

Cavite State University

CITIZEN'S CHARTER

CvSU Performance Pledge

WE, the officials and employees of Cavite State University commit to:

Serve you promptly, efficiently, and with utmost courtesy through authorized personnel with proper identification from **Mondays to Thurs, 7:00 am to 6:00 pm** without **noon break**;

Ensure strict compliance with service standards, with written explanation for any delay in frontline services;

Respond to your complaints about our services the soonest possible or within the day through our complaint and assistance desk and take corrective measures;

Value every citizen's comments suggestions, and needs including those with special needs such as the differently-abled, pregnant women, and senior citizens; and

Empower the public through 24/7 access to information on our policies, programs, activities, and series through a website.

Please let us know how we have served you by doing any of the following:
Accomplish our feedback form available from our security personnel or call **(046) 471-6607**.

Thank you for helping us improve our services.

ALL THESE WE PLEDGE, because YOU DESERVE NO LESS.

University Vision

The premier university in historic Cavite recognized for excellence in the development of globally and morally upright individuals.

University Mission

Cavite State University shall provide excellent, equitable, and relevant educational opportunities in the arts, sciences and technology through quality instruction and responsive research and development activities.

It shall produce professional, skilled, and morally upright individuals for global competitiveness.

FEEDBACK AND REDRESS MECHANISMS

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

- accomplish and drop our feedback form in box located available in concerned offices
- send your feedback through e-mail: **cvsuimus01@gmail.com**; and
- talk to our Coordinator, Public Information Office.

THANK YOU for helping us continuously improve our services.

Office: OFFICE OF STUDENT AFFAIRS-GUIDANCE SERVICES UNIT
Office Hours: 7:00 AM – 6:00 PM Monday to Thursday
Contact Numbers: (046) 471-6607
Clients: Students
Nature of Service: Admission Procedure for New Student

Step	Applicant/Client	Service Provider	Duration of activity under normal Condition	Person In Charge	Fees	Form
1	Applicant submits the following documents to OSA a. Photocopy of Reports card (Form 138) or Transcript of Records (Form 137) b. Photocopy of Certificate of Good Moral Character c. 2 copies of 1x1 ID picture d. Short folder e. Official Receipt of Testing Fee (non-Refundable)	Receives accomplished Application Form and other Required documents Registrar/ Guidance/ QAA Cashier's Office	5 minutes 2 minutes	Guidance Counselor or Cashier	Php150.00	OSA Guidance Form no. 1 Application Form for Admission
2	Applicant receives Examination permit	Schedules the Date of examination	2 minutes	Guidance Counselor		OSA Guidance Form no. 2 Examination Permit
3	Applicant takes the entrance exam	Administer s Entrance examination	90 minutes	Guidance Counselor		OSA Guidance Form No.4 Verbal Answer Sheet and Form no.5 Mathematical Answer Sheet

4	Applicant gets results of examination	Release the result of examinations	2 minutes	Guidance Counselor		OSA Guidance Form no. 6 Result of Examination
5	Applicant gets Notice of Admission Note: For applicants seeking admission to BSHRM, DHRM and BSTRM, the applicant is required to undergo interview : a. Gets interview form b. Applicant undergoes interview at HEVTED, College of Education c. Applicant return to OSA and submit accomplished interview form	Release the Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by". Release interview form	2 minutes 2 minutes	Guidance Counselor Guidance Counselor		OSA Guidance Form no.7 OSA form no. 3 Interview Form
6	Applicant presents the Notice of Admission to the Registrar's Office for the issuance of Medical Slip	Registrar's Office		Registrar		

Note: Common to all CvSU Campuses

Office: OFFICE OF STUDENT AFFAIRS-GUIDANCE SERVICES UNIT
Office Hours: 7:00 AM – 6:00 PM Monday to Thursday
Contact Numbers: (046) 471-6607
Clients: Students
Nature of Service: Admission Procedure for Transferees

Step	Applicant/Client	Service Provider	Duration of activity under normal conditio	Person In Charge	Fees	Form
1	Applicant presents his Credentials for initial evaluation	Evaluates and Compute the GPA	10 minutes	Guidance Counselor		
	a. Applicant gets Notice for Interview Form and Proceed to concerned college for further evaluation	Issues Interview form	5 minutes	Guidance Councilor		OSA Guidance Form no. 3 Interview Form
	b. Applicant undergoes interview with the respective college	Concerned College	60 minutes	College Registrar		
	c. Applicant returns to OSAA and submit the accomplished interview slip					
2	If qualified from the evaluation of the College, the applicant submits the following documents to OSA: <ul style="list-style-type: none"> • Photocopy of Transcript of Certificate Of Grades • Photocopy of Certificates Of Good Moral Character • Photocopy of 	Receives and files the documents	5 minutes	Guidance Counselor		OSA Guidance Form no. 1 Applicant for Admission

