



ISABELA
STATE UNIVERSITY
SAN MARIANO

CITIZEN'S CHARTER



I. History:

The Isabela State University, San Mariano Campus originally known as San Mariano Junior National Agricultural High School came into existence through RA 6240 which was sponsored by the then Cong. Delfin Albano. Its first operation started at Caloocan Elementary School, Benito Soliven, Isabela.

Two years after its operational status, the late Mayor Jose Miranda of San Mariano purchased 10.3253 hectares at Sta. Filomena, San Mariano Isabela and this was intended as a lifetime site of San Mariano Junior National Agricultural High School while Mr. Cornelio Garo, a resident of San Mariano, Isabela donated one-third hectare as additional school site. Due to land area availability, the school was transferred to its present site in February, 1973 under the leadership of the Late Mr. Eusebio M. Juan, principal. Academic buildings, cottages, piggery, and poultry were constructed including lydug wells and acquisition of seven hectares of land area as additional site was given a priority.

Due to the retirement of Mr. Juan in July, 1980, the next principal came in the person of Mr. Francisco R. Ramirez who was assigned by Dir. Magdalena P. Castillo of Region 02. In 1982, the Council of leaders of San Mariano under the late Administration of the late Mayor Carlos G. Dumelod passed a resolution to expand the curricular offerings of the school. Assemblyman Prospero Bello sponsored the Bill which became BP 339 changing the name of the school into Delfin Albano Memorial School of Agricultural Technology to qualify to offer Associate in Agricultural Technology. Formal inauguration was held on September 17, 1983 by Gov. Faustino N. Dy, Sr. as Guest of Honor and Speaker with Assemblymen, Rodolfo Albano, Jr. and Prospero Bello; Dir. Magdalena P. Castillo, Assist. Reg'l. Dir. Gloria Lasam, Heads of Vocational and Technical Schools of Region 02 and Mrs. Alfreda Vda de Albano.

In May 21, 1992, the Delfin Albano Memorial School of Agriculture and Technology was converted into Delfin Albano Memorial Institute of Agriculture and Technology by virtue of RA 7516. Its conversion to an Institute brought hope to graduating high school students of the municipalities of San Mariano and Benito Soliven to fulfill their dreams particularly those whose parents experience extreme financial difficulty of living to send their children for tertiary education.

Republic Act 7516 provided authority to the school to offer Bachelor of Science in Agriculture, Bachelor of Science in Fishery, Bachelor of Science in Veterinary Medicine, Technical and Vocational Education and Training for out of school youth. In 1995, the Institute was reclassified as a Higher Educational Institution under the Commission on Higher Education created by virtue of Republic Act 7722. On June 8, 2002, General Appropriation Act of 2002 took effect integrating Delfin Albano Memorial Institute of Agriculture and Technology to Isabela State University getting its name, Isabela State University, San Mariano Campus.

With the retirement of Dr. Francisco R. Ramirez in September, 2004, Dr. Clarinda C. Galiza assumed as Campus Head through her designation as Executive Director which was retitled as Campus Administrator after the implementation of clustering of campuses in the year 2007.

The Isabela State University, San Mariano Campus is identified by National Apiculture Research Training and Development Institute (NARTDI) and Don Mariano Marcos State University (DMMSU), Bacnotan, La Union as the Provincial Apiculture Training Center for the Province of Isabela. It comprises of 29 academic staff and 26 non-academic staff. Today, the campus led by Dr. Clarinda C. Galiza strives to support the priority programs, projects and activities of the Isabela State University under the leadership of Dr. Ricmar P. Aquino, President for the attainment of the university Vision and Mission. This year, 2019, the campus through her leadership underwent the TUV-SUD ISO 9001-2015 Certification Audit wherein the campus passed, which shows the quality of services being provided by ISU-San Mariano campus is incomparable and of high quality.

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:

- a. Sustain academic excellence and quality in instruction;
- b. Generate research breakthroughs;
- c. Engage in sectoral activities for community development;
- d. Develop products for glocalization;
- e. Support students' participation to local and international fora to enhance their potentialities;
- f. 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

Revised as per BOR Resolution No.: 12, s. 2017

TABLE OF CONTENTS

➤ Campus Resource Generation Management (External Services)	7
➤ Campus Resource Generation Management (Internal Services)	11
➤ Cashier's Office (External Services)	15
➤ Cashier's Office (Internal Services)	20
➤ Infirmary – Health Services	23
➤ Library (External Services)	29
➤ Library (Internal Services)	39
➤ Office of the Student Affairs and Services (External Services)	42
➤ Record's Office (External Services)	57
➤ Record's Office (Internal Services)	61
➤ Registrar's Office (External Services)	70
➤ Office of the Campus Administrator (External Services)	89
➤ Office of the Campus Administrator (Internal Services)	92
➤ Accounting Office (External Services)	103
➤ Accounting Office (Internal Services)	105
➤ Budget Office (External Services)	109
➤ Budget Office (Internal Services)	111
➤ Program Chairperson's Offices (External Services)	114
➤ Human Resource Management Office (Internal Services)	125
➤ ICT Infra Office (Internal Services)	164
➤ Internal Audit Services (Internal Services)	167
➤ Management Information System Office (Internal Services)	172
➤ Procurement Office (External Services)	177
➤ Quality Assurance Office (Internal Services)	183
➤ Supply Office (External Services)	190
➤ Supply Office (Internal Services)	194
➤ Feedback and Complaints Mechanism	197
➤ Client Satisfaction Measurement	199
➤ List of Offices	200

CAMPUS RESOURCE GENERATION MANAGEMENT

External Services:

1. Issuance of ID to Incoming Freshmen Students
2. Re-issue of ID Due to Loss and Damaged ID
3. Rental of Cap and Gown

Internal Services:

1. Issuance of ID to New Employees
2. Re-issue of ID Due to Loss and Damaged ID

CAMPUS RESOURCE GENERATION MANAGEMENT

External Services

1. Issuance of ID to Incoming Freshmen Students

ID is issued to incoming first year students for proper identification.

Office or Division:		Campus Resource Generation Management		
Classification:		Simple		
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 Registration Form and Official Receipt	Verifies if payment of ID was included in the assessment form	None	1 minute	Admin. Aide in Charge (CRGM Office)
2. Fill-out ID Application Form and picture taking	Verifies the completeness of filled data and picture taking	None	1 minute	Admin. Aide in Charge (CRGM Office)
3. Sign for specimen signature	Prints and Releases the ID	None	3 minutes	Admin. Aide in Charge (CRGM Office)
TOTAL		None	5 minutes	

2. 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:	Campus Resource Generation Management			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Incoming First year students/Transferees/Continuing students/Old Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Loss		Notary Public		
Official Receipt		Cashier's Office		
Damaged ID (For replacement of damaged ID)		Student Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OR and Affidavit of Loss for verification *damaged ID should be surrendered to CGRM	Receives and checks the OR and Affidavit of loss/damaged ID	P100.00	1 minute	Cashier Admin. Aide (CGRM)
2. Picture taking	Picture Taking	None	1 minute	Admin. Aide (CGRM)
3. Sign for specimen signature	Prints and Releases the ID	None	3 minutes	Admin. Aide (CGRM)
TOTAL		Affidavit of Loss - P100.00	5 minutes	

3. Rental of Cap and Gown

Cap and Gown can be rented at the CGRM office to be used during graduation rites.

Office or Division:		Campus Resource Generation Management		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Graduating Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		CGRM		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the rental fee at Cashier's office	Releases OR	P300.00	2 minutes	Cashier
2. Submit the OR then select and fit the cap and gown	1. Validates the OR 1.1 assists the student in the fitting of cap and gown 1.2 Releases the cap and gown	None	15 minutes	Admin. Aide (CGRM)
TOTAL		Rental Fee – P300.00	17 minutes	

CAMPUS RESOURCE GENERATION MANAGEMENT

Internal Services

1. Issuance of ID to New Employees

ID is issued to new Employees.

Office or Division:	Campus Resource Generation Management			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	New Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment Papers/Contract of Employment		Human Resource Management Office		
Official Receipt		CBAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay and show requirement	Receives payment and take snapshot for the ID	P100.00	1 minute	Cashier
2. Sign for specimen signature	Prints and Releases the ID	None	3 minutes	Admin. Aide in Charge (CRGM Office)
TOTAL		ID Card – P100.00	4 minutes	

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

These are issued only to employees who lost / damaged their ID.

Office or Division:	Campus Resource Generation Management			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Old Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Loss		Notary Public		
Official Receipt		Cashier's Office		
Damaged ID		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay & Submit Affidavit of Loss or Damaged ID	Checks required documents, receives payment and issues OR	P100.00	1 minute	Cashier
2. Submit OR and sign for specimen signature	Prints and Releases the ID	None	3 minutes	Admin. Aide in Charge (CRGM Office)
TOTAL		ID Card – P100.00	4 minutes	

CASHIER'S OFFICE

External Services:

1. Payment of Tuition Fee & Miscellaneous Fees
2. Payment of Completion Fee, Declaration of Loss, Certificate of Good Moral and Other Certifications
3. Disbursement of Scholarship Grants/Salaries/Bonuses/Checks

Internal Services:

1. Payment of Service Record

CASHIER'S OFFICE

External Services

1. Payment of Tuition Fee & Miscellaneous Fees

A service where the students pay their tuition and miscellaneous fees.

Office or Division:		Cashiering Office		
Classification:		Simple		
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	Receives payment and issue Official Receipt	Depends upon the balance to be paid	2 minutes	Cashier
TOTAL			2 minutes	

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

A 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		
Type of Transaction:		Government to Citizen		
Who may avail:		ISU Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Card		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay completion fee, declaration of loss, certificate of good moral and other certifications	Receives payment and issue Official Receipt	Completion Fee - P50 Certifications - P30.00 Declaration of Loss and Certificate of Good Moral- P30	1 minute	Cashier
2. Present Official Receipt to the Registrar's Office (Completion Fee, School Certifications) Office of Student Affairs & Services (Declaration of Loss & Certificate of Good Moral)	Issues Completion Form, Prepare Certifications, Certificate of Good Moral and Declaration of loss	None	Completion Form, - 2 minutes Certifications – 2 minutes Declaration of Loss and Certificate of Good Moral - 5 minutes	Administrative Officer (HR Office), Registrar, and SAS Director
TOTAL		Completion Fee - P50 Certifications- P30.00 Declaration of Loss and Certificate of Good Moral- P30	9 minutes	

3. Disbursement of Scholarship Grants/Salaries/Bonuses/Checks

Grants from scholarship, payment of salaries, bonuses, and campus obligations.

Office or Division:	Cashiering Office			
Classification :	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Students/Employees/Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Disbursement Voucher, Payroll with complete supporting documents		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receives approved DVs and payroll 1.1 Prepares check and enter payroll in financial data entry system (FINDES) and route for approval 1.2 Transmits approved FINDES to servicing bank (LBP) 1.3 Release signed checks to students/employees/suppliers/other agencies	None	1 minute Check – 1 minute FINDES – 20 minutes 1 day 1 minute	Cashier Disbursing Officer Cashier Disbursing Officer Cashier Disbursing Officer
TOTAL		None	1 Day, 23 minutes	

CASHIER'S OFFICE

Internal Services

1. Payment of Service Record

Service Record is a document where services rendered with details are recorded and is usually kept at the Records or Personnel Office.

Office or Division:		Cashiering Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Old Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay service record	Receives payment and issues Official Receipt	P30.00	1 minute	Cashier
2. Present Official Receipt to the Human Resource Office	Prepares and releases Service Records	None	5 minutes	Administrative Officer (HR Office)
TOTAL		Service Record P30.00	6 minutes	

HEALTH SERVICES

1. Availing of Health Services (Medical)
2. Availing of Health Services
(Dental)
3. Availing of Health Services (Medical)
4. Availing of Health Services (Dental)

HEALTH SERVICES

1. Availing of Health Services (Medical)

Health Check - ups of Students in ISU.

Office or Division:		Infirmary		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All currently enrolled students, faculty, and staff of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Student		
CLIENT STEPS	OFFICE ACTIVITY	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Present a valid ID and sign the logbook	1. Retrieves student's medical record, takes necessary vital signs, and obtains the brief history of present illness and documents	None	5 minutes	Nurse
	2. Examines the medical condition of the patient 2.1 Explains the diagnosis of the patient 2.2 Gives medicines and treatment as needed 2.3 Issues referral slip form or Parental Notification	None	10 minutes	Nurse
	3. Does nursing intervention and laboratory procedures as ordered by the Physician 3.1 Gives Health education on cure and prevention of acquired disease	None	15 minutes	Nurse
TOTAL		None	30 minutes	

2. Availing of Health Services (Dental)

Dental Check - up of Students in ISU.

Office or Division:		Infirmary (Dental Services)		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Currently enrolled students, faculty, and staff of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Student		
CLIENT STEPS	OFFICE ACTIVITY	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Presents valid ID and sign at the logbook	1. Retrieves student's dental record and takes necessary vital signs, and obtains brief history of present illness and documents	None	5 minutes	Nurse
2. Proceed to the Dental Room	2. Examines patient and extracts tooth or Gives oral prophylaxis	None	1 hour 10 minutes	Dentist, Nurse
3. Proceed to the Dentist/Nurse	3. Dispenses medications and gives instructions on the medicines and how to take care of post extraction or oral prophylaxis	None	5 minutes	Dentist, Nurse
TOTAL		None	20 minutes (without extraction), 1 hour and 10 minutes (with extraction)	

3. Availing of Health Services (Medical)

Health Check-up of ISU Employees (Faculty and Staff).

Office or Division:		Infirmary		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All current employees of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Employees		
CLIENT STEPS	OFFICE ACTIVITY	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Presents valid ID and sign at the logbook	1. Retrieves employee's medical record, takes necessary vital signs, and obtains the brief history of present illness and documents	None	5 minutes	Nurse
	2. Examines the patient's medical condition 2.1 Explains the diagnosis of the patient 2.2 Gives medicines and treatment needed 2.3 Issues referral slip form or Parental Notification	None	10 minutes	Nurse
	3. Does nursing intervention and laboratory procedures as ordered by the Physician 3.1 Gives Health education on cure and prevention of acquired disease	None	15 minutes	Nurse
TOTAL		None	30 minutes	

4. Availing of Health Services (Dental)

Dental Check - up of Employees in ISU.

Office or Division:		Infirmary (Dental Services)		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All current employees of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Employees		
CLIENT STEPS	OFFICE ACTIVITY	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Presents valid ID and signs at the logbook	1. Retrieves employee's dental record and takes necessary vital signs, and obtains brief history of present illness and documents	None	5 minutes	Nurse
2. Proceeds to the Dental Room	2. Examines patient and extracts tooth or Gives oral prophylaxis	None	1 hour 15 minutes	Dentist, Nurse
3. Proceeds to the Dentist/Nurse	3. Dispenses medications and gives instructions on the medicines and how to take care of post extraction or oral prophylaxis	None	5 minutes	Dentist, Nurse
TOTAL		None	25 minutes (without extraction), 1 hour and 10 minutes (with extraction)	

LIBRARY

External Services:

1. Library Orientation
2. Borrowing/Loaning/Returning Books and Other Materials
3. Issuance of Borrower's Card and Internet Card
4. Referral Service
5. Signing of Clearance
6. Internet Services
7. Selection and Acquisition of Books and Other Materials

Internal Services:

1. Cataloguing and Classification

LIBRARY

External Services

1. Library Orientation

Orientation conducted to all students of ISU to familiarize with the processes, rules and policies in the Library.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		Government to Citizens		
Who may avail:		Students of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal Request		College Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward request for library orientation	Receives communication and schedule the orientation	None	2 minutes	Librarian
2. Attend Orientation	Conducts Library Orientation	None	30 minutes	Librarian
TOTAL		None	31 minutes	

2. Borrowing/Loaning/Returning Books and Other Materials

The process in borrowing books and other materials in the library.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Students of ISU and students from other Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Card		Library		
Borrower's Card		Library		
Visitors Referral (for students in other Schools)		Head of School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Borrowing of books 1.1 Proceed to the section/area	Registers user in the Daily Attendance Sheet or Library Automation System	None	1 minute	Librarian
1.2 Present the book/materials to borrow	Checks the accession number of book if it tallies with the book card	None	1 minute	Librarian
1.3 Fill-out the needed information in the Book Card, Borrower's Card and turn over the same to the librarian/staff/student assistant	Receives the Book Card with the Borrower's Card for filing	None	1 minute	Librarian
1.4 Get the borrowed book/material for utilization	Registers the borrowed book in the Statistical Report of Daily Circulation	None	1 minute	Librarian
TOTAL		None	4 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Returning of Borrowed Books & Other Materials 1. Present borrowed book	Checks the book and file, retrieves the book card from the file, and inserts the book card in the book pocket	None	2 minutes	Librarian
3. Home Use/Overnight 3.1 Present borrowed book	Checks the book, retrieve the Borrower's Card from the file, inserts the book card, and returns the signed Borrower's Card to the Owner	None	2 minutes	Librarian
4. Payment of Overdue 4.1 Present borrowed book	Computes overdue fines and advise the client to pay at the Cashier's Office	None	2 minutes	Librarian
4.2 Pay overdue fine at the Cashiers Office	Receives computation and payment	P40.00	15 minutes (including TAT)	Cashier
4.3 Go back to Library and present the OR	Validates the OR, sign borrowers card indicating the payment made and return to the owner	None	15 minutes (including TAT)	Librarian
TOTAL		Overdue Fine – P40.00	36minutes	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Replacement of lost/damaged book 5.1 Report about the loss/damaged book	Checks the bibliographic details of the book and recommends possible options for the replacement	None	5 minutes	Librarian
5.2 Settle Accountability	Signs the borrower's card & indicates the settlement of the book	None	3 days	Librarian

TOTAL	None	3 days, 5 minutes	
--------------	-------------	--------------------------	--

3. Issuance of Borrower's Card and Internet Card

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

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		Government to Citizens		
Who may avail:		Students of ISU		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ID Card			Student	
Assessment Form for the current semester			Student's copy of assessment	
ID Picture (for the borrower's card)			Student	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present assessment form/ID picture	Validates assessment form and give Borrower's Card/ Internet Card to be filled up by the student	None	1 minute	Internet in-charge Librarian
2. Fill-out Borrower's Card/Internet Card	Records in the outgoing logbook and release the card to the client	None	1 minute	Internet in-charge Librarian
TOTAL		None	2 minutes	

4. 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		
Type of Transaction:		Government to Citizens		
Who may avail:		Students of ISU		
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	Obtain details about the client/s such as name/s, course & year, school to visit, et al. and advise client to pay referral letter at the Cashier's Office	None	2 minutes	Librarian
2. Pay referral fee	Receives payment and issue Official Receipt	P20.00	15 minutes (including TAT)	Cashier
3. Present Official Receipt to the Librarian	Prepares Referral Letter, Register name in the logbook and Issue Referral Letter	None	2 minutes	Librarian
TOTAL		Referral Fee – P20.00	19 Minutes	

5. 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		
Type of Transaction:		Government to Citizens		
Who may avail:		Students of ISU		
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	1. Verifies if student has no accountability, if with accountability, refer to the charter, if no accountability, sign and release the clearance	None	2 minutes	Librarian
TOTAL		None	2 minutes	

6. Internet Services

Process of availment of internet services at the Library.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		Government to Citizens		
Who may avail:		Students of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Card		Student		
Internet Card		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card	Issues internet card voucher of student for the monitoring of time / proceed to the internet section	None	1 minute	Internet in-charge (Library)
2. Register name in the Internet Logbook and avail internet services / Insert 5-peso coin in the singkonet box	Assists student in using the internet	None	Maximum of 2 hours per semester	Internet in-charge (Library)
3. Return Internet Card for keeping	Gets the card for filing	None	1 minute	Internet in-charge (Library)
TOTAL		None	2 minutes excluding time of use	

7. Selection and Acquisition of Books and Other Materials

This is a process where clients recommend books and other materials to be used for procurement.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		Government Citizens		
Who may avail:		Students of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 titles	Issues recommendation slip and collect the same for consolidation	None	3 minutes	Librarian
2. During Regular Days 2.1 Forward request for books and other materials	Receives request for books and other materials for consolidation	None	3 minutes	Librarian
TOTAL		None	6 Minutes	

LIBRARY

Internal Services

1. Cataloguing and Classification

The process of organizing library resources for easy access and retrieval of information. Cataloguing is the process of providing information. Classification refers to the systematic arrangement of books or other materials into groups or classes.

Office or Division:		Library		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		College Library in Charge		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal Request		Program Chairperson		
Books for processing		College Library In Charge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward books and request for processing	1. Receives request and check the books from the list 2. Process books 2.1 Collate 2.2 Accession 2.3 Catalog 2.4 Classify books 3. Notifies the Program Chairperson/s to pick up processed books	None	3 days	Librarian
TOTAL		None	3 days	

OFFICE OF THE STUDENT AFFAIRS AND SERVICES

External Services:

1. College Admission Test
2. Psychological Testing for College Students-Individual Testing
3. Psychological Testing for College Students-Group Testing
4. Guidance and Counseling Services
5. Issuance of Certification of Good Moral Character and Declaration of Loss
6. Student Housing Unit
7. Signing of Activity Permit
8. Signing of Student Clearance
9. Vocational and Placement Services
10. Scholarship Services
11. Accreditation of Student Organization

OFFICE OF THE STUDENT AFFAIRS AND SERVICES

External Services

1. College Admission Test

College Admission Test is administered by the guidance office where all incoming first year students and transferees must comply to qualify themselves in the university.

Office or Division:		Guidance Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Incoming first year students and transferees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Incoming First year students: For admission: Certificate of Good Moral Character (Original Copy), Certified True Copy of Grade 11 Report Cards (1st & 2nd Semester), Certified True Copy of Grade 12 Report Card (1st Semester), 2x2 Formal ID Picture (with a name tag and white background), Certified True Copy of PSA/NSO Birth Certificate For enrolment: Original Copy of Grade 12 Report Card, Original copy of Certificate of Good Moral Character, Photocopy of Diploma, 2x2 Formal ID Picture (with a name tag and white background), Photocopy of PSA/NSO Birth Certificate, Brown Envelope <i>In accordance with our student manual, no student shall be discriminated against nor denied admission based solely on sexual orientation, gender identity and expression, religion, affiliation, mental or physical abilities, racial and ethnic background, socio-economic class, political beliefs, and age.</i>		School last attended		
2. For Transferring Students: Honorable Dismissal; Transcript of Records/Certificate of Grades; Certificate of Good Moral Character; 2 pcs 2x2 ID picture with name tag, photocopy of NSO Birth Certificate		School last attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and upload the admission requirements at the link provided	Review and evaluate the applicant's requirements uploaded via	None	7 minutes	Guidance Counselor (OSAS)

	SACARIAS			
2. Track the application online for the status of their application	Verify the submitted credentials via SACARIAS	None	1 minute	Guidance Counselor (OSAS)
3. Wait for the Exam and interview schedule	Schedule the College Admission Test and College Interview	None	1 minute	Guidance Counselor (OSAS)
4. Fill out the logbook	Logs-in transaction	None	1 minute	Guidance Counselor (OSAS)
5. Take the College Admission Test and attend the College Interview as scheduled	Administers the College Admission Test(venue) and the Conduct of College Interviews at the Office of the Program Chairperson	None	1 hour and 30 minutes (Exam) 10 minutes (Interview)	Guidance Counselor (OSAS) Program Chairpers on
6. Wait for the schedule of release of the test result	Announces the schedule for the release of test results after 7 working days	None	1 minute	Guidance Counselor (OSAS)
7. Track the SACARIAS accounts to view the results	Encode the test result	None	2 minutes	Guidance Counselor (OSAS)

8	Ranking Results Posting of Qualified Applicants for Enrolment	None	1 minute	SAS, Director
9. Submit the requirements for enrolment	Review and evaluate the admission requirements	None	7 minutes	Guidance Counselor (OSAS)
TOTAL	None	7 working days, 2 hours, and 1 minute		

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:		Guidance Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		ISU Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for group testing per program		Program		
Assessment form and school ID for individual Testing		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present school ID and assessment Form	Checks ID and assessment form	None	1 minute	Guidance Counselor (OSAS)
2.	Schedules test administration	None	2 minutes	Guidance Counselor (OSAS)
3. Report to the testing unit on scheduled time and date for examination	Conducts psychological test	None	1 hour/test	Guidance Counselor (OSAS)
4. Fill-out the logbook	Logs-in transaction	None	1 minute	Guidance Counselor (OSAS)
5.	Schedules of the release of test result	None	1 minute	Guidance Counselor (OSAS)
6. Receive the test result on its scheduled date of release & sign the logbook at the testing unit	Interprets test results to students and conduct counseling if needed	None	45 minutes	Guidance Counselor (OSAS)
	TOTAL	None	1 hour, 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:		Guidance Office		
Classification:		Highly Technical		
Type of Transaction:		Government to Citizen		
Who may avail:		ISU Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for group testing per program		Program		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Prepares a communication letter addressed to the Campus Administrator for the administration and schedule of psychological Test	None	30 minutes	Guidance Counselor (OSAS)
2.	Disseminates the communication letter to all concerned offices; schedule test administration	None	1 hour	Guidance Counselor (OSAS)
3. Report to testing unit on scheduled time and date for examination: Fill-out the log book	Prepares the venue and schedule of testing depends on the arrangement between the Program Chair and the Guidance Counselor: Conducts Psychological Test	None	1 hour/test	Guidance Counselor (OSAS)
4.	Checks and interprets the test; Makes summary report of the result	None	2 weeks	Guidance Counselor (OSAS)
5.	Disseminates summary to all concerned programs	None	1 hour	Guidance Counselor (OSAS)
6. Receive the test result on scheduled date	Posts announcements to all colleges for individual dissemination of test results	None	30 minutes	Guidance Counselor (OSAS)
	TOTAL	None	2 weeks, 4 hours	

4. Guidance and Counseling Services

The assistance given to students' undertakings, gains deeper awareness in handling problems, makes intelligent decision and helps them grow to become a self-sufficient and mature individual.

Office or Division:	Guidance Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Walk-in clients: School ID		Student		
Referred clients: School ID, Referral Form		Student, OSAS		
Shifters/Changing of Course: Shifting Form, Certification of Grades		Registrar		
Issuance of Excuse letter from parents		Parents of the Student		
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	3 minutes	Guidance Counselor (OSAS)
	Sends call slip to the referred student specifying date and time	None	20 minutes	Guidance Counselor (OSAS)
2. Attend counseling session	Conducts counseling session	None	45 minutes	Guidance Counselor (OSAS)
	Makes a counseling report	None	1 hour	Guidance Counselor (OSAS)
	TOTAL	None	2 hours, 8 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:		Guidance Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		ISU Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Currently Enrolled students: Assessment		Student/Registrar		
Graduates and Transferees: Duly signed clearance		Graduates and Transferees/Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay certification fee	Collects payment and issue OR	P30.00	2 minutes	Cashier
2. Present the OR	Check the OR	None	1 minute	Guidance Counselor (OSAS)
3.	Make and print the requested document (GMRC)	None	3 minutes	Guidance Counselor (OSAS)
3. Receive the GMRC	Signs and releases the document	None	1 minute	Guidance Counselor (OSAS)
5. Register at the Log-Book	Logs the transaction	None	1 minute	Guidance Counselor (OSAS)
	TOTAL	None	8 minutes	

6. Student Housing Unit

This unit is in-charge in helping students who wants to stay in an accredited boarding house or dormitories outside the University.

Office or Division:		Student Affairs Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		ISU Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment form		OSAS		
Valid ID		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the OSAS to check the list of accredited BH/Dormitories.	Presents the list of accredited Boarding Houses and Dormitories. Instructs the applicant to proceed for the selected boarding house/dormitory	None	5 minutes	Housing Coordinator/ SAS Director
2. Secure and fill-out lodging permit/form and submit to the dorm or boarding house owners	Issues lodging permit to the dorm/ boarding house applicant	None	5 minutes	Housing Coordinator/ SAS Director
3. Register at the log-book	Logs the transaction.	None	1 minute	Housing Coordinator/ SAS Director
4. Owners of BH and dormitories must submit the summary list of Dorm Occupants/Boarders	Receives the summary list of dorm occupants or boarders	None	1 minute	Housing Coordinator/ SAS Director
	TOTAL	None	12 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:		Student Affairs Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
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. Secure activity permit	Issues activity permit	None	2 minutes	SAS Director/ OSAS Staff
2. Present the accomplished activity permit signed by the Student Organization president, and Student Organization Adviser	Check the student permit if properly signed by the authorities	None	5 minutes	SAS Director/ OSAS Staff
3.	Signing of Activity Permit	None	2 minutes	SAS Director/ OSAS Staff
4. Register at the logbook	Log the transaction	None	1 minute	SAS Director/ OSAS Staff
	TOTAL	None	10 minutes	

8. Signing of Student Clearance

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

Office or Division:		Student Affairs and Services Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
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	Validates the signature if properly signed by authorities	None	2 minutes	SAS Director
2.	Signing of Semestral/Annual Clearance	None	1 minute	SAS Director
	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:		Student Affairs Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		ISU Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Transcript of Records			Student	
Good Moral Character			Student	
2x2 Picture			Student	
Resume			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to OSAS/Placement unit for possible job vacancies	Assists the client regarding their queries	None	1 minute	Placement Coordinator/ Guidance Counselor/ SAS Director
2. Check available list of job opportunities and posted job vacancies	Provides list of job opportunities and evaluate requirements needed	None	10 minutes	Placement Coordinator/ Guidance Counselor/ SAS Director
3. Check accomplished forms & requirements	Provides necessary instructions to the client	None	4 minutes	Placement Coordinator/ Guidance Counselor/ SAS Director
	TOTAL	None	15 minutes	

10. Scholarship Services

The University offers several scholarship and assistance programs to deserving students. The selection of grantees is in accordance with the policies and guidelines of the University and the sponsoring agencies.

Office or Division:		Student Affairs Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		ISU Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Students: Photocopy of High School Card; Certificate of Good Moral Character; Assessment, Scholarship Form and other documents requested by the sponsoring agency		Previous school attended; Registrar and OSAS		
Old Students: Scholarship Form, Certification of Grades, Photocopy of Assessment, Photocopy of School ID (back to back) and other documents by the sponsoring agency		Registrar and OSAS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of Student Affairs and Services particularly the Scholarship Unit and ask queries	Assists client and issue scholarship forms; Provides the client with the scholarship details	None	4 minutes	Scholarship Coordinator (OSAS)
2. Submit the requirements for proper evaluation	Receives, reviews/checks, evaluates, and compiles the requirements Submitted	None	10 minutes	Scholarship Coordinator (OSAS)
3. Register at the logbook	Log the transaction	None	1 minute	Scholarship Coordinator (OSAS)
	TOTAL	None	15 minutes	

11. Accreditation of Student Organization

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

Office or Division:	Student Affairs Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Organization Letter of Application, Biodata of President, Rectified Constitution and Bylaws, Roster of Officers and Members, Program of Activities/ Action Plan, Acceptance of the Adviser		Program, Student Organization Office & OSAS		
Renewal Letter of Application, Biodata of President, Rectified Constitution and Bylaws, Roster of Officers and Members, Program of Activities/ Action Plan, Acceptance of the Adviser, Accomplishment Report of Previous School Year		Program, Student Organization Office & OSAS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/submit the accomplished requirements. Sign in at the logbook	Receives the submitted documents. Checks submitted requirements. Informs the applicant if there is lacking documents	None	10 minutes	OSAS/SSC Adviser/ Coordinator, Student Organizations (OSAS)
2.	Recommends/Endorses for the recognition of organization with complete documents	None	5 minutes	SAS Director
3.	Approves and issues certificate of recognition/ accreditation	None	5 minutes	SAS Director
	TOTAL	None	20 minutes	

RECORD'S OFFICE

External Services:

- 1.Issuance of Certificate of Appearance
- 2.Receiving and forwarding of incoming documents
- 3.Receiving and forwarding of incoming (Emailed communications)

Internal Services:

- 1.Issuance of Various Documents
- 2.Authentication of Documents
- 3.Issuance of Data/Information
- 4.Issuance of document code for newly generated documents/revision
- 5.Updating/revising of documented information
- 6.Removing of documented information
- 7.Dissemination of documents (communications, endorsement, etc.)

RECORD'S OFFICE

External Services

1. Issuance of Certificate of Appearance

The process of releasing Certificate of Appearance.

Office or Division:		Record's Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Officials, Faculty and Staff of ISU on Official business from other campuses and/or agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order		Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Travel Order	Verifies the Travel Order	None	30 seconds	Admin. Aide (Record's Office)
2. Register at the Visitor's Logbook	Fills out the date of Appearance Sign the Certificate of Appearance	None	30 seconds	Admin. Aide (Record's Office) Records Officer
3. Receive Certificate of Appearance	Releases the Certificate of Appearance	None	30 seconds	Admin. Staff (Record's Office)
TOTAL		None	2 minutes	

2. Receiving and forwarding of incoming documents

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

Office or Division:		Record's Office		
Classification:		Simple		
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		Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provides the document/s	Accepts/receives the document/s	None	1 minute	Admin. Staff (Record's Office)
	Stamp the document/s	None	1 minute	Admin. Staff (Record's Office)
	Records the document/s in the logbook	None	1 minute	Record Officer
	Forwards the document/s to the concerned offices or employees	None	5 minutes	Admin. Staff (Record's Office)
TOTAL		None	8 minutes	

3. 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 employees.

Office or Division:		Record's Office		
Classification:		Simple		
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		Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends the document/s	Acknowledge	None	5 minutes	Records Officer (Record's Office)
	Prints and stamps the document/s	None	1 minute	Records Officer (Record's Office)
	Records the document/s in the logbook	None	1 minute	Record Officer (Record's Office)
	Forwards the document/s to the concerned offices or employees	None	5 minute	Records Officer (Record's Office)
				Records Officer (Record's Office)
TOTAL		None	12 minutes	

RECORD'S OFFICE

Internal Services

1. Issuance of Various Documents

The process of releasing documents requested by employees of ISU.

Office or Division:		Record's Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		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 request/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out FOI/Request Form	Approves and signs the filled-out request form	None	1 minute	Records Officer (Record's Office)
	Locate the requested document/s	None	1 minute (active file) 1 day (inactive file)	Admin. Aide (Record's Office)
	Photocopy the document/s	None	1 minute	Admin. Aide (Record's Office)
2.Receives the requested document/s	Release the document/s	None	1 minute	Admin. Aide (Record's Office)
TOTAL		None	1 day, 4 minutes	

2. Authentication of Documents

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

Office or Division:	Record's Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Original documents				
2.Photocopied documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers in the logbook				
2. Present original copy of documents	Verifies authenticity of the document	None	2 minutes/ page	Admin. Aide (Record's Office)
3.Present the documents that needs to be authenticated	Stamps the document/s	None	1 minute / page	Admin. Aide (Record's Office)
	Signs the document/s		1 minute / page	Record Officer
4. Receive the authenticated document/s	Releases authenticated document/s	None	1 minute	Admin. Aide (Record's Office)
TOTAL		None	5 minutes	

3. Issuance of Data/Information

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

Office or Division:		Record's Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		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 request/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)	Submits to the approving authority	None	3 days	Administrative Staff/Records Officer (Record's Office)
2. Follow-up the requested data/information	If approved, locate the file.	None	2 minutes (active file)	Admin. Aide (Record's Office)
	If not approved, return the request.		1 day (inactive file)	
	Photocopies the file.		1 minute	
3. Receives the requested document/s	Releases the documents	None	1 minute	Admin. Aide/ Records Officer (Record's Office)
TOTAL		None	3 days & 4 minutes (active file) 4 days and 3 minutes (inactive file)	

4. Issuance of document code for newly generated documents.

The process of issuing a document code for newly generated document/s.

Office or Division:		Document and Records Control Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Faculty and Staff of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Document to be coded		The Requestor/client		
2. document Request form		Document and Records Control Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents document/s	Verifies the documents of not yet listed in the Document Master List	None	1 minute	Records Officer
2. Fill-out the Document Request Form (DRF) and Document Feedback Form (DFF)	Signs the DRF/DFF then codes the document/s and records it in the Document Master List	None	2 minutes	Records Officer
	Forwards to the reviewing and approving authority (QMR)	None	1 day	Admin. Staff (Record's Office)
	Photocopy the approved document/s (for the offices with the existing Document Master List)	None	1 minute	Admin. Staff (Record's Office)
	Encode the Document Codes for issuance of Document Master List (for the offices without existing Document Master List)			
3.Receives the coded/revised document/s	Releases the documents	None	1 minute	Admin. Aide (Record's Office)
TOTAL		None	1 day and 5 minutes	

5. Updating/revising of documented information

The process of updating/revising a documented information/coded document.

Office or Division:	Document and Records Control Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Document to be updated/revised		The Requestor/client		
2. Document Feedback form		Document and Records Control Office		
3.The old/obsolete document/s		The Requestor/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents document/s	Identifies the document code, document change and revision number	None	1 minute	Records Officer
2. Fill-out the Document Request Form (DRF) and Document Feedback Form (DFF)	Signs the DRF/DFF then revises the document code and records it in the Document Master List	None	2 minutes	Records Officer
	Forwards to the reviewing and approving authority (QMR)	None	1 day	Admin. Staff (Record's Office)
	Photocopies the approved document/s	None	1 minute	
3.Receives the coded/revised document/s	Releases the documents	None	1 minute	Admin. Aide (Record's Office)
TOTAL		None	1 day and 5 minutes	

6. Removing of documented information

The process of removing a documented information/coded document.

Office or Division:	Document and Records Control Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Document to be removed		The Requestor/client		
2. Document Removal Request Form		Document and Records Control Office		
3.The document/s no longer needed		The Requestor/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents document/s	Identifies the document code, document change, and revision number	None	1 minute	Records Officer
2. Fill-out the Document Removal Request Form (DRRF)	Signs the DRRF then updates and records it in the Document Master List	None	2 minutes	Records Officer
	Forwards to the reviewing and approving authority (QMR)	None	1 day	Admin. Staff (Record's Office)
	Photocopies the approved document/s	None	1 minute	
3. Receives the coded/revised document/s	Releases the documents	None	1 minute	Admin. Aide (Record's Office)
TOTAL		None	1 day and 5 minutes	

7. Dissemination of documents (communications, endorsement, etc.)

The process of disseminating documents (communication, endorsement, etc.) to the office/s or employees.

Office or Division:		Document and Records Control Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Faculty and Staff of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document/s		The Requestor/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the document/s	Accepts/receives the document/s	None	1 minute	Admin. Staff Record's Office
	Photocopies/reproduces the document/s	None	30 seconds/page	Admin. Staff Record's Office
	Sorts the document/s	None	15 minutes	Admin. Staff (Record's Office)
	Stamps the document/s	None	30 seconds/page	Admin. Staff (Record's Office)
	Records the document/s in the logbook	None	3 minutes	Admin. Staff (Record's Office)
	For copy/ies, scan/picture and send via Document Management and Records Archiving System (DMRAS), group chat, email, and other media	None	5 minutes	Admin. Staff (Record's Office)
	For hard copy/ies, distribute the document/s	None	2 minutes to 1 hour for the Echague Campuses the original will be received as they come, but they will be notified of the document to be received	Admin. Staff (Record's Office)
	Releases the document/s	None	1 minute	Admin. Staff (Record's Office)
TOTAL		None	28 minutes to	

REGISTRAR'S OFFICE**External Services:**

1. Registration of New Freshmen Students
 2. Registration of Continuing Regular Students
 3. Registration of Irregular Students
 4. Registration of Incoming Transferee Students
 5. Adding/Dropping of Subjects
 6. Completion, Validation, and Substitution of Subject
 7. Application for Graduation and Evaluation of Records of Students
 8. Issuance of Requested Academic Documents/Records (For 2014 & Beyond)
 9. Issuance of Requested Academic Documents/Records (For 2015 to Present)
 10. Issuance of Transfer Credentials for Outgoing Transferee Students (Certificate of Honorable Dismissal and Certification of Grades)
 11. Issuance of Certification, Authentication, and Verification (CAV)

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		
Type of Transaction:		Government to Citizen		
Who may avail:		Incoming Freshman		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Admission Form (fill-up online)		Student Portal (SACARIAS program)		
Original Copy of Form 138 (Card)		School Graduated in Senior High School		
Original Copy of Certificate of Good Moral Character		School Graduated in Senior High School		
Photocopy of Diploma		School Graduated in Senior High School		
Photocopy of PSA		PSA		
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 requirement to the Office of the Registrar	<ul style="list-style-type: none"> Accepts, checks, the authenticity and completeness of registration requirements and open the students account in the portal. 	None	2 minutes per student	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar) Student
2. Log-in to the student portal for Self-enlistment and assessment.				
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		
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-enlismment and assessment.	<ul style="list-style-type: none"> Open the enrolment system 	None	1 minute per student	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar) Student
TOTAL		None	1 minute	

3. Registration of Irregular Students

Process of registration of irregular students.

Office or Division:		Office of the Registrar		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Irregular Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-Registration		College		
Official Receipt (as needed)		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	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)
2. Receive assessment form	<ul style="list-style-type: none"> Issues assessment form 		1 minute	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)
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 Issue Official Receipt 	<ul style="list-style-type: none"> As per assessed fee 	2 minutes per student	<ul style="list-style-type: none"> Collecting Officer in Charge (Cashier's Office)
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		
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 form 		OSAS		
<ul style="list-style-type: none"> Duly accomplished validation form 		Registrar's Office / College		
<ul style="list-style-type: none"> Duly accomplished pre-registration form 		College		
<ul style="list-style-type: none"> Certification of Grades 		Previous School attended		
<ul style="list-style-type: none"> Certificate of Good Moral Character 		Previous School attended		
<ul style="list-style-type: none"> Certificate of Honorable Dismissal 		Previous School attended		
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 Encodes external data in the system and credit validated subjects, and encode subjects to be enrolled and assessed fees Issues assessment form 	None	2 minutes per student	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)
			15 minutes	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)
			1 minute	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)

2. Receive assessment form	<ul style="list-style-type: none"> Issues assessment form 		1 minute	
TOTAL		None	16 minutes	

5. Adding/Dropping of Subjects

Process of adding and dropping of subjects.

Office or Division:		Office of the Registrar		
Classification:		Complex		
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	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)
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	<ul style="list-style-type: none"> Collecting Officer in charge (Cashier's Office)
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	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)
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		
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 	None	1 minute	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)
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 	Completion Fee – P50.00/subject Validation Fee – P20.00/subject	2 minutes	<ul style="list-style-type: none"> Collecting Officer in Charge (Cashier's Office)
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 subjects of students 	None	2 minutes	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)
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		
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 	None	5 minutes	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)
2. Receives copy of the evaluation	<ul style="list-style-type: none"> Releases copy of evaluation of grades of students 		1 minute	
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		
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	<ul style="list-style-type: none"> Receives clearance form and official receipt 	None	1 minute	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)
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 Fee – P50.00 (as applicable)	2 minutes	<ul style="list-style-type: none"> Collecting Officer in Charge (Cashier's Office)
	<ul style="list-style-type: none"> Process Requested Documents 	None	7 working days	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)
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 to receive on his/her behalf). 			<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)
TOTAL		OTR Fee –	7 days and 3 minutes	

	P50.00		
--	---------------	--	--

9. Issuance of Requested Academic Documents/Records (For 2015 to Present)

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

Office or Division:		Office of the Registrar		
Classification:		Complex		
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	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)
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 Fee – P50.00 Diploma Fee – P100.00	2 minutes	<ul style="list-style-type: none"> Collecting Officer in Charge (Cashier's Office)
	<ul style="list-style-type: none"> Process Requested Documents <ul style="list-style-type: none"> A. First copy of Official Transcript of Records (TOR) and Diploma B. Second copy of Official TOR 	None	5 working days 3 working days (provided signatories are available)	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)
3. Receive requested documents	<ul style="list-style-type: none"> Issues requested documents on time <p>(A special power of attorney is required if the owner of the document has authorized someone to receive on his/her</p>			<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)

	behalf).			
	TOTAL	OTR Fee – P50.00 Diploma Fee – P100.00	First copy – 5 days and 3 minutes Second Copy – 3 days & 3 minutes	

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		
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	<ul style="list-style-type: none"> Issues University Clearance form 	None	1 minute	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)
2. Pay required fee for the requested academic documents at the Cashier's Office	<ul style="list-style-type: none"> Receives payment and issues official receipt 	Certificate of Honorable Dismissal 0 P30.00 Certification of Grades – P30.00	2 minutes	<ul style="list-style-type: none"> Collecting Officer in Charge (Cashier's Office)
3. Submit duly accomplished clearance and official receipt to the Office of the Registrar	<ul style="list-style-type: none"> Receives clearance form and official receipt and process requested documents 	None	5 minutes	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)
4. Receive requested documents	<ul style="list-style-type: none"> Issues requested documents on time <p>(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	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)
TOTAL		Certificate of Honorable	10 minutes	

	Dismissal – P30.00 Certification of Grades – P30.00		
--	--	--	--

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		
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 the Registrar	<ul style="list-style-type: none"> Receives request and official receipt from requesting party/client. 	None	1 minute	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)
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 	Certification – P30.00 DFA/CAV – P100.00 Authentication (local) OTR – P30.00 (3 sets) Diploma – P30.00 (3 sets)	2 minutes	<ul style="list-style-type: none"> Collecting Officer in Charge (Cashier's Office)
3. Submit documents and official receipt to the Office of the Registrar	<ul style="list-style-type: none"> Process Requested Documents <p>A. Certification CAV for DFA B. Authentication (OTR/Diploma) for local</p>	None	35 minutes	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)
4. Receive requested documents	<ul style="list-style-type: none"> Issues requested documents on time <p>(A special power of attorney is required if the owner of the document has authorized someone to</p>	None	2 minutes	<ul style="list-style-type: none"> Registrar / Acting Registrar Staff (Office of the Registrar)

	receive on his/her behalf).			
	TOTAL	Certification – P30.00 DFA/CAV – P100.00 Authentication (local) OTR – P30.00 Diploma – P30.00	40 minutes	

OFFICE OF THE CAMPUS ADMINISTRATOR

External Services:

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

Internal Services:

1. Releasing of Travel Orders (General)
2. Releasing of Travel Orders (For Training/Seminars/Conferences)
3. Approval of Travel Order
4. Approval of Leave form
5. Approval of Request for Transportation
6. Approval of Request on the Utilization of Facilities
7. Approval of Program/Unit PPMP and APP
8. Approval/Recommending Approval (Inter-office Communication and Transactions)

OFFICE OF THE CAMPUS ADMINISTRATOR

External Services

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

The 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		
Classification:		Simple		
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. Submit the request letter/form	1.1. Receives submitted documents	None	1 minute	Admin. Aide Office of the Campus Administrator
	1.2. The admin. aide 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 minutes	Admin. Aide Office of the Campus Administrator
	1.3. Document with complete attachments will be recorded by the admin. aide.	None	1 minute	Admin. Aide Office of the Campus Administrator
	1.4. The Campus Administrator will review and act on the document.	None	10 minutes	Admin. Aide Office of the Campus Administrator
	1.5. Log-out of outgoing communication and/or endorsement from the Office of the Campus Administrator.	None	2 minutes	Admin. Aide Office of the Campus Administrator
2 Fill out of Client Feedback Survey Form	2. Upon the receipt of the form, it will be filed by the admin. aide for record keeping purposes and further review and analysis.	None	2 minutes	Admin. Aide Office of the Campus Administrator
	TOTAL	None	18 minutes	

OFFICE OF THE CAMPUS ADMINISTRATOR

Internal Services

1. Releasing of Travel Orders (General)

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

Office or Division:		Office of the Campus Administrator		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All ISU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Program Chairperson, Campus Academic Affairs Director, Office Human Resource Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request for travel order with the necessary requirements.	1.1. Receives the required documents and check for completeness.	None	2 minutes	Admin. Aide Office of the Campus Administrator
	2.2. Issuance of travel order.	None	1 minute	Admin. Aide Office of the Campus Administrator
Fill out of Client Feedback Survey Form	2.1. Upon the receipt of the form, it will be filed by the clerk officer/staff for record keeping purposes and further review and analysis.	None	2 minutes	Admin. Aide Office of the Campus Administrator
TOTAL		None	3 minutes	

2. Releasing of Travel Orders (For Training/Seminars/Conferences)

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

Office or Division:	Office of the Campus Administrator			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All ISU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent 2. Communication from the Organizers (if available) 3. Endorsement of the Program Chairperson and Campus ARA Director 4. Make-up class form (for faculty) 5. Faculty Development form		Program Chairperson, Campus Academic Affairs Director, Human Resource Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request for travel order with the necessary requirements.	1.1. Receives the required documents and check for completeness.	None	2 minutes	Admin. Aide Office of the Campus Administrator
	2.2. Issuance of travel order.	None	1 minute	Admin. Aide Office of the Campus Administrator
Fill out of Client Feedback Survey Form	2.1. Upon the receipt of the form, it will be filed by the clerk officer/staff for record keeping purposes and further review and analysis.	None	2 minutes	Admin. Aide Office of the Campus Administrator
	TOTAL	None	4 minutes	

3. Approval of Travel Order

The Office of the Campus Administrator facilitates the approval of Travel Orders of teaching and non- teaching personnel.

Office or Division:		Office of the Campus Administrator		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All ISU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished travel order form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request for travel order with the necessary requirements.	1. Receives the required documents and check for completeness.	None	2 minutes	Admin. Aide Office of the Campus Administrator
	2. Issuance of travel order.	None	1 minute	Admin. Aide Office of the Campus Administrator
Fill out of Client Feedback Survey Form	1. Upon the receipt of the form, it will be filed by the clerk officer/staff for record keeping purposes and further review and analysis.	None	2 minutes	Admin. Aide Office of the Campus Administrator
	TOTAL	None	4 minutes	

4. Approval of Leave form

The Office of the 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 Campus Administrator		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All ISU Employees Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished leave form		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit clearance/ leave form	Receives the form and required documents and checks for completeness and appropriateness.	None	2 minutes	Admin. Aide Office of the Campus Administrator
	Approval of clearance/leave form	None	1 minute	Admin. Aide Office of the Campus Administrator
2. Fill out of Client Feedback Survey Form	Upon the receipt of the form, it will be filed by the clerk officer/staff for record keeping purposes and further review and analysis.	None	2 minutes	Admin. Aide Office of the Campus Administrator
	TOTAL	None	4 minutes	

5. 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 Campus Administrator		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All ISU Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly accomplished transportation request form Endorsement of the GSO Director			GSO Office GSO Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished transportation request form	<ul style="list-style-type: none"> Receives the form and required documents and checks for completeness and appropriateness. Issuance of approval for the request 	None	2 minutes	Admin. Aide Office of the Campus Administrator
		None	1 minute	Admin. Aide Office of the Campus Administrator
2.Fill out of Client Feedback Survey Form	<ul style="list-style-type: none"> Upon the receipt of the form, it will be filed by the clerk officer/staff for record keeping purposes and further review and analysis. 	None	2 minutes	Admin. Aide Office of the Campus Administrator
TOTAL		None	4 minutes	

6. Approval of Request on the Utilization of Facilities

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

Office or Division:		Office of the Campus Administrator		
Classification:		Simple		
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. Submit request letter	1.1. Receives the form and required documents and checks for completeness and appropriateness.	None	2 minutes	Admin. Aide Office of the Campus Administrator
	1.2. Direct the GSO/CRGMO Director to check the availability of the facility.	None	1 minute	Campus Administrator
2.Fill out of Client Feedback Survey Form	2.1. Upon the receipt of the form, it will be filed by the clerk officer/staff for record keeping purposes and further review and analysis.	None	2 minutes	Admin. Aide Office of the Campus Administrator
	TOTAL	None	5 minutes	

7. Approval of Program/Unit PPMP and APP

The Office of the 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 Campus Administrator		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All ISU Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PPMP			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PPMP	<ul style="list-style-type: none"> Receives the form and required documents and checks for completeness and appropriateness. 	None	2 minutes	Admin. Aide Office of the Campus Administrator
	<ul style="list-style-type: none"> Upon review and giving of recommendations, return the PPMP to the Program/Unit and APP to the Supply Office 	None	15 minutes	Campus Administrator
2.Fill out of Client Feedback Survey Form	<ul style="list-style-type: none"> Upon the receipt of the form, it will be filed by the admin. aide for record keeping purposes and further review and analysis. 	None	2 minutes	Admin. Aide Office of the Campus Administrator
	TOTAL	None	17 minutes	

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

The 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 Campus Administrator		
Classification:		Simple		
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. Submit the request letter/form	1.1. Receives submitted documents	None	1 minute	Admin. Aide Office of the Campus Administrator
	1.2. 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 minutes	Admin. Aide Office of the Campus Administrator
	1.2. Document with complete attachments will be recorded by the staff.	None	1 minute	Admin. Aide Office of the Campus Administrator
	1.3. The Campus Administrator will review and act on the document.	None	10 minutes	Admin. Aide Office of the Campus Administrator
	1.4. Log-out of outgoing communication and/or endorsement from the Office of the Executive Officer.	None	2 minutes	Admin. Aide Office of the Campus Administrator
2.Fill out of Client Feedback Survey Form	2.1. Upon the receipt of the form, it will be filed by the clerk officer/staff for record keeping purposes and further review and analysis.	None	2 minutes	Admin. Aide Office of the Campus Administrator
	TOTAL	None	18 minutes	

ACCOUNTING OFFICE

External Services:

1. Signing of Clearance

Internal Services:

1. Processing of Disbursement Voucher (DV)
2. Preparation of Withholding Tax Certificates

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		
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. Present valid Student ID	<u>For Automation:</u> 1.1 Opens and print the automated student ledger and verify the balance, if none, the Accounting In-charge affixes his/her initial. 1.2 For ISU Graduates, verifies if graduation fee has been paid. 1.3 Signing of clearance.	None	3 minutes	Admin. Aide (Accounting Office)
2. (For old students before the automation) present clearance and ID	<u>For Manual:</u> 1.1 Verifies student registration form and master list of student accounts from files (not included in the automated accounting system) 1.2 If no balance, the Accountant affixes his/her signature	None	10 minutes	Admin. Aide (Accounting Office) Accountant
TOTAL		None	13 minutes	

ACCOUNTING OFFICE

Internal Services

1. Processing of Disbursement Voucher (DV)

Preparation of payments to various suppliers, contractors and other requesting parties.

Office or Division:		Accounting Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		ISU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Request (with approved ORS/BURS)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive ORS/BURS	1.1 Pre-audit of documents - Examines documents in accordance with existing accounting, budgeting, and auditing rules and regulations. 1.2 Preparation of DV. 1.3 Records the DVs in the Journal books	None	15 minutes	Admin. Aide (Accounting Office)
	1.4 Post-audit of DV 1.5 Signs the DV.	None	15 minutes	Accountant
	1.7 Presents DV to authorized signatories for signature	None	20 minutes	Admin. Aide (Accounting Office)
	1.6 Releases DV to Cashier's Office for payment	None	5 minutes	Admin. Aide (Accounting Office)
TOTAL		None	55 minutes	

2. Preparation of Withholding Tax Certificate

Validation of completeness of the voucher for tax certificate.

Office or Division:		Accounting Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		ISU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DV with complete requirements		Cashier's Office		
CLIENT STEPS	V AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present DV for Withholding Tax Certificate preparation	1.1 Receives DV from the cashiering office 1.2 Validates the completeness of the supporting documents 1.3 Prepares the Withholding Tax Certificate Form	None	5 minutes	Admin. Aide (Accounting Office)
	2. Verifies and signs the form	None	5 minutes	Accountant
	3. Releases Withholding Tax Certificate	None	5 minutes	Admin. Aide (Accounting Office)
TOTAL		None	15 minutes	

BUDGET OFFICE

External Services:

1. Allocation, obligation and processing Disbursement Voucher

Internal Services:

1. Allocate, obligate and process Disbursement Voucher

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			
Type of Transaction:	Government to Citizen			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Supplier 1.1 Purchase Request. 1.2 PPMP 1.3 Purchase Order 1.4 Request for Quotation 1.5 Inspection and acceptance report		Procurement Office Supply Office		
2. Contractor 2.1 Summary of work accomplishment 2.2 Status of Utilization		Infrastructure Office Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Disbursement Vouchers	1. Prepares obligation request and status under Fund Cluster 01, Budget Utilization Request under Fund Cluster 05 and 07	None	10 minutes	Budget Officer
TOTAL		None	10 minutes	

BUDGET OFFICE

Internal Services

1. Allocate, obligate and process Disbursement Voucher

Preparation of disbursement voucher for payment to ISU employees and students

Office or Division:	Budget Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Contract Service Employees Faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contract of Service Employees 1. Contract 2. Daily Time Record 3. Accomplishment Report		Requesting Party Human Resource Office Requesting Party		
Faculty and Staff of ISU: 1. Travel Order 2. Appendix A 3. Appendix B 4. Certificate of trainings/ seminars		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 Vouchers	1. Prepares obligation request and status under Fund Cluster 01, Budget Utilization Request under Fund Cluster 05 and 07	None	10 minutes	Budget Officer
TOTAL		None	10 minutes	

PROGRAM CHAIRPERSON'S OFFICES

External Services:

1. Enrollment
2. Request for the Offering of Un-Programmed Subject
3. Processing of Student's Clearance (Graduating and Transfer students)
4. Changing or Shifting of Program or Major
5. Substitution of Subject
6. Dropping/Adding/Changing of Subject
7. Application for Internship

PROGRAM CHAIRPERSON'S OFFICES

External Services

1. Enrollment

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

Office or Division:	Academic Affairs Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Old Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Program Chairperson		
2. Semestral Clearance				
3. Certification of Grades (COG)		Registrar		
4. Pre-registration Form		Program Chairperson		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID	1. Issues Certificate of Grades (COG) and Pre-registration Form.	None	1 minute	Registrar
				Program Chairperson
2. Presents COG and fill out pre-registration form reflecting the subjects to be enrolled for the semester	Check if: a. Pre-requisites of the subjects to be enrolled were already taken b. Number of units is within the prescribed limits c. Affix signature of approval on the Pre-registration form if the above mentioned conditions are met.	None	15 minutes	Program Chair/ Program Secretary
TOTAL		None	16 minutes	

2. Request for the Offering of Un-Programmed Subject

Students who are graduating and those who incurred failing grade/s or are irregular can request for the offering of un-programmed subjects. The un-programmed subject can be opened if it meets the minimum number of enrollees which is 30, except in the case of graduating students.

Office or Division:	Academic Affairs Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduating students and Students who have failing grade/s or are irregular			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to the Camps Administrator duly endorsed by the program Chairperson and the Campus Director for Academic and Related Affairs		Registrar's Office Program Secretary		
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. Present the copy of evaluation made by the registrar on the status of the students	Review if there is a need to request the un-programmed subject and endorse the student to faculty who handles the subject.	None	10 minutes	Program Chairperson
2. Presents 2 copies of request letter addressed to the Campus Administrator	Review the request and if it is in order, endorse the same.	None	10 minutes	Program Chair and ARA
TOTAL		None	20 minutes	

3. Processing of Student's Clearance (Graduating and Transfer students)

Office or Division:	Academic Affairs Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Graduating Students and Transfer Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. University Clearance		Registrar's Office		
2. College Clearance		SBO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Student ID	1. Issue Department Clearance	None	30 seconds	Program Secretary
2. Upon completion, submit department clearance to the Registrar	2. Checks signatories. Issue university clearance	None	30 seconds	Registrar
3. Upon completion of the university clearance, submit to the Registrar	3. Checks signatories if complete. Issue requested document/s.	None	5 minutes	Registrar
TOTAL		None	6 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:	Academic Affairs Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENT S		WHERE TO SECUR E		
1. Application form for changing of program or major		Registrar's Office		
2. Certification of Grades (COG) – for inbound shifters only		Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAI	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished application form.	Checks and reviews the request if properly accomplished by the Students.	None	1 minute	Program Secretary
2. a. Students from the college shifting to other program, present the application form to the Program Chair for action. b. For inbound shifters, student from other program who intends to shift in the programs, present the application form and Certification of Grades	Program Chair acts on the request	None	1 minute	Program Chair
	Review the request and evaluate the grades, if the shifter is qualified for the course, endorse it to the ARA for approval.	None	2 minutes	Program Chair and ARA
TOTAL		None	3 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 Academic Affairs Director.

Office or Division:	Academic Affairs Office			
Classification:	Simple			
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 STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished dropping form to the Subject Specialist and Program Chair	Checks and reviews the request if properly accomplished by the student. Then, affix signature in the form.	None	1 minute	Subject Specialist and Program Chair
2. Present accomplished form duly signed Subject Specialist and Program Chair	Approved the request.	None	1 minute	Program Chairperson Subject Specialist
TOTAL		None	2 minutes	

6. Dropping/Adding/Changing of Subject

Office or Division:		Academic Affairs Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Dropping/Adding/Changing Form		Registrar's Office		
2. Assessment/Registration Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished form.	Evaluate the student's officially enrolled subjects if there is a need to add/change/drop. If qualified, endorse it to the Program Chair for approval.	None	5 minutes	Program Chair
2. Proceed to the concerned subject professor for the subject to be dropped/changed/added.	Sign the form opposite to the subjects to be dropped/changed/added.	None	1 minute	Concerned Subject Professors
3. For adding/changing of subjects, submit the accomplished form to the registrar's office within 7 days after the first day of class. For dropping of subject, drop before the preliminary examination, otherwise, a grade of 5.0 will be automatically given.				
TOTAL		None	5 minutes	

7. Application for Internship

A student upon completion of all professional core subjects can now apply for internship to a Partner Agency in the industry.

Office or Division:	Academic Affairs Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Senior Students			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Pre-registration Form	S	Program Chairperson	E	
2. Certification of Grades		Registrar		
3. OJT Application Form				
4. Endorsement Letter				
5. MOA				
6. Parent's Consent				
7. Student's Pledge				
8. Insurance		Office of the Students Services (OSS)		
9. Medical Certificate		Infirmary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the copy of Certification of Grades (COG)	1. Evaluate the grades of the student if he/she would qualify to undergo internship. If qualified, advise the student to secure requirements for OJT.	None	5 minutes	OJT Coordinator/ Program Chairperson
2. Fill up OJT Application Form and pre-registration for enrolment	2. Review the form and if it is in order, endorse the same to the Program Chair. The OJT Coordinator will endorse the list of qualified students to the Infirmary for the issuance of medical certificate.	None	2 minutes	OJT Coordinator Program Chair Nurse
3. Proceed to the Infirmary for medical checkup.	3. Conducts medical checkup/examination	None	5 minutes	Nurse
4. For qualified interns –	4. The coordinator will conduct orientation	None	Half day	OJT Coordinator/ Program Chair

attend OJT Orientation	for qualified students with the parents.			
5.	5. Prepares endorsement letter for Partner Agencies duly endorsed by the Program head, ARA, and Campus Administrator	None	10 minutes	Program Secretary, Program Chairperson, ARA, CA
6. Proceed to prospect agency	6. If the agency approves the student's application, prepare the MOA, Parent's Consent, and Student's Pledge.	None	15 minutes	Program Secretary, Program Chairperson, ARA, CA
7. Submits duly notarized MOA, Parent's Consent, and Student's Pledge	7. Checks the completeness of all the documentary requirement.	None	2 minutes	OJT Coordinator/ Program Chair
8. Proceed to Office of the Student Services for application of insurance	8. The OJT Coordinator shall submit the list of officially enrolled students to the OSS for the issuance of Insurance.	None	1 minute	OJT Coordinator SAS Director
9. Attend in the pre-deployment orientation	9. Deployment of trainees – Conducts pre-deployment orientation	None	2 hours	OJT Coordinator
TOTAL		None	6 hours & 40 minutes	

Human Resource Management Office

Internal Services

1. Publication of Vacant Positions for Non-Teaching Staff
2. Hiring of Faculty (Permanent / Temporary / Contract of Service)
3. Hiring of Non-Teaching (Permanent / Contract of Service)
4. Preparation of Appointments (Permanent)
5. Preparation of Plantilla of Casual
6. Preparation of Contract of Service for Faculty Personnel (New & Rehiring)
7. Preparation of Contract of Service for Non-Teaching Personnel & Job-Order (New & Renewal)
8. Preparation and Issuance of Notice of Salary Adjustment
9. Issuance of Certificate of Employment for Faculty and Non-Teaching
10. Issuance of Service Records for Faculty and Non-Teaching
11. Authentication of HR Related Documents
12. Issuance of Daily Time Record/Biometric for Faculty and Non-Teaching
13. Receiving and checking of DTR's for Faculty and Non-Teaching
14. Payroll Preparation for PERA and Salaries of Permanent, Temporary and Casual Personnel
15. Payroll Preparation for Contract of Service Faculty Personnel
16. Payroll Preparation for Contract of Service / Job Order Non-Teaching Personnel
17. Payroll Preparation for all Personnel Benefits of Permanent/Temporary/Casual Employees
18. Preparation of GSIS Remittance List of all Permanent/Temporary/Casual Employees
19. Preparation of HDMF Remittance List of all Permanent/Temporary/Casual/COS Employees
20. Preparation of PHIC Remittance List of all Permanent/Temporary/Casual/COS Employees
21. Preparation of Other Remittance List (CBS, COOP, NASA, CBAO, etc) of all Permanent/Temporary/Casual Employees
22. Issuance of Certificate of Net Take Home Pay to All Employees
23. Application for Leave
24. Application of Terminal Leave
25. Availment of Staff Development Program - Study Leave
26. Reinstatement from Study Leave

HUMAN RESOURCE MANAGEMENT OFFICE

Internal Services

1. Publication of Vacant Positions for Non-Teaching Staff

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

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Internal Services - Government to Government		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished CS Form No.9 -Qualification Standards for the Vacant Position -List of Vacant Positions		CSS, HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.Pre pares Request for Publication (CSC Form No. 9)	None	5 minutes per position	HR Officer
	2.Reviews the CSC Form 9 – Request for Publication	None	3 minutes	Campus HRMO
	3.Forwards the CSC Form 9 to the Office of the Campus Administrator for signature	None	2 minutes	HR Officer/Campus Administrator
	4.Send via email the duly signed CSC Form 9 to the CSC Field Office and submit hard copy	None	7 minutes Publication: 10 calendar days	Campus HRMO CSS Field Office
	5.Receives, reproduces the CSC Form 9 from CSC Field Office and post in conspicuous places	None	30 minutes	HR Clerk
TOTAL		None	45 minutes	

2. 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			
Type of Transaction:	Government to Government			
Who may avail:	New Applicants and COS Faculty of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application letter		Faculty Applicant		
Personal Data Sheet/Resume with latest picture		Faculty Applicant		
Photocopy of Certificate of Eligibility, if applicable		Faculty Applicant		
Photocopy of Transcript of Records		Faculty Applicant		
Photocopy of Certificate of units earned in post-graduate course/s		Faculty Applicant		
Photocopy of Certificate of Employment, including outside of government service		Faculty Applicant		
Photocopy of Certificate of Trainings/Seminar-Workshops		Faculty Applicant		
Photocopy of Certificate of Awards		Faculty Applicant		
Other supporting documents, if any		Faculty Applicant		
Notice of Interview Form		HR Office		
Memorandum for Demo Teaching		HR Office / CA Office		
Prepare 5 topics for Demo Teaching		Faculty Applicant		
Professional Education Specialist Form (at least 1 attendees)		HR Office		
Subject Specialist Form (at least 1 or 3 attendees)		HR Office		
Student Evaluation Demonstration Teaching Form (at least 10 students' attendees)		HR Office		
Panel Interview Form		HR Office		
Notice to report for work		HR Office / CA Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application including requirements	1. Receives submitted requirements of applicant/s	None	1 minute	HR Officer
	2. Campus HR evaluates the documents of the applicants.	None	10 minutes	HR Officer
	3. Prepares list of applicants by field of specialization	None	10 minutes	HR Officer
	4. Prepares the memorandum for demo teaching and notice of interview for signature of the Campus Administrator	None	8 minutes	Campus HRMO / Campus Administrator
	5. Informs all qualified applicants of the			

	scheduled date for demo-teaching and interview thru text message/call	None	2 minutes	HR Officer
2. Prepares for the demo teaching and interview	6. Convenes for demo teaching and interview/preliminary	None	20 minutes	HR Officer
3. Applicants will wait for the result	7. Prepares the Summary of Ranking and Evaluation	None	5 days	HR Officer
	8. CFRSC reviews the result of evaluation and signs the summary of ranking	None	2 hours	Campus Faculty Recruitment and Selection Committee / HR Officer
	9. Prepares the Notice to Report for Work for signature of the Campus Administrator	None	3 minutes per faculty	Campus HRMO / Campus Administrator
4. Receives the Notice to Report for Work from the HR Office	10. Issues Notice to Report for Work and Instruct the hired faculty to report to their Program Chairman	None	12 minutes	Campus HRMO
TOTAL		None	5 days, 3 hours, & 3 minutes	

3. Hiring of Non-Teaching (Permanent/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			
Type of Transaction:	Government to Citizen			
Who may avail:	New Applicants and Cos Faculty of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Faculty Applicant		
Personal Data Sheet/Resume with latest picture		Faculty Applicant		
Photocopy of Certificate of Eligibility, if applicable		Faculty Applicant		
Photocopy of Transcript of Records		Faculty Applicant		
Photocopy of Certificate of unites earned in post-graduate course/s		Faculty Applicant		
Photocopy of Certificate of Employment, including outside of government service		Faculty Applicant		
Photocopy of Certificate of Trainings/Seminar-Workshops		Faculty Applicant		
Photocopy of Certificate of Awards		Faculty Applicant		
Other supporting documents, if any		Faculty Applicant		
Memorandum for Interview		HR Office / CA Office		
Notice of Interview Form		HR Office		
Prepare Skill Test		HR Office / Unit		
Panel Interview Form		HR Office		
Notice to report for work		HR Office / CA Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application including requirements	1. Receives submitted requirements of applicant/s	None	1 Minute	HR Officer
	2. Campus HR evaluates the documents of the applicants	None	10 minutes	HR Officer
	3. Prepares list of applicants by vacant position	None	10 minutes	HR Officer
	4. Prepares the Memorandum for the conduct of interview and Skills Test/Examination of qualified applicants for signature of the Campus Administrator	None	5 minutes	Campus HRMO / Campus Administrator
	5. Informs all qualified applicants of the scheduled date for interview thru text message/call	None	2 minutes	HR Officer

2. Applicants prepares for the interview and skills test/examination	6. CPRSC conducts interview and skills test/examination	None	15 minutes	Campus Personnel Recruitment and Selection Committee / Campus HRMO
3. Applicants will wait for the result	7. Prepares the Summary of Ranking and Evaluation	None	5 days	Campus HRMO
	8. Prepares the interview result and summarize ranking for review and signature of the CPRSC	None	2 hours	Campus Personnel Recruitment and Selection Committee / Campus HRMO
	9. Submit the result to Campus Administrator for endorsement	None	1 minute	Campus HRMO
	10. Prepares the endorsement of the summary of ranking to University HRMPSB for en banc	None	3 minutes	Campus Administrator
	11. The UHRMPSB will endorse the result of the en banc to the Office of the University President for Approval	None	3 minutes	University HRMPSB
	12. Releases the set of documents to HR Office	None	3 minutes	Office of the President
	13. Receives the same documents	None	1 minute	HR Officer
	14. Informs the hired applicant to accomplish required documents	None	5 minutes	HR Officer
TOTAL		None	5 days, 2 hours, & 56 minutes	

4. Preparation of Appointments (Permanent)

The process of preparing appointment.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Permanent Faculty and Non-teaching personnel of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CS Form No. 33-B, Revised 2016		CSC, HR Office		
Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017)		CSC, Permanent Employee		
Original copy of the authenticated certificate of eligibility/rating/license		Permanent Employee		
Position Description Form (DBM CSC Form No. 1, Revised 2017)		CSC, HR Office		
Oath of Office (CS Form No. 32, Revised 2018)		CSC, HR Office		
Certification of Assumption to Duty (CS Form No. 4, Revised 2018)		CSC, HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PDS and other pre-employment documents	1. Prepare CS Form No. 33-B, revised 2018	None	5 minutes	Campus HRMO
	2. Prepare Oath of Office (CS Form No. 32, Revised 2018)	None	1 Minute	Campus HRMO
	3. Prepare Certification of Assumption to Duty (CS Form No. 32, Revised 2018)	None	1 minute	Campus HRMO
	4. Position Description Form (DBM CSC Form No. 1, Revised 2017)	None	8 minutes	Campus HRMO
2. Sign Oath of Office and PDF	5. Forward PDF for Signature of Immediate Superior and Assumption to Duty for Signature of the Campus Administrator	None	3 minutes	Immediate Supervisor / CA
	6. Forward complete documents to the University HR for signature of University President	None	1 day	HR Officer / University HR
	7. Receives the signed documents	None	1 minute	HR Officer

3. Receives Appointment	8. Record and issue the Appointment	None	1 minute	Campus HRMO
TOTAL		None	1 day and 17 minutes	

5. Preparation of Plantila for Casual

This procedure refers to the list of casual employees for preparation of Plantilla of casual.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Casual employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved list of casual employees		University President's Office		
For New Casual:				
1. Personnel Data Sheet (PDS)		Casual Employee		
2. Position Description Form (PDF)		HR Office		
3. Assumption		HR Office		
4. Transcript Records (TOR)		Casual Employee		
5. Certificate of Trainings (if any)		Casual Employee		
6. Medical Certificate		Casual Employee		
7. NBI Clearance		Casual Employee		
8. Birth Certificate		Casual Employee		
9. Marriage Contract, if applicable		Casual Employee		
For Renewal:				
1. Personnel Data Sheet (PDS)		Casual Employee		
2. Work Experience Sheet (WES)		Casual Employee		
3. Position Description Form (PDF)		Casual Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receives list of Casual Employees	None	1 minute	HR Officer
	2. Encodes and prepares Plantilla of Casual	None	3 minutes	HR Officer
	3. Submit Plantilla of Casual to University HR for signature of CAO and University President	None	1 day	HR Officer / Chief Administrative Officer / University President
TOTAL		None	1 Day & 4 minutes	

6. Preparation of Contract of Service for Faculty Personnel (New & Rehiring)

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		
Type of Transaction:		Government to Government		
Who may avail:		COS Faculty Personnel of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Employees: 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 head 7.Faculty Work Load		Applicant Applicant Applicant / CSC / PRC Applicant Applicant CA, Unit Head Registrar / Program Chair		
Renewal: 1.Letter of Intent for the renewal of contract 2.Justification Letter from the head 3.Faculty Work Load		Personnel for renewal CA, Unit Head Registrar / Program Chair		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the Faculty Teaching Load	1. Prepare contracts of COS Faculty	None	15 minutes	HR Officer
2.Signs the contract and submit to the HR	2. Receives the signed contract	None	5 minutes	HR Clerk
	3.Forward the contract to Campus HRMO, Campus Budget officer, program Chairperson, Campus Administrator for signature	None	5 minutes	Campus HRMO / Campus Budget Officer / Program Chairperson / Campus Administrator
	4.Forward signed contract to the university HR for signature of the University President	None	1 day	University HR / University President
	5.Receive the contracts from the University HR	None	1 minute	HR Officer
3.Receives signed contract to be notarized	6. Releases the contracts to be notarized	None	1 minute	HR Clerk

4. Submits photocopy of notarized contracts to HR	7.Receives the copy of notarized contracts	None	1 minute	HR Clerk
TOTAL		None	1 Day & 28 minutes	

7. Preparation of Contract of Service for Non-Teaching Personnel & Job-Order (New & Renewal)

Processing of Contract of Service for Non-Teaching Personnel.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	COS Non-Teaching Personnel of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Employees: 1.Application Letter 2.Resume with latest picture 3.Photocopy of Certificate of Eligibility, if applicable 4.Photovopy of Transcript of Records 5. Latest PDS 6.Endorsement Letter from the head		Applicant Applicant Applicant / CSC / PRC Applicant Applicant CA, Unit Head		
Renewal: 1.Letter of Intent for the renewal of contract 2.Justification Letter from the Head		Personnel for renewal CA, Unit Head		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents the Endorsement letter from the heads with the supporting documents	1. Prepare contracts of COS /JO Staff	None	15 minutes	HR Officer
2.Signs the contract and submit to the HR	2. Receives the signed contract	None	5 minutes	HR Clerk
	3.Forward the contract to Campus HRMO< Campus Budget Officer, Program Chairperson, Campus Administrator for their signature	None	5 minutes	Campus HRMO / Campus Budget Officer / Program Chairperson / Campus Administrator
	4.Forward signed contract to the University HR for signature of the University president	None	1 day	University HR / University president

	5.Receive the contracts from the University HR	None	1 minute	HR Officer
3. Receives signed contract to be notarized	6.Release the contracts to be notarized	None	1 minute	HR Clerk
4. Submits photocopy of notarized contracts to HR	7.Receive the copy of notarized contracts	None	1minute	HR Clerk
TOTAL		None	1 Day and 28 minutes	

8. Preparation and Issuance of Notice of Salary Adjustment

The process of preparing and issuing of Notice of Salary Adjustment

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Permanent Faculty and Non-Teaching Personnel of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
National Budget Circular		Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives the Notice of Salary Adjustment	1. Secures copy of the National Budget Circular	None	3 minutes	HR Officer
	2. Updates checklist with the adjusted salary	None	1 minute per employee	Campus HRMO
	3. Prepares individual Notice of Salary Adjustment	None	3 minutes per employee	Campus HRMO
	4. Forwards the NOSA to the University President for signature	None	1 day	Campus HRMO
	5. Receives the signed NOSA	None	1 minute	HR Officer
	6. Issues the NOSA	None	1 minute	Campus HRMO
TOTAL		None	1 day & 9 minutes	

9. Issuance of Certificate of Employment 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		
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		
Document Request Form		HR Office		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Document Request Form	1. Receives the request form and advises the client to pay the COE Fee of Thirty Pesos (P30.00) at the Cashier's Office	P 30.00	1 minute	HR Clerk
2. Pays the COE Fee and submit the OR to HR Office	2. Receives the official receipt	None	1 minute	HR Clerk
	3. Verifies employment record/s of the employee and/or client and prints the COE	None	5 minutes	HR Officer
	4. Signs the certificate	None	30 seconds	Campus HRMO
3. Log and Receive the Certificate	5. Stamp/Dry seal and issue the document, if required	None	1 minute	HR Clerk
	6. Record and Releases Certificate	None	1 minute	HR Clerk
TOTAL		P 30.00	9 Minutes & 30 seconds	

10. Issuance of Service Records 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		
Type of Transaction:		Government to Government		
Who may avail:		Employees and Former employees of the University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form		HR Office		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Document Request Form	1. Receives the request form and advise client pay the fee of P30.00 at the Cashier's Office	P 30.00	1 minute	HR Clerk
2. Pays the SR Fee and submit the OR to HR Office	2. Receive official receipt and request Form	None	1 minute	HR Clerk
	3. Verifies employment record/s of the employee and/or client and prints the SR	None	5 minutes	HR Officer
	4. Countercheck, and sign the service record	None	1 minute	Campus HRMO
	5. If required, Stamp/Dry seal and issue the document		1 minute	HR Clerk
3. Countercheck the entries, log and receive the SR	6. Record and Releases Service Record		1 minute	HR Clerk
TOTAL		P 30.00	10 minutes	

11. Authentication of HR Related Documents

Photocopied HR Related documents to be authenticated by the authorized HR Officer

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Employees and Former employees of the University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form		HR Office		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up request form	1. Receives the request form and advise client pay the fee of P30.00 at the Cashier's Office	P 30.00	1 minute	HR Clerk
2. Pays the Authentication Fee and submit the OR to HR Office	2. Receive official receipt and request Form	None	30seconds	HR Clerk
	3. Verifies the document	None	1 minute	HR Officer
	4. Stamps and signs the document		1 minute	HR Officer / Campus HRMO
3. Receives the authenticated document/s	5. Record and Releases Service Record		1 minute	HR Clerk
TOTAL		P 30.00	4minutes & 30 seconds	

12. Issuance of Daily Time Record/Biometric for Faculty and Non-Teaching

The service allows employees to retrieve his or her Daily Time Record (DTR) to validate his/her time of arrival and departure appearing in the daily attendance.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
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		
Data of Daily Time Records of employees		HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives biometric print out	1. Generates and prints biometric /DTR	None	1 minute	HR Officer
	2. Informs employees to receive their biometrics	None	1 minute	HR Officer
	3. Record and Releases DTR	1st copy - None 2nd copy - P20.00 3rd and nth copy - P30.00	1 minute	HR Clerk
TOTAL		2nd copy - P20.00 3rd and nth copy - P30.00	3minutes	

13. Receiving and checking of DTR's for Faculty and Non-Teaching

This service allows the checking and recording of attendance of officers and employees to determine the contingency of their services. The service serves as a basis of recording tardiness, absence and unauthorized leaves.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Faculty and non-teaching employees of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Biometric / Daily Time Record (DTR)		HR Office		
Attach Logbook if no time in and out		HR Office		
Travel Order and Certificate of Appearance		Employee		
Pass Slip		HR Office / Guard		
Leave Form (CSC Form No. 6)		HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of DTR's	1. Receive the DTRs/Biometric print outs duly signed by the employee with complete attachments	None	1 minute	HR Clerk
	2. Check the DTRs and documents submitted	None	1 minute	HR Officer
	3. Computes tardiness, undertime and leave/s of absences incurred during the period	None	3 minutes	HR Officer
	4. Summarize and post used leaves, tardiness and undertimes in the individual leave service record of the employees		3 minutes	HR Officer
	5. File and keep the DTR's for future audits and reference		1 minute	HR Clerk
TOTAL		None	9 minutes	

14. Payroll Preparation for PERA and Salaries of Permanent, Temporary and Casual Personnel

This procedure/process applies to payroll preparation of PERA and salary of all Permanent and Casual personnel

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Permanent, Temporary and Casual Personnel of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Daily Time Record (DTR)		Employee		
Approved Accomplishment Report, if applicable		Employee		
Approved Attendance Summary		HR Office		
Photocopy of deduction schedules, if any		HR Office		
Photocopy NOSA, if any		HR Office		
Payroll, four (4) copies		HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Approved DTR/Biometric with complete supporting documents	1. Receive and check as to the completeness of the submitted documents	None	1 day	HR Officer
	2. Summarize leave of absences, tardiness and undertime and update personnel leave card	None	40 minutes	HR Officer
	3. Print Attendance Summary for approval of Campus HRMO and CA	None	3 minutes	HR Officer / Campus HRMO / CA
	4. Prepares payroll	None	30 minutes	HR Officer
	5. Checks figures and computations entered in the payroll	None	10 minutes	Campus HRMO
	6. Prints and releases the payroll with supporting documents to Campus Accountant and CA for signature	None	5 minutes	HR Officer / Accountant / Campus Administrator

	6. Record and release approved payroll to accounting		1 minute	HR Clerk
TOTAL		None	1 day, 1 hour, and 24 minutes	

15. Payroll Preparation for Contract of Service Faculty Personnel

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

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government To Government			
Who may avail:	COS Faculty Personnel of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Daily Time Record (DTR)		Employee		
Approved Accomplishment Report		Employee		
Photocopy of Notarized Contract		Employee		
Attach logbook, if blank		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Approved DTR/Biometric with complete supporting documents	1. Receive and check as to the completeness of the submitted documents	None	2 minutes	HR Officer
	2. Compute contact hours less absences and undertime based on their class schedule	None	20 minutes	HR Officer
	3. Prepares payroll	None	20 minutes	HR Officer
	4. Checks figures and computations entered in the payroll	None	10 minutes	Campus HRMO
	5. Prints & releases the payroll with supporting documents to Campus Accountant and CA for signature	None	3 minutes	HR Officer / Accountant / Campus Administrator
	6. Record and release approved payroll to accounting	None	1 minute	HR Clerk
TOTAL		None	56 minutes	

16. Payroll Preparation for Contract of Service / Job Order 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			
Type of Transaction:	Government to Government			
Who may avail:	COS / JO Non-Teaching Personnel of ISU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Daily Time Record (DTR)		Employee		
Approved Accomplishment Report		Employee		
Photocopy of Notarized Contract		Employee		
Attach logbook, if blank		HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Approved DTR/Biometric with complete supporting documents	1. Receive and check as to the completeness of the submitted documents	None	2 minutes	HR Officer
	2. Compute absences and undertime	None	20 minutes	HR Officer
	3. Prepares payroll	None	20 minutes	HR Officer
	4. Checks figures and computations entered in the payroll	None	10 minutes	Campus HRMO
	5. Prints & releases the payroll with supporting documents to Campus Accountant and CA for signature	None	3 minutes	HR Officer / Accountant / Campus Administrator
	6. Record and release approved payroll to accounting	None	1 minute	HR Clerk
TOTAL		None	56 minutes	

17. Payroll Preparation for all Personnel Benefits of Permanent/Temporary/Casual Employees

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

Office or Division:		HRMO		
Classification:		Simple		
Type of Transaction:		Internal Services – Government to Government		
Who may avail:		All Permanent, Temporary and Casual Personnel of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of entitled personnel to receives such benefits		HR Office		
Payroll, four (4) copies		HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepares payroll	None	1 hour	HR Officer
	2. Checks figures and computations entered in the payroll	None	10 minutes	Campus HRMO
	3. Prints & releases the payroll with supporting documents to Campus Accountant and CA for signature	None	3 minutes	HR Officer / Accountant / Campus Administrator
	4. Record and release approved payroll to accounting	None	1 minute	HR Clerk
TOTAL		None	1 hour & 14 minutes	

18. Preparation of GSIS Remittance List of all Permanent/Temporary/Casual Employees

This procedure applies to the preparation of remittance of premiums and/or loans for Permanent/Temporary/Casual Employees leave.

Office or Division:		Human Resources Management Office		
Classification:		Complex		
Type of Transaction:		Government to Government		
Who may avail:		GSIS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of GSIS Billing		GSIS, EBCS		
Copy of Payroll		HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepares monthly remittance list	None	30 minutes	HR Officer
	2. Check and review remittance list	None	5 minutes	Campus HRMO
	3. Counterchecks adjustments/updating using the eBCS	None	5 minutes	Campus HRMO
	4. Prints Remittance List	None	1 minute	HR Officer
	5. Signs remittance list	None	1 minute	Campus HRMO
	6. Record and release approved remittance list to accounting	None	1 minute	HR Clerk
	TOTAL	None	43 minutes	

19. Preparation of HDMF Remittance List of all Permanent/Temporary/Casual/COS Employees

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

Office or Division:		Human Resource Management Office		
Classification:		Complex		
Type of Transaction:		Internal Services - Government to Government		
Who may avail:		HDMF		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of HDMF Billing (Loans)		HDMF Office		
Copy of Payroll		HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepares monthly remittance list	None	30 minutes	HR Officer
	2. Check and review remittance list	None	5 minutes	Campus HRMO
	3. Prints Remittance List	None	1 minute	HR Officer
	4. Signs remittance list	None	1 minute	Campus HRMO
	5. Record and release approved remittance list to accounting	None	1 minute	HR Clerk
TOTAL		None	38 minutes	

20. Preparation of PHIC Remittance List of all Permanent/Temporary/Casual/COS Employees

This procedure applies to the preparation of remittance of premiums for Permanent / Temporary / Casual / COS Employees

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Internal Services		
Who may avail:		PHIC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Premium Accounts (SPA)		PHIC, EPRS		
Copy of Payroll		HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepares monthly remittance list	None	30 minutes	HR Officer
	2. Check and review remittance list	None	5 minutes	Campus HRMO
	3. Prints SPA and Employee List	None	1 minute	HR Officer
	4. Record and release approved remittance list to accounting	None	1 minute	HR Clerk
TOTAL		None	37 minutes	

21. Preparation of Other Remittance List (CBS, COOP, NASA, CBAO, etc) of all Permanent/Temporary/Casual Employees

This procedure applies to the preparation of remittance of loans for Permanent/Temporary/Casual Employees

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		China Bank		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CBS Billing		China Bank		
Copy of Payroll		HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepares monthly remittance list	None	30 minutes	HR Officer
	2. Check and review remittance list	None	5 minutes	Campus HRMO
	3. Print & sign remittance list	None	1 minute	HR Officer / Campus HRMO
	4. Record and release approved remittance list to accounting	None	1 minute	HR Clerk
TOTAL		None	37 minutes	

22. Issuance of Certificate of Net Take Home Pay to All 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		
Type of Transaction:		Government to Government		
Who may avail:		All Permanent, Temporary and Casual Personnel of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form		HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out document request form and submit to HR	1. Prepares Net Take Home Pay Certification	None	3 minutes	HR Officer
	2. Checks figures entered in the certification	None	1 minute	Campus HRMO
	3. Prints and signs the certification	None	1 minute	HR Officer / Campus HRMO
	4. Records and releases the certification	None	1 minute	HR Clerk
	TOTAL	None	6 minutes	

Application for Leave

Types of Leave to be availed:

1. Vacation Leave

- It should be filed five (5) days in advance.
- Vacation leave within the Philippines or abroad shall be indicated in the form for purposes of securing travel authority and completing clearance from money and work accountabilities (if 30 days or more).

2. Mandatory / Forced Leave

- Annual five-day forced leave shall be forfeited if not taken during the year.
- In case the scheduled leave has been cancelled in the exigency of the service by the head of agency, it shall no longer be deducted from the accumulated vacation leave.
- Availment of one (1) day or more Vacation Leave (VL) shall be considered for complying the mandatory/forced leave subject to the conditions under Section 25, Rule XVI of the Omnibus Rules Implementing E.O. No. 292.

3. Special Privilege Leave

- Leave of absence which may be availed of for a maximum of three (3) days annually to mark special milestones and/or attend to filial and domestic emergencies such as birthday, anniversary, mourning, PTA meetings, etc. Special leave privileges are non-cumulative and strictly non-convertible to cash.
- It shall be filed/approved for at least one (1) week prior to availment, except on emergency cases.
- Special privilege leave within the Philippines or abroad shall be indicated in the form for purposes of securing travel authority and completing clearance from money and work accountabilities.

4. Sick Leave

- Sick leave is granted to employees on account of sickness or disability of the employees or any member of their family (parents, brothers, children, spouse or even house help who are living with the employees).
- It shall be filed immediately upon employee's return from such leave.
- If filed in advance or exceeding five (5) days, application shall be accompanied by a medical certificate. In case medical consultation was not availed of, an affidavit should be executed by the applicant.

5. Maternity Leave (105 Days)

- Proof of pregnancy e.g. ultrasound, doctor's certificate on the expected date of delivery.
- Accomplished Notice of Allocation of Maternity Leave Credits (CS Form No. 6a), if needed.
- Seconded female employees shall enjoy maternity leave with full pay in the recipient agency.
- For live childbirth:
 - 105 days maternity leave (full pay)
 - Additional 15 days, for solo parents as defined in R.A. No. 8972 or the Solo Parents' Welfare Act of 2000.
 - Option to extend for 30 days without pay.
 - Option to allocate up to seven (7) days of the maternity leave to the child's father or the alternate caregiver.
 - Extended maternity leave with 170 pay is allowed, chargeable against the female employee's sick leave credits, and vacation leave credits in case her SL credits have been exhausted
- In case of miscarriage or emergency termination of pregnancy, maternity leave of sixty

(60) days with full pay shall be granted	
6. Paternity Leave (7 Days) <ul style="list-style-type: none"> Notwithstanding any law, rules and regulations to the contrary, every married male employee in the private and public sectors shall be entitled to a paternity leave of seven (7) days with full pay for the first four (4) deliveries of the legitimate spouse with whom he is cohabiting. Proof of child's delivery e.g. birth certificate, medical certificate and marriage contract. 	
7. Special Leave for Solo Parent (7 Days) <ul style="list-style-type: none"> It shall be filed in advance or whenever possible five (5) days before going on such leave with updated Solo Parent Identification Card. 	
8. Rehabilitation Leave (up to 6 months) <ul style="list-style-type: none"> Application shall be made within one (1) week from the time of the accident except when a longer period is warranted. Letter request supported by relevant reports such as the police report, if any, Medical certificate on the nature of the injuries, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation, as the case may be. Written concurrence of a government physician should be obtained relative to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of rehabilitation. This leave is granted to employees for disability on account of injuries sustained while in the performance of duty. 	
9. Special Leave Benefit for Women (up to 2 months) <ul style="list-style-type: none"> The application may be filed in advance, that is, at least five (5) days prior to the scheduled date of the gynecological surgery that will be undergone by the employee. In case of emergency, the application for special leave shall be filed immediately upon employee's return but during confinement the agency shall be notified of said surgery. The application shall be accompanied by a medical certificate filled out by the proper medical authorities, e.g. the attending surgeon accompanied by a clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the said surgery; the histopathological report; the operative technique used for the surgery; the duration of the surgery including the peri-operative period (period of confinement around surgery); as well as the employees estimated period of recuperation for the same. 	
10. Special Emergency (Calamity) Leave - up to 5 days <ul style="list-style-type: none"> The special emergency leave can be applied for a maximum of five (5) straight working days or staggered basis within thirty (30) days from the actual occurrence of the natural calamity/disaster. Said privilege shall be enjoyed once a year, not in every instance of calamity or disaster. The head of office shall take full responsibility for the grant of special emergency leave and verification of the employee's eligibility to be granted thereof. Said verification shall include: validation of place of residence based on latest available records of the affected employee; verification that the place of residence is covered in the declaration of calamity area by the proper government agency; and such other proofs as may be necessary. 	

Office or Division:	Human Resource Management Office
Classification:	Simple
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
Special Privilege Leave (3 days) 1. Application for Leave - CS Form No. 6,	HR Office

Revised 2020				
Sick Leave 1. Application for Leave - CS Form No. 6, Revised 2020 2. Medical Certificate – CS Form 41		HR Office		
Maternity Leave (105 days) 1. Application for Leave - CS Form No. 6, Revised 2020 2. Information Letter 3. Clearance Form - CS Form No. 7, 2017 4. Medical Certificate - CS Form 41 5. Birth Certificate of the child		HR Office		
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		HR Office		
Solo Parent Leave (7 days) 1. Application for Leave - CS Form No. 6, Revised 2020 2. Solo Parent ID		HR Office		
Rehabilitation Leave (up to 6 months) 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		HR Office		
Special Leave benefits for women – 2 months 1. Application for Leave - CS Form No. 6, Revised 2020 2. Information letter 3. Medical Certificate – CS Form 41		HR Office		
Special Emergency (Calamity Leave) – 5 days 1. Application for Leave - CS Form No. 6, Revised 2020 2. Proof of declaration		HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits leave form signed by the employees' immediate supervisor	1. Receives and evaluates the submitted documents	None	HR Officer	Administrative Officer

	2. Certifies the leave credits of the concerned employee and return the form for approval/ disapproval of Immediate supervisor and CA	None	HR Officer / Campus HRMO	Administrative Officer
2. Forward the same to the Immediate supervisor and Campus Administrator for approval/ disapproval		None	Immediate supervisor / CA	Budget Staff
3. Submit the approved/ disapproved leave form to the HR Office	3. Receives the approved leave and file the same. If disapproved, file the leave form in the individual leave service record folder of employee.	None	HR Clerk	Accounting Staff
TOTAL		None	16 minutes.	

23. Application of Terminal Leave

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

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Faculty and non-teaching employees of ISU			
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 		Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee / HR Office Concerned Employee Concerned Employee Concerned Employee HR Office		
Teaching: <ol style="list-style-type: none"> 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) 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 Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee HR Office HR Office 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	1. Receives and evaluates as to the completeness of the submitted documents	None	15 minutes	HR Officer
	2. 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	HR Officer
	3. Review and Sign required Certifications to be submitted to Department of Budget and Management	None	1 minute	Campus HRMO
	4. Submits the same to the Campus Administrators Office for endorsement to the University President	None	1 minute	HR Officer / Campus HRMO
	5. Prepares endorsement of Terminal Leave to University President	None	3 minutes	Campus Administrator
	6. Submits the endorsement with complete supporting documents to the President's Office for signature	None	3 minutes	HR Officer / Campus HRMO
	7. University President signs the endorsement	None	1 minute	University President
	8. Records and releases the documents to HR Office	None	1 minute	Administrative Staff Office of the President
	9. Receives approved document from the Office of the University President	None	1 minute	HR Officer / Campus HRMO
TOTAL		None	1 day and 26 minutes	

24. Availment of Staff Development Program - Study Leave

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

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Permanent Faculty and Staff of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Study Plan Re-entry Plan Admission Slip		Requesting Employee		
Approved Campus Staff Development Committee		HR Office / CA Office		
Endorsement from the immediate supervisor (non-teaching) and from the Program Chair (faculty)		Immediate Head		
Clearance		Requesting Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	1. Receives and checks completeness of attachments	None	1 minute	HR Officer
	2. Forwards the request to CA	None	1 minute	HR Officer
	3. Schedules Staff Development Committee en banc meeting	None	3 minutes	Campus HRMO
	4. Conducts CSDC en banc meeting	None	2 hours	CSDC Members
	5. Prepares CSDC proceedings	None	15 minutes	HR Officer
	6. Prepares endorsement to USDC	None	15 minutes	Campus HRMO

	7. Sign the endorsement	None	5 minutes	CSDC Members
	8. Endorse to USDB	None	1 minute	Campus Administrator
	9. Submit endorsement to USDB	None	1 day	Campus HRMO / USDB
	10. Receives the return endorsement from USDB	None	1 minute	HR Clerk
	11. Notify the employee for the approval/disapproval Prepare contract if approved and let them sign the contract	None	10 minutes	Campus HRMO
TOTAL		None	1 day, 2 hours, and 52 minutes	

25. Reinstatement from Study Leave

This service allows the employee -scholars to reinstate and resume to their duty after finishing the degree they took during their study leave

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Permanent Faculty and Staff of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter signifying their intention to return to work addressed to the President		Requesting Employee		
Endorsement		Campus Administrator		
Proof of finishing the degree i.e. diploma, TOR		Requesting Employee		
Re-entry plan		Requesting Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter with complete attachments	1. Receives and check the completeness of the Request	None	3 minutes	HR Officer
	2. Submit request to Campus Administrator for endorsement	None	1 minute	HR Clerk
	3. Prepares and sign endorsement	None	10 minutes	Campus Administrator
	4. Submit signed endorsement to the University President for approval	None	1 day	HR Officer
	5. Receives Special Order from University President	None	1 minute	Records Officer
2. Receives Special Order	6. Record and release the Special Order	None	1 minute	HR Clerk
	TOTAL	None	1 day & 16 minutes	

ICT INFRA OFFICE

Internal Services:

1. ICT Services

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		
Type of Transaction:		Government to Government		
Who may avail:		Employees Faculty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Request Form Accomplishment Form		ICT Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Job Request Form	1. Receive and review request.	None	3 minutes	Admin. Aide in Charge (ICT Office)
2. Describe issues /concerns of the requested task.	2. Perform requested task.	None	One (1) day/ Depends on the request	Admin. Aide in Charge (ICT Office)
3. Checking if the concern/issues solve.	3. Issue the output of the requested job.	None	3 minutes	Admin. Aide in Charge (ICT Office)
4. Sign Job Accomplishment form	4. Sign Job Accomplishment form and to be signed by the Supervisor	None	3 minutes	Admin. Aide in Charge (ICT Office)
TOTAL		None	1 day & 9 minutes	

INTERNAL AUDIT SERVICES

Internal Services:

1. Request for Audit Reports
2. Special Audit - Assurance and Advisory

INTERNAL AUDIT SERVICES

Internal Services

2. Request for Audit Reports

This service is intended to address specific needs of the Commission on Audit and heads of Offices/Units/Colleges of the University.

Office or Division:		Internal Audit Services		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Commission on Audit and Colleges/Offices/Units of the University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approves request letter to obtain copy of audit report.		From the Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for audit report	1. Receives approved request letter and records it in the logbook	None.	1 minute	<i>Clerk</i> Internal Audit Services
	1.1 Internal Audit Service Clerk send the approved request letter to the IAS Director	None.	1 minute	<i>IAS Director and Clerk</i> Internal Audit Services
	1.2 Locates needed report and reproduce it	None.	1 hour	<i>Clerk</i> Internal Audit Services
	1.3 Records distribution of the requested report	None.	1 minute	<i>Clerk</i> Internal Audit Services
2. Receive the requested report	2. Release the requested report to the recipient	None.	1 minute	<i>Clerk</i> Internal Audit Services
TOTAL		None.	1hour, 4 minutes	

3. Special Audit - Assurance and Advisory

The Special Audit is requested by the University President whenever necessary. It is intended to address current issues on governance, risk assessment and control processes of the University.

Office or Division:		Internal Audit Services		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		University President		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A request letter from the University President to conduct special audit			Office of the University President	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. University president sends request letter for special audit	1. Clerks receives and records the request letter and sends it to the IAS Director	None.	3 minutes	<i>Clerk</i> Office of the University President <i>Clerk</i> Internal Audit Services
	1.1 IAS Director evaluates the request and assigns the audit assignment to the audit team leader	None.	1 hour	<i>IAS Director and Audit team leader</i> Internal Audit Services
	1.2 Audit Team Leader prepares the Audit Program and sends it to IAS Director for Approval	None.	3 hours	<i>IAS Director Audit team leader</i> Internal Audit Services
	1.3 IAS Director prepares and sends Notice of Audit to University President for Approval and communication to Auditee	None.	1 hour	<i>IAS Director</i> Internal Audit Services <i>Clerk</i> Office of the University President <i>Clerk</i> Internal Audit Services
	1.4 Perform appropriate auditing fieldwork	None.	30 working days*	<i>Audit team leader and Staff</i>

				Internal Audit Services
	1.5 Preparation and approval of audit report	None.	1 day	<i>Audit team leader, Staff and IAS Director</i> Internal Audit Services
	1.6 Submission of the Audit Report to the Office of the University President	None.	3 minutes	<i>Clerk</i> Office of the University President <i>Clerk</i> Internal Audit Services
2. University President schedules the Exit Conference	2. Discussion of the Audit Findings with the University President, Auditee, IAS, Director and Audit Team Leader	None.	1 hour	<i>University President</i> Office of the University President Auditee <i>IAS Director and Audit team leader</i> Internal Audit Services
TOTAL		None.	31 working day/s, 6 hours, 6 minutes	

MANAGEMENT INFORMATION SYSTEM OFFICE

Internal Services:

- 1.Databank/Library Services
2. Creative Media Services
3. Information Technology Systems Development Services

MANAGEMENT INFORMATION SYSTEM OFFICE

Internal Services

1. Databank/Library Services

The Databank/Library services unit is responsible for the (a) collection, storage and retrieval of data, and (b) data analysis and interpretation

Office or Division:		Databank/ Library Services		
Classification:		Complex		
Type of Transaction:		Government to Government		
Who may avail:		Campuses, Offices, Colleges, Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MIS Service Request Form		UMIS Office		
Letter of Request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and accomplish the UMIS service request form	Provide forms	None	2 minutes	Staff from UMIS Office
Submits letter of request to UMIS to avail of university data.	Receives, logs and forwards the letter to concern unit/ section	None	60 minutes	Staff from UMIS Office
	Reviews letter and discusses with unit head			Staff from UMIS-Databank unit
	Processes the requested data			Staff from UMIS-Databank unit
Receives the university data requested	Logs and releases the requested data	None	2 minutes	Staff from UMIS-Databank unit
Accomplish the UMIS service Client Satisfaction Survey	Provide forms	None	5 minutes	Staff from the UMIS
Total		None	72 minutes	

2. Creative Media Services

The Creative Media Services unit performs the following functions:

- (1) Documentation services
- (2) Editorial Services
- (3) Lay-out and graphic design

Office or Division:		Creative Media Services		
Classification:		Complex		
Type of Transaction:		Government to Government		
Who may avail:		Campuses, Offices, Colleges, Departments		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
MIS Service Request Form			UMIS Office	
Letter of Request				
Description/information about the expected output				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and accomplish the UMIS service request form	Provide forms	None	2 minutes	Staff from UMIS Office
Submits letter of request to UMIS to avail of creative media services.	Receives, logs and forwards the letter to concern unit/ section Reviews letter and discusses with unit head	None	30 minutes	Staff from UMIS Office Staff from UMIS-Databank unit
Consultation/Hand-holding	Meeting/ consultation session with the requesting party	None		Staff from UMIS-Databank unit
Processing of request	Creation/ development of multimedia presentation/ report	None		Staff from the UMIS
Receives copy of the multimedia presentation/ report	Logs and releases the requested report/presentation	None	2 minutes	Staff from UMIS
Accomplish the UMIS service Client Satisfaction Survey	Provide forms	None	5 minutes	Staff from the UMIS
Total		None		

3. Information Technology Systems Development Services

The Information Technology Systems Development unit is directly responsible in the:

1. System administration, and computer communication maintenance,
2. Web development, updating and maintenance
3. Software development and maintenance.

Office or Division:		Information Technology Systems Development Unit		
Classification:		Highly Technical		
Type of Transaction:		Government to Government		
Who may avail:		Campuses, Offices, Colleges, Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MIS Service Request Form		UMIS Office		
Letter of Request				
Description/information about the expected output/Technical Specifications				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure and accomplish the UMIS service request form	Provide forms	None	2 minutes	Staff from UMIS Office
Submits letter of request to UMIS to avail of IT system Development Services	Receives, logs and forwards the letter to concern unit/ section Reviews letter and discusses with unit head	None	30 minutes	Staff from UMIS Office Staff from UMIS-ITDS unit
Consultation/Hand-holding	Meeting/ consultation session with the requesting party	None		Staff from UMIS-ITDS unit
Processing of request	Development of system	None		Staff from the UMIS
Receives copy of the requested system	Logs and releases the requested system	None	2 minutes	Staff from UMIS
Accomplish the UMIS service Client Satisfaction Survey	Provide forms	None	5 minutes	Staff from the UMIS
Total		None	39 minutes	

PROCUREMENT OFFICE

External Services:

1. Pre- Procurement Process - With an ABC of less than P50,000.00
2. Procurement Process

PROCUREMENT OFFICE

External Service

1. Pre- Procurement Process - With an ABC of less than P50,000.00

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

Office or Division:		Procurement Office		
Classification:		Complex		
Type of Transaction:		Government to Government		
Who may avail:		Employees/Officials of ISU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved PPMP		Office of the End User		
Approved PR		Office of the End User/Head of Campus		
Certificate of non-availability of supplies from the DBM		Supply Office/Procurement Office		
Program of Works		Infrastructure Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Prepares Purchase Request with complete specification based from the PPMP	a. Checking of P.R based from the PPMP b. Verify the items listed in the P.R if it is included in the PPMP c. P.R return to End user for Funding at Budget Office and approval of the Head of Procuring Entity	none	10 minutes	End-user Procurement Staff
2 a. Secure certification of non-availability of office supplies at PS-DBM Website; 3 b. Forward PR of IT equipment to ICT Infra for review of specifications	e. To finalize the item/s to be purchased based from the certification issued by the PS-DBM and ICT Infra.	none	10 minutes	Procurement Staff

2. Procurement Process

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

Office or Division:		Procurement Office		
Classification:		Technical		
Type of Transaction:		Government to Government		
Who may avail:		Employees/ Officials of ISU San Mariano		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved PPMP			Office of the End user	
Approved PR			Office of the End user/Head of Campus	
Request for Quotation			Procurement Office	
Abstract of Quotation form			Procurement Office	
Approved Purchase Order			Procurement Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Purchase Request for Numbering and preparation of Request for Quotation (RFQ)	1. Numbering of PR and preparation of Request for Quotation for canvassing (atleast 3 canvass)	none	10 minutes	Procurement Staff/ Procurement Officer
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.	2. RFQ forwarded to TWG for the Review of Specification offered by the Supplier and attached the evaluation report	none	3 days	Designated Canvasser
3. Prepares Abstract of Price Quotation and all supporting documents	3. Forwarded to the Bids and Awards Committee the Abstract of Price Quotation for review and signing;	none	3 days	BAC Secretariat

4. Prepares Resolution for Recommendation	4. Review the Supporting documents	none	1 day	BAC Secretariat
5. Preparation of Contract Agreement;	6. Contract Agreement forwarded to BAC Chairman, TWG member/End-user and HOPE for signing	none	2 days	BAC Secretariat BAC Chair End-user TWG HOPE
TOTAL		None	9 days and 30 minutes	

QUALITY ASSURANCE OFFICE

Internal Services:

- 1.Planning Process
- 2.Monitoring and Assessment of Performance
- 3.Management Review
- 4.Client Satisfaction Survey
- 5.Internal Quality Audit

QUALITY ASSURANCE OFFICE

Internal Services

3. Planning Process

Office or Division:	Quality Assurance Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU San Mariano Unit Heads/Process Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Quality Manual (QM) Standard Operation Instruction (SOI) ISO 9001 Internal Standard		Quality Assurance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive memorandum from the office of the Campus Administrator	Distribute order for the conduct of planning (design, implement, review and improve) of the Quality Management System (QMS) to process owner	None	2 hours	Quality Assurance Office
Prepare inputs/requirement to planning and participate planning sessions.	Conduct QMS Planning sessions/seminar-workshop and consultation in planning	None	2 days	Quality Assurance Office
	Consolidate plans and present output to the Campus Administrator for approval	None	2 days	Approving Body
Implement plans	Disseminate and implement plans	None	4 hours	QA and all offices
	Total		4 days, 6 hours	

4. Monitoring and Assessment of Performance

Office or Division:		Quality Assurance Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		ISU San Mariano Unit Heads/Process Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
QMS Monitoring and Assessment Form		Quality Assurance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Received monitoring and assessment form	Issue/distribute monitoring and assessment form to process owners	None	2 hours	QA/Monitoring and Assessment Team Process Owners
Conduct/implement the system of monitoring and assessment	Consolidate monitoring and assessment results	None	1 day	QA/Monitoring and Assessment Team Process Owners
Submit monitoring and assessment report	Submit Consolidated monitoring and assessment report to the Campus Administrator	None	3 days	QA/Monitoring and Assessment Team Process Owners
	Total		4 days, 2 hours	

5. Management Review

Office or Division:	Quality Assurance Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	ISU San Mariano Unit Heads/Process Owners University QA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Quality Manual (QM) Standard Operation Instruction (SOI) ISO 9001 Internal Standard Audit Checklist Form Client Satisfaction Survey Form PSET QMS Monitoring and Assessment Form OJT Evaluation Form Request for Action (RFA)		Quality Assurance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive office order for the MR Meeting	Issue/monitor office order for the Management Review (MR) meeting.	None	2 hours	ISO Core Team Process Owners
Attend/participate MR meeting	Conduct MR and determine impact of inputs and QMS performance	None	1 day	QA ISO Core Team PO
Prepare action plan and status report	Require the process owner to prepare action plan of findings and status report	None	1 day	ISO Core Team PO
Record agreement	Prepare minutes of meeting and record agreement.	None	3 days	ISO Core Team PO
	Total		5 days, 2 hours	

6. Client Satisfaction Survey

Office or Division:	Quality Assurance Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Satisfaction Form Survey		Quality Assurance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive CSS Form	Distribute CSS Form to process owner	None	2 hours	QA Process Owner
Concerned clients to accomplish the form	Retrieve the accomplished form	None	1 day	QA Process Owner
Submit filled-up forms	Consolidate/tabulate data and interpret the results	None	3 days	QA Process Owner
Record agreement	Present the results of CSS during MR and take necessary plans	None	1 day	QA Process Owner
Utilize result for decision making	Disseminate results to all offices concerned, provide support, and invoke the continuous improvement of the delivery of services	None	3 days	QA Process Owner
	Total		8 days, 2 hours	

7. Internal Quality Audit

Office or Division:	Quality Assurance Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Unit Heads/Process Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Audit Checklist Form		Quality Assurance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive and confirm date of audit schedule	Plan the audit and issue notice of audit schedule and audit plan	None	1 hour	IQA
Prepare for the conduct of audit	Select auditors and prepare the audit instrument/ checklist etc.	None	5 days prior to audit	IQA
Prepare for the conduct of audit as an auditee	Conduct audit	None	1 day	IQA
Meeting with the auditor regarding the results of audit and conform RFA and corrective actions	Review audit results and discuss with auditee including issuance of RFA and corrective actions if any.	None	4 hours	IQA
	Total		6 days, 5 hours	

SUPPLY OFFICE

External Services:

- 1.Delivery of Goods by the Supplier
- 2.Acceptance of Deliveries
- 3.Preparation of Agency Procurement Request from DBM

Internal Services:

- 1.Issuance of Supplies and Equipment
- 2.Signing of Clearance

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		
Type of Transaction:		Government to Government		
Who may avail:		End user		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Suppliers notifies the Supply Office the day of delivery.	Supply Office/Staff served Purchase Order to suppliers.	None	1 hour	Supply Officer/Staff End-user
	Supply Office/staff prepares storeroom where goods will be stored.			
			1 hour	

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		
Type of Transaction:		Government to Citizen		
Who may avail:		Supplier		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Supplier notifies the Supply Office of the delivery of items ordered	Supply Officer/staff notifies inspector of the delivery of items for inspection	None	1 Hour	Supply Officer Inspection Officer
	Inspector signs the IAR after inspecting the deliveries (inspection box portion)			
Supplier prepares the charge invoice for signing	Supply Officer signs the IAR for accepting the Deliveries (acceptance box portion)			
			1 hour	

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		
Type of Transaction:		Government to Government		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End user prepares Purchase Request _____ office supplies	Supply Officer consolidates and prepares APR	None	3 working days	Supply Officer Supply Office Staff Budget Officer Agency Head
	Supply Office staff routes the APR to the Budget Office for allotment and Agency Head for approval.			
	Supply Officer sends the APR via to DBM via e-mail for the availability of supplies			
	Supply Officer contacts DBM for confirmation of orders			
			3 days	

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		
Type of Transaction:		Government to Government		
Who may avail:		End-user		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. 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	15 minutes	Supply Officer/Staff End-user
5. End-user checks the delivered items	Supply Office prepares forms for the end-user to sign (PAR for equipment costing 50k and above, ICS for equipment costing 49,999.99 and below and RIS for supplies and materials)			
TOTAL		None	15minutes	

2. Signing of Clearance

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


Office or Division:		Supply Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Employee present clearance form for signing	Supply Officer and staff check/verify the employee's accountabilities	None	5 minutes	Supply Officer
	Supply Officer signs the clearance if the employee has no accountability on record			


FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ol style="list-style-type: none"> Fill out the Client Satisfaction Measurement (CSM) survey through: <ul style="list-style-type: none"> Paper form (ISUSMr-QuA-CSM-074) <p>Contact info: 09175502231</p>
How feedback are processed	<ol style="list-style-type: none"> 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>For inquiries and follow-ups, clients may contact the cellphone number: 09175502231</p>
How to file a complaint	<ol style="list-style-type: none"> Citizen's Complaint Center Contact: #8888 Link: www.8888.gov.ph Contact Center ng Bayan Link: https://contactcenterngbayan.gov.ph/contact-us
How complaints are processed	<p>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> <p>The concerned office will answer the complaint within seventy-two (72) hours upon the receipt of the complaint.</p>
Contact Information of CCB, PCC, ARTA	<ol style="list-style-type: none"> Contact Center ng Bayan <ol style="list-style-type: none"> Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide SMS/Text Access: 0908-8816565 Email: Website: www.contactcenterngbayan.gov.ph SMS/Text Access: (02) 932-011; 0917-TEXTCSC (8398272) Facebook page: www.facebook.com/civilservicegovph Presidential Complaints Center <ol style="list-style-type: none"> Telephone: +63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8629 Telefax No. +63(2)-8736-8621 Email: pcc@malacanang.gov.ph Website: op-proper.gov.ph/presidential-action-center Postal: thru PCC official address at Bahay Ugnayan, J.P. Laurel ARTA <ol style="list-style-type: none"> Telephone: 8478-5091; 8478-5093; 8478-5099

	<p>1.11 Email: info@arta.gov.ph complaints@arta.gov.ph</p> <p>1.12 Website: www.arta.gov.ph</p> <p>1.13 CSC – 0917-TEXTCSC (8398272); (02) 932-0111</p> <p>1.14 Ombudsman: 0926-6994703; (02) 927-4102; (02) 927-2402</p> <p>4. Campus Contact Number</p> <p>1.15 Aisie O. Bete-Liban - SMS/Text Access: 09175502231</p> <p>1.16 Email: aisie.o.bete@isu.edu.ph</p>
--	---

CLIENT SATISFACTION MEASUREMENT (CSM) SURVEY

	Reference No.: ISUSMr-QuA-CSM-074	Effectivity Date: March 6, 2025	Rev. No.:3
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"/> Faculty <input type="checkbox"/> Alumni	<input type="checkbox"/> Parent <input type="checkbox"/> Employee <input type="checkbox"/> Guest	
Office/College Visited:			
Nature of Service: <i>(Refer to the external/internal services on the Office/College Citizen's Charter)</i>			
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"/> 3. Did not help <input type="checkbox"/> 2. Somewhat helped <input type="checkbox"/> 4. N/A			

	Reference No.: ISUSMr-QuA-CSM-074	Effectivity Date: March 6, 2025	Rev. No.:3
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"/> Faculty <input type="checkbox"/> Alumni	<input type="checkbox"/> Parent <input type="checkbox"/> Employee <input type="checkbox"/> Guest	
Office/College Visited:			
Nature of Service: <i>(Refer to the external/internal services on the Office/College Citizen's Charter)</i>			
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"/> 3. Did not help <input type="checkbox"/> 2. Somewhat helped <input type="checkbox"/> 4. N/A			

FORM

LIST OF OFFICES

Office	Address	Contact Information
Office of the Campus Administrator	Administrative Bldg. ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	0975-371-6225 0953-673-4919
Office of the Director for Academic and Related Affairs	Agri-Quadrangle Bldg. ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	0917-550-2231
Resource Generation Management Office	RGMO Office, ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	0917-527-1551
Accounting Office	Administrative Bldg. ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	
Budget Office	Administrative Bldg. ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	
Registrar's Office	Administrative Bldg. ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	0961-608-5441
Cashier's Office	Administrative Bldg. ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	0998-196-2622
Guidance and Counseling Office	Administrative Bldg. ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	09971120082
Human Resource Management Office	Administrative Bldg. ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	0949-119-8657
Office of the Internal and External Affairs	Agri-Quadrangle Bldg. ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	0955-122-8248
Infirmery Health Services	Health Services Office, ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	0905-6951339
Office of the NSTP Director	NSTP Office, ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	0945-336-5106
Library	Library Bldg. ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	0927-893-3302
Office of the Planning and MIS Director/GAD Focal Person	Administrative Bldg. ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	
Office of the Student Affairs Services	Administrative Bldg. ISU-San Mariano, Sta. Filomena, San	

	Mariano, Isabela	
Procurement Management and BAC Office	Procurement & BAC Of ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	0961-530-2616
Office of the Director for Quality Assurance	Agri-Quadrangle Bldg. ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	0917-550-2231
Documents and Records Control Office	Administrative Bldg. ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	0967-549-5816
Supply Office	Supply Office, ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	0920-944-9098
Office of the Supreme Student Council	Apiculture Bldg. ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	
Office of the Director for General Services	GSO Office, ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	0963-173-2575
Office of the Director for Research and Development	Agri-Quadrangle Bldg. ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	
Security Services Office	GSO Office, ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	0963-173-2575
Office of the Director for Extension and Training Services	Agri-Quadrangle Bldg. ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	
Bachelor of Secondary Education Office	Agri-Quadrangle Bldg. ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	0967-748-7738
Bachelor of Science in Hospitality Management Office	IHM Bldg. ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	
Bachelor of Science in Information Technology Office	Information Tech. Bldg. ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	0997-805-5465
Bachelor of Science in Agriculture Office	Agriculture Laboratory Bldg. ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	0997-805-5465
Office of the Director for Socio-Cultural & Arts Services	Apiculture Bldg., ISU-San Mariano, Sta. Filomena, San Mariano, Isabela	0927-523-0277

Office of the Students Publication	Agri-Quadrangle Bldg. ISU- San Mariano, Sta. Filomena, San Mariano, Isabela	
------------------------------------	---	--