receipt	P200.00	1 minute	Ms. Donnabelle A. Medrano (Administrative Aide)



5. Receive transaction ID	Release transaction ID	None	1 minute	Mr. Ulysses P. Reyes Mr. Joseph D. Nuez Jr. (Administrative Aide)
TOTAL		P200.00	5 minutes	



3. Re-issuance and Updating of Transaction and Agency ID for Promoted and Marital Status for Women (Teaching and Non-Teaching)

Office or Division:	Resource Generation Management Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	All Faculty and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Change Status Certificate		Human Resource Management Officer Resource Generation Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ID processing In-charge for the updating and re-printing of transaction ID and agency ID 2.	Verify the completeness of the data	None	1 minute	Mr. Ulysses P. Reyes Mr. Joseph D. Nuez Jr. (Administrative Aide)
3. Picture Taking (with collar any color) Picture sent thru digital form must be taken at least 3 months after	Picture Taking	None	1 minute	Mr. Ulysses P. Reyes Mr. Joseph D. Nuez Jr. (Administrative Aide)
4. Sign for specimen signature in the e-signature pad	Assist the employee for e-signature	None	1 minute	Mr. Ulysses P. Reyes Mr. Joseph D. Nuez Jr. (Administrative Aide)
5. Pay ID fee	Issue Official receipt	P200.00	1 minute	Ms. Donnabelle A. Medrano (Administrative Aide)



6. Receive Transaction ID and/or agency ID	Release Transaction ID and/or agency ID	None	1 minute	Mr. Ulysses P. Reyes Mr. Joseph D. Nuez Jr. (Administrative Aide)
TOTAL		P200.00	5 minutes	



4. Re-issue of ID Due to Loss and Damaged ID

These are instances when an employee loss the issued ID or the ID was damaged due to unavoidable circumstances

Office or Division:	Resource Generation Management			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	All Faculty and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of Loss 2. Official Receipt 3. Damaged ID (For replacement of damaged ID)		Notary Public Cashier's Office Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	AGENCY ACTIONS	PERSON RESPONSIBLE
1. Pay and submit Affidavit of Loss or Damaged ID	Check required documents, receive payment and issue Official Receipt	P200.00	2 mins	Ms. Donnabelle A. Medrano (Administrative Aide)
2. Signs for specimen signature	Print and release the ID	None	2 mins	Mr. Ulysses P. Reyes Mr. Joseph D. Nuez Jr. (Administrative Aide)
TOTAL		P200.00	4 minutes	



CASHIER'S OFFICE (External Services)



1. Payment of Tuition Fee & Miscellaneous Fees

This service where the students pay their tuition and miscellaneous fees

Office or Division:	Cashiering Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Card/Assessment Form		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the accounts	Receive payment and issue Official Receipt	Depends upon the balance to be paid	2 minutes	Ms. Sheela Mae V. Pitpit (Administrative Aide) Mr. Rommel T. Ramos (Cashier)
TOTAL		Tuition – Balance (Depends upon the balance to be paid)	2 minutes	



2. Online Payment of Tuition Fee & miscellaneous fees

Service where the students pay their tuition fee & miscellaneous fees thru online.

Office or Division:	Cashiering Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Confirmation Receipt		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access Landbank Link.BizPortal https://www.lbpeservices.com/egps/portal/index.jsp 2. Click Pay Now 3. Enter <i>Merchant Name</i> , Type ISABELA STATE UNIVERSITY-CAUAYAN 4. Click <i>continue</i> 5. Choose type of Fee – TUITION FEE & MISC FEE 6. Fill up the required fields the Submit Enter ONE-TIME PASSWORD , enter PIN NUMBER , then click <i>Submit</i>	Verify the payment of students thru E-Payment Merchant Portal and credit advice from the servicing bank. A. Issue Official Receipt for the verified online payment	Depends upon the balance to be paid	1 day 1 min	Ms. Sheela Mae V. Pitpit <i>(Administrative Aide)</i> Mr. Rommel T. Ramos <i>(Cashier)</i>



7. Print of screenshot <i>Payment Confirmation Receipt</i> for reference				
TOTAL		Depends upon the balance to be paid	1 day and 1 minutes	



3. Payment of Completion Fee, Declaration of Loss, Certificate of Good Moral and Other Certifications

service where the students pay their completion fee, declaration of loss, certificate of good moral and school certifications needed by students

Office or Division:	Cashiering Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID Card		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the Completion Fee, Declaration of Loss, and Certificate of Good Moral and Other Certification	Receive payment and issue Official Receipt	Completion Fee – P50.00 Certifications – P30.00 Declaration and Loss and Certificate of Good Moral – P20.00	1 minute	Ms. Sheela Mae V. Pitpit (Administrative Aide) Mr. Rommel T. Ramos (Cashier)
2. Present Official Receipt to the: a. Registrar's Office (Completion Fee, School Certifications)	Issue Completion Form Prepare Certifications, Certificate of Good Moral, and Declaration of Loss	None	Completion Forms - 2 minutes Certifications - 2 hours	Ms. Paulien A. Aguilan (Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology) Ms. Lizelle B. Balido



				<p><i>(Administrative Aide for BEEd, BSEd, BPEd)</i></p> <p>Mr. Vann Cloude S. Gacias <i>(Administrative Aide for BSIT)</i></p> <p>Mr. Roy A. Mayo <i>(Administrative Aide for BSITech, BSCS)</i></p> <p>Ms. Sunshine D. Palomares <i>(Administrative Aide for IAT, BAPOS, BAELS)</i></p> <p>Mr. Alejo M. Pepaño <i>(Administrative Aide for BSEMC, BS Crim)</i></p> <p>Ms. Pamela M. Pepaño <i>(Administrative Aide for BSTM, BSHM, BSAIS)</i></p> <p>Mr. Dionicio S. Gaspar Jr. <i>(Administrative Aide for BSBA, BS Entrep, BSMA)</i></p>
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b. Office of Student Affairs and Services (Declaration of Loss)			Declaration of Loss and Certificate of Good Moral - 5 minutes	Mr. Daryll J. Lorenzo <i>(Administrative Aide)</i>
c. Guidance and Counselling Office (Certificate of Good Moral)				Ms. Faith R. De Jesus <i>(Guidance Counselor)</i>
TOTAL		None	2 hours and 8 minutes	



4. Disbursement of Scholarship Grants

Office or Division:	Cashiering Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Disbursement Voucher 2. Payroll with Complete Supporting Documents		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Receives approved Disbursement Vouchers and Payroll	None	1 min	Ms. Shirley A. Daluddung (Disbursing Officer)
	1.1. Prepare check and enter Payroll in Financial Data Entry System (FINDES) and route for approval		1 day	Mr. Rommel T. Ramos (Cashier)
	1.2. Transmit approved check and FINDES to servicing bank (LBP)		1 day	Ms. Shirley A. Daluddung (Disbursing Officer)
TOTAL		None	2 days and 1 minute	



INFIRMARY (HEALTH SERVICES) (EXTERNAL SERVICES)



1. Availing of Health Services (Medical)

Health education, management of acute cases, referral to nearby rural health unit or hospitals in cases of emergencies for chronic conditions. Designed to promote the health and wellness of students and other Stakeholders. Identify and prevent health problems and injuries, and ensure care of citizens.

Office or Division:	Infirmary / Health Services			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Currently enrolled students in ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and sign at the logbook	<p>Retrieve medical record (old student) or create a medical record (new student) and takes necessary vital signs and charts the brief history of present illness</p> <p>Assess the patient and determine their level of need for medical assistance and safety of individuals in the University.</p>	None	5 mins	<p>Ms. Juana S. Fernandez Ms. Mardy P. Palattao (Administrative Aide)</p>



2. Proceed to the consultation room	1. Check-up patient or order laboratory procedures if needed: 1.1. Explains the diagnosis of the disease. 1.2. Prescribes medicine and treatment needed 1.3. Issues medical certificate and Parental Notification. *On call visits/referrals for Satellite Campuses	None	10 mins	Medical Doctor (On call visits/referrals)
3. Proceed to the Nurse	1. Does Nursing intervention ordered by the Physician 1.1. Dispense Oral Medication and gives instruction as to dosage and frequency of medicine 1.2. Health Education on cure and prevention of the acquired disease	None	5 mins	Ms. Leibi V. Utanes Ms. Maureen V. Agustin Ms. Reyelyn S. Marcos <i>(Registered Nurse)</i>
TOTAL		None	20 minutes	



2. Availing of Health Services (Dental)

Dental health education, management acute dental illness, referral to nearby dental rural health unit or hospitals in cases of emergencies for chronic conditions. Designed to provide and promote dental health and wellness of students and other Stakeholders. Identify and prevent dental health problems and injuries, and ensure quality care of clientele with holistic approach.

Office or Division:	Infirmary / Health Services			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Officially enrolled students in ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid ID and sign in the logbook	Retrieve dental record (old student) or create a dental record (new student) and takes necessary vital signs, assessment and charts the brief history of present illness.	None	5 mins	Ms. Juana S. Fernandez Ms. Mardy P. Palattao (Administrative Aide)
2. Proceed to the dental room	1.1 Consultation of patient, explains the diagnosis of the disease. 1.2 Inform and explain to patient the necessary procedure to be taken as needed. 1.3 Prescribes medicines and treatment needed 1.4 Issues dental certificate as needed.	None	15 mins	Dr. Joyce A. Pascual (Dentist)



3. Proceed to the nurse/dental assistant	1. Does intervention post dental consultation, procedure ordered by Doctor 1.1. Dispense oral medication and gives instruction as to dosage and frequency of medicines 1.2. Dental health education, treatment and prevention of dental diseases.	None	5 mins	Ms. Leibi V. Utanes Ms. Maureen V. Agustin Ms. Reyelyn S. Marcos <i>(Registered Nurse)</i>
TOTAL		None	25 minutes	



INFIRMARY (HEALTH SERVICES) (INTERNAL SERVICES)



1.Availing of Health Services (Medical)

Health education, management of acute cases, referral to nearby rural health unit or hospitals in cases of emergencies for chronic conditions. Designed to promote the health and wellness of employees. Identify and prevent health problems and injuries, and ensure care of employees.

Office or Division:	Infirmary / Health Services			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	All current employees of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and sign at the logbook	<p>Retrieve medical record (old employee) or create a medical record (new employee) and takes necessary vital signs and charts the brief history of present illness</p> <p>Assess the patient and determine their level of need for medical assistance and safety of individuals in the University.</p>	None	5 mins	<p>Ms. Juana S. Fernandez Ms. Mardy P. Palattao (Administrative Aide)</p>



2. Proceed to the consultation room	1. Check-up patient or order laboratory procedures if needed: 1.1. Explains the diagnosis of the disease. 1.2. Prescribes medicine and treatment needed 1.3. Issues medical certificate . *On call visits/referrals for Satellite Campuses	None	10 mins	Medical Doctor (On call visits/referrals)
3. Proceed to the Nurse	1. Does Nursing intervention ordered by the Physician 1.1. Dispense Oral Medication and gives instruction as to dosage and frequency of medicine 1.2. Health Education on cure and prevention of the acquired disease	None	5 mins	Ms. Leibi V. Utanes Ms. Maureen V. Agustin Ms. Reyelyn S. Marcos <i>(Registered Nurse)</i>
TOTAL		None	20 minutes	



2. Availing of Health Services (Dental)

Dental health education, management acute dental illness, referral to nearby dental rural health unit or hospitals in cases of emergencies for chronic conditions. Designed to provide and promote dental health and wellness of employees. Identify and prevent dental health problems and injuries, and ensure quality care of clientele with holistic approach.

Office or Division:	Infirmary / Health Services			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	All current employees of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid ID and sign in the logbook	Retrieve dental record (old employees) or create a dental record (new employees) and takes necessary vital signs, assessment and charts the brief history of present illness	None	5 mins	Ms. Juana S. Fernandez Ms. Mardy P. Palattao (Administrative Aide)
2. Proceed to the dental room	1.1 Consultation of patient, explains the diagnosis of the disease. 1.2 Inform and explain to patient the necessary procedure to be taken as needed. 1.3 Prescribes medicines and treatment needed 1.4 Issues dental certificate as needed.	None	15 mins	Dr. Joyce A. Pascual (Dentist)



	*On call visits/referrals for Satellite Campuses			
3. Proceed to the nurse/dental assistant	1. Does intervention post dental consultation, procedure ordered by Doctor 1.1 Dispense oral medication and gives instruction as to dosage and frequency of medicines 1.2 Dental health education, treatment and prevention of dental diseases		5 mins	Ms. Leibi V. Utanes Ms. Maureen V. Agustin Ms. Reyelyn S. Marcos <i>(Registered Nurse)</i>
TOTAL		None	25 minutes	



LIBRARY (External Services)



1. Borrowing/Loaning/Returning Books and Other Materials

The process in borrowing books and other materials in the library

Office or Division:	Library			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID Card 2. Borrower's Card 3. Visitors Referral (for students in other schools)		Library Library Head of School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Borrowing of books	Register user in the Daily Attendance Sheet	None	1 min	Ms. Melody Cabanilla <i>(Administrative Aide)</i> Ms. Diane Jean B. Gammad <i>(Librarian)</i>
1.1. Proceeds to the section/ area				
1.2. Present the books/materials to borrow	Check the accession number of book if it tallies with the book card	None	1 min	
1.3. Fill up the needed information in the Book Card, Borrower's Card and turn over the same to the librarian staff/student assistant	Receive the Book Card with the Borrower's Card for filing	None	1 min	
1.4. Get the borrowed book/ material for utilization	Register the borrowed book in the Statistical Report of Circulation	None	1 min	



2. Returning of Borrowed Books & Other Materials Present borrowed book	Check the book and file, retrieve the book card from the file and insert the book card in the book pocket	None	1 min	Ms. Melody Cabanilla (Administrative Aide) Ms. Diane Jean B. Gammad (Librarian)
3. Home Use/Overnight Present borrowed book	Check the book, retrieve the Borrower's Card from the file and countersign it, insert the book card and return the signed Borrower's Card to the owner	None	1 min	Ms. Melody Cabanilla (Administrative Aide) Ms. Diane Jean B. Gammad (Librarian)
4. Payment of Overdue 4.1 Present borrowed book	Compute overdue fines and advise the client to pay at the cashier's office	None	1 min	Ms. Sheela Mae V. Pitpit (Administrative Aide)
4.2 Pay overdue fine at the Cashier's Office	Receive computation and payment	For every hour of delay – P5.00 For every day of delay – P40.00	5 mins	
4.3 Go back to the Library and present the Official Receipt	Validate the OR, sign the borrowers card indicating the payment made and return it to the owner	None	2 mins	



5. Replacement of lost/ damaged book	Check the bibliographic details of the book and recommend possible options for the replacement	None	2 mins	Ms. Marilyn G. Subido (Librarian)
5.1 Report about the lost/ damaged book		None	1 min	
5.2 Settle accountability	Sign the borrowers card & indicate the settlement of the book			
TOTAL		For every hour of delay – P5.00 For every day of delay – P40.00	17 minutes	



2. Issuance of Borrower's Card

Borrower's card is issued to all students in ISU to be used in borrowing books and in using the Internet access

Office or Division:	Library			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID Card		Student		
2. Assessment Form for the current semester		Student's copy of assessment		
3. Recent ID Picture (for the borrower's card)		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present assessment form and recent ID picture	Validate assessment form and give Borrower's Card/Internet Card to be filled up by the student.	None	1 min	Ms. Melody Cabanilla (Administrative Aide) Ms. Diane Jean B. Gammad (Librarian)
2. Fill-up Borrower's Card and paste the recent picture	Records in the outgoing logbook and release the card to the client	None	1 min	Ms. Melody Cabanilla (Administrative Aide) Ms. Diane Jean B. Gammad (Librarian)
TOTAL		None	2 minutes	



3. Referral Service

A service where Librarian requests other Library/ies to allow their students to conduct research in their Library

Office or Division:	Library			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Students and Librarians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Card		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare request for Referral Letter and submit at the Library	Get details about the client/s such as name/s, course & year, school to visit, et al. and advise client to pay referral fee at the Cashier's Office	None	2 mins	Mr. Erwin L. Nisperos (Administrative Aide)
2. Pay referral fee	Receives payment and issue official receipt	P20.00	5 mins	Ms. Sheela Mae V. Pitpit (Administrative Aide)
3. Present Official Receipt to the Librarian	Prepare Referral Letter, Register name in the logbook and issue Referral Letter	None	1 min	Mr. Erwin L. Nisperos (Administrative Aide)
TOTAL		P20.00	8 minutes	



4. Signing of Clearance

Clearance is a form to be signed by the Librarian to free the student from accountabilities in the Library in terms of books and other materials

Office or Division:	Library			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Card		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present clearance to the librarian	Verifies if student has no accountability, if no accountability, sign and release the clearance; if with accountability refer to CC item #2	None	1 min	Ms. Melody Cabanilla (Administrative Aide) Ms. Diane Jean B. Gammad (Librarian)
2. Register in the logbook	Check the logbook if all information needed are provided	None	1 min	Ms. Melody Cabanilla (Administrative Aide) Ms. Diane Jean B. Gammad (Librarian)
3. Receive the clearance signed by the Librarian	Give back the clearance after signing	None	1 min	Ms. Marilyn G. Subido (Librarian)
TOTAL		None	3 minutes	



5. Internet Services

Process of availment of internet services at the Library

Office or Division:	Library			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID Card 2. Assessment Form (current semester)		Student Accounting		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card	Check ID Card vis-à-vis the Assessment form to confirm identity of the student	None	1 min	Mr. Erwin L. Nisperos (Administrative Aide)
2. Register name in the Internet Logbook and avail internet services	Provide starting & ending time of internet usage	None	1 min	Mr. Erwin L. Nisperos (Administrative Aide)
3. Proceed to the computer unit assigned by the internet in-charge	Assist the student in using the computer unit	None	2 mins	Mr. Erwin L. Nisperos (Administrative Aide)
TOTAL		None	4 minutes	



6. Selection and Acquisition of Books and Other Materials

Office or Division:	Library			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Recommendation Slip/Formal Request		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. During Book Fair 1.1 Request for price list/recommendation form; browse, select & recommend book and other materials; prepare selected book	Issue recommendation slip and collect the same for consolidation	None	2 mins	Ms. Marilyn G. Subido (Librarian)
2. During regular days 2.1 Forward request for books and other materials	Receive request for books and other materials for consolidation	None	2 mins	Ms. Marilyn G. Subido (Librarian)
TOTAL		None	4 minutes	



OFFICE OF THE STUDENT AFFAIRS AND SERVICES (External Services)



1. College Admission Test

College Admission Test is administered by the guidance to qualify incoming freshmen and transferee in the university.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Students/Incoming Freshman			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For New Students: Form 138 (High School Card); Certification from the school that applicant is a Grade 12 graduating student; 2 pcs 2x2 ID picture with name tag, 2. For Transferee: Application for Incoming Transferees Form; 2 pcs 2x2 ID picture with name tag		School last attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present necessary requirements	Check initial requirements; assist client and issue the Entrance Examination Form	None	10 mins	Ms. Jacklyn Kate S. Gonzales (Administrative Aide) Ms. Faith R. De Jesus (Guidance Counselor)
2. Proceeds to Cashier's office for payment of the College Admission Test (If necessary)	Issues official receipt (If necessary)	P100.00	5 mins	Ms. Sheela Mae V. Pitpit (Administrative Aide)



3. Submits duly accomplished Entrance Examination Form and present official receipt and requirements (If necessary)	Checks requirements and schedules the College Admission Test	None	5 mins/client	Ms. Jacklyn Kate S. Gonzales (Administrative Aide) Ms. Faith R. De Jesus (Guidance Counselor)
4. Take the College Admission Test as scheduled	Administer the College Admission Test	None	1hour & 30 mins	Ms. Jacklyn Kate S. Gonzales (Administrative Aide) Ms. Faith R. De Jesus (Guidance Counselor)
	Checks College Admission Test	None	5 mins/client	Ms. Jacklyn Kate S. Gonzales (Administrative Aide) Ms. Faith R. De Jesus (Guidance Counselor)
5. Receives the result	Issues the test result	None	5 mins/client	Ms. Jacklyn Kate S. Gonzales (Administrative Aide) Ms. Faith R. De Jesus (Guidance Counselor)
TOTAL		None	2 hours	



2. Psychological Testing for College Students - Individual Testing

Individual psychological testing aims to assist students discover their strengths and weaknesses in relation to his/her concerns that needs to be addressed immediately.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment form and school ID		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents school ID and assessment form	Checks ID and assessment form	None	5 mins/client	Ms. Jacklyn Kate S. Gonzales (Administrative Aide) Ms. Faith R. De Jesus (Guidance Counselor)
2. Reports to the testing unit on scheduled time and date for examination	Conducts psychological test and schedules the release of test	None	Maximum of 2 hours	Ms. Jacklyn Kate S. Gonzales (Administrative Aide) Ms. Faith R. De Jesus (Guidance Counselor)
	Checks and interprets the test	None	Maximum of 2 hours	Ms. Jacklyn Kate S. Gonzales (Administrative Aide) Ms. Faith R. De Jesus (Guidance Counselor)



3. Receives the test result	Releases Test result and conducts counseling if needed	None	45 mins	Ms. Jacklyn Kate S. Gonzales (Administrative Aide) Ms. Faith R. De Jesus (Guidance Counselor)
TOTAL		None	4 hours and 50 minutes	



3. Psychological Testing for College Students - Group Testing

This activity aims to assist students discover their strengths and weaknesses in order to address their common needs. Hence, the guidance counselor prepares a thorough summary and interpretation from the students psychological test results.

Office or Division:	Office of Student Affairs and Services			
Classification:	Highly Technical Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for group testing per college				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare a communication letter addressed to the Executive Officer/Campus Administrator/Dean for the administration and schedule of psychological test	None	30 mins	Ms. Jacklyn Kate S. Gonzales (Administrative Aide) Ms. Faith R. De Jesus (Guidance Counselor)
	2. Disseminates the communication letter to all concerned offices; schedule test administration	None	1 hour	Ms. Jacklyn Kate S. Gonzales (Administrative Aide) Ms. Faith R. De Jesus (Guidance Counselor)



1. Report to testing unit on scheduled time and date for examination	Venue and schedule of testing depends on the arrangement between the Dean/Program Chair and the Chief of the Testing Unit/Guidance Counselor:	None	1 hour/test Depends on the type of test administered	Ms. Jacklyn Kate S. Gonzales (Administrative Aide) Ms. Faith R. De Jesus (Guidance Counselor)
	Conducts Psychological Test	None	2 weeks	Ms. Jacklyn Kate S. Gonzales (Administrative Aide) Ms. Faith R. De Jesus (Guidance Counselor)
	Check and interpret the test; Make summary report of the result	None	1 hour	Ms. Jacklyn Kate S. Gonzales (Administrative Aide) Ms. Faith R. De Jesus (Guidance Counselor)
	Disseminates summary to all concerned colleges	None	1 hour	Ms. Jacklyn Kate S. Gonzales (Administrative Aide) Ms. Faith R. De Jesus (Guidance Counselor)
TOTAL		None	2 weeks, 4 hours and 30 minutes	



4. Guidance and Counseling Services

The assistance given to students in undertaking himself, gains deeper awareness of his problems, makes intelligent decisions and helps him grow to become a self-sufficient and mature individual.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Walk-in clients: School ID 2. Referred clients: School ID, Referral Form 3. Shifters/Changing of Course: Shifting Form, Certification of Grades 4. Issuance of Excuse letter from parents		1. CBAO 2. OSAS 3. Registrar 4. Parents of the Students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the Guidance Office	Accepts walk-in client Receives and processes referral	None	5 mins	Ms. Faith R. De Jesus (<i>Guidance Counselor</i>)
2. None	Sends call slip to the referred student specifying date and time	None	30 mins	Ms. Jacklyn Kate S. Gonzales (<i>Administrative Aide</i>) Ms. Faith R. De Jesus (<i>Guidance Counselor</i>)
3. Attend counseling session	Conducts counseling session	None	45 mins	Ms. Faith R. De Jesus (<i>Guidance Counselor</i>)



4. None	Make a counseling report	None	1 hour	Ms. Faith R. De Jesus (<i>Guidance Counselor</i>)
	TOTAL	None	2 hours and 20 minutes	



5. Issuance of Certification of Good Moral Character and Declaration of Loss

This certification is issued to students of the university who demonstrated good moral character during their stay in the university.

Office or Division:		Office of Student Affairs and Services		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizens		
Who may avail:		ISU Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Currently enrolled students: Assessment 2. Graduate students who will transfer: Duly signed clearance		1. Student/Registrar 2. Graduates/Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay certification fee	Collects payment and issue Official Receipt	P 20.00	2 mins	Ms. Sheela Mae V. Pitpit (Administrative Aide)
2.1. Present the official receipt and clearance (graduate and transfer students) 2.2. Submit official receipt and present current assessment (for currently enrolled students)	Collects the OR and check the clearance Collect the OR and check the assessment	None	1 min	Ms. Jacklyn Kate S. Gonzales (Administrative Aide) Ms. Faith R. De Jesus (Guidance Counselor) Mr. Daryll J. Lorenzo (Administrative Aide)
3. None	Print the requested document a. GMRC	None	5 mins	Ms. Jacklyn Kate S. Gonzales



	b. Declaration of loss			<i>(Administrative Aide)</i> Ms. Faith R. De Jesus <i>(Guidance Counselor)</i> Mr. Daryll J. Lorenzo <i>(Administrative Aide)</i>
4. Receive the GMRC/Declaration of Loss	Sign and release the document a. GMRC b. Declaration of loss	None	1 min	Ms. Faith R. De Jesus <i>(Guidance Counselor)</i> Dr. Jonathan Lord R. Aquino <i>(Director OSAS)</i>
5. None	Advise the student for the next step/process (seal)	None	10 mins	Ms. Jacklyn Kate S. Gonzales <i>(Administrative Aide)</i> Mr. Daryll J. Lorenzo <i>(Administrative Aide)</i>
6. Register at the Logbook	Log the transaction	None	1 min	Ms. Jacklyn Kate S. Gonzales <i>(Administrative Aide)</i> Mr. Daryll J. Lorenzo <i>(Administrative Aide)</i>
TOTAL		None	20 minutes	



6. Student Housing Unit

This service aims to assist the students who opts to stay in accredited boarding house or dormitories outside the University.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment form 2. Valid school ID		1. OSAS 2. Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires for the list of accredited boarding house/ dormitories	Presents the list of accredited Boarding Houses and Dormitories	None	5 mins	Ms. Pritzy Marie I. Asis (Student Housing Coordinator)
	Advises/orients the students to proceed to their selected boarding house	None	5 mins	Ms. Pritzy Marie I. Asis (Student Housing Coordinator)
2. Register in at the log-book		None	1 min	Ms. Pritzy Marie I. Asis (Student Housing Coordinator)
	TOTAL	None	11 minutes	



7. Signing of Activity Permit

This process is intended to all accredited organization in conducting different activities inside and outside the University

Office or Division:		Office of Student Affairs and Services		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizens		
Who may avail:		ISU Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Activity Permit			OSAS	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished activity permit signed by the Student Organization president, College Dean/Program Chair, and Student Organization Adviser	Check the student permit if properly signed by the authorities	None	8 mins	Mr. Alvin V. Modales (<i>Student Organizations Coordinator</i>)
2. None	Signing of Semestral/Annual Clearance	None	2 mins	Mr. Alvin V. Modales (<i>Student Organizations Coordinator</i>)
	TOTAL	None	10 minutes	



8. Signing of Student Clearance

This process is intended to all graduates and transferees as a requirement to get all their credentials for work or transfer to other University/College.

Office or Division:		Office of Student Affairs and Services		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizens		
Who may avail:		ISU Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Student Clearance duly signed by the Department/ Program Chairman and the Dean	Validate the signature if properly signed by authorities	None	2 mins	Dr. Jonathan Lord R. Aquino (Director OSAS)
	Signing of Semestral/Annual Clearance	None	1 min	Dr. Jonathan Lord R. Aquino (Director OSAS)
	TOTAL	None	3 minutes	

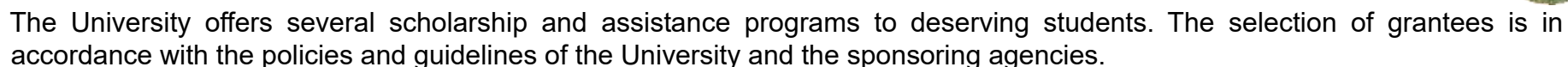


9. Vocational and Placement Services

This refers to the assistance provided for vocational and occupational fitness and employment.

Office or Division:		Office of Student Affairs and Services		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizens		
Who may avail:		ISU Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transcript of Records 2. Good Moral Character 3. 2 x 2 Picture 4. Resume		1. Student 2. Student 3. Student 4. Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to VOC/ Placement unit for possible job vacancies	Assists the client regarding their queries	None	1 min	Ms. Jacklyn Kate S. Gonzales (Administrative Aide) Ms. Faith R. De Jesus (Guidance Counselor)
2. Check available list of job opportunities and posted job vacancies	Provide list of job opportunities and evaluate requirements needed	None	10 mins	Ms. Jacklyn Kate S. Gonzales (Administrative Aide) Ms. Faith R. De Jesus (Guidance Counselor)
3. Checks accomplished forms & requirements	Provide necessary instructions to the client	None	4 mins	Ms. Jacklyn Kate S. Gonzales (Administrative Aide) Ms. Faith R. De Jesus (Guidance Counselor)
TOTAL		None	15 minutes	

10. Scholarship Services

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2. Submit the requirements for evaluation and wait for the result of evaluation.	Receive, evaluate, and classify the requirements	None	2 minutes/client	Mr. Roneil Nikko L. Dalanhon (Administrative Aide) Ms. Joy Marie A. Mara (Scholarship Coordinator) Ms. Lizelle B. Balido (Administrative Aide)
	Enter qualified scholars in the automation system	None	1 minute/client	Mr. Roneil Nikko L. Dalanhon (Administrative Aide)
	Post the list of qualified scholars through OSAS bulletin board and OSAS FB Page	None	1 minute	Mr. Roneil Nikko L. Dalanhon (Administrative Aide) Mr. Daryll J. Lorenzo (Administrative Aide)
TOTAL		None	6 minutes	



11. Accreditation of Student Organization

This process is intended to all students who are willing to organize new organization or renew their organization in the University and as a requirement in conducting various activity.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Organization 1)Letter of Application; 2) Endorsement Letter of the Dean/Program Chair (If necessary); 3) Constitution and By – Laws, List of Elected Officers for the current year; 4) Program of Activities; 5) Projects and Action Plan; 6) Acceptance of the Adviser; 7) Complete list of members Renewal 1. Letter of Application; 2) Endorsement Letter of the Dean/Program Chair (If necessary); 3) Constitution and By – Laws, List of Elected Officers for the current year; 4) Program of Activities; 5) Projects and Action Plan; 6) Acceptance of the Adviser; 7) Complete list of members; 8) Accomplishment Report; 9) Financial Report		College, Student Organization Office & OSAS <		



	Recommends/Endorse for the recognition of organization with complete documents	None	5 mins	Mr. Alvin V. Modales (<i>Student Organizations Coordinator</i>) Dr. Jonathan Lord R. Aquino (<i>Director OSAS</i>)
	Approve and issue certificate of recognition/accreditation	None	5 mins	Mr. Alvin V. Modales (<i>Student Organizations Coordinator</i>) Dr. Jonathan Lord R. Aquino (<i>Director OSAS</i>)
TOTAL	None	20 minutes		



RECORD'S OFFICE (External Services)



1. Authentication of Documents

Photocopied official documents to be authenticated by the records officer.

Office or Division:	Documents and Records Control Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Retired Faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original document/s – for reference		Requestor/client		
2. Photocopied document/s to be authenticated				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook		None		Ms. Sunshine P. Gonzales <i>(Administrative Aide)</i>
2. Present original copy of documents	1. Verify authenticity of the document/s	None	2 mins per page	Ms. Sunshine P. Gonzales <i>(Administrative Aide)</i>
3. Present the documents that needs to be authenticated	2. Stamp the documents	None	1 min	Ms. Sunshine P. Gonzales <i>(Administrative Aide)</i>
	3. Sign the document/s	None	1 min	Ms. Jean Camille B. Galinga <i>(Records Officer)</i>
4. Receive the authenticated document/s	4. Release authenticated document/s	None	1 min	Ms. Sunshine P. Gonzales <i>(Administrative Aide)</i>
TOTAL		None	5 minutes	



2. Issuance of Various Documents

The process of releasing documents requested by retired employees of ISU.

Office or Division:	Documents and Records Control Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Retired Faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished request form		Documents and Records Control Office		
In case of the absence of the owner, a notarized authorization letter should be presented.		From the requestor/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form	1. Approves and signs the filled-out request form	None	1 min	Ms. Jean Camille B. Galinga (Records Officer)
	2. Locates and verifies the requested document/s	None	1 min (active file) 1 day (inactive file)	Ms. Sunshine P. Gonzales (Administrative Aide)
	3. Photocopy the document/s	None	1 min	Ms. Sunshine P. Gonzales (Administrative Aide)
2. Receive the requested document/s	Release the document/s	None	1 min	Ms. Sunshine P. Gonzales (Administrative Aide)
TOTAL		None	4 mins – active file; 1 day, 3 mins – inactive file	

3. Issuance of Data/Information



The process of releasing data/information requested by retired faculty and staff of ISU

Office or Division:	Documents and Records Control Office			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Retired faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request form		Documents and Records Control Office		
2. In case of the absence of the owner, a notarized authorization letter should be presented.		From the requestor/client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form for Freedom of Information (FOI Request Form)	1. Submit to the approving authority	None	3 days	Ms. Sunshine P. Gonzales (Administrative Aide) Ms. Jean Camille B. Galinga (Records Officer)
2. Follow-up the requested data/information	2. If approved, locate the file. If not approve, return the request.	None	2 minutes (active file) 1 day (in-active file)	Ms. Sunshine P. Gonzales (Administrative Aide)
	3. Photocopy the file.	None	1 minute	Ms. Sunshine P. Gonzales (Administrative Aide)



3. Receive the requested document/s	4. Release the documents	None	1 minute	Ms. Sunshine P. Gonzales (Administrative Aide)
TOTAL		None	3 days & 4 minutes (active file) 4 days and 2 minutes (in-active file)	



4. Issuance of Certificate of Appearance

The process of releasing Certificate of Appearance to officials and employees from other agencies.

Office or Division:		Documents and Records Control Office		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizen		
Who may avail:		Officials and clients from other agencies.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel order		The agency where the client came from		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Travel Order	1. Verify the Travel Order	None	30 seconds	Ms. Sunshine P. Gonzales (Administrative Aide)
2. Register at the Visitor's Logbook	2. Fill-out the date of appearance	None	30 seconds	Ms. Sunshine P. Gonzales (Administrative Aide)
	3. Sign the Certificate of Appearance	None	30 seconds	Ms. Jean Camille B. Galinga (Records Officer)
3. Receive the Certificate of Appearance	4. Release the Certificate of Appearance	None	30 seconds	Ms. Sunshine P. Gonzales (Administrative Aide)
TOTAL		None	2 minutes	



5. Receiving and forwarding of incoming documents

The process of disseminating documents (communications, endorsement, etc.) to the concerned office/s or employee/s.

Office or Division:		Documents and Records Control Office		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizen		
Who may avail:		Officials and/or employees from other agencies or private individual.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents/Communications		The Requestor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the document/s	1. Accept/receive the document/s	None	1 minute	Ms. Sunshine P. Gonzales (Administrative Aide)
	2. Stamp the document/s	None	1 minute	Ms. Sunshine P. Gonzales (Administrative Aide)
	3. Record the document/s in the logbook	None	1 minute	Ms. Jean Camille B. Galinga (Records Officer)
	4. Forward the document/s to the concerned offices or employees	None	5 minutes	Ms. Sunshine P. Gonzales (Administrative Aide)
TOTAL		None	8 minutes	



6. Receiving and forwarding of incoming (*Emailed communications*)

The process of disseminating documents (communications, endorsement, etc.) that were sent via email and/or FB messenger and other media, to the concerned office/s or employee/s.

Office or Division:		Documents and Records Control Office		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizen		
Who may avail:		Officials and/or employees from other agencies or private individual.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Emailed Documents/Communications		The Requestor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the document/s	1. Acknowledge the email.	None	5 minutes	Ms. Sunshine P. Gonzales (Administrative Aide)
	2. Print and stamp the document/s	None	1 minute	Ms. Sunshine P. Gonzales (Administrative Aide)
	3. Record the document/s in the logbook	None	1 minute	Ms. Sunshine P. Gonzales (Administrative Aide) Ms. Jean Camille B. Galinga (Records Officer)
	4. Forward the document/s to the concerned offices or employees	None	5 minutes	Ms. Sunshine P. Gonzales (Administrative Aide)
TOTAL		None	12 minutes	



RECORD'S OFFICE (Internal Services)



1. Authentication of Documents

Photocopied official documents are to be authenticated by the records officer.

Office or Division:	Documents and Records Control Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	ISU Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original document/s		The requestor/client		
2. Photocopies documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook		None		Ms. Sunshine P. Gonzales (Administrative Aide)
2. Present original copy of documents	1. Verify authenticity of the document/s	None	2 minutes/ page	Ms. Sunshine P. Gonzales (Administrative Aide)
3. Present the document/s that needs to be authenticated	2. Stamp document/s	None	1 minute	Ms. Sunshine P. Gonzales (Administrative Aide)
	3. Sign the document/s	None	1 minute	Ms. Jean Camille B. Galinga (Records Officer)
4. Receive the authenticated document/s	4. Release authenticated document/s	None	1 minute	Ms. Sunshine P. Gonzales (Administrative Aide)
TOTAL		None	5 minutes	



2. Issuance of Various Documents

The process of releasing documents requested by employees of ISU.

Office or Division:		Documents and Records Control Office		
Classification:		Simple Transaction		
Type of Transaction:		Government to Government		
Who may avail:		ISU Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request form		Documents and Records Control Office		
2. In case of the absence of the owner, a notarized authorization letter should be presented.		From the requestor/client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form	1. Approve and sign the filled-out request form	None	1 minute	Ms. Jean Camille B. Galinga (Records Officer)
	2. Locate and verify the requested document/s	None	1 minute (active file) 1 day (in-active file)	Ms. Sunshine P. Gonzales (Administrative Aide)
	3. Photocopy the document/s	None	1 minute	Ms. Sunshine P. Gonzales (Administrative Aide)
2. Receive the requested document/s	4. Release the document/s	None	1 minute	Ms. Sunshine P. Gonzales (Administrative Aide)
TOTAL		None	4 minutes – active file 1 day, 3minutes – in-active file	



3. Issuance of Data/Information

The process of releasing data/information requested by employees of ISU.

Office or Division:	Documents and Records Control Office			
Classification:	Complex Transaction			
Type of Transaction:	Government to Government			
Who may avail:	ISU Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request form		Documents and Records Control Office		
2. In case of the absence of the owner, a notarized authorization letter should be presented.		From the requestor/client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form for Freedom of Information (FOI Request Form)	1. Submit to the approving authority	None	3 days	Ms. Sunshine P. Gonzales (Administrative Aide) Ms. Jean Camille B. Galinga (Records Officer)
2. Follow-up the requested data/information	2. If approved, locate the file. If not approve, return the request.	None	2 minutes (active file) 1 day (in-active file)	Ms. Sunshine P. Gonzales (Administrative Aide)
	3. Photocopy the file.	None	1 minute	Ms. Sunshine P. Gonzales (Administrative Aide)



3. Receive the requested document/s	4. Release the documents	None	1 minute	Ms. Sunshine P. Gonzales (Administrative Aide)
TOTAL		None	3 days & 4 minutes (active file) 4 days and 2 minutes (in-active file)	



4. Issuance of Document Code for newly generated documents/revision

Office or Division:	Documents and Records Control Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	ISU Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document to be coded 2. Document request form		1. The requestor/client 2. Documents and Records Control Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present document/s	1. Verify the documents if not yet listed in the Document Masterlist	None	1 min	Ms. Jean Camille B. Galinga (Records Officer)
2. Fill-out the Document Request Form (DRF)	2. Sign the DRF then codes the document/s and records it in the Document Masterlist.	None	2 mins	Ms. Jean Camille B. Galinga (Records Officer)
	3. Forward to the reviewing and approving authority (QMR)	None	1 day	Ms. Sunshine P. Gonzales (Administrative Aide)
	4. Photocopy the approved documents (for the Offices with existing Document Masterlist) Encode the Document Codes for the issuance of	None	1 minute	Ms. Sunshine P. Gonzales (Administrative Aide)



	Document Masterlist (for the Offices without existing Document Masterlist)			
3. Receive the coded/revised documents	5. Releases the document/s	None	1 min	Ms. Sunshine P. Gonzales (Administrative Aide)
TOTAL		None	1 day and 5 minutes	



5. Updating/revising of documented information

Office or Division:	Documents and Records Control Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	ISU Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document to be updated/revised 2. Document Feedback Form 3. The old/obsolete document/s		1. The requestor/client 2. Documents and Records Control Office 3. The requestor/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present document/s	1. Identify the document code, document changes and revision number	None	1 min	Ms. Jean Camille B. Galinga (Records Officer)
2. Fill-out the Document Feedback Form (DFF)	2. Sign the DFF then revise the document code and records it in the Document Masterlist	None	2 mins	Ms. Jean Camille B. Galinga (Records Officer)
	3. Forward to the reviewing and approving authority (QMR)	None	1 day	Ms. Sunshine P. Gonzales (Administrative Aide)
	4. Photocopy the approved documents	None	1 min	Ms. Sunshine P. Gonzales (Administrative Aide)
3. Receive the coded/ revised documents	5. Release the document/s	None	1 min	Ms. Sunshine P. Gonzales (Administrative Aide)
TOTAL		None	1 day and 5 minutes	



6. Removing of documented information

Office or Division:	Documents and Records Control Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	ISU Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document to be removed 2. Document Removal Request Form 3. The document/s no longer needed		1. The requestor/client 2. Documents and Records Control Office 3. The requestor/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present document/s	1. Identify the document code, document changes and revision number	None	1 min	Ms. Jean Camille B. Galinga (Records Officer)
2. Fill-out the Document Removal Request Form (DRRF)	2. Sign the DRRF then codes the document/s and records it in the Document Masterlist.	None	2 mins	Ms. Jean Camille B. Galinga (Records Officer)
	3. Forward to the reviewing and approving authority (QMR)	None	1 day	Ms. Sunshine P. Gonzales (Administrative Aide)
	4. Photocopy the approved documents	None	1 min	Ms. Sunshine P. Gonzales (Administrative Aide)
3. Receive the coded/revised documents	5. Releases the document/s	None	1 min	Ms. Sunshine P. Gonzales (Administrative Aide)
TOTAL		None	1 day and 5 minutes	



7. Dissemination of documents (communications, memorandum)

Office or Division:		Documents and Records Control Office		
Classification:		Simple Transaction		
Type of Transaction:		Government to Government		
Who may avail:		Faculty and Staff of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document/s		The requestor/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the document/s	1. Accept/receive/ stamp the document/s	None	5 minutes	Ms. Sunshine P. Gonzales (Administrative Aide)
	2. Prepare the distribution list if there are two (2) or more recipients	None	3 mins	Ms. Jean Camille B. Galinga (Records Officer)
	3. For e-copy/ies, scan/ picture and send via Document Management and Records Archiving System (DMRAS), group chat, email and other media	None	5 mins	Ms. Sunshine P. Gonzales (Administrative Aide)
TOTAL		None	13 minutes	



8. Receiving and forwarding of incoming documents

The process of disseminating documents (communications, endorsement, etc.) to the concerned office/s or employee/s

Office or Division:		Documents and Records Control Office		
Classification:		Simple Transaction		
Type of Transaction:		Government to Government		
Who may avail:		ISU Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document/s		The requestor/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the document/s	1. Accept/receive the document/s	None	1 min	Ms. Sunshine P. Gonzales (Administrative Aide)
	2. Stamp the document/s	None	1 min	Ms. Sunshine P. Gonzales (Administrative Aide)
	3. Record the document/s in the logbook	None	1 min	Ms. Sunshine P. Gonzales (Administrative Aide)
	4. Forward the document/s to the concerned offices or employees	None	5 mins	Ms. Sunshine P. Gonzales (Administrative Aide)
TOTAL		None	8 minutes	



9. Issuance of Certificate of Appearance

The process of releasing Certificate of Appearance to officials and employees of ISU from other Campuses and/or agencies.

Office or Division:		Documents and Records Control Office		
Classification:		Simple Transaction		
Type of Transaction:		Government to Government		
Who may avail:		Faculty and Staff of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document/s		The requestor/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Travel Order	1. Verify the Travel Order	None	30 seconds	Ms. Sunshine P. Gonzales (Administrative Aide)
2. Register at the Visitor's Logbook	2. Fill-out the date of appearance	None	30 seconds	Ms. Sunshine P. Gonzales (Administrative Aide)
	3. Sign the Certificate	None	30 seconds	Ms. Sunshine P. Gonzales (Administrative Aide)
3. Receive the Certificate of Appearance	Releases the Certificate of Appearance	None	30 seconds	Ms. Sunshine P. Gonzales (Administrative Aide)
TOTAL		None	2 minutes	



REGISTRAR'S OFFICE (External Services)



1. REGISTRATION OF NEW FRESHMEN STUDENTS

Process of registration of new students.

Office or Division:	Office of the Registrar			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Incoming Freshman			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Duly accomplished admission form (fill-up online) Original copy of Form 138 (Card) Original copy of Certificate of Good Moral Character Photo Copy of Diploma Photo copy of PSA 		Student Portal (SACARIAS program) School Graduated in Senior High School School Graduated in Senior High School School Graduated in Senior High School PSA		
<ul style="list-style-type: none"> Official Receipt (as needed) 		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REGISTRATION THRU ONLINE A. New Freshman 1. Submit admission Requirements to the Office of the Registrar. 2. Log-in to student portal for self-enlistment and assessment	Accepts, checks the authenticity and completeness of registration requirements and open the student account in the portal.	None	2 minutes per student	Ms. Paulien A. Aguilan <i>(Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology)</i> Ms. Lizelle B. Balido <i>(Administrative Aide for BEEd, BSEd, BPed)</i> Mr. Vann Cloude S. Gacias



				<p><i>(Administrative Aide for BSIT)</i></p> <p>Mr. Roy A. Mayo <i>(Administrative Aide for BSITech, BSCS)</i></p> <p>Ms. Sunshine D. Palomares <i>(Administrative Aide for IAT, BAPOS, BAEELS)</i></p> <p>Mr. Alejo M. Pepaño <i>(Administrative Aide for BSEMC, BS Crim)</i></p> <p>Ms. Pamela M. Pepaño <i>(Administrative Aide for BSTM, BSHM, BSAIS)</i></p> <p>Mr. Dionicio S. Gaspar Jr. <i>(Administrative Aide for BSBA, BS Entrep, BSMA)</i></p>
TOTAL		None	2 minutes	



2. REGISTRATION OF CONTINUING REGULAR STUDENTS

Process of registration of regular students.

Office or Division:	Office of the Registrar			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Continuing Regular students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Grades of Previous Enrolled subjects 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REGISTRATION THRU ONLINE A. Continuing Regular students 1. Log-in to student portal for self-enlistment and assessment	<ul style="list-style-type: none"> Open the enrolment system 	None	1 minute per student	Ms. Paulien A. Aguilan <i>(Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology)</i> Ms. Lizelle B. Balido <i>(Administrative Aide for BEEEd, BSEd, BPEd)</i> Mr. Vann Cloude S. Gacias <i>(Administrative Aide for BSIT)</i> Mr. Roy A. Mayo <i>(Administrative Aide for BSITech, BSCS)</i>



				<p>Ms. Sunshine D. Palomares (Administrative Aide for IAT, BAPOS, BAELS)</p> <p>Mr. Alejo M. Pepaño (Administrative Aide for BSEMC, BS Crim)</p> <p>Ms. Pamela M. Pepaño (Administrative Aide for BSTM, BSHM, BSAIS)</p> <p>Mr. Dionicio S. Gaspar Jr. (Administrative Aide for BSBA, BS Entrep, BSMA)</p>
	TOTAL	None	1 minute	



3. REGISTRATION OF IRREGULAR STUDENTS

Process of registration of irregular students.

Office or Division:	Office of the Registrar			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Irregular students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-Registration Official Receipt (as needed)		College Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present pre-registration form signed by the registration adviser to the Office of the Registrar	<ul style="list-style-type: none"> Encodes subjects and print assessment form 	None	5 minutes per student	Ms. Paulien A. Aguilan <i>(Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology)</i>
2. Receive assessment form	<ul style="list-style-type: none"> Issues assessment form 		1 minute	Ms. Lizelle B. Balido <i>(Administrative Aide for BEEEd, BSEd, BPEd)</i> Mr. Vann Cloude S. Gacias <i>(Administrative Aide for BSIT)</i> Mr. Roy A. Mayo <i>(Administrative Aide for BSITech, BSCS)</i>



				<p>Ms. Sunshine D. Palomares (Administrative Aide for IAT, BAPOS, BAEELS)</p> <p>Mr. Alejo M. Pepaño (Administrative Aide for BSEMC, BS Crim)</p> <p>Ms. Pamela M. Pepaño (Administrative Aide for BSTM, BSHM, BSAIS)</p> <p>Mr. Dionicio S. Gaspar Jr. (Administrative Aide for BSBA, BS Entrep, BSMA)</p>
3. Payment of Assessed Fee (For those Students who are not qualified for free tuition)	<ul style="list-style-type: none"> Receives payment of fees and Issue Official Receipt 	As per assessed fee	2 minutes per student	Ms. Sheela Mae V. Pitpit (Administrative Aide)
4. Receive official receipt of payment	<ul style="list-style-type: none"> Issues official receipt 		1 minute	
TOTAL		As per assessed fee	9 minutes	

4. REGISTRATION OF INCOMING TRANSFEREE STUDENTS

Process of registration of incoming transferee students.

Office or Division:	Office of the Registrar				
Classification:	Simple Transaction				
Type of Transaction:	Government to Citizen				
Who may avail:	Transferee students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
<ul style="list-style-type: none">Duly accomplished admission formDuly accomplished validation formDuly accomplished pre- registration formCertification of GradesCertificate of Good Moral CharacterCertificate of Honorable Dismissal			OSAS Registrar’s Office /College College Previous School attended Previous School attended Previous School attended		
<ul style="list-style-type: none">Official Receipt (as needed)			Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present the admission requirements to the Office of the Registrar	<ul style="list-style-type: none">Accepts , checks the authenticity and completeness of registration requirements and open the student accounts in the portal.	None	2 minutes per student	Ms. Paulien A. Aguilan <i>(Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology)</i>	
	<ul style="list-style-type: none">Encodes external data in the system and credit validated subjects, and		15 minutes	Ms. Lizelle B. Balido <i>(Administrative Aide for BEEEd, BSEd, BPEd)</i> Mr. Vann Cloude S. Gacias <i>(Administrative Aide for BSIT)</i>	



2. Receive assessment form	<p>encode subjects to be enrolled and assess fees</p> <ul style="list-style-type: none"> Issues assessment form 		1 minute	<p>Mr. Roy A. Mayo (Administrative Aide for BSITech, BSCS)</p> <p>Ms. Sunshine D. Palomares (Administrative Aide for IAT, BAPOS, BAEELS)</p> <p>Mr. Alejo M. Pepaño (Administrative Aide for BSEMC, BS Crim)</p> <p>Ms. Pamela M. Pepaño (Administrative Aide for BSTM, BSHM, BSAIS)</p> <p>Mr. Dionicio S. Gaspar Jr. (Administrative Aide for BSBA, BS Entrep, BSMA)</p>
TOTAL		None	18 minutes	



5. ADDING/DROPPING OF SUBJECTS

Process of adding and dropping of subjects.

Office or Division:	Office of the Registrar			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished adding/dropping form		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill up adding/dropping form at the Office of the Registrar	<ul style="list-style-type: none"> Issues adding/dropping form to the students 	None	2 minutes	Ms. Paulien A. Aguilan (Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology)
2. Pay the adding fee at the Cashier's Office	<ul style="list-style-type: none"> Receives payment of adding fee and issue receipt 	P20.00 per subject	2 minutes	Ms. Lizelle B. Balido (Administrative Aide for BEEEd, BSEd, BPEd) Mr. Vann Cloude S. Gacias (Administrative Aide for BSIT)
3. Submit duly accomplished form to the Office of the Registrar	<ul style="list-style-type: none"> Receives, checks, and encode added or dropped subjects in the system. 	None	2 minutes	Mr. Roy A. Mayo (Administrative Aide for BSITech, BSCS) Ms. Sunshine D. Palomares (Administrative Aide for IAT, BAPOS, BAELS)



				<p>Mr. Alejo M. Pepaño <i>(Administrative Aide for BSEMC, BS Crim)</i></p> <p>Ms. Pamela M. Pepaño <i>(Administrative Aide for BSTM, BSHM, BSAIS)</i></p> <p>Mr. Dionicio S. Gaspar Jr. <i>(Administrative Aide for BSBA, BS Entrep, BSMA)</i></p>
TOTAL		P20.00 per subject	6 minutes	



6. COMPLETION, VALIDATION AND SUBSTITUTION OF SUBJECT

Process of encoding of Completed Grades, Validated and Substituted Subjects of Students.

Office or Division:	Office of the Registrar			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished completion, validation, and substitution of subject		Office of the Registrar		
Official Receipt		Office of the Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a) Completion Form (for incomplete grades) from the Office of the Registrar b) Validation / Substitution (for incoming transferees) from the Office of the Registrar	<ul style="list-style-type: none"> Verifies record of students and issue Completion Form if within the reglementary period. Issues validation Form / Substitution Form 	none	1 minute	Ms. Paulien A. Aguilan <i>(Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology)</i> Ms. Lizelle B. Balido <i>(Administrative Aide for BEEEd, BSEd, BPEd)</i> Mr. Vann Cloude S. Gacias <i>(Administrative Aide for BSIT)</i> Mr. Roy A. Mayo <i>(Administrative Aide for BSITech, BSCS)</i>



				<p>Ms. Sunshine D. Palomares (Administrative Aide for IAT, BAPOS, BAEELS)</p> <p>Mr. Alejo M. Pepaño (Administrative Aide for BSEMC, BS Crim)</p> <p>Ms. Pamela M. Pepaño (Administrative Aide for BSTM, BSHM, BSAIS)</p> <p>Mr. Dionicio S. Gaspar Jr. (Administrative Aide for BSBA, BS Entrep, BSMA)</p>
2. Pay completion, validation/ substitution fee at the Cashier's Office	<ul style="list-style-type: none"> Receives payment of fee and issues Official Receipt 	<p>Completion Fee - P50.00/subject</p> <p>Validation Fee – P20.00/subject</p>	2 minutes	<p>Ms. Sheela Mae V. Pitpit (Administrative Aide)</p>
3. Present duly accomplished completion, validation/ substitution form and Official Receipt to the Office of the Registrar	<ul style="list-style-type: none"> Encodes grade of completed subjects of student and validated /substituted 	None	2minutes	<p>Ms. Paulien A. Aguilan (Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology)</p> <p>Ms. Lizelle B. Balido</p>



	subjects of students			<p><i>(Administrative Aide for BEEd, BSEd, BPEd)</i></p> <p>Mr. Vann Cloude S. Gacias <i>(Administrative Aide for BSIT)</i></p> <p>Mr. Roy A. Mayo <i>(Administrative Aide for BSITech, BSCS)</i></p> <p>Ms. Sunshine D. Palomares <i>(Administrative Aide for IAT, BAPOS, BAEELS)</i></p> <p>Mr. Alejo M. Pepaño <i>(Administrative Aide for BSEMC, BS Crim)</i></p> <p>Ms. Pamela M. Pepaño <i>(Administrative Aide for BSTM, BSHM, BSAIS)</i></p> <p>Mr. Dionicio S. Gaspar Jr. <i>(Administrative Aide for BSBA, BS Entrep, BSMA)</i></p>
TOTAL		P70.00	5 minutes	



7. APPLICATION FOR GRADUATION AND EVALUATION OF RECORDS OF STUDENTS

Process for application for graduation and evaluation of records of student.

Office or Division:	Office of the Registrar			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Graduating Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Graduation		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form for graduation to the Office of the Registrar	<ul style="list-style-type: none"> Receives application form for graduation, checks, reviews, and evaluates the records of the students Releases copy of evaluation of grades of students 	None	5 minutes	Ms. Paulien A. Aguilan <i>(Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology)</i>
2. Receive copy of the evaluation			1 minute	Ms. Lizelle B. Balido <i>(Administrative Aide for BEEEd, BSEd, BPEd)</i> Mr. Vann Cloude S. Gacias <i>(Administrative Aide for BSIT)</i> Mr. Roy A. Mayo <i>(Administrative Aide for BSITech, BSCS)</i> Ms. Sunshine D. Palomares <i>(Administrative Aide for IAT, BAPOS, BAELS)</i>



				<p>Mr. Alejo M. Pepaño <i>(Administrative Aide for BSEMC, BS Crim)</i></p> <p>Ms. Pamela M. Pepaño <i>(Administrative Aide for BSTM, BSHM, BSAIS)</i></p> <p>Mr. Dionicio S. Gaspar Jr. <i>(Administrative Aide for BSBA, BS Entrep, BSMA)</i></p>
TOTAL		None	6 minutes	



8. ISSUANCE OF REQUESTED ACADEMIC DOCUMENTS/RECORDS (FOR 2014 & BEYOND)

A. Process in requesting and securing academic documents/records for first copy and second copy of Official Transcript of Records of old students

Office or Division:	Office of the Registrar			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished University Clearance		Office of the Registrar		
Official Receipt		Office of the Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished clearance form and official receipt to the Office of the Registrar	Receives clearance form and official receipt	None	1 minute	<p>Ms. Paulien A. Aguilan (Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology)</p> <p>Ms. Lizelle B. Balido (Administrative Aide for BEEEd, BSEd, BPEd)</p> <p>Mr. Vann Cloude S. Gacias (Administrative Aide for BSIT)</p> <p>Mr. Roy A. Mayo (Administrative Aide for BSITech, BSCS)</p> <p>Ms. Sunshine D. Palomares</p>



				<p><i>(Administrative Aide for IAT, BAPOS, BAELS)</i></p> <p>Mr. Alejo M. Pepaño <i>(Administrative Aide for BSEMC, BS Crim)</i></p> <p>Ms. Pamela M. Pepaño <i>(Administrative Aide for BSTM, BSHM, BSAIS)</i></p> <p>Mr. Dionicio S. Gaspar Jr. <i>(Administrative Aide for BSBA, BS Entrep, BSMA)</i></p>
2. Pay required fee for the requested academic document at the Cashier's Office	Receives payment and issues official receipt	TOR Fee – P50.00 (as applicable)	2 minutes	Ms. Sheela Mae V. Pitpit <i>(Administrative Aide)</i>
	Process Requested Documents	None	7 working days	<p>Ms. Paulien A. Aguilan <i>(Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology)</i></p> <p>Ms. Lizelle B. Balido <i>(Administrative Aide for BEEd, BSEd, BPED)</i></p> <p>Mr. Vann Cloude S. Gacias <i>(Administrative Aide for BSIT)</i></p>



				<p>Mr. Roy A. Mayo (Administrative Aide for BSITech, BSCS)</p> <p>Ms. Sunshine D. Palomares (Administrative Aide for IAT, BAPOS, BAELS)</p> <p>Mr. Alejo M. Pepaño (Administrative Aide for BSEMC, BS Crim)</p> <p>Ms. Pamela M. Pepaño (Administrative Aide for BSTM, BSHM, BSAIS)</p> <p>Mr. Dionicio S. Gaspar Jr. (Administrative Aide for BSBA, BS Entrep, BSMA)</p>
3. Receive requested documents	<p>Issues requested documents on time.</p> <p>(A special power of attorney is required if the owner of the document has authorized someone to receive on his/her behalf).</p>			<p>Ms. Paulien A. Aguilan (Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology)</p> <p>Ms. Lizelle B. Balido (Administrative Aide for BEEEd, BSEd, BPEd)</p> <p>Mr. Vann Cloude S. Gacias (Administrative Aide for BSIT)</p>



				<p>Mr. Roy A. Mayo <i>(Administrative Aide for BSITech, BSCS)</i></p> <p>Ms. Sunshine D. Palomares <i>(Administrative Aide for IAT, BAPOS, BAEELS)</i></p> <p>Mr. Alejo M. Pepaño <i>(Administrative Aide for BSEMC, BS Crim)</i></p> <p>Ms. Pamela M. Pepaño <i>(Administrative Aide for BSTM, BSHM, BSAIS)</i></p> <p>Mr. Dionicio S. Gaspar Jr. <i>(Administrative Aide for BSBA, BS Entrep, BSMA)</i></p>
TOTAL		OTR fee – P50.00	7 days and 3 minutes	



9. ISSUANCE OF REQUESTED ACADEMIC DOCUMENTS/RECORDS (FOR 2015 TO PRESENT)

A. Process in requesting and securing academic documents/records for first and second copy of Official Transcript of Records and Diploma

Office or Division:	Office of the Registrar			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Request letter		Office of the Executive Officer/Campus Administrator		
Official Receipt		Office of the Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved request letter to the Office of the Registrar	<ul style="list-style-type: none"> Receives approved request letter 	None	1 minute	<p>Ms. Paulien A. Aguilan (Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology)</p> <p>Ms. Lizelle B. Balido (Administrative Aide for BEEEd, BSEd, BPEd)</p> <p>Mr. Vann Cloude S. Gacias (Administrative Aide for BSIT)</p> <p>Mr. Roy A. Mayo</p>



				<p><i>(Administrative Aide for BSITech, BSCS)</i></p> <p>Ms. Sunshine D. Palomares <i>(Administrative Aide for IAT, BAPOS, BAELS)</i></p> <p>Mr. Alejo M. Pepaño <i>(Administrative Aide for BSEMC, BS Crim)</i></p> <p>Ms. Pamela M. Pepaño <i>(Administrative Aide for BSTM, BSHM, BSAIS)</i></p> <p>Mr. Dionicio S. Gaspar Jr. <i>(Administrative Aide for BSBA, BS Entrep, BSMA)</i></p>
2. Pay required fee for the requested academic document at the Cashier's Office	<ul style="list-style-type: none"> Receives payment and issues official receipt 	TOR – P50.00 Diploma fee- P100.00	2 minutes	Ms. Sheela Mae V. Pitpit <i>(Administrative Aide)</i>
	<p>Process Requested Documents</p> <p>A. First copy of Official Transcript of Records (TOR) and Diploma</p> <p>B. Second Copy of Official TOR</p>	None	<p>5 working days</p> <p>3 working days</p>	<p>Ms. Paulien A. Aguilan <i>(Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology)</i></p> <p>Ms. Lizelle B. Balido <i>(Administrative Aide for BEEEd, BSEd, BPEd)</i></p>



			(provided signatories are available)	<p>Mr. Vann Cloude S. Gacias (Administrative Aide for BSIT)</p> <p>Mr. Roy A. Mayo (Administrative Aide for BSITech, BSCS)</p> <p>Ms. Sunshine D. Palomares (Administrative Aide for IAT, BAPOS, BAELS)</p> <p>Mr. Alejo M. Pepaño (Administrative Aide for BSEMC, BS Crim)</p> <p>Ms. Pamela M. Pepaño (Administrative Aide for BSTM, BSHM, BSAIS)</p> <p>Mr. Dionicio S. Gaspar Jr. (Administrative Aide for BSBA, BS Entrep, BSMA)</p>
3. Receive requested documents	<ul style="list-style-type: none"> Issues requested documents on time. (A special power of attorney is required if the owner of the document has authorized someone 			<p>Ms. Paulien A. Aguilan (Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology)</p> <p>Ms. Lizelle B. Balido (Administrative Aide for BEEEd, BSEd, BPEd)</p>



	to receive on his/her behalf).			<p>Mr. Vann Cloude S. Gacias (Administrative Aide for BSIT)</p> <p>Mr. Roy A. Mayo (Administrative Aide for BSITech, BSCS)</p> <p>Ms. Sunshine D. Palomares (Administrative Aide for IAT, BAPOS, BAELS)</p> <p>Mr. Alejo M. Pepaño (Administrative Aide for BSEMC, BS Crim)</p> <p>Ms. Pamela M. Pepaño (Administrative Aide for BSTM, BSHM, BSAIS)</p> <p>Mr. Dionicio S. Gaspar Jr. (Administrative Aide for BSBA, BS Entrep, BSMA)</p>
	TOTAL	OTR fee – P50.00 Diploma fee- P100.00	First copy- 5 days and 3 minutes Second copy- 3 days & 3minutes	



10. ISSUANCE OF TRANSFER CREDENTIALS FOR OUTGOING TRANSFEREE STUDENTS (CERTIFICATE OF HONORABLE DISMISSAL, AND CERTIFICATION OF GRADES)

Process of issuance of transfer credentials for outgoing transferee students.

Office or Division:	Office of the Registrar			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished University Clearance		Office of the Registrar		
Official Receipt		Office of the Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure university clearance form at the Office of the Registrar	Issues university clearance form	None	1 minute	<p>Ms. Paulien A. Aguilan (Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology)</p> <p>Ms. Lizelle B. Balido (Administrative Aide for BEEEd, BSEd, BPEd)</p> <p>Mr. Vann Cloude S. Gacias (Administrative Aide for BSIT)</p> <p>Mr. Roy A. Mayo (Administrative Aide for BSITech, BSCS)</p> <p>Ms. Sunshine D. Palomares (Administrative Aide for IAT, BAPOS, BAELS)</p>



				<p>Mr. Alejo M. Pepaño (Administrative Aide for BSEMC, BS Crim)</p> <p>Ms. Pamela M. Pepaño (Administrative Aide for BSTM, BSHM, BSAIS)</p> <p>Mr. Dionicio S. Gaspar Jr. (Administrative Aide for BSBA, BS Entrep, BSMA)</p>
2. Pay required fee for the requested academic documents at the Cashier's Office	Receives payment and issues official receipt	Certificate of Honorable Dismissal – P30.00 Certification of Grades -P30.00	2 minutes	Ms. Sheela Mae V. Pitpit (Administrative Aide)
3. Submit duly accomplished clearance and official receipt to the Office of the Registrar	Receives clearance form and official receipt and process requested documents.	None	5 minutes	<p>Ms. Paulien A. Aguilan (Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology)</p> <p>Ms. Lizelle B. Balido (Administrative Aide for BEEEd, BSEd, BPEd)</p> <p>Mr. Vann Cloude S. Gacias (Administrative Aide for BSIT)</p> <p>Mr. Roy A. Mayo</p>



				<p><i>(Administrative Aide for BSITech, BSCS)</i></p> <p>Ms. Sunshine D. Palomares <i>(Administrative Aide for IAT, BAPOS, BAELS)</i></p> <p>Mr. Alejo M. Pepaño <i>(Administrative Aide for BSEMC, BS Crim)</i></p> <p>Ms. Pamela M. Pepaño <i>(Administrative Aide for BSTM, BSHM, BSAIS)</i></p> <p>Mr. Dionicio S. Gaspar Jr. <i>(Administrative Aide for BSBA, BS Entrep, BSMA)</i></p>
4. Receive requested documents	<p>Issues requested documents on time. (A special power of attorney is required if the owner of the document has authorized someone to receive on his/her behalf).</p>		2 minutes	<p>Ms. Paulien A. Aguilan <i>(Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology)</i></p> <p>Ms. Lizelle B. Balido <i>(Administrative Aide for BEEd, BSEd, BPED)</i></p> <p>Mr. Vann Cloude S. Gacias <i>(Administrative Aide for BSIT)</i></p>



				<p>Mr. Roy A. Mayo (Administrative Aide for BSITech, BSCS)</p> <p>Ms. Sunshine D. Palomares (Administrative Aide for IAT, BAPOS, BAELS)</p> <p>Mr. Alejo M. Pepaño (Administrative Aide for BSEMC, BS Crim)</p> <p>Ms. Pamela M. Pepaño (Administrative Aide for BSTM, BSHM, BSAIS)</p> <p>Mr. Dionicio S. Gaspar Jr. (Administrative Aide for BSBA, BS Entrep, BSMA)</p>
	TOTAL	Certificate of Honorable Dismissal-P30.00 Certification of Grades-P30.00	10 minutes	



11. ISSUANCE OF CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)

Process in requesting and securing academic documents/records for Certification, Authentication and Verification (CAV).

Office or Division:		Office of the Registrar		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizen		
Who may avail:		ISU Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original and Photocopy of Official Transcript of Records and Diploma				
Official Receipt		Office of the Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request form at the Office of Registrar	Receives request and official receipt from requesting party/client	None	1 minute	<p>Ms. Paulien A. Aguilan (Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology)</p> <p>Ms. Lizelle B. Balido (Administrative Aide for BEEEd, BSEd, BPEd)</p> <p>Mr. Vann Cloude S. Gacias (Administrative Aide for BSIT)</p> <p>Mr. Roy A. Mayo (Administrative Aide for BSITech, BSCS)</p>



				<p>Ms. Sunshine D. Palomares (Administrative Aide for IAT, BAPOS, BAELS)</p> <p>Mr. Alejo M. Pepaño (Administrative Aide for BSEMC, BS Crim)</p> <p>Ms. Pamela M. Pepaño (Administrative Aide for BSTM, BSHM, BSAIS)</p> <p>Mr. Dionicio S. Gaspar Jr. (Administrative Aide for BSBA, BS Entrep, BSMA)</p>
2. Pay required fee for the requested academic documents at the Cashier's Office	Receives payment and issues official receipt	<p>Certification – P30.00</p> <p>DFA/CAV – P100.00)</p> <p>Authentication (local)</p> <p>OTR – 30.00 (3sets)</p> <p>Diploma – 30.00 (3sets)</p>	2 minutes	Ms. Sheela Mae V. Pitpit (Administrative Aide)



3. Submit documents and official receipt to the Office of the Registrar	Process requested documents A. Certification CAV for DFA B. Authentication (OTR/Diploma) for local	None	35 minutes	<p>Ms. Paulien A. Aguilan (Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology)</p> <p>Ms. Lizelle B. Balido (Administrative Aide for BEEEd, BSEd, BPEd)</p> <p>Mr. Vann Cloude S. Gacias (Administrative Aide for BSIT)</p> <p>Mr. Roy A. Mayo (Administrative Aide for BSITech, BSCS)</p> <p>Ms. Sunshine D. Palomares (Administrative Aide for IAT, BAPOS, BAELS)</p> <p>Mr. Alejo M. Pepaño (Administrative Aide for BSEMC, BS Crim)</p> <p>Ms. Pamela M. Pepaño (Administrative Aide for BSTM, BSHM, BSAIS)</p>
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				Mr. Dionicio S. Gaspar Jr. (Administrative Aide for BSBA, BS Entrep, BSMA)
4. Receive requested documents	Issues requested documents. (An authorization letter is required if the owner of the documents has designated someone to receive on her/his behalf).	None	2 minutes	<p>Ms. Paulien A. Aguilan (Administrative Aide for LLB/JD, DIT, MIT, BSLM, BS Psychology)</p> <p>Ms. Lizelle B. Balido (Administrative Aide for BEEEd, BSEd, BPEd)</p> <p>Mr. Vann Cloude S. Gacias (Administrative Aide for BSIT)</p> <p>Mr. Roy A. Mayo (Administrative Aide for BSITech, BSCS)</p> <p>Ms. Sunshine D. Palomares (Administrative Aide for IAT, BAPOS, BAELS)</p> <p>Mr. Alejo M. Pepaño (Administrative Aide for BSEMC, BS Crim)</p> <p>Ms. Pamela M. Pepaño (Administrative Aide for BSTM, BSHM, BSAIS)</p>



Mr. Dionicio S. Gaspar Jr.
*(Administrative Aide for BSBA, BS
Entrep, BSMA)*

				Mr. Dionicio S. Gaspar Jr. <i>(Administrative Aide for BSBA, BS Entrep, BSMA)</i>
	TOTAL	Certification – P30.00 DFA/CAV - P100.00) Authentication (local) OTR - 30.00 Diploma – 30.00	40 minutes	



OFFICE OF THE EXECUTIVE OFFICER (Internal Services)



1. Approval/Recommending Approval (Inter-office Communication and Transactions)

The Executive Officer/Campus Administrator being the recommendatory personnel, verifies the accuracy and check if all requirements are met and evaluate whether the request should be approved.

Office or Division:		Office of the Executive Officer / Campus Administrator		
Classification:		Simple Transaction		
Type of Transaction:		Government to Government		
Who may avail:		All ISU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the request letter/form	Receives submitted documents	None	1 min	Ms. Jonalyn L. Domingo Ms. Bernadette M. Palafox (Administrative Aide)
	The staff will check the document attached and whether the document is signed by the proper signatories. Document with incomplete attachment will be returned to the client for completion.	None	2 mins	Ms. Jonalyn L. Domingo Ms. Bernadette M. Palafox (Administrative Aide)
	Document with complete attachments will be recorded by the staff.	None	1 min	Ms. Jonalyn L. Domingo Ms. Bernadette M. Palafox (Administrative Aide)



	The Executive Officer will review and act on the document.	None	10 mins	Dr. Marisol S. Foronda <i>(Executive Officer)</i>
	Log-out of outgoing communication and/or endorsement from the Office of the Executive Officer.	None	2 mins	Ms. Jonalyn L. Domingo Ms. Bernadette M. Palafox <i>(Administrative Aide)</i>
TOTAL		None	16 minutes	



2. Approval and Releasing of Travel Orders

The Office of the Executive Officer/Campus Administrator facilitates the process of securing Travel Orders of teaching and non-teaching personnel.

Office or Division:		Office of the Executive Officer / Campus Administrator		
Classification:		Simple Transaction		
Type of Transaction:		Government to Government		
Who may avail:		All ISU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Travel Order Invitation, if any				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for travel order with the necessary requirements.	Receives documents and checks for completeness.	None	2 mins	Ms. Jonalyn L. Domingo Ms. Bernadette M. Palafox (Administrative Aide)
	Signs/approves the Travel Order	None	1 min	Dr. Marisol S. Foronda (Executive Officer)
	Releases travel order.	None	1 min	Ms. Jonalyn L. Domingo Ms. Bernadette M. Palafox (Administrative Aide)
	TOTAL	None	4 minutes	



3. Approval of Leave form

The Office of the Executive Officer/Campus Administrator verifies the accuracy and check if all requirements are met and evaluate whether the request should be approved.

Office or Division:		Office of the Executive Officer / Campus Administrator		
Classification:		Simple Transaction		
Type of Transaction:		Government to Government		
Who may avail:		All ISU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished leave form		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits leave form	Receives the form and required documents and check for completeness and appropriateness.	None	2 mins	Ms. Jonalyn L. Domingo Ms. Bernadette M. Palafox (Administrative Aide)
	Signs or approves the leave from	None	1 min	Dr. Marisol S. Foronda (Executive Officer)
	Releases the leave form	None	1 min	Ms. Jonalyn L. Domingo Ms. Bernadette M. Palafox (Administrative Aide)
TOTAL		None	4 minutes	



4. Approval of Request for Transportation

The approval of the request for transportation is given upon submission of the required documents by the requesting party/office.

Office or Division:		Office of the Executive Officer / Campus Administrator		
Classification:		Simple Transaction		
Type of Transaction:		Government to Government		
Who may avail:		All ISU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter	Receives the request letter	None	2 mins	Ms. Jonalyn L. Domingo Ms. Bernadette M. Palafox (Administrative Aide)
	Signs/approves the request letter	None	1 min	Dr. Marisol S. Foronda (Executive Officer)
	Releases the approved request for transportation	None	1 min	Ms. Jonalyn L. Domingo Ms. Bernadette M. Palafox (Administrative Aide)
TOTAL		None	4 minutes	



5. Approval of Request on the Utilization of Facilities

The Office of the Executive Officer/Campus Administrator facilitates the approval of utilization of the campus facilities.

Office or Division:		Office of the Executive Officer / Campus Administrator		
Classification:		Simple Transaction		
Type of Transaction:		Government to Government		
Who may avail:		All ISU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter	Receives the request letter	None	2 mins	Ms. Jonalyn L. Domingo Ms. Bernadette M. Palafox (Administrative Aide)
	Signs/approves the request letter	None	1 min	Dr. Marisol S. Foronda (Executive Officer)
	Releases the approved request for transportation	None	1 min	Ms. Jonalyn L. Domingo Ms. Bernadette M. Palafox (Administrative Aide)
TOTAL		None	4 minutes	



6. Approval of College/Unit PPMP and APP

The Office of the Executive Officer/Campus Administrator facilitates the approval of Project Procurement Monitoring Plan submitted by the respective offices and colleges for the applicable year to be included in the Annual Procurement Plan of the Campus.

Office or Division:		Office of the Executive Officer / Campus Administrator		
Classification:		Simple Transaction		
Type of Transaction:		Government to Government		
Who may avail:		All ISU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PPMP APP		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits PPMP	Receives and checks for completeness and appropriateness.	None	2 mins	Ms. Jonalyn L. Domingo Ms. Bernadette M. Palafox (Administrative Aide)
	Reviews and signs	None	15 mins	Dr. Marisol S. Foronda (Executive Officer)
	Releases the PPMP to the College/Unit and APP to the Supply		1 min	Ms. Jonalyn L. Domingo Ms. Bernadette M. Palafox (Administrative Aide)
TOTAL		None	18 minutes	



ACCOUNTING OFFICE (External Services)



1. Signing of Clearance

The process of clearing students from their balances to the university

Office or Division:		Accounting Office		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizen		
Who may avail:		ISU Students (Undergraduate and Graduate)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid school ID	<u>For Automation:</u> 1.1 Open and print the automated student ledger and verify the balance, if none, the Accounting In-Charge affixes his initial 1.2 For ISU Graduates, verify if graduation fee has been paid 1.3 Signing of Clearance	None	3 mins	Ms. Joan Marie R. Agnes <i>(Administrative Aide)</i> Ms. Joan Marie R. Agnes <i>(Administrative Aide)</i> Mr. Christian Lloyd R. Rivera <i>(Accountant)</i>



<p>2. For old students before the automation presents clearance and ID</p>	<p><u>For Manual :</u></p> <p>1.1 Verify student registration form and master list of student accounts from files (not included in the automated accounting system)</p> <p>1.2 If no balance, the Accounting In-Charge affixes his initial</p> <p>1.3 Signing of clearance</p>		<p>10 mins</p>	<p>Ms. Joan Marie R. Agnes (Administrative Aide)</p> <p>Ms. Joan Marie R. Agnes (Administrative Aide)</p> <p>Mr. Christian Lloyd R. Rivera (Accountant)</p>
<p>TOTAL</p>		<p>None</p>	<p>13 minutes</p>	



ACCOUNTING OFFICE

(Internal Services)



1. Processing of vouchers

Checking and journalizing of vouchers forwarded to accounting office.

Office or Division:		Accounting Office		
Classification:		Simple Transaction		
Type of Transaction:		Government to Government		
Who may avail:		ISU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Voucher		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents obligated voucher/s	<p>Indexes Disbursement Vouchers</p> <p>Pre-audits DVs - Examine the compliance to accounting rules, auditing regulations and mathematical computations</p> <p>With deficiencies - Return to end user or proper office</p> <p>Without deficiencies Proceed to the next action</p>	None	10 mins	<p>Ms. Raquel M. Maddagan (Administrative Aide)</p> <p>Ms. Filam Ly A. Tapaoan (Senior Bookkeeper)</p> <p>Mr. Christian Lloyd R. Rivera (Accountant)</p>



	Journalize transactions	None	5 mins	Ms. Raquel M. Maddagan (Administrative Aide) Ms. Filam Ly A. Tapaoan (Senior Bookkeeper)
	Signing of Vouchers	None	1 min	Mr. Christian Lloyd R. Rivera (Accountant)
	Release vouchers	None	1 min	Ms. Raquel M. Maddagan (Administrative Aide) Ms. Filam Ly A. Tapaoan (Senior Bookkeeper)
TOTAL		None	17 minutes	



2. Preparation of Tax Certificates

Validation of completeness of the voucher for tax certificate.

Office or Division:	Accounting Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	ISU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents voucher for Tax Certificate preparation	<p>Receives voucher from the cashiering office</p> <p>Validates the completeness of the supporting documents</p> <p>Encodes TIN, Business Name, ATC Code, Taxes withheld to BIR MAP (BIR 1600 and BIR 1601E)</p>	None	5 mins	<p>Ms. Raquel M. Maddagan (Administrative Aide)</p> <p>or</p> <p>Ms. Filam Ly A. Tapaoan (Senior Bookkeeper)</p>
	Prints BIR Forms, Verifies and affix signature and Releases Tax Certificate	None	4 minutes	Mr. Christian Lloyd R. Rivera (Accountant)
TOTAL		None	9 minutes	



BUDGET OFFICE (External Services)

1. Allocation, obligation and processing Disbursement Voucher

Preparation of disbursement voucher for payment to supplier/contractor

Office or Division:	Budget Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Supplier and Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Supplier 1.1 Purchase Request. 1.2PPMP 1.3Purchase Order 1.4Request for Quotation 1.5Inspection and acceptance report 2. Contractor 2.1 Summary of work accomplishment 2.2Status of Utilization		Procurement Office Supply Office 		



BUDGET OFFICE

(Internal Services)



1. Allocate, obligate and process Disbursement Voucher

Preparation of disbursement voucher for payment to ISU employees.

Office or Division:		Budget Office		
Classification:		Simple Transaction		
Type of Transaction:		Government to Government		
Who may avail:		Contract Service Employees Faculty and Staff of ISU		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Contract of Service Employees <ul style="list-style-type: none"> 1. Contract 2. Daily Time Record 3. Accomplishment Report 2. Faculty and Staff of ISU: <ul style="list-style-type: none"> 1. Travel Order 2. Appendix A 3. Appendix B 4. Certificate of trainings/ seminars 			Requesting Party Human Resource Office Requesting Party Executive Officer's Office Accounting Office Requesting Party Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Disbursement voucher	Prepare obligation request and status under Fund Cluster 01, Budget Utilization Request under Fund Cluster 05 and 07	None	10 mins	Ms. Lois Mae A. Gulapan <i>(Administrative Assistant)</i> Ms. Ma. Concepcion T. Santos <i>(Budget Officer)</i>
TOTAL		None	10 minutes	



DEAN'S OFFICES (External Services)



1. Enrollment for Irregular Students

Irregular students must complete the process to be included in the official list of enrollment during the semester. The process starts at the college after the student secure clearance and certification of grades.

Office or Division:	Dean's Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Old students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID 2. Certification of Grades (COG) 3. Pre-registration Form		Admin Staff of the College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid ID and clearance	Issues Certificate of Grades (COG) and Pre-registration Form.	None	1 min	Dr. Jesus M. Lindo <i>(Program Chairperson, BSCS)</i> Dr. Cherry R. Gumiran <i>(Program Chairperson, BSIT)</i> Asst. Prof. Jane B. Gelindon <i>(Program Chairperson, BSEMC)</i> Dr. Mary Jane S. Bitanga <i>(Program Chairperson, DDSA, MIT & DIT)</i>



<p>2. Presents COG and fill-up preregistration form reflecting the subjects to be enrolled for the semester</p>	<p>Check if:</p> <ul style="list-style-type: none"> a. Pre-requisites of the subjects to be enrolled were already taken b. Number of units is within the prescribed limit in a semester c. Affix signature of approval on the Pre-registration form if the abovementioned conditions are met. 	<p>None</p>	<p>15 mins</p>	<p>Dr. Ariane Milagrosa T. Pantaleon (<i>Program Chairperson, BSEd</i>)</p> <p>Mr. Peter John A. Villaflores (<i>Program Chairperson, BPEd</i>)</p> <p>Dr. Allan R. Leal (<i>Program Chairperson, BEEEd</i>)</p> <p>Dr. Princess Joy Rodessa E. Palattao (<i>Program Chairperson, BSBA</i>)</p> <p>Dr. Manuelito C. Macailao (<i>Program Chairperson, BSMA & BSAIS</i>)</p> <p>Dr. Mildred V. Matulin (<i>Program Chairperson, BSHM</i>)</p> <p>Dr. Karla Jastine C. Maramag (<i>Program Chairperson, BSTM</i>)</p> <p>Dr. Regine M. Manzanillo (<i>Program Chairperson, BS Entrep</i>)</p> <p>Ms. Joan A. Quilang (<i>Program Chairperson, BSLM</i>)</p> <p>Dr. Krisha Camille R. Angoluan (<i>Program Chairperson, BAEELS</i>)</p>
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				<p>Mr. Jeduard E. Bernardo (<i>Program Chairperson, BAPOS</i>)</p> <p>Ms. Geralda P. Hoggang (<i>Program Chairperson, BS Psychology</i>)</p> <p>Ms. Ruby DG. Elumbra (<i>Program Chairperson, BS Food Tech</i>)</p> <p>Engr. Jerome P. Juan (<i>Program Chairperson, BSITech</i>)</p> <p>Ms. Juliet DC. Ticman (<i>Program Chairperson, BS Agriculture/DAS</i>)</p> <p>Dr. Harvey T. Alejandro (<i>Program Chairperson, BS Crim</i>)</p>
	TOTAL	None	16 minutes	



2. Request for the Offering of Unprogrammed Subject

Students who are graduating, those who incurred failing grade/s or are irregular can request for the offering of unprogrammed subjects. The unprogrammed subject can be opened provided there is a faculty willing to handle the subject.

Office or Division:	Dean's Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduating students, students who have failing grade/s or are irregular students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to the Executive Officer duly endorsed by the Faculty who will be handling the subject, the Program Chair and the Dean.		College clerk		
2. Evaluation of student's record from the registrar		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents.	Review the submitted documents, if it is in order, endorse the same to the Registrar's Office for further review and perusal	None	10 minutes	Dr. Jesus M. Lindo <i>(Program Chairperson, BSCS)</i> Dr. Cherry R. Gumiran <i>(Program Chairperson, BSIT)</i> Asst. Prof. Jane B. Gelindon <i>(Program Chairperson, BSEMC)</i> Dr. Mary Jane S. Bitanga



				<p><i>(Program Chairperson, DDSA, MIT & DIT)</i></p> <p>Dr. Ariane Milagrosa T. Pantaleon <i>(Program Chairperson, BSEd)</i></p> <p>Mr. Peter John A. Villaflores <i>(Program Chairperson, BPEd)</i></p> <p>Dr. Allan R. Leal <i>(Program Chairperson, BEEd)</i></p> <p>Dr. Princess Joy Rodessa E. Palattao <i>(Program Chairperson, BSBA)</i></p> <p>Dr. Manuelito C. Macailao <i>(Program Chairperson, BSMA & BSAIS)</i></p> <p>Dr. Mildred V. Matulin <i>(Program Chairperson, BSHM)</i></p> <p>Dr. Karla Jastine C. Maramag <i>(Program Chairperson, BSTM)</i></p> <p>Dr. Regine M. Manzanillo <i>(Program Chairperson, BS Entrep)</i></p> <p>Ms. Joan A. Quilang <i>(Program Chairperson, BSLM)</i></p>
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				<p>Dr. Krisha Camille R. Angoluan (<i>Program Chairperson, BAELS</i>)</p> <p>Mr. Jeduard E. Bernardo (<i>Program Chairperson, BAPOS</i>)</p> <p>Ms. Geralda P. Hoggang (<i>Program Chairperson, BS Psychology</i>)</p> <p>Ms. Ruby DG. Elumbra (<i>Program Chairperson, BS Food Tech</i>)</p> <p>Engr. Jerome P. Juan (<i>Program Chairperson, BSITech</i>)</p> <p>Ms. Juliet DC. Ticman (<i>Program Chairperson, BS Agriculture/DAS</i>)</p> <p>Dr. Harvey T. Alejandro (<i>Program Chairperson, BS Crim</i>)</p>
2. Submit signed document to the Registrar's Office	The Registrar review the submitted documents, and endorse the same to Executive Officer for his approval	None	5 mins	<p>Ms. Claricel P. Orata (<i>Registrar</i>)</p> <p>Dr. Marisol S. Foronda (<i>Executive Officer</i>)</p>
TOTAL		None	15 minutes	



3. Processing of Clearance for Graduating and Transfer students

Office or Division:		Dean's Office			
Classification:		Simple Transaction			
Type of Transaction:		Government to Citizen			
Who may avail:		Graduating Students and Transfer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. University Clearance			Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Presents the college clearance	Checks signatories from the college. Countersigns initials on the student clearance	None	1 min	Dr. Jesus M. Lindo <i>(Program Chairperson, BSCS)</i> Dr. Cherry R. Gumiran <i>(Program Chairperson, BSIT)</i> Asst. Prof. Jane B. Gelindon <i>(Program Chairperson, BSEMC)</i> Dr. Mary Jane S. Bitanga <i>(Program Chairperson, DDSA, MIT & DIT)</i> Dr. Ariane Milagrosa T. Pantaleon <i>(Program Chairperson, BSEd)</i> Mr. Peter John A. Villaflores	



				<p><i>(Program Chairperson, BPEd)</i></p> <p>Dr. Allan R. Leal <i>(Program Chairperson, BEEEd)</i></p> <p>Dr. Princess Joy Rodessa E. Palattao <i>(Program Chairperson, BSBA)</i></p> <p>Dr. Manuelito C. Macailao <i>(Program Chairperson, BSMA & BSAIS)</i></p> <p>Dr. Mildred V. Matulin <i>(Program Chairperson, BSHM)</i></p> <p>Dr. Karla Jastine C. Maramag <i>(Program Chairperson, BSTM)</i></p> <p>Dr. Regine M. Manzanillo <i>(Program Chairperson, BS Entrep)</i></p> <p>Ms. Joan A. Quilang <i>(Program Chairperson, BSLM)</i></p> <p>Dr. Krisha Camille R. Angoluan <i>(Program Chairperson, BAEELS)</i></p> <p>Mr. Jeduard E. Bernardo <i>(Program Chairperson, BAPoS)</i></p>
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				<p>Ms. Geralda P. Hoggang (Program Chairperson, BS Psychology)</p> <p>Ms. Ruby DG. Elumbra (Program Chairperson, BS Food Tech)</p> <p>Engr. Jerome P. Juan (Program Chairperson, BSITech)</p> <p>Ms. Juliet DC. Ticman (Program Chairperson, BS Agriculture/DAS)</p> <p>Dr. Harvey T. Alejandro (Program Chairperson, BS Crim)</p>
2. Submits the university clearance to the Dean for signature	Signs the student clearance	None	3 mins	<p>Dr. Jehoana M. Mones (Dean, CBM)</p> <p>Dr. Arnel C. Fajardo (Dean, CCSICT)</p> <p>Dr. Donabel A. Dumelod (Dean, CED)</p> <p>Dr. Paul Angelo A. Tamayo (Dean, SAS)</p> <p>Dr. Harvey T. Alejandro (Dean, CCJE)</p>



				Ret. Judge Raul Babaran (Dean, COL) Dr. Cipriano M. Ticman Jr. (Director, IAT) Mr. Elmer G. Agcaoili (Director, PS)
TOTAL		None	4 minutes	



4. Changing or Shifting of Program or Major

A student who shifts or changes to another program or major shall complete at least one semester and shall seek approval from the college of origin and by the accepting department/college.

Office or Division:	Dean's Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form for changing of program or major		Registrar's Office		
2. Certification of Grades (COG) – for inbound shifters only		College Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished application form.	Checks and reviews the application submitted by the student.	None	1 min	Dr. Jesus M. Lindo <i>(Program Chairperson, BSCS)</i> Dr. Cherry R. Gumiran <i>(Program Chairperson, BSIT)</i> Asst. Prof. Jane B. Gelindon <i>(Program Chairperson, BSEMC)</i> Dr. Mary Jane S. Bitanga <i>(Program Chairperson, DDSA, MIT & DIT)</i>



				<p>Dr. Ariane Milagrosa T. Pantaleon <i>(Program Chairperson, BSEd)</i></p> <p>Mr. Peter John A. Villaflores <i>(Program Chairperson, BPEd)</i></p> <p>Dr. Allan R. Leal <i>(Program Chairperson, BEEd)</i></p> <p>Dr. Princess Joy Rodessa E. Palattao <i>(Program Chairperson, BSBA)</i></p> <p>Dr. Manuelito C. Macailao <i>(Program Chairperson, BSMA & BSAIS)</i></p> <p>Dr. Mildred V. Matulin <i>(Program Chairperson, BSHM)</i></p> <p>Dr. Karla Jastine C. Maramag <i>(Program Chairperson, BSTM)</i></p> <p>Dr. Regine M. Manzanillo <i>(Program Chairperson, BS Entrep)</i></p> <p>Ms. Joan A. Quilang <i>(Program Chairperson, BSLM)</i></p>
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<p>2. a. For students from the college shifting to other program/ major, present the application form to the Program Chair or Dean for approval.</p> <p>b. For inbound shifters, student from other program who intends to shift to another program, present the application form and Certification of Grades</p>	Dean approves the application form	None	1 min	Dr. Jehoana M. Mones (Dean, CBM)
		None	2 mins	Dr. Arnel C. Fajardo (Dean, CCSICT)
				Dr. Donabel A. Dumelod (Dean, CED)
				Dr. Paul Angelo A. Tamayo (Dean, SAS)
				Dr. Harvey T. Alejandro (Dean, CCJE)
				Ret. Judge Raul Babaran (Dean, COL)
				Dr. Cipriano M. Ticman Jr. (Director, IAT)
				Mr. Elmer G. Agcaoili (Director, PS)
TOTAL		None	4 minutes	



5. Substitution of Subject

A student may request for substitution of subject/s to be recommended by the subject specialist, Program Chair and approved by the Dean.

Office or Division:	Dean's Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Grades for Substitution				
2. Substitution Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the accomplished dropping form to the Program Chair	Checks and reviews the substitution form if properly accomplished by the student. Then, sign by the Program Chair.	None	1 min	Dr. Jesus M. Lindo <i>(Program Chairperson, BSCS)</i> Dr. Cherry R. Gumiran <i>(Program Chairperson, BSIT)</i> Asst. Prof. Jane B. Gelindon <i>(Program Chairperson, BSEMC)</i> Dr. Mary Jane S. Bitanga <i>(Program Chairperson, DDSA, MIT & DIT)</i> Dr. Ariane Milagrosa T. Pantaleon <i>(Program Chairperson, BSEd)</i>



				<p>Mr. Peter John A. Villaflores (<i>Program Chairperson, BPEd</i>)</p> <p>Dr. Allan R. Leal (<i>Program Chairperson, BEEd</i>)</p> <p>Dr. Princess Joy Rodessa E. Palattao (<i>Program Chairperson, BSBA</i>)</p> <p>Dr. Manuelito C. Macailao (<i>Program Chairperson, BSMA & BSAIS</i>)</p> <p>Dr. Mildred V. Matulin (<i>Program Chairperson, BSHM</i>)</p> <p>Dr. Karla Jastine C. Maramag (<i>Program Chairperson, BSTM</i>)</p> <p>Dr. Regine M. Manzanillo (<i>Program Chairperson, BS Entrep</i>)</p> <p>Ms. Joan A. Quilang (<i>Program Chairperson, BSLM</i>)</p> <p>Dr. Krisha Camille R. Angoluan (<i>Program Chairperson, BAEELS</i>)</p> <p>Mr. Jeduard E. Bernardo (<i>Program Chairperson, BAPOS</i>)</p>
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				<p>Ms. Geralda P. Hoggang (Program Chairperson, BS Psychology)</p> <p>Ms. Ruby DG. Elumbra (Program Chairperson, BS Food Tech)</p> <p>Engr. Jerome P. Juan (Program Chairperson, BSITech)</p> <p>Ms. Juliet DC. Ticman (Program Chairperson, BS Agriculture/DAS)</p> <p>Dr. Harvey T. Alejandro (Program Chairperson, BS Crim)</p>
2. Presents the substitution form duly signed by the Program Chair to the Dean for approval.	Approves the request.	None	1 min	<p>Dr. Jehoana M. Mones (Dean, CBM)</p> <p>Dr. Arnel C. Fajardo (Dean, CCSICT)</p> <p>Dr. Donabel A. Dumelod (Dean, CED)</p> <p>Dr. Paul Angelo A. Tamayo (Dean, SAS)</p> <p>Dr. Harvey T. Alejandro (Dean, CCJE)</p>



				Ret. Judge Raul Babaran (Dean, COL) Dr. Cipriano M. Ticman Jr. (Director, IAT) Mr. Elmer G. Agcaoili (Director, PS)
TOTAL		None	4 minutes	



6. Dropping/Adding/Changing of Subject

Office or Division:	Dean's Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Dropping/Adding/Changing Form		Registrar's Office		
2. Assessment/Registration Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the accomplished dropping form to the Subject Specialist and Program Chair.	Evaluates the student's officially enrolled subjects if there is a need to add/change/drop. If qualified, endorses it to the Dean for approval.	None	5 mins	<p>Dr. Jesus M. Lindo (Program Chairperson, BSCS)</p> <p>Dr. Cherry R. Gumiran (Program Chairperson, BSIT)</p> <p>Asst. Prof. Jane B. Gelindon (Program Chairperson, BSEMC)</p> <p>Dr. Mary Jane S. Bitanga (Program Chairperson, DDSA, MIT & DIT)</p> <p>Dr. Ariane Milagrosa T. Pantaleon (Program Chairperson, BSEd)</p> <p>Mr. Peter John A. Villaflores (Program Chairperson, BPEd)</p>



				<p>Dr. Allan R. Leal (<i>Program Chairperson, BEEd</i>)</p> <p>Dr. Princess Joy Rodessa E. Palattao (<i>Program Chairperson, BSBA</i>)</p> <p>Dr. Manuelito C. Macailao (<i>Program Chairperson, BSMA & BSAIS</i>)</p> <p>Dr. Mildred V. Matulin (<i>Program Chairperson, BSHM</i>)</p> <p>Dr. Karla Jastine C. Maramag (<i>Program Chairperson, BSTM</i>)</p> <p>Dr. Regine M. Manzanillo (<i>Program Chairperson, BS Entrep</i>)</p> <p>Ms. Joan A. Quilang (<i>Program Chairperson, BSLM</i>)</p> <p>Dr. Krisha Camille R. Angoluan (<i>Program Chairperson, BAEELS</i>)</p> <p>Mr. Jeduard E. Bernardo (<i>Program Chairperson, BAPOS</i>)</p> <p>Ms. Geralda P. Hoggang (<i>Program Chairperson, BS Psychology</i>)</p>
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				<p>Ms. Ruby DG. Elumbra (Program Chairperson, BS Food Tech)</p> <p>Engr. Jerome P. Juan (Program Chairperson, BSITech)</p> <p>Ms. Juliet DC. Ticman (Program Chairperson, BS Agriculture/DAS)</p> <p>Dr. Harvey T. Alejandro (Program Chairperson, BS Crim)</p>
<p>2. Proceeds to the concerned subject faculty for the subject to be dropped/changed/add.</p> <p>a. For adding/changing of subjects, submit the accomplished form to the registrar's office within 7 days after the first day of class.</p> <p>b. For dropping of subject, drop before the preliminary examination, otherwise, a grade of 5.0 will be automatically given.</p>	Signs the form opposite the subjects to be dropped/changed/add	None	1 min	<p>Concerned Subject Faculty</p> <p>Dr. Jehoana M. Mones (Dean, CBM)</p> <p>Dr. Arnel C. Fajardo (Dean, CCSICT)</p> <p>Dr. Donabel A. Dumelod (Dean, CED)</p> <p>Dr. Paul Angelo A. Tamayo (Dean, SAS)</p> <p>Dr. Harvey T. Alejandro (Dean, CCJE)</p>



				Ret. Judge Raul Babaran (Dean, COL) Dr. Cipriano M. Ticman Jr. (Director, IAT) Mr. Elmer G. Agcaoili (Director, PS)
TOTAL		None	6 minutes	



7. Application for Internship

A student upon completion of all professional core subjects can apply for internship to a Partner Industry Agency.

Office or Division:	Dean's Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Senior Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pre-registration Form 2. Certification of Grades 3. OJT Application Form 4. Endorsement Letter 5. MOA 6. Parent's Consent 7. Student's Pledge 8. Insurance 9. Medical Certificate		College Clerk Registrar College Clerk Office of the Students Services (OSS) Infirmary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Certification of Grades (COG)	Evaluates the grades of the student if he/she qualifies to undergo internship. If qualified, advises the student to secure requirements .	None	2 mins / student	Dr. Jesus M. Lindo <i>(Program Chairperson, BSCS)</i> Dr. Cherry R. Gumiran <i>(Program Chairperson, BSIT)</i> Asst. Prof. Jane B. Gelindon <i>(Program Chairperson, BSEMC)</i>



				<p>Dr. Mary Jane S. Bitanga (<i>Program Chairperson, DDSA, MIT & DIT</i>)</p> <p>Dr. Ariane Milagrosa T. Pantaleon (<i>Program Chairperson, BSEd</i>)</p> <p>Mr. Peter John A. Villaflores (<i>Program Chairperson, BPEd</i>)</p> <p>Dr. Allan R. Leal (<i>Program Chairperson, BEEd</i>)</p> <p>Dr. Princess Joy Rodessa E. Palattao (<i>Program Chairperson, BSBA</i>)</p> <p>Dr. Manuelito C. Macailao (<i>Program Chairperson, BSMA & BSAIS</i>)</p> <p>Dr. Mildred V. Matulin (<i>Program Chairperson, BSHM</i>)</p> <p>Dr. Karla Jastine C. Maramag (<i>Program Chairperson, BSTM</i>)</p> <p>Dr. Regine M. Manzanillo (<i>Program Chairperson, BS Entrep</i>)</p>
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				<p>Ms. Joan A. Quilang (Program Chairperson, BSLM)</p> <p>Dr. Krisha Camille R. Angoluan (Program Chairperson, BAELS)</p> <p>Mr. Jeduard E. Bernardo (Program Chairperson, BAPOS)</p> <p>Ms. GERALDA P. HOGGANG (Program Chairperson, BS Psychology)</p> <p>Ms. Ruby DG. Elumbra (Program Chairperson, BS Food Tech)</p> <p>Engr. Jerome P. Juan (Program Chairperson, BSITech)</p> <p>Ms. Juliet DC. Ticman (Program Chairperson, BS Agriculture/DAS)</p> <p>Dr. Harvey T. Alejandro (Program Chairperson, BS Crim)</p>
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2. Fill up OJT Application Form and preregistration for enrolment	Reviews the duly accomplished forms by the OJT Coordinator/ Program Chair. Endorse the list of qualified students to the Infirmary for medical checkup and issuance of certificate.	None	2 mins /student	
3. Proceeds to the Infirmary for medical checkup.	Conducts medical examination and issue certificate	None	5 mins / student	University Physician
4. For qualified interns – attend the OJT Orientation	The OJT coordinator conducts orientation	None	Half day	Dr. Jesus M. Lindo (Program Chairperson, BSCS)
	Prepares endorsement letter for Industry Partner Agencies duly endorsed by the Program Chair and Dean	None	10 mins	Dr. Cherry R. Gumiran (Program Chairperson, BSIT)
5. Proceeds to prospect industry partner agency	If the agency approves the student's application, the OJT Coordinator prepare the MOA and advises student to prepare the Parent's Consent, and Student's Pledge.	None	15 mins	Asst. Prof. Jane B. Gelindon (Program Chairperson, BSEMC)
6. Submits duly notarized MOA, Parent's Consent, and Student's Pledge	Checks the completeness of all the documentary requirement.	None	2 mins	Dr. Mary Jane S. Bitanga (Program Chairperson, DDSA, MIT & DIT)
7. Proceeds to the Office of Student Services for insurance	Submits the list of officially enrolled students to the OSS for the issuance of Insurance.	None	1 min	Dr. Ariane Milagrosa T. Pantaleon (Program Chairperson, BSEd)
				Mr. Peter John A. Villaflor (Program Chairperson, BPEd)



8. Attends the pre-deployment orientation	Conducts pre-deployment orientation	None	2 hours	<p>Dr. Allan R. Leal (<i>Program Chairperson, BEEEd</i>)</p> <p>Dr. Princess Joy Rodessa E. Palattao (<i>Program Chairperson, BSBA</i>)</p> <p>Dr. Manuelito C. Macailao (<i>Program Chairperson, BSMA & BSAIS</i>)</p> <p>Dr. Mildred V. Matulin (<i>Program Chairperson, BSHM</i>)</p> <p>Dr. Karla Jastine C. Maramag (<i>Program Chairperson, BSTM</i>)</p> <p>Dr. Regine M. Manzanillo (<i>Program Chairperson, BS Entrep</i>)</p> <p>Ms. Joan A. Quilang (<i>Program Chairperson, BSLM</i>)</p> <p>Dr. Krisha Camille R. Angoluan (<i>Program Chairperson, BAEELS</i>)</p> <p>Mr. Jeduard E. Bernardo (<i>Program Chairperson, BAPOS</i>)</p>
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				<p>Ms. Geralda P. Hoggang (<i>Program Chairperson, BS Psychology</i>)</p> <p>Ms. Ruby DG. Elumbra (<i>Program Chairperson, BS Food Tech</i>)</p> <p>Engr. Jerome P. Juan (<i>Program Chairperson, BSITech</i>)</p> <p>Ms. Juliet DC. Ticman (<i>Program Chairperson, BS Agriculture/DAS</i>)</p> <p>Dr. Harvey T. Alejandro (<i>Program Chairperson, BS Crim</i>)</p>
	TOTAL	None	6 hours & 40 minutes	



HUMAN RESOURCE MANAGEMENT OFFICE (Internal Services)



1. Hiring of Faculty (Permanent/Temporary/Contract of Service)

Employment with the university is open to all provided that there is a vacant position. Applicants for vacant positions should possess the minimum qualification requirements of the position applied for.

Office or Division:	Human Resource Management Office
Classification:	Complex Transaction
Type of Transaction:	Government to Government
Who may avail:	COS Faculty employees of ISU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application letter	Faculty applicants
2. Personal Data Sheet/Resume with latest picture	Faculty applicants
3. Photocopy of Certificate of Eligibility, if applicable	Faculty applicants
4. Photocopy of Transcript of Records	Faculty applicants
5. Photocopy of Certificate of units earned in Post-graduate course/s	Faculty applicants
6. Photocopy of Certificate of Employment, including outside of government service.	Faculty applicants
7. Photocopy of Certificate of Trainings/Seminar-Workshops	Faculty applicants
8. Photocopy of Certificate of Awards	Faculty applicants
9. Other supporting documents if any	Faculty applicants
10. Notice of Interview Form	HR Office
11. Memorandum for Demo teaching	Executive Officer
12. Prepare 5 Topics for Demo teaching	HR Office
13. Professional Education Specialist Form (at least 1 attendees)	HR Office
14. Subject Specialist Form (at least 1 or 2 attendees)	HR Office
15. Student Evaluation Demonstration Teaching Form (at least 10 students attendees)	HR Office



16. Panel Interview Form
17. Notice to report for work

HR Office
Executive Officer Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application including requirements	Receives submitted requirements of applicant/s from the Executive Officer or President's Offices.	None	1 mins	Ms. Lucila M. Catañeda Ms. Julienette B. Reyes (Administrative Aide)
	Campus HR evaluates the documents of the selected applicants.	None	10 mins	Ms. Glenda A. Asutria (HRM Officer)
	Prepares list of applicants by field of specialization.	None	10 mins	Ms. Lucila M. Catañeda Ms. Julienette B. Reyes (Administrative Aide)
	Prepares the memorandum for demo teaching and notice of interview for signature of the Executive Officer.	None	5 mins	Ms. Lucila M. Catañeda Ms. Julienette B. Reyes (Administrative Aide)
	Signs the memorandum for demo teaching and notice of interview.	None	5 mins	Dr. Marisol S. Foronda (Executive Officer)
	Informs all qualified applicants of the scheduled date for demo-teaching and interview thru text message/call.	None	2 mins	Ms. Glenda A. Asutria (HRM Officer)



2. Prepares for the demo teaching and interview.	Convenes for demo teaching and interview/preliminary	None	20 mins	Campus Faculty Recruitment and Selection Committee and Secretariat
3. Applicants will wait for the result.	Prepares the Summary of Ranking and Evaluation	None	3 days	Ms. Glenda A. Asutria (HRM Officer)
	CFRSC reviews result of evaluation and signs the summary of ranking	None	2 hours	Campus Faculty Recruitment and Selection Committee and Secretariat
	Prepares the Notice to Report for Work for signature of the Executive Officer.	None	3 mins per faculty	Ms. Lucila M. Catañeda Ms. Julienette B. Reyes (Administrative Aide)
	Signs the Notice to Report for Work and releases to HR Office	None	5 mins	Dr. Marisol S. Foronda (Executive Officer)
	Receives the signed Notice to Report	None	3 mins	Ms. Lucila M. Catañeda Ms. Julienette B. Reyes (Administrative Aide)
4. Receives the Notice to Report for Work from the HR Office.	Issues Notice to Report for Work and instruct the hired faculty to report to their Chairman/College Dean.	None	15 mins	Ms. Lucila M. Catañeda Ms. Julienette B. Reyes (Administrative Aide)
TOTAL		None	3 days and 3 hours and 19 minutes	



2. Hiring of Non-Teaching (Permanent/Temporary)

Employment with the university is open to all provided that there is a vacant position. Applicants for vacant positions should possess the minimum qualification requirements of the position applied for.

Office or Division:	Human Resource Management Office			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	New applicants and employees of ISU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application letter 2. Personal Data Sheet/Resume with latest picture 3. Photocopy of Certificate of Eligibility, if applicable 4. Photocopy of Transcript of Records 5. Photocopy of Certificate of units earned in Post-graduate course/s 6. Photocopy of Certificate of Employment, including outside of government service. 7. Photocopy of Certificate of Trainings/Seminar-Workshops 8. Photocopy of Certificate of Awards 9. Other supporting documents if any 10. Notice of Interview Form 11. Memorandum for Interview 12. Panel Interview Form 13. Notice to report for work			Non-Teaching applicants Non-Teaching applicants Non-Teaching applicants Non-Teaching applicants Non-Teaching applicants Non-Teaching applicants Non-Teaching applicants Non-Teaching applicants Non-Teaching applicants HR Office Executive Officer HR Office Executive Officer Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application Requirements	Receives submitted requirements of with attachment from Executive Officer/President's Offices.	None	1 min	Ms. Lucila M. Catañeda Ms. Julienette B. Reyes (Administrative Aide)



	Campus HR evaluates the documents of applicants	None	10 min	Ms. Glenda A. Asutria (HRM Officer)
	Prepares list of applicants by vacant position	None	10 min	Ms. Lucila M. Catañeda Ms. Julienette B. Reyes (Administrative Aide)
	Prepares the memorandum for the conduct of interview and Skills Test/Examination of qualified applicants	None	5 min	
	Informs all qualified applicants for the schedule of interview thru text message/ call.	None	2 min	
2. Applicants prepares for the interview and skills test/examination	Conducts interview and skills test/examination.	None	15 min each	Campus Personnel Recruitment, Selection, and Promotions Committee (CRRSPC) & Secretariat
	Prepares the Result of the interview. The CRRSPC will review and signs the summary of ranking.	None	3 days	Ms. Lucila M. Catañeda Ms. Julienette B. Reyes (Administrative Aide)
	Submit the result of interview to EO office for his endorsement.	None	3 mins	



	EO prepares the endorsement of the summary of ranking to the VP for AFS and Selection Board for en banc.	None	3 mins	Dr. Marisol S. Foronda (Executive Officer)
TOTAL		None	3 days, 49 mins	



3. Receiving and checking of DTR's/Biometric for Faculty and Non-Teaching

The service allows the issuance of Daily Time Record (DTR) of personnel for deduction for tardiness and unauthorized leave.

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	Faculty and Non-teaching employees of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Biometric 2. Travel Order and Certificate of Appearance 3. Pass Slip 4. Leave Form (CSC Form N. 6) 5. Attach logbook if no time in and time out		HR Office Employee HR Office, Colleges, Guard HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives biometric printout for signature of his/her immediate supervisor	Receives signed biometric printout with complete attachments	None	1 min	Ms. Lucila M. Catañeda (Administrative Aide)
2. Checking of DTR's	Receives and checks the submitted DTRs	None	1 min	Ms. Lucila M. Catañeda (Administrative Aide)
	Computes tardiness, undertimes and leave/s of absences incurred during the period	None	10 min	Ms. Lucila M. Catañeda (Administrative Aide)



	Posts used leaves, tardiness and undertimes in the individual leave service record of the employee	None	3 min	Ms. Julienette B. Reyes (Administrative Aide)
	Files and keeps the DTR's/Biometric	None	2 min	Ms. Julienette B. Reyes (Administrative Aide)
TOTAL		None	17 minutes	



4. Application for Leave

Office or Division:	Human Resource Management Office
Classification:	Simple Transaction
Type of Transaction:	Government to Government
Who may avail:	Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Special Privilege Leave (3 days) 1. Application for Leave - CS Form No. 6, Revised 2020 Sick Leave 2. Application for Leave - CS Form No. 6, Revised 2020 3. Medical Certificate – CS Form 41 Maternity Leave (105 days) 4. Application for Leave - CS Form No. 6, Revised 2020 5. Information Letter 6. Clearance Form - CS Form No. 7, 2017 7. Medical Certificate - CS Form 41 8. Birth Certificate of the child Paternity Leave (7 days) 1. Application for Leave - CS Form No. 6, Revised 2020 2. Birth Certificate 3. Medical Certificate – CS Form 41 4. Marriage Contract (if applicable)	HR Staff



Solo Parent Leave (7 days) <ol style="list-style-type: none"> 1. Application for Leave - CS Form No. 6, Revised 2020 2. Solo Parent ID Rehabilitation Leave (up to 6 months) <ol style="list-style-type: none"> 1. Application for Leave - CS Form No. 6, Revised 2020 2. Letter Request supported by relevant reports 3. Medical Certificate - CS Form No. 41 4. Written concurrence of a Government Physician Special Leave benefits for women – 2 months <ol style="list-style-type: none"> 1. Application for Leave - CS Form No. 6, Revised 2020 2. Information letter 3. Medical Certificate – CS Form 41 Special Emergency (Calamity Leave) – 5 days <ol style="list-style-type: none"> 1. Application for Leave - CS Form No. 6, Revised 2020 2. Proof of declaration 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits leave form signed by the employees immediate supervisor	Receives and evaluates the submitted documents	None	5 mins	Ms. Julienette B. Reyes (Administrative Aide)
	Updates Leave Ledger Card and electronic copy and certifies the leave credits of the concerned employee	None	5 mins	Ms. Julienette B. Reyes (Administrative Aide)



	Forward the same to the Executive Officer for approval/disapproval.	None	1 min	Ms. Julienette B. Reyes (Administrative Aide) Dr. Marisol S. Foronda (Executive Officer)
	Submit the approved/disapproved leave form to the HR Office.	None	3 mins	Ms. Jonalyn L. Domingo Ms. Bernadette M. Palafox (Administrative Aide)
	Receives the approved leave and record the same to the employees individual leave service record and file the same. If disapproved, file the leave form in the individual leave service record folder of employee.	None	3 mins	Ms. Julienette B. Reyes (Administrative Aide)
TOTAL		None	17 minutes	



5. Application for Terminal Leave

Application for terminal leave should be filed upon separation from the university.

Office or Division:	Human Resource Management Office
Classification:	Complex Transaction
Type of Transaction:	Government to Government
Who may avail:	Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Non-Teaching: <ol style="list-style-type: none"> 1. Letter of Intent to Retire with the approval of the President 2. General Clearance (Retirement) 3. Application for Leave - CS Form No. 6 (Revised 2020) 4. GSIS Retirement Application Form 5. Service Records and Latest NOSA 6. Statement of Assets and Liabilities and Net Worth 7. Affidavit of no pending case (RTC) 8. Affidavit to deduct financial obligations w/ the University 9. GSIS Adjudication 10. Certification of Inclusive Leave Without Pay (LWOP), if any 	<p>Concerned employee</p> <p>Concerned employee</p> <p>Concerned Employee HR staff/Concerned Employee</p> <p>Concerned Employee Concerned Employee Concerned Employee</p> <p>Concerned Employee HR</p>



Teaching: 1. Letter of Intent to Retire with the approval of the President 2. General Clearance 3. Application for Leave (Form 6) 4. GSIS Retirement Application Form 5. Latest NOSA and Service Record 6. Statement of Assets, Liabilities and Net Worth 7. Affidavit of no pending case (RTC)		Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee		
8. Affidavit to deduct financial obligations w/ the University 9. Complete Designation 10. Certification of Designations 11. Leave Service Record 12. Affidavit of Pendency and Non-Pendency (GSIS) 13. Adjudication from GSIS 14. Certification of Inclusive Leave Without Pay (LWOP), if any		Concerned Employee Concerned Employee HR Staff HR Staff Concerned Employee Concerned Employee Concerned Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits leave form with the required documents to HR Office	Receives and evaluates as to the completeness of the submitted documents.	None	15 mins	Ms. Julienette B. Reyes <i>(Administrative Aide)</i> Ms. Glenda A. Asutria <i>(HRM Officer)</i>



	Checks and evaluates the documents: <ul style="list-style-type: none"> • Service Record • Certification of Designations • Leave Service Record • Leave Card • Certification of Inclusive Leave Without Pay 	None	5 working days	Ms. Julienette B. Reyes <i>(Administrative Aide)</i>
	Signs required Certifications to be submitted to Department of Budget and Management	None	1 min	Ms. Glenda A. Asutria <i>(HRM Officer)</i>
	Submits the same to the Executive Officer's Office and Accounting Office for signature.	None	2 mins	Ms. Julienette B. Reyes <i>(Administrative Aide)</i> Ms. Glenda A. Asutria <i>(HRM Officer)</i> Mr. Christian Lloyd A. Rivera <i>(Accountant)</i> Dr. Marisol S. Foronda <i>(Executive Officer)</i>
	Receives the signed documents and prepares the endorsement to the University President for submission to DBM	None	20 mins	Ms. Julienette B. Reyes <i>(Administrative Aide)</i>



	Submits the endorsement with complete supporting documents to the President's Office for signature	None	3 mins	Ms. Julienette B. Reyes (Administrative Aide)
TOTAL		None	5 working days and 41 minutes	



6. Issuance of Certificate of Employment (COE) for Faculty and Non-Teaching

The service allows issuance of Certificate of Employment for the benefit of the concerned employee for any legal purposes it may be used.

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	All Employees/ Citizens with history of employment with the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up request form	Receives the request form and advises the client to pay the COE Fee of thirty pesos (P30.00) at the Cashier's Office	P30.00	1 min	Ms. Lucila M. Catañeda (Administrative Aide)
2. Pays the COE Fee and submit the OR to HR Office	Receives the OR	None	1 min	Ms. Lucila M. Catañeda (Administrative Aide)
	Verifies employment record/s of the employee and/or client and prints the COE	None	5 mins	Ms. Lucila M. Catañeda (Administrative Aide)
	The staff countersigns the document	None	1 min	Ms. Lucila M. Catañeda (Administrative Aide)



	Campus HR signs the COE		1 min	Ms. Glenda A. Asutria (HRM Officer)
	Records and logs the document	None	1 min	Ms. Lucila M. Catañeda (Administrative Aide)
	If required, Stamp/Dry seal and issue the document	None	1 min	Ms. Lucila M. Catañeda (Administrative Aide)
3. Receives the Certificate	Records and releases the COE	None	1 min	Ms. Lucila M. Catañeda (Administrative Aide)
TOTAL		P30.00	12 minutes	



7. Issuance of Service Record (SR) for Faculty and Non-Teaching

The service allows the issuance of Service Record of Employees or former employees for any legal purposes

Office or Division:		Human Resource Management Office		
Classification:		Simple Transaction		
Type of transaction:		Government to Government		
Who may avail:		Employees and Former employees of the University		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request form			All employees and former employees	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up request form	Receives the request form and advise client pay the fee of P30.00 at the Cashier's Office	None	1 min	Ms. Lucila M. Catañeda (Administrative Aide)
2. Pays the SR Fee and submit the OR to HR Office	Receives the OR	P30.00	1 min	Ms. Lucila M. Catañeda (Administrative Aide)
	Verifies employment record/s of the employee and/or client and prints the SR	None	5 mins	Ms. Lucila M. Catañeda (Administrative Aide)
	The staff countersigns the document Campus HR signs the SR	None	2 mins	Ms. Lucila M. Catañeda (Administrative Aide) Ms. Glenda A. Asutria (HRM Officer)
	Records and logs the document	None	1 min	Ms. Lucila M. Catañeda (Administrative Aide)



	If required, Stamp/Dry seal and issue the document	None	1 min	Ms. Lucila M. Catañeda (Administrative Aide)
4. Receives the Certificate	Records and releases the SR	None	1 min	Ms. Lucila M. Catañeda (Administrative Aide)
TOTAL		P30.00	12 minutes	



8. Issuance of Daily Time Record (DTR)/Biometric for Faculty and Non-Teaching

The service allows the employees to retrieve

Office or Division:		Human Resource Management Office		
Classification:		Simple Transaction		
Type of transaction:		Government to Government		
Who may avail:		Faculty and Non-teaching employees of ISU regardless of status		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Generates and prints biometric /DTR Informs employees to receive their biometrics	None	1 min	Ms. Lucila M. Catañeda (Administrative Aide)
1. Receives biometric printout	Records and releases biometric printouts	1 st copy – None 2 nd copy – P20.00 3 rd and nth copy – P30.00	1 min	Ms. Lucila M. Catañeda (Administrative Aide)
TOTAL		2 nd copy – P20.00 3 rd and nth copy – P10.00	2 minutes	



9. Preparation of Contract of Service for Faculty Personnel

Processing of Contract of Service for Faculty for the scheduled time of lectures, laboratory and Related Learning Experience (RLE).

Office or Division:		Human Resource Management Office		
Classification:		Simple Transactions		
Type of Transaction:		Government to Government		
Who may avail:		COS Faculty employees of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Faculty Teaching Load		College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Faculty Teaching Load	Prepare contracts of COS Faculty	None	15 min	Ms. Julienette B. Reyes (Administrative Aide)
2. Signs the contract and submit to the HR	Receives the signed contract	None	5 mins	Ms. Julienette B. Reyes (Administrative Aide)
	Forwards the contract to the University for signature	None	12 mins	Ms. Julienette B. Reyes (Administrative Aide)
	Receives the contracts from the Office of the President	None	1 min	Ms. Julienette B. Reyes (Administrative Aide)
	Releases the contracts to be notarized	None	1 min	Ms. Julienette B. Reyes (Administrative Aide)



3. Submits photocopy of notarized contracts to HR	Receives the copy of notarized contracts.	None	1 min	Ms. Julienette B. Reyes (Administrative Aide)
TOTAL		None	35 minutes	



10. Preparation of Contract of Service Non-Teaching and Job Order (New & Renewal)

The service will help the University recruit and select individuals required for the job.

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	Government To Government			
Who may avail:	Non-teaching employees of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Employees: <ol style="list-style-type: none"> 1. Application letter 2. Resume with latest picture 3. Photocopy of Certificate of Eligibility, if applicable 4. Photocopy of Transcript of Records 5. Latest PDS 6. Endorsement Letter from the heads Renewal <ol style="list-style-type: none"> 1. Letter of Intent for the renewal of contract 2. Justification Letter from the heads 		Applicants Applicants CSC, PRC Applicants CSC EO, VP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Endorsement letter from the heads with the supporting documents	Prepares contracts of both COS and JO's staff	None	5 mins	Ms. Julienette B. Reyes (Administrative Aide)
	Checks and signs by the second party and Campus HRM Officer	None	5 mins	Ms. Julienette B. Reyes (Administrative Aide)



	Forwards the contract to the University for signature	None	1 min	Ms. Julienette B. Reyes (Administrative Aide)
	Releases contracts	None		Ms. Julienette B. Reyes (Administrative Aide)
	Receives the contracts and informs the COS and JO's to receive their contracts to be notarized.	None	1 min	Ms. Julienette B. Reyes (Administrative Aide)
	Releases the contracts		1 min	
2. Submits the photocopy of notarized contracts to HR	Receives and files the notarized contracts	None	30 secs	Ms. Julienette B. Reyes (Administrative Aide)
TOTAL		None	13 mins and 30 seconds	



11. Payroll Preparation for Contract of Service Faculty employees

This procedure applies to payroll processing for Salary of Contract of Service Faculty

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	COS faculty employees of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Biometric 2. Accomplishment Report 3. Photocopy of contract 4. Attach logbook if blank		HR office College HR office College		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits biometric with complete attachments to HR	Checks as to the completeness and receives the submitted documents.		3mins	Ms. Melo Rose V. Gomez (Administrative Aide)
	Compute absences and undertime	None	20 mins	Ms. Melo Rose V. Gomez (Administrative Aide)
	Prepares and prints the payroll	None	30 mins	Ms. Melo Rose V. Gomez (Administrative Aide)
	Signs the payroll	None	1 min	Ms. Glenda A. Austria (HRM Officer)



	Releases the payroll with supporting documents to the Budget Office for processing.	None	1 min	Ms. Melo Rose V. Gomez (Administrative Aide)
TOTAL		None	55 minutes	



12. Preparation of Payroll for Contract of Service (COS)/Job Order (JO) Non-Teaching Personnel

This procedure applies to payroll processing for Salary of Contract of Service /Job Order Personnel

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	All ISUE Contract of Service/Job Orders Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Daily Time Record/Biometric Print out, duly signed by the immediate supervisor		Concerned employee		
2. Accomplishment Report approved by the immediate supervisor		Concerned employee		
3. Photocopy of notarized contract		Concerned employee		
4. For single payee, 2 copies of Disbursement Vouchers and 2 copies Obligation Request		Payroll staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Approved DTR/Biometric with complete supporting documents	Receives, and computes undertimes and/or absences Prints the payroll.	None	2 days	Ms. Melo Rose V. Gomez (Administrative Aide)



	Checks figures entered in the payrolls, and remittances. Signs the payroll.	None	30 mins	Ms. Glenda A. Asutria (HRM Officer)
	Logs and forwards the set of documents to the office of Budget Office for processing.	None	1 min	Ms. Melo Rose V. Gomez (Administrative Aide)
TOTAL		None	2 days and 31 minutes	



13. Payroll preparation of Salary, PERA and voucher of remittances of Casual and Contractual employees

This procedure/process applies to payroll preparation of salary, PERA and voucher of remittances of

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	All ISUE Casual employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Biometrics/DTR and accomplishment report of Casual employees 2. Payroll (five (5) copies) 3. Disbursement voucher (three (3) copies)		Payroll Staff/Payroll Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Casual and Contractual employees submits DTR/biometric and accomplishment report	Consolidates and reviews Biometrics and accomplishment report of casuals and contractual employees	None	1 day	Ms. Melo Rose V. Gomez (Administrative Aide)
	Prepares payroll and remittances. Prints the payrolls and remittances	None	30 min	Ms. Melo Rose V. Gomez (Administrative Aide)
	Checks figures entered in the payroll .	None	20 min	Ms. Glenda A. Asutria (HRM Officer)



	Signs the payrolls and remittances.	None	5 min	Ms. Glenda A. Asutria (HRM Officer)
	Records and releases payrolls and remittances to the Budget Office for processing.	None	1 min	Ms. Melo Rose V. Gomez (Administrative Aide)
TOTAL		None	1 day and 56 minutes	



14. Payroll Preparation for All Personnel Benefits of Permanent/Temporary Employees

This procedure applies to payroll preparation for All Personnel Benefits of Regular/Temporary Employees

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	All ISUE Permanent/Temporary/Contractual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of entitled personnel to receives such benefits 2. Payroll (five (5) copies) 3. Disbursement Voucher (three (3)copies 4. For single payee (three (3) copies Disbursement Voucher and 2 copies Obligation Request)		HR staff Payroll Staff/Payroll Officer Payroll Staff/Payroll Officer Payroll Staff/Payroll Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepares payroll and remittances	None	1 day	Ms. Melo Rose V. Gomez (Administrative Aide)
	2. Checks figures entered in the payrolls and remittances	None	15 mins	Ms. Glenda A. Asutria (HRM Officer)
	3. Prints the Payrolls and remittances	None	3 mins	Ms. Melo Rose V. Gomez (Administrative Aide)
	4. Signs the payrolls and remittances	None	1 min	Ms. Glenda A. Asutria (HRM Officer)



	5. Records and releases payrolls and remittances to the Budget Officer for processing.	None	2 mins	Ms. Melo Rose V. Gomez (Administrative Aide)
TOTAL		None	1 day and 21 minutes	



15. Preparation of Net Take Home Pay for Permanent/Temporary/Casual/Contractual Employees

This procedure applies to the preparation of Net Take Home Pay Certification for all Permanent/Temporary/Casual/Contractual Employees

Office or Division:		Human Resource Management Office		
Classification:		Simple Transaction		
Type of Transaction:		Government to Government		
Who may avail:		All ISUE Permanent/Temporary/Casual/Contractual Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs the Payroll Staff/Officer	Prepares Net Take Home Pay Certification	None	3 mins	Ms. Melo Rose V. Gomez (Administrative Aide)
	Checks figures entered in the certification	None	3 mins	Ms. Glenda A. Asutria (HRM Officer)
	Prints and sign the certification	None	30 sec	Ms. Melo Rose V. Gomez (Administrative Aide)
	Releases the certification	None	30 sec	Ms. Melo Rose V. Gomez (Administrative Aide)
	Logs and releases the certification	None	2 mins	Ms. Melo Rose V. Gomez (Administrative Aide)
TOTAL		None	9 minutes	



16. Remittance and Voucher preparation for GSIS

This procedure applies to the preparation of remittance and voucher of premiums and/or loans for Permanent Employees

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	G S I S			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Billing 2. Copy of payroll 3. Voucher		From HR Payroll In charge From HR Payroll In charge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepares monthly remittance list	None	1 day	Ms. Melo Rose V. Gomez (Administrative Aide)
	2. Reviews remittance list including checking of figures entered	None	1 hour	Ms. Glenda A. Asutria (HRM Officer)
	3. Counterchecks adjustments/updating using the eBCS	None	1 hour	Ms. Glenda A. Asutria (HRM Officer)
	4. Prints Remittance List	None	3 mins	Ms. Melo Rose V. Gomez (Administrative Aide)



	5. Signs remittance list, obligation request and voucher	None	3 mins	Ms. Glenda A. Asutria (HRM Officer)
	6. Records and releases to the Budget Office for obligation	None	2 mins	Ms. Melo Rose V. Gomez (Administrative Aide)
TOTAL		None	1 days, 2 hours, and 8 minutes	



17. Publication of Vacant Positions for Non-Academic Staff

The process of notifying the Civil Service Commission and the general public of the vacant positions for filling up in the agency.

Office or Division:		Human Resource Management Office		
Classification:		Simple Transaction		
Type of Transaction:		Government to Government		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Qualification Standards for Faculty and Staff 2. List of vacant position		Records Office Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	1 Prepares Request for Publication (CSC Form No. 9)	None	5 mins per position	Ms. Julienette B. Reyes (Administrative Aide)
	2 Reviews the CSC Form 9 – Request for Publication	None	3 min	Ms. Glenda A. Asutria (Administrative Aide)
	3 Forwards the CSC Form 9 to the Office of the Cluster Executive Officer	None	2 min	Dr. Marisol S. Foronda (Executive Officer)
	4 Receives the signed CSC Form 9	None	30 seconds	Ms. Julienette B. Reyes (Administrative Aide)



	5 Emails the signed CSC Form 9 to the CSC Field Office	None	5 mins 10 days Publication	Ms. Julienette B. Reyes <i>(Administrative Aide)</i>
	6 Receives, reproduces the CSC Form 9 from CSC Field Office and post in conspicuous places	None	1 hour	Ms. Julienette B. Reyes <i>(Administrative Aide)</i>
TOTAL		None	1 hour and 15 minutes	



18. Availment of Staff Development Programs

The service is to allow the faculty and staff to process their request for study leave and other career and personnel development. The request should be made one semester before the scheduled leave.

[illegible]



1. Submission of request with endorsement. As per Faculty Manual, submission of request for study leave should be one (1) semester before the start of the leave.	Receives the request letter and forward the same to the Executive Officer.	None	1 min	Ms. Jean Camille B. Galinhana (Records Officer)
	Reviews the request of the employee/s as to the qualification and completeness of the documents submitted and makes recommendation to the University Staff Development Board (USDB).	None	2 hours	Campus Staff Development Committee (CSDC) en banc
	Transcribes and prepares SDC proceedings.	None	2 days	Campus Staff Development Committee (CSDC) Secretariat
	Prepares the CSDC endorsement. Signs the CSDC endorsement to be forwarded to the University Staff Development Board (USDB).	None	15 mins per endorsement 5 mins per endorsement	Campus Staff Development Committee (CSDC) Secretariat Campus Staff Development Committee (CSDC)



	Receive request / endorsement that is approved / disapproved	None	1 min per endorsement	Ms. Julienette B. Reyes (Administrative Aide)
TOTAL		None	2 days , 4 hours & 20 minutes	



19. Preparation/Issuance of Notice of Salary Adjustment (NOSA)

Office or Division:	Human Resource Management Office /Records			
Classification:	Simple Transaction			
Type of transaction:	Internal Services			
Who may avail:	Permanent Faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1 Secures copy of the National Budget Circular	None	3 mins	Ms. Julienette B. Reyes (Administrative Aide)
	2 Updates checklist with the adjusted salary	None	1 min per employee	Ms. Julienette B. Reyes (Administrative Aide)
	3 Reviews checklist with the updated salaries	None	1 min per employee	Ms. Glenda A. Asutria (Administrative Aide)
	4 Prepares individual Notice of Salary Adjustment	None	3 mins per employee	Ms. Julienette B. Reyes (Administrative Aide)
	5 Reviews the individual	None	1 min per employee	Ms. Glenda A. Asutria (Administrative Aide)



	Notice of Salary Adjustment			
	6 Forwards the NOSA to University President for signature	None	3 mins	Ms. Julienette B. Reyes (Administrative Aide)
	7 Receives the signed NOSA	None	3 mins	Ms. Julienette B. Reyes (Administrative Aide)
1 Receives the Notice of Salary Adjustment	8 Issues the NOSA	None	1 min Per employee	Ms. Julienette B. Reyes (Administrative Aide)
TOTAL		None	16 minutes	



ICT INFRA OFFICE (External Services)



1. Issuance of WiFi Voucher to Students

Office	ICT Infra Office			
Classification	Simple Transaction			
Type of Transaction	Government to Government			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School I.D.				
Wifi Voucher Form		ICT Infra Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the school I.D. and fill out the Wifi voucher form.	Check school I.D. and accomplished Wifi voucher form.	None	1 minute	Mr. John Celson M. Del Rosario Mr. Narciso D. official Jr. (Administrative Aide)
	Assign and validate voucher code and log details in the system.	None	2 minutes	Mr. John Celson M. Del Rosario Mr. Narciso D. official Jr. (Administrative Aide)
2. Receive Wifi voucher and log in the record book.	Issue Wifi voucher code to student.	None	1 minute	Mr. John Celson M. Del Rosario Mr. Narciso D. official Jr. (Administrative Aide)
TOTAL		None	4 minutes	



ICT INFRA OFFICE

(Internal Services)



1. ICT SERVICES

The process of requesting computer repair, installation, network repair, printer repair and lay outing.

Office or Division:	ICT Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	ISU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Request Form 2. Accomplishment Form		ICT Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Job Request Form	Receives and reviews request.	None	3 mins	Mr. John Celson M. Del Rosario Mr. Narciso D. official Jr. (Administrative Aide)
2. Describes issues /concerns of the requested task.	Perform requested task.	None	One (1) day/ Depends on the request	Mr. John Celson M. Del Rosario Mr. Narciso D. official Jr. (Administrative Aide)
3. Checking if the concern/issues solve.	Issues the output of the requested job.	None	3 mins	Mr. John Celson M. Del Rosario Mr. Narciso D. official Jr. (Administrative Aide)
4. Signs Job Accomplishment form	Signs Job Accomplishment form and to be signed by the Supervisor	None	3 mins	Mr. John Celson M. Del Rosario Mr. Narciso D. official Jr. (Administrative Aide)
TOTAL		None	One (1) day & 9 mins	



MANAGEMENT INFORMATION SYSTEM OFFICE

(Internal Services)



1. Data & Information Management & Services (DIMS)

The Data & Information Management & Services unit is responsible for the (a) collection, storage and retrieval of data, and (b) data analysis and interpretation

Office or Division:	Data & Information Management & Services (DIMS)			
Classification:	Simple Transaction			
Type of Transaction:	Internal Services - Government to Government			
Who may avail:	ISU Campuses, Offices, Colleges/Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. MIS Service Request Form 2. Letter of Request		UMIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the MIS service request form	Provide forms	None	2 mins	Mr. John Celson M. Del Rosario Mr. Narciso D. official Jr. (Administrative Aide)
2. Submits letter of request to MIS to avail of data.	Receives, logs, and forwards the letter to the concern unit/ section Reviews letter and discusses with the unit head Processes the requested data	None	60 mins	Mr. John Celson M. Del Rosario Mr. Narciso D. official Jr. (Administrative Aide) Mr. Jayson S. Liquigan (MIS Director)
3. Receives the data requested	Logs and releases the requested data	None	2 mins	Mr. John Celson M. Del Rosario Mr. Narciso D. official Jr. (Administrative Aide)



4. Accomplish the MIS service Client Satisfaction Survey	Provide forms	None	5 mins	Mr. John Celson M. Del Rosario Mr. Narciso D. official Jr. (Administrative Aide)
Total		None	1 hour and 9 minutes	



PROCUREMENT OFFICE

(Internal Services)



1. Pre – Procurement Process - With an ABC of less than P200,000.00

The process determines the readiness of the procurement at hand including among other aspects.

Office or Division:	Procurement Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	ISU Employees/Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved PPMP 2. Approved PR 3. Certificate of Non-availability of supplies from the DBM 4. Certificate issued by ICT Infra 5. Program of Work		Office of the End-User Office of the End User/Head of Campus Supply Office ICT Infra Infrastructure Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares Purchase Request based on the PPMP	Checking of P.R based on the PPMP Verifies the items listed in the P.R if it is included in the PPMP Numbering of Purchase Request / Job Request P.R return to the End user for Funding at Budget Office	None	10 mins	Mr. Freddie Y. Pascua (Administrative Aide)



<p>a. Secure certification of nonavailability of office supplies from the Supply office ;</p> <p>b. Forward PR of IT equipment to ICT Infra for review of specifications</p>	<p>to finalize the item/s to be purchased based on the certification issued by the Supply office and ICT Infra.</p>	None	10 mins	<p>Mr. Freddie Y. Pascua (Administrative Aide)</p>
<p>1. Prepares PR of a construction project-based on the Program of Work made by the Infrastructure office</p>	<p>Checking of item/s to be purchased based from the Program of Work</p>	None	10 mins	<p>Mr. Freddie Y. Pascua (Administrative Aide)</p> <p>Ms. Shaira Althea Villain A. Paynor (Procurement Officer)</p>
TOTAL		None	30 minutes	



2. Procurement Process

Facilitate the acquisition of goods, consulting services, and the contracting for infrastructure project

Office or Division:	Procurement Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	Government to Government			
Who may avail:	ISU Employees/Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved PPMP 2. Approved PR 3. Request for Quotation 4. Abstract of the Quotation form 5. Approved Purchase Order		Office of the End-user Office of the End-user/Head of Campus Procurement Office Procurement Office Procurement Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Approved P.R and PPMP as a basis for numbering of Request for Quotation (RFQ)	Prepares and numbering of Request for Quotation For Signature of Request for Quotation at least 3 copies	None	10 mins	Mr. Freddie Y. Pascua (Administrative Aide)



2. a. Serve RFQ to Bonafide Suppliers and Contractors and get the Documentary Requirements from Suppliers/Contractor which is indicated in the RFQ b. Submit RFQ to Procurement Office.	RFQ forwarded to TWG for the Review of Specification offered by the Supplier and attached the evaluation report	None	3 days	Mr. Freddie Y. Pascua (Administrative Aide)
3. Prepares Abstract of Price Quotation and all supporting documents	Forwarded to the Bids and Awards Committee the Abstract of Price Quotation for review and signing; Reviews the Supporting documents attached in the Voucher	None	3 days	Ms. Shaira Althea Villain A. Paynor (Procurement Officer/BAC Secretariat)
4. Prepares Purchased Order	Purchase Order Numbering for signature of Accountant and Executive Officer	None	1 day	Mr. Freddie Y. Pascua (Administrative Aide)
TOTAL		None	7 days and 10 minutes	



QUALITY ASSURANCE OFFICE

(Internal Services)



1. Planning Process

Office or Division:	Quality Assurance Office			
Classification:	Complex Transaction			
Type of Transaction:	Government to Government			
Who may avail:	ISU Echague Process Owners, Heads of Offices and College Dean's; ISU Campuses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Quality Manual (QM) 2. Standard Operation Instruction (SOI) 3. ISO 9001 Internal Standard 4. IQA Report 5. External Auditors Report 6. Audit Checklist Form 7. Client Satisfaction Survey Form 8. PSET 9. QMS Monitoring and Assessment Form 10. OJT Evaluation Form 11. Request for Action (RFA)		Quality Assurance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives memorandum from the office of the Executive Officer	Distributes order for the conduct of planning (design, implement, review and improve) of the Quality Management System (QMS)	None	2 hours	Dr. Arnold T. Pascua (PDO Director)



1. Prepares inputs/requirements to plan and participate in planning sessions.	Conducts QMS Planning sessions/seminar workshops and consultation in planning	None	2 days	Dr. Arnold T. Pascua (PDO Director) Mr. Christian Philip A. Fortuna (QA Director)
	Consolidates plans and present output to the Executive Officer for approval	None	2 days	Dr. Arnold T. Pascua (PDO Director)
3. Implement plans	Monitor implementation of plans	None	4 hours	Dr. Arnold T. Pascua (PDO Director) Planning, Monitoring and Evaluation Team (PMET)
Total		None	4 days and 6 hours	



2. Monitoring and Assessment of Performance

Office or Division:	Quality Assurance Office			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Campuses and/or ISU Echague Campus processes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Standard Operation Instruction (SOI) 2. ISO 9001 Internal Standard 3. Client Satisfaction Measurement Form 4. PSET 5. QMS Monitoring and Assessment Form 6. OJT Evaluation Form 7. Request for Action (RFA)		Quality Assurance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives monitoring and assessment form	Issues/distributes monitoring and assessment form to process owners	None	2 hours	Ms. Angeline D. Gerodias (Administrative Aide)
2. Conducts/implement the system of monitoring and assessment	Monitor implementation of Monitoring and assessment	None	1 day	Mr. Christian Philip A. Fortuna (QA Director)
3. Submits monitoring and assessment report	Collect / Consolidated monitoring and assessment report	None	3 days	Mr. Christian Philip A. Fortuna (QA Director)
Total		None	4 days & 2 hrs	



3. Management Review

Office or Division:	Quality Assurance			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Campuses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Quality Manual (QM) 2. Standard Operation Instruction (SOI) 3. ISO 9001 Internal Standard 4. Audit Checklist Form 5. Client Satisfaction Survey Form 6. PSET 7. QMS Monitoring and Assessment Form 8. OJT Evaluation Form 9. Request for Action (RFA)		Quality Assurance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives office order for the MR Meeting	Issues/monitors office order for the Management Review (MR) meeting.	None	2 hours	Ms. Angeline D. Gerodias (Administrative Aide)
2. Attends/participate in MR meeting	Conducts MR and determines the impact of inputs and QMS performance	None	1 day	Process Owners Mr. Christian Philip A. Fortuna (QA Director)



3. Prepares an action plan and status report	Requires the process owner to prepare an action plan of findings and status report	None	1 day	ISO Core Team
4. Records agreement	Prepare mins of meeting and record agreement and have it approved by the Executive Officer	None	3 days	ISO Core Team
TOTAL		None	5 days and 2 hours	



4. Client Satisfaction Measurement Survey

Office or Division:	Quality Assurance Office			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Campuses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client Satisfaction Measurement Survey Form		Quality Assurance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives Client Satisfaction Measurement Survey Form (CSM Form)	Distributes CSM Form to process owners	None	2 minutes	Process Owner Mr. Christian Philip A. Fortuna (QA Director)
2. Process owners issue the CSM form to various clients with completed transactions Submits filled-up forms	Collect the accomplished form from various offices and colleges	None	1 day (every 1 st week of the following month)	Ms. Angeline D. Gerodias (Administrative Aide)
3.	Tabulates / Consolidates data and interpret the results of all process	None	5 days	Ms. Angeline D. Gerodias (Administrative Aide)



	Note : Presents the results of CSM during Management Review and take necessary plans			
4. Base on the result of CSM, provides and implements action plan for improvement	Monitor the implementation	None	Per semester	Mr. Christian Philip A. Fortuna (QA Director)
TOTAL		None	6 days and 2 hours	



5. Internal Quality Audit

Office or Division:	Quality Assurance Office			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Campuses ISU Echague Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Standard Operation Instruction (SOI) 2. ISO 9001 Internal Standard 3. Audit programme 4. Audit schedule 5. Audit Checklist Form 6. Request for Action (RFA)		Quality Assurance Office Process Owners		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives and conforms date of audit schedule	Plans the audit and issue notice of audit schedule and audit plan	None	1 hour	IQA Team Dr. Liezl Joy L. Quilang <i>(IQA Programme Manager)</i>
2. Prepares for the conduct of an audit	Selects auditors and prepare the audit instrument/ checklist etc.	None	5 days before the audit	IQA Team Dr. Liezl Joy L. Quilang <i>(IQA Programme Manager)</i>



3. Prepares for the conduct of audit as an auditee	Conducts audit			IQA Team
Meeting with the auditor regarding the results of the audit and conform RFA and corrective actions	Reviews audit results and discuss with auditee including the issuance of RFA and corrective actions if any.	None	4 hours (per process)	Dr. Liezl Joy L. Quilang (IQA Programme Manager)
Total		None	5 days and 5 hours	



SUPPLY OFFICE (External Services)



1. Delivery of Goods by the Supplier

A service where Supply Officer serve Purchase Order to Suppliers

Office or Division:	Supply Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Supply Office/Staff serves Purchase Order to suppliers.	None	3 mins	Ms. Cristel Grace U. Cariño (Administrative Assistant)
2. Suppliers notifies the Supply Office the day of delivery.	Supply Office/staff prepares storeroom where goods will be stored.	None	1 hour	Ms. Cristel Grace U. Cariño (Administrative Assistant) Ms. Lorna R. Pimentel (Supply Officer)
TOTAL		None	1 hour and 3 mins	



2. Acceptance of Deliveries

A service where Supply Officer accepts deliveries as to quantity and specification of items requested based on the approved Purchase Orders

Office or Division:		Supply Office		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizen		
Who may avail:		Supplier		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Delivery Receipt		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Supply Officer/staff notifies inspector of the delivery of items for inspection Inspector signs the IAR after inspecting the deliveries (inspection box portion)	None	Depending on the magnitude of supplies/materials to inspect	Ms. Cristel Grace U. Cariño <i>(Administrative Assistant)</i>
1. Supplier prepares the charge invoice for signing	Supply Officer signs the IAR as to the completeness of the deliveries (acceptance box portion)	None	1 min	Ms. Lorna R. Pimentel Ms. Melita M. Celestino <i>(Supply Officer)</i>
TOTAL		None	Depending on the magnitude of supplies/ materials to inspect	



3. Preparation of Agency Procurement Request from DBM

A service where Supply Officer prepares APR for the acquisition of Common Supplies for office use from DBM

Office or Division:	Supply Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	Department of Budget and Management			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request per office/department		Offices or department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user prepares the Agency Procurement Request for common office supplies	Supply Officer consolidates and prepares APR	None	1 day	Ms. Lorna R. Pimentel Ms. Melita M. Celestino (Supply Officer)
	Supply Office staff routes the APR to the Budget Office for allotment and Agency Head for approval.	None	1 hour	Ms. Cristel Grace U. Cariño (Administrative Assistant) Ms. Ma. Concepcion T. Santos (Budget Officer) Dr. Marisol S. Foronda (Executive Officer)
	Supply Office staff sends the APR to DBM via e-mail for the availability of supplies	None	5 mins	Ms. Cristel Grace U. Cariño (Administrative Assistant)
	Supply Office staff contacts DBM for confirmation of orders	None	5 mins	Ms. Cristel Grace U. Cariño (Administrative Assistant)



TOTAL		None	1 day,1 hour and 10 minutes	



SUPPLY OFFICE

(Internal Services)



1. Issuance of Supplies and Equipment

A service where Supply Officer issues the deliveries as to quantity and specification of the items based from the request approved Purchase Order of the End-user.

Office or Division:	Supply Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	ISU Employee/End-user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user follows up his/her request	Supply Office staff notifies the end-user of the delivery and availability of the supplies and equipment requested	None	3 mins	Ms. Cristel Grace U. Cariño (Administrative Assistant)
2. End-user checks the delivered items	Supply Office prepares forms for the end-user to sign (PAR for equipment costing 15k and above, ICS for equipment costing below 15k, and RIS for office supplies)	None	10 mins	Ms. Cristel Grace U. Cariño (Administrative Assistant)



3. Sign the Property Acknowledgment Receipt (PAR), Inventory Custodian Slip (ICS) and Requisition and Issue Slip (RIS)	Record and file the signed ICS, PAR and RIS.	None	3 min	Ms. Cristel Grace U. Cariño <i>(Administrative Assistant)</i>
TOTAL		None	15 minutes	



2. Signing of Clearance for retirement, study leave and transfer

A service where Supply checks record of employee if they have no accountability

Office or Division:	Supply Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	ISU Employee			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employees: 1. Clearance 2. Updated Property Acknowledgement Receipt			HR Office Supply Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Retirement, study leave and transfer: 1. Submit unserviceable equipment to the supply office.	The supply office staff verifies properties issued based on the employees PAR.	None	5 mins per employee	Ms. Cristel Grace U. Cariño (Administrative Assistant)
2. Identify to whom the serviceable properties for transfer	Issues PAR to new accountable employee of the serviceable properties.	None	2 hours	Ms. Cristel Grace U. Cariño (Administrative Assistant)



3. Submit the signed PAR to supply office for the updating of transfer of accountabilities.	Update inventory of PPE of new accountable employee.	None	5 mins	Ms. Cristel Grace U. Cariño (Administrative Assistant)
	Supply Officer signs the employee's clearance	None	1 min	Ms. Lorna R. Pimentel Ms. Melita M. Celestino (Supply Officer)
Annual Clearance 1. Updated and signed PAR	Supply Officer and staff check/verify the employees' accountabilities	None	5 min per employee	Ms. Cristel Grace U. Cariño (Administrative Assistant) Ms. Lorna R. Pimentel Ms. Melita M. Celestino (Supply Officer)
TOTAL		None	2 hours and 16 minutes	



INFRASTRUCTURE OFFICE

(Internal Services)



1. Issuance of Program of Work for Big Projects

Office or Division:	Infrastructure Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	Government to Government			
Who may avail:	ISU Employee/End User			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Concerned end user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Serves request letter, meeting with Design team	Pre-design processes - Identification of project requirements- includes budget, areas, locations, etc., confirm to HOPE and End- user	None	1 day	Engr. Mark Vincent M. Dy (<i>Infrastructure Director</i>)
2. Preparation and presentation of Drawing and POW	2.1 Design Processes - Preparation and presentation of working drawing & POW to HOPE and End-User.	None	7 days	Engr. Mark Vincent M. Dy (<i>Infrastructure Director</i>)
	2.2 Conduct soil test, consult other concerned Building Professional for design, re Structural, Electrical, etc.	None	7 days	Engr. Mark Vincent M. Dy (<i>Infrastructure Director</i>) in coordination with external experts



3. Request confirmation of design with Technical Working Group (TWG) / BAC	Pre-procurement processes - Presentation of final estimate, working drawings to the HOPE and TWG/BAC	None	1 day	Engr. Mark Vincent M. Dy (Infrastructure Director)
4. Request Signing of Program of Work (POW) and Drawings	4.1 Facilitate signing and approval of POW and working drawings	None	2 days	Mr. Lyndonn Arnold A. Manangan (Administrative Aide)
	4.2 Issue and Submit approved POW and Working Drawings at Procurement Office for posting	None	1 min	Mr. Lyndonn Arnold A. Manangan (Administrative Aide)
TOTAL		None	18 days and 1 minutes	



2. Issuance of Program of Work for Repair Small Value Projects

Office or Division:	Infrastructure Office			
Classification:	Complex Transaction			
Type of Transaction:	Government to Government			
Who may avail:	ISU Employee/End User			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Concerned end user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Serve request letter for inspection	Inspect the office, building, facility, etc. that needs repair	None	1 day	Engr. Jan Eduard S. Mateo (Administrative Aide) Engr. Mark Vincent M. Dy (Infrastructure Director)
	Prepare pre inspection report	None	1 hour	Engr. Jan Eduard S. Mateo (Administrative Aide) Engr. Mark Vincent M. Dy (Infrastructure Director)
	Prepare bill of materials and cost estimates (includes approval/consultation with the end user)	None	3 days	Engr. Mark Vincent M. Dy (Infrastructure Director)
	Encode program of work	None	2 hours	Engr. Mark Vincent M. Dy (Infrastructure Director)



2. Confirmation of Drawings and Signing of POW,	Facilitate signing and approval of POW and working drawings	None	1 day	Mr. Lyndonn Arnold A. Manangan (Administrative Aide)
3. Receive approved POW and WD	Issue approved POW and working drawings	None	1 min	Mr. Lyndonn Arnold A. Manangan (Administrative Aide)
TOTAL		None	5 days, 3 hours and 1 minute	



3. Issuance of Program of Work for construction of Small Value Project

Office or Division:	Infrastructure Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	Government to Government			
Who may avail:	ISU Employee/End User			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Concerned end user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Serves request letter	Identification of project requirements- includes budget, areas, locations, etc., confirm to HOPE and End-User	None	1 day	Engr. Jan Eduard S. Mateo (Administrative Aide) Engr. Mark Vincent M. Dy (Infrastructure Director)
	Design process- Preparation and presentation of working drawings to HOPE and End-User.	None	5 days	Engr. Jan Eduard S. Mateo (Administrative Aide) Engr. Mark Vincent M. Dy (Infrastructure Director)
	Encode Program of Works	None	1 day	Engr. Jan Eduard S. Mateo (Administrative Aide) Engr. Mark Vincent M. Dy (Infrastructure Director)
2. Confirmation of drawings and Signing POW,	Facilitates signing and approval of POW and working drawings	None	1 day	Mr. Lyndon Arnold A. Manangan (Administrative Aide)



3. Receives POW and WD	Issues approved POW and WD to client	None	1 min	Mr. Lyndonn Arnold A. Manangan (Administrative Aide)
TOTAL		None	9 days and 1 minute	



4. Issuance of Summary of Work Accomplished and Certificate of Inspection and Evaluation

Office or Division:		Infrastructure Office		
Classification:		Complex Transaction		
Type of Transaction:		Government to Government		
Who may avail:		ISU Employee/End User		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Concerned end user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Serves request letter	Inspection of the project in terms of actual completed Portions	None	1 day	Engr. Jan Eduard S. Mateo (Administrative Aide) Engr. Mark Vincent M. Dy (Infrastructure Director)
	Prepares SWA – coordinate with Budget/ Accounting Offices on the actual paid Amount	None	30 mins	Engr. Mark Vincent M. Dy (Infrastructure Director)
	Validates correctness of SWA, signing of SWA	None	1 day	Engr. Mark Vincent M. Dy (Infrastructure Director)
	Informs TWG for Inspection thru Request Letter	None	1 min	Mr. Lyndonn Arnold A. Manangan (Administrative Aide)
	Inspection and evaluation of Technical Working Group	None	1 day	Technical Working Group
2. Confirms SWA correctness, sign	Signs SWA and cert. of inspection and evaluation	None	1 min	Technical Working Group



	Facilitates signing and approval of SWA to HOPE	None	1 day	Mr. Lyndonn Arnold A. Manangan (Administrative Aide)
	Submit approved SWA and cert. of inspection and evaluation at Procurement Office	None	3 mins	Mr. Lyndonn Arnold A. Manangan (Administrative Aide)
TOTAL		None	4 days and 35 minutes	



5. Issuance of Certificate of Inspection and Evaluation for Completed Small Value Projects

Office or Division:	Infrastructure Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	ISU Employee/End User			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Concerned end user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Serves request letter	Prepares certificate of inspection and evaluation and cert. of acceptance	None	1 min	Mr. Lyndonn Arnold A. Manangan (Administrative Aide)
	Inspects completed project	None	1 day	Engr. Mark Vincent M. Dy (Infrastructure Director)
	Signs certificate of inspection and evaluation	None	1 min	Engr. Mark Vincent M. Dy (Infrastructure Director)
2. Confirms Inspection and evaluation thru acceptance, sign	Submits signed/accomplished certificate of inspection and evaluation to concern office for processing of voucher	None	5 mins	Mr. Lyndonn Arnold A. Manangan (Administrative Aide)
TOTAL		None	1 day and 7 minutes	

INFRASTRUCTURE OFFICE
(External Services)

1. Issuance of Site Inspection Certificate for Big Projects

Office or Division:		Infrastructure Office		
Classification:		Simple Transaction		
Type of Transaction:		Government to Citizen		
Who may avail:		Contractor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Confirmation Receipt and Special Power of Attorney		Contractor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Receipt and SPA	Accompany client to the project site and explains scope of work.	None	1 hour	Engr. Mark Vincent M. Dy (Infrastructure Director)
	Prepares/Encode Site Inspection Certificate	None	2 minutes	Engr. Mark Vincent M. Dy (Infrastructure Director)
	Signs/Submit Site Inspection Certificate to the Client	None	1 min	Engr. Mark Vincent M. Dy (Infrastructure Director) Mr. Lyndonn Arnold A. Manangan (Administrative Aide)
TOTAL		None	1 hour and 3 minutes	

**GENERAL SERVICES – MOTOR POOL
(EXTERNAL SERVICES)**

1. Transportation Services

Office or Division:	General Services – Motor Pool			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Students/Other Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter approved by the head of the campus or his duly authorized representative		Office of the Executive Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approved request letter to the Gen. Services – Motor Pool	Accepts and records the request for transportation and driver	None	1 min	Mr. Deczan D. Piza (Administrative Aide)
	Checks schedules and assign vehicle and drivers	None	3 mins	Mr. Deczan D. Piza (Administrative Aide)
	Checks and assures that vehicle is in good running condition	None	2 hours	School Drivers Mr. Armald C. Marcos (GSO Director)
	Prepares and approves trip ticket	None	3 mins	Mr. Deczan D. Piza (Administrative Aide) Mr. Armald C. Marcos (GSO Director)
	Records and dispatches vehicle/driver in the logbook	None	1 min	Mr. Deczan D. Piza (Administrative Aide)

	Prepares the Consumption Report of vehicle upon arrival and submits the same to the requesting officer.	None	3 mis	School Driver Mr. Deczan D. Piza <i>(Administrative Aide)</i>
TOTAL		None	2 hours and 11 minutes	

**GENERAL SERVICES – MOTOR POOL
(INTERNAL SERVICES)**

1. Transportation Services

Office or Division:	General Services – Motor Pool			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	All ISU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter approved by the head of the campus or his duly authorized representative		Office of the Executive Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approved request letter to the Gen. Services – Motor Pool	Accepts and records the request for transportation and driver	None	1 min	Mr. Deczan D. Piza (Administrative Aide)
	Checks schedules and assign vehicle and drivers	None	3 mins	Mr. Deczan D. Piza (Administrative Aide)
	Checks and assures that vehicle is in good running condition	None	2 hours	School Drivers Mr. Armald C. Marcos (GSO Director)
	Prepares and approves trip ticket	None	3 mins	Mr. Deczan D. Piza (Administrative Aide) Mr. Armald C. Marcos (GSO Director)
	Records and dispatches vehicle/driver in the logbook	None	1 min	Mr. Deczan D. Piza (Administrative Aide)

	Prepares the Consumption Report of vehicle upon arrival and submits the same to the requesting officer.	None	3 mis	School Driver Mr. Deczan D. Piza <i>(Administrative Aide)</i>
TOTAL		None	2 hours and 11 minutes	

EXTENSION AND TRAINING SERVICES (EXTERNAL SERVICES)

1.Request for Resource Person/s for Trainings to be Conducted

Clients such as LGUs, farmers, schools, organizations, walk- in clients, etc. may request from the Extension and Training Services Offices for resource persons from the pool of experts of the university. The Extension and Training Services Office approve and provides the necessary resource person/s needed by the client.

Office or Division	Campus Extension and Training Services			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen			
Who may avail	Clients such as LGUs, farmers, schools, organizations, walk- in clients, etc.			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Communication Letter		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. LGU staff, farmers, school personnel, organizations, walk-in clients, etc. submit the letter of request or invitation	1. Receives invitation/request for training	None	1 minute	Mr. Rickmar I. Gammad Ms. Marjorie M. Gutierrez (Administrative Aide)
	2. Approves/Disapproves the letter of invitation/request	None	3 minutes	Dr. Nancy G. De Leon (ETS Director)
	3. Refers to the concerned unit, college and expert	None	2 minutes	Dr. Nancy G. De Leon (ETS Director)
2. Wait for the confirmation as to the approval/ disapproval of the request	4. Informs Requesting Party of the approval/disapproval of the request	None	3 days after receipt of request	Dr. Nancy G. De Leon (ETS Director)
TOTAL		None	3 days & 6 minutes	

2. Provision of Technical Advisory Services for Walk-in Clients

Extension and Training Services Offices provide technical advisory services to walk-in clients such as LGUs, farmers, students, organizations, NGOs, etc. The Extension and Training Services Office links the client to the pool of experts of the university.

Office or Division	Campus Extension and Training Services			
Classification	Complex Transaction			
Type of Transaction	Government to Citizen			
Who may avail	Clients such as LGUs, farmers, schools, organizations, walk- in clients, etc.			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in clients such as LGU staff, farmers, school personnel, organizations, etc. who request for technical advisory services	1. Entertains the client/s, let him/her sign the visitors' logbook and know the services he/she wanted to avail of	None	20 minutes	Mr. Rickmar I. Gammad Ms. Marjorie M. Gutierrez (Administrative Aide)
	2. Refers to the concerned unit, college and technical expert	None	2 hours	Dr. Nancy G. De Leon (ETS Director)
	3. Approves/ Disapproves the request for technical advisory services	None	5 minutes	Dr. Nancy G. De Leon (ETS Director)
2. Wait for the confirmation as to the approval/ disapproval of the request	4. Informs Requesting Party of the approval/disapproval of the request and availability of the Technical Expert and schedule	None	3 days after receipt of request (can be done immediately depending upon the availability of	Dr. Nancy G. De Leon (ETS Director)

			the Technical Expert)	
3. Attends the scheduled technical advisory service	5. Provision of Technical Advisory Service/Assistance	None	1 day (depends upon the activity)	Technical Expert from the University
TOTAL		NONE	4 days, 2 hours and 25 minutes	

3. Provision and Distribution of IEC Materials for Walk-in Clients

The Extension and Training Services Offices provide and distribute various Information, Education and Communication materials in any form to its walk-in clients such as LGUs, farmers, students, organizations, NGOs, etc.

Office or Division	Campus Extension and Training Services			
Classification	Simple Transaction			
Type of Transaction	Government to Citizen			
Who may avail	Clients such as LGU staff, farmers, schools, organizations, NGOs, walk- in clients, etc.			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in clients such as LGU staff, farmers, school personnel, organizations, etc. who request for IEC materials	1. Entertains the client/s, let him/her sign the visitors' logbook and know the IEC material he/she wanted to avail of	None	10 minutes	Mr. Rickmar I. Gammad Ms. Marjorie M. Gutierrez (Administrative Aide)
	2. Approves/Disapproves the request for IEC materials	None	3 minutes	Dr. Nancy G. De Leon (ETS Director)
	3. Refers to the concerned unit, college and expert for the availability of the IEC materials	None	5 minutes	Mr. Rickmar I. Gammad Ms. Marjorie M. Gutierrez (Administrative Aide)
2. Receives the IEC materials requested	4. Provision of IEC materials requested to the walk-in client and let	None	5 minutes	Mr. Rickmar I. Gammad Ms. Marjorie M. Gutierrez (Administrative Aide)

	him sign the logbook for received materials			
TOTAL		None	23 minutes	

**RESEARCH AND DEVELOPMENT SERVICES
(INTERNAL SERVICES)**

1. R&D Project Proposal Approval for New Researches (Institutional Funding)

Office or Division:	Campus Research and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	Faculty and Full-time Researchers of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Research Proposal (2 copies) • Harmonized Gender and Development Guidelines (HGDG) (2 copies) • Curriculum Vitae of the Proponents (CV) (1 copy) • Endorsement from the College Research Coordinators and College Deans (1 copy) 		<ul style="list-style-type: none"> • Faculty Researchers • College Research Coordinators • College Deans 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive memorandum re. Call for Proposals for Institutional Funding	- Issue memorandum for the submission of research proposals	None	2 minutes	Ms. Jessa S. Fabriga <i>(Administrative Aide)</i> Dr. Lorelei C. Tabago <i>(R&D Director)</i>
2. Submit research proposals including HGDG, CV, and Endorsements	- Receive documents from the College R&D Coordinators and verify the completeness of the documents, - Package research proposals	None	10 minutes	Dr. Lorelei C. Tabago <i>(R&D Director)</i> Ms. Jessa S. Fabriga <i>(Administrative Aide)</i>

3. Receive Memorandum re. Schedule of Proposal Review	<ul style="list-style-type: none"> - Issue memorandum and prepare needed and materials for the proposal review such as packaged research proposals, proposal evaluation form, etc 	None	5 minutes	<p>Ms. Jessa S. Fabriga <i>(Administrative Aide)</i></p> <p>Dr. Lorelei C. Tabago <i>(R&D Director)</i></p>
4. Present research proposals during the proposal review	<ul style="list-style-type: none"> - Evaluate research proposals for approval - Prepare rapporteur's report / evaluators' comments and suggestions - Furnish the proponents a copy of the rapporteur's report through the College R&D Coordinators 	<p>None</p> <p>None</p>	2 days	<p>Dr. Lorelei C. Tabago <i>(R&D Director)</i></p> <p>Ms. Jessa S. Fabriga <i>(Administrative Aide)</i></p>
5. Revise detailed research proposals based on the comments and suggestions of the evaluators as summarized in the rapporteur's report and submits to the Office of the Campus R&D Director	<ul style="list-style-type: none"> - Receive revised research proposals from the College R&D Coordinators - Review revised proposals and ensure that the evaluators' comments and suggestions were incorporated - Endorse the list of approved revised 	<p>None</p> <p>None</p> <p>None</p>	5 minutes	<p>Ms. Jessa S. Fabriga <i>(Administrative Aide)</i></p> <p>Dr. Lorelei C. Tabago <i>(R&D Director)</i></p>

	<p>proposals for funding to the VP RDET Office through the Campus Executive Officer</p> <ul style="list-style-type: none"> - Prepare and issue designations of faculty-researchers for the 1st half of the year (January-June) and notice to proceed for approved proposals 			
6. Receives designations and notice to proceed of approved proposals for funding	<ul style="list-style-type: none"> - Files copies of designations and notice to proceed for record-keeping purposes 	None	3 minutes	Dr. Lorelei C. Tabago (<i>R&D Director</i>)
TOTAL		None	2 days and 25 minutes	

2. Claim of Intellectual Property (Copyright, Utility Model, Trademark, Patent) Incentives

Office or Division:	Campus Research and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	Faculty and Full-time Researchers of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request Letter to claim Intellectual Property incentive Endorsement from the College Dean with the initial of the College R&D Coordinator Proof that the Intellectual Property output is a product of research approved by the University 		<ul style="list-style-type: none"> Faculty-Researchers College R&D Coordinators College Deans 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for claim of Intellectual Property (Copyright, Utility Model, Trademark, Patent) incentives	<ul style="list-style-type: none"> Receive request letter for claim of Intellectual Property incentive Verify and evaluate the completeness of the required documents. <p>For complete documents, prepare endorsement for approval of higher authorities, otherwise, inform the client of the lacking documents or return documents to the client</p>	None	2 days	<p>Ms. Jessa S. Fabriga (Administrative Aide)</p> <p>Dr. Lorelei C. Tabago (R&D Director)</p>

<p>2. If approved, endorsements will be received from the Campus R&D Director for approval by higher authorities.</p> <p>3. If disapproved, receive a return endorsement</p>	<p>- File copies of the endorsed request for records purposes</p>	<p>None</p>	<p>5 minutes</p>	<p>Ms. Jessa S. Fabriga <i>(Administrative Aide)</i></p> <p>Dr. Lorelei C. Tabago <i>(R&D Director)</i></p>
<p>TOTAL</p>		<p>None</p>	<p>2 days & 5 minutes</p>	

3. Presentation of R&D Outputs to Scientific Conference

Office or Division:	Campus Research and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	Faculty and Full-time Researchers of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request Letter of the Presenter Endorsement from the College Dean with initial of the College R&D Coordinator Certificate of Presentation during the Agency Pre-Inhouse /In-house Review or Proper letter of invitation and acceptance from the conference organizers Full text of the paper to be presented (with abstract) in the format prescribed by the conference organizer 		<ul style="list-style-type: none"> Faculty-Researchers College R&D Coordinators College Deans 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for paper presentation	<ul style="list-style-type: none"> Receive request letter for paper presentation Verify and evaluate the completeness of the required documents. <p>For complete documents, prepare endorsement for approval of higher authorities, otherwise, inform client of the lacking documents or</p>	None	2 days	<p>Ms. Jessa S. Fabriga (Administrative Aide)</p> <p>Dr. Lorelei C. Tabago (R&D Director)</p>

	return documents to the client			
2. If _____ approved, endorsements will be received from the Campus R&D Director for approval by higher authorities. If disapproved, receive a return endorsement	- File copies of the endorsed request for records purposes	None	5 minutes	Ms. Jessa S. Fabriga <i>(Administrative Aide)</i> Dr. Lorelei C. Tabago <i>(R&D Director)</i>
TOTAL		None	2 days & 3 5 minutes	

4. R&D Project Monitoring and Evaluation of Ongoing Projects (Institutionally-Funded)

Office or Division:	Campus Research and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	Faculty and Full-time Researchers of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Progress Report or Terminal Report Endorsement from the College R&D Coordinators and College Deans 		<ul style="list-style-type: none"> Faculty Researchers College R&D Coordinators College Deans 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive memorandum re. Submission of Midyear/Progress Reports/Terminal Reports	- Issue memo and wait for the submission of reports	None	2 minutes	Ms. Jessa S. Fabriga (Administrative Aide) Dr. Lorelei C. Tabago (R&D Director)
2. Submit reports with endorsement from the College Research Coordinator and College Dean: For Completed Projects – Terminal reports For On-going Projects – Mid-year/Progress Reports	<ul style="list-style-type: none"> - Receive reports and verify the completeness of the documents - Review the reports submitted based on the approved project workplan - For On-going Projects – issue designations for 	None	10 minutes	Ms. Jessa S. Fabriga (Administrative Aide) Dr. Lorelei C. Tabago (R&D Director)

	<p>the 2nd half of the year (July to December)</p> <ul style="list-style-type: none"> - For completed projects – issue memorandum for Paper Presentation to the Agency Pre-Inhouse/Inhouse Review 			
3. Receive memorandum re. Presentation of Completed Papers to the Agency Pre-Inhouse/Inhouse Review		None	1 minute	
4. Submit papers for presentation to the Agency Pre-Inhouse/Inhouse Review	<ul style="list-style-type: none"> - Receive documents and verify the completeness of the documents - Package papers for presentation per category (Technical, Technological, Higher Education, Social) 	None	<p>1 minute</p> <p>10 minutes</p>	<p>Ms. Jessa S. Fabriga (Administrative Aide)</p> <p>Dr. Lorelei C. Tabago (R&D Director)</p>
5. Present papers during the Agency pre-Inhouse/Inhouse Review	<ul style="list-style-type: none"> - Evaluate papers based on the following criteria: <ul style="list-style-type: none"> 1. Creativity and Technical Quality (35%) 2. Significance of Findings / Relevance of Research (25%) 3. Manuscript/Write-up (20%) 	None	15 minutes	<p>Campus R&D Director / University Expert Pool</p> <p>Campus R&D Staff</p> <p>Faculty-Researchers</p>

	4. Presentation (20%)			
TOTAL		None	38 minutes	

5. Claim of Paper Citation Incentives

Office or Division:	Campus Research and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	Faculty and Full-time Researchers of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request Letter to claim for paper citation incentives Endorsement from the College Dean with the initial of the College R&D Coordinator Certificate of presentation during the Agency Pre-Inhouse/In-house Review with the title of the cited paper 		<ul style="list-style-type: none"> Faculty-Researchers College R&D Coordinators College Deans 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to claim paper citation incentives	<ul style="list-style-type: none"> Receive request letter Verify and evaluate the completeness of the required documents. For complete documents, prepare endorsement for approval of higher authorities, otherwise, inform the client of the lacking documents or return documents to the client 	None	2 days	Ms. Jessa S. Fabriga <i>(Administrative Aide)</i> Dr. Lorelei C. Tabago <i>(R&D Director)</i>

2. If approved, endorsements will be received from the Campus R&D Director for approval by higher authorities. If disapproved, receive a return endorsement	- File copies of the endorsed request for records purposes	None	5 minutes	Ms. Jessa S. Fabriga (Administrative Aide)
TOTAL		None	2 days & 5 minutes	


6. Claim of Publication Incentives


Office or Division:	Campus Research and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	Government to Government			
Who may avail:	Faculty and Full-time Researchers of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request Letter to claim publication incentive Endorsement from the College Dean with the initial of the College R&D Coordinator Communication exchanges between the author and the editors/reviewers Full text of the paper published including the journal cover For papers presented during the Agency In-house Review: Certificate of Presentation during the Agency Pre-Inhouse /In-house Review For thesis/dissertation: Approval Sheet 		<ul style="list-style-type: none"> Faculty-Researchers College R&D Coordinators College Deans 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for claim of publication incentives	<ul style="list-style-type: none"> Receive request letter for claim of publication incentive Verify and evaluate the completeness of the required documents. For complete documents, prepare endorsement for approval of higher	None	2 days	Ms. Jessa S. Fabriga <i>(Administrative Aide)</i> Dr. Lorelei C. Tabago <i>(R&D Director)</i>

	authorities, otherwise, inform the client of the lacking documents or return documents to the client			
2. If approved, endorsements will be received from the Campus R&D Director for approval by higher authorities. If disapproved, receive a return endorsement	- File copies of the endorsed request for records purposes	None	5 minutes	Ms. Jessa S. Fabriga (Administrative Aide)
TOTAL		None	2 days & 5 minutes	

FEEDBACK & COMPLAINTS MECHANISM


FEEDBACK AND COMPLAINTS MECHANISM






How to send feedback	<p>1. Fill out the Client Satisfaction Measurement (CSM) survey either through:</p> <ul style="list-style-type: none"> • Paper Form (ISUCYN-QA-CSMS-025) • Online Form: https://forms.gle/xaPyV5LoaAPnCyqh6 <p>Contact info: Email: qaisucauayan@isu.edu.ph Phone: 0954-457-4727 (Globe) 0968-521-3940 (Smart)</p> <div data-bbox="1541 531 1850 679">  <p>CSM FORM QR CODE</p> </div>
How feedback are processed	<p>1. The Quality Assurance Office gathers, collates and records the feedback of the clients. The result will then be interpreted for the improvement of the service.</p> <p>For inquiries and follow-ups, clients may send a message to qaisucauayan@isu.edu.ph or call 0954-457-4727 (Globe) or 0968-521-3940 (Smart) from Mondays to Fridays (8:00 am – 5:00 pm).</p>

How to file a complaint	<ol style="list-style-type: none"> Public Assistance and Complaints desk (PACD) Office Isabela State University Cauayan Campus Online Form: https://forms.gle/5qMdFgCUBQ7xs81u8 Email: qaisucauayan@isu.edu.ph Phone: 0954-457-4727 (Globe) 0968-521-3940 (Smart) Citizen's Complaint Center Contact: #8888 Link: www.8888.gov.ph Contact Center ng Bayan Link: https://contactcenterngbayan.gov.ph/contact-us  <p>PACD FORM QR CODE</p>
How complaints are processed	<ul style="list-style-type: none"> Complaints sent through the email address of the Public Assistance and Complaints Desk (PACD) Office of Isabela State University Cauayan Campus will be answered within seventy-two (72) hours upon the receipt of the complaint. <p>For direct communication, clients may contact from Mondays to Fridays (8:00 am – 5:00 pm) at 0954-457-4727 (Globe) or 0968-521-3940 (Smart).</p> <ul style="list-style-type: none"> Complaints thru the Citizen's Complaint Center (#8888) & Contact Center ng Bayan will be forwarded by the CHED Regional Office No. 02 to the Office of the University President. <p>The concerned office will answer the complaint within seventy-two (72) hours upon the receipt of the complaint.</p>

<p>Contact Information of CCB, PCC, ARTA</p>	<ol style="list-style-type: none"> 1. Contact Center ng Bayan <ol style="list-style-type: none"> 1.1 Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide 1.2 SMS/Text Access: 0908-8816565 1.3 Email: Website: www.contactcenterngbayan.gov.ph 1.4 SMS/Text Access: (02) 932-011; 0917-TEXTCSC (8398272) 1.5 Facebook page: www.facebook.com/civilservicegovph 2. Presidential Complaints Center <ol style="list-style-type: none"> 1.6 Telephone: +63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8629 Telefax No. +63(2)-8736-8621 1.7 Email: pcc@malacanang.gov.ph 1.8 Website: op-proper.gov.ph/presidential-action-center 1.9 Postal: thru PCC official address at Bahay Ugnayan, J.P. Laurel 3. ARTA <ol style="list-style-type: none"> 1.10 Telephone: 8478-5091; 8478-5093; 8478-5099 1.11 Email: info@arta.gov.ph complaints@arta.gov.ph 1.12 Website: www.arta.gov.ph 1.13 CSC – 0917-TEXTCSC (8398272); (02) 932-0111 1.14 Ombudsman: 0926-6994703; (02) 927-4102; (02) 927-2402
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CLIENT SATISFACTION MEASUREMENT (CSM) SURVEY FORM

	Reference No.: ISUCYN-QA-CSMS-025	Effectivity Date: January 22, 2024	Revision No.: 5
CLIENT SATISFACTION MEASUREMENT SURVEY FORM			
Dear Citizen/Clients,			
Isabela State University is dedicated to providing you with quality, effective, and efficient services. Your feedback is crucial in helping us serve you better and improve our processes and services. Please take a moment to fill out this form, indicating your level of satisfaction by marking check (✓) the corresponding column. Thank you for your participation.			
Name of Client (Optional):			
Date:	Time:	Contact No. (optional):	
Age:	Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female	Region of Residence:	
Client Type:	<input type="checkbox"/> Student <input type="checkbox"/> Parent	<input type="checkbox"/> Faculty <input type="checkbox"/> Employee	<input type="checkbox"/> Alumni <input type="checkbox"/> Guest
Office/College Visited:			
Nature of Service: (Refer to the external/ internal services on the Office/College Citizen's Charter)			
INSTRUCTION: Please mark check (✓) your answers to the Citizen's Charter (CC) questions. The CC is an official document that provides information on government agency/office services, requirements, fees, and processing times.			
CC1 Which of the following best describes your awareness of a CC? <input type="checkbox"/> 1. I know what a CC is and I saw this posted in the office's CC. <input type="checkbox"/> 2. I know what a CC is but I did NOT see this posted in the office's CC. <input type="checkbox"/> 3. I learned of the CC only when I saw this posted in the office's CC. <input type="checkbox"/> 4. I don't know what a CC is and I didn't see one posted in this office (Ans. "N/A" on CC2 and CC3).			
CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...? <input type="checkbox"/> 1. Easy to see <input type="checkbox"/> 4. Not visible at all <input type="checkbox"/> 2. Somewhat easy to see <input type="checkbox"/> 5. N/A <input type="checkbox"/> 3. Difficult to see			
CC3 If aware of CC (answered number 1-3 in CC1), How much did the CC help you in your transaction? <input type="checkbox"/> 1. Helped very much <input type="checkbox"/> 2. Somewhat helped <input type="checkbox"/> 3. Did not help <input type="checkbox"/> 4. N/A			

INSTRUCTIONS: For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.						
	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A
	1	2	3	4	5	
0. I am satisfied with the service that I availed.						
1. I spent a reasonable amount of time for my transaction.						
2. The office followed the transaction's requirements and steps based on the information provided.						
3. The steps (including payment) I needed to do for my transaction were easy and simple.						
4. I easily found information about my transaction from the office's website.						
5. I paid a reasonable amount of fees for my transaction.						
6. I feel the office was fair to everyone, or "Walang palakasan", during my transaction.						
7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						
COMMENTS AND SUGGESTIONS:						
Name of Client (Optional):						
Contact No. (Optional):						
For any inquiries, feedback, or assistance, you are welcome to reach out to the Isabela State University's Public Assistance Complaints Desk (PACD) Office. Located at the Administration Building, Ground Floor. If you prefer direct communication, please feel free to call us at 078-26000-60.						

LIST OF OFFICES

Position/Designation	Name	Location/Place of Work Assignment
Cluster Executive Officer	Dr. Precila C. Delima	Admin. Bldg. Cauayan City, Isabela
University and Campus Director for Socio-Cultural Affairs	Dr. Freddie R. Cabrera	Admin. Bldg., Cauayan, Isabela
Dean, College of Computing Science, Information and Communication Technology	Dr. Arnel C. Fajardo	CCSICT Bldg. Cauayan City, Isabela
Dean, College of Criminal Justice Education	Dr. Harvey T. Alejandro	CCJE Bldg. Cauayan City, Isabela
Dean, College of Education	Dr. Liezl Joy L. Quilang	CEd Bldg. Cauayan City, Isabela
Dean, College of Business Management	Dr. Jehoana M. Mones	CBM Bldg. Cauayan City, Isabela
Dean, School of Arts and Sciences	Dr. Paul Angelo A. Tamayo	SAS Bldg, Cauayan, Isabela
Director, Polytechnic School	Mr. Elmer G. Agcaoili	PS Bldg, Cauayan, Isabela
Institute Director, Institute of Agricultural Technology	Dr. Cipriano M. Ticman	IAT Bldg, Cauayan, Isabela
Campus Director for Academic Affairs	Dr. Marisol S. Foronda	Admin. Bldg., Cauayan, Isabela
Campus Director for Research and Development/KTM Services	Dr. Lorelei C. Tabago	Admin. Bldg., Cauayan, Isabela
Campus Director for Extension & Training Services/GAD	Dr. Nancy G. De Leon	Admin. Bldg., Cauayan, Isabela
Campus Director for Administrative and Finance Services/Administrative Officer V	Mr. Samuel R. Santos	Admin. Bldg., Cauayan, Isabela
Campus Director for Planning and Development	Dr. Arnold T. Pascua	Admin. Bldg., Cauayan, Isabela
Campus Director for Quality Assurance	Mr. Christian Philip A. Fortuna	Admin. Bldg., Cauayan, Isabela
Campus Director, Infrastructure	Engr. Mark Vincent M. Dy	Admin. Bldg., Cauayan, Isabela

Campus Director for Resource Generation Management	Mr. Eric Dagman	Admin. Bldg., Cauayan, Isabela
Campus Director for Student Affairs and Services	Dr. Jonathan Lord R. Aquino	Admin. Bldg., Cauayan, Isabela
Campus Director for Sports	Mr. Eduardo D. Mateo	Sports Office, Cauayan, Isabela
Campus Director for General Services	Mr. Armald C. Marcos	Admin. Bldg., Cauayan, Isabela
Campus Director for Management Information System (MIS)	Mr. Jayson M. Liquigan	Admin. Bldg., Cauayan, Isabela
Campus Director for Food Innovation Center	Ms. Kristine Bernadette D. Callang	FIC Bldg., Cauayan, Isabela
National Service Training Program Director	Dr. Harvey T. Alejandro	CCJE. Bldg., Cauayan, Isabela
Campus Director for External Linkages and International Affairs	Dr. Teresita C. Molano	Admin. Bldg., Cauayan, Isabela
Registrar II	Ms. Claricel P. Orata	Admin. Bldg., Cauayan, Isabela
Administrative Officer I (Records Officer I)	Ms. Jean Camille B. Galingana	Admin. Bldg., Cauayan, Isabela
Administrative Officer III (Procurement Officer)	Ms. Shaira Althea Villain A. Paynor	Admin. Bldg., Cauayan, Isabela
Accountant II	Mr. Christian Lloyd A. Rivera	Admin. Bldg., Cauayan, Isabela
Chief, Dental Services	Dr. Joyce A. Pascual	ISU Clinic, Cauayan, Isabela
Chief, Medical / Health Services	Ms. Leibi V. Utanes	ISU Clinic, Cauayan, Isabela
Chief, Library Services	Ms. Marlyn G. Subido	Admin. Bldg., Cauayan, Isabela
Chief, Property and Supply Management Office	Ms. Melita M. Celestino	Admin. Bldg., Cauayan, Isabela
Coordinator for Scholarship	Ms. Joy Marie Mara	Admin. Bldg., Cauayan, Isabela
Guidance Counselor	Ms. Faith F. Ramil	Admin. Bldg., Cauayan, Isabela
Administrative Officer IV (Budget Officer II)	Ms. Ma. Concepcion T. Santos	Admin. Bldg., Cauayan, Isabela
Administrative Officer III (Cashier II)	Mr. Rommel T. Ramos	Admin. Bldg., Cauayan, Isabela

Student Supreme Council (SSC) Adviser	Mr. Dionicio D. Gante	SSC Office, Cauayan, Isabela
Adviser, Student Publication	Ms. Emilia R. Berganio	SAS Bldg., Cauayan, Isabela
Coordinator, Student Housing	Mr. Harold A. Agustin	CEd Bldg, Cauayan, Isabela
Chief, Student Organization	Dr. Mila F. Antalan	CEd Bldg, Cauayan, Isabela