	Honorable Dismissal <ul style="list-style-type: none"> • Photocopy of NBI Clearance • 2 copies of 1x1 ID Picture • Short folder • <u>Official Receipts (OR) for testing fee</u> 					
3	Applicant receives examination permit	Issues Examination Permit	5 minutes	Guidance Counselor		OSA Guidance Form no. 2 Exam Permit
4	Applicant takes the entrance exam as scheduled	Administers entrance examination	90 minutes	Guidance Counselor		OSA Guidance Form No. 4 Verbal Answer Sheet and Form No.5 Mathematical Sheet
5	Applicant gets the result of examination	Releases the result of examination	10 minutes	Guidance Counselor		OSA Guidance Form no. 6 Results of Exam
6	Applicant gets the Notice of Admission	Releases the Notice of Admission and Logs the NOA number and the name of the student and signs the logbook under the column “released by”	5 minutes	Guidance Counselor		OSA Guidance Form no.8 Notice of Admission for Transferees
7	Applicant. Presents the NOA to the Dean of OSA together with all the complete requirements for interview	Interview and Affix signature	30 minutes	Dean, OSA		

8	Applicant proceeds to the Office of the Vice President for Academic Affairs (OVPAAs)	Interviews and signs the NOA	30 minutes	VP for Academic Affairs		
9	Applicant presents the Notice of Admission at the Registrar's Office for the issuance of Medical Slip	Issue Medical Slip	30 minutes	Registrar's Office		

Office: OFFICE OF STUDENT AFFAIRS-GUIDANCE SERVICES UNIT
Office Hours: 7:00 AM – 6:00 PM Monday to Thursday
Contact Numbers: (046) 471-6607
Clients: Students
Nature of Service: Application / Renewal Procedure for Scholarship

Step	Applicant/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	<p>Applicant/Scholar submits the following documents:</p> <ol style="list-style-type: none"> 1. Accomplished scholarship form. FOR NEW APPLICANTS 2. Photocopy of Report Card (Form 138) or Transcript of Records (Form 137) 3. Checklist of courses 4. Photocopy of Certificate of Good Moral Character 5. 1 copy of 2x2 ID picture (latest) 6. Short folder 7. Copy of combined or joint income tax return of parents for the affidavit of non-filing of tax from the BIR 9for CvSU State Scholarship, Job Experience Program, RA 7160 applicants only) 8. Certification as Class Valedictorian, Salutatorian, 1st 	<p>Receives and Evaluates the required documents</p>	<p>5 minutes</p>	<p>Head, Financial Assistance Services</p>		<p>OSA FASU form No. 1 Scholarship Application Form</p>

	<p>,2nd ,3rd Honorable Mention indicating the number of graduates (for Entrance Scholarship applicants only)</p> <p>9. Certified true copy of birth certificate (for CvSU State Privilege and RA 7160 applicants)</p> <p>10. Guarantor's Letter (for Job Experience Program applicants only)</p> <p>11. Parents consent (for Job experience Program applicants only)</p> <p>12. Certificate of Grades</p> <p>13. Photocopy of pre-registration form)</p>					
2	<p>Applicant undergo interview 9For CvSU State Scholarship and Job Experience Program applicants only)</p>	<p>Conducts Interview</p>	<p>5 minutes</p>	<p>Dean, OSA (for CvSU State Scholarship Applicants) Guidance Counselor; Vocational Placement Coordinator; Head, Financial Assistance Services unit</p>		
3	<p>Applicant gets contract and accomplishes said contract (for CvSU State Scholarship and Job Experience</p>	<p>Issue scholarship contract</p>	<p>3 minutes</p>	<p>Head, Financial Assistance Unit</p>		<p>OSA FASU Form No. 6, CvSU State Scholarship Contract; FASU Form</p>

	Program applicants only) Note: OLD STUDENTS PROCEED TO STEP 5					No. 10 JEP Contract
4	Applicant submits the accomplished contract	Receives the accomplished contract and prepare Certification of Scholarship	2 minutes	Head, Financial Assistance Unit		OSA FASU Form No. 2 Certification of Scholarship
5	Applicant scholar gets Certification of Scholarship	Issues of Certificate of Scholarship	2 minutes	Head of OSA Financial Assistance Unit		OSA FASU Form No. 2. Certification of Scholarship
6	Scholar signs the logbook under the column “ Received By”	Have the logbook signed under the column “ Received By”	2 minutes	Head of Financial Assistance Services Unit		
7	New and old scholars submit Certification of Scholarship to the Cashier’s Office and Registrar’s Office for the reassessment of fees			Cashier Registrar		

Note: Common to all CuSU Campuses

Office: OFFICE OF STUDENT AFFAIRS-GUIDANCE SERVICES UNIT
Office Hours: 7:00 AM – 6:00 PM Monday to Thursday
Contact Numbers: (046) 471-6607
Clients: Students
Nature of Service: Procedure in Securing Certification of Good Moral Character

Step	Applicant/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Applicant/Scholar submits the following documents: 1. Accomplished University Clearance 2. Official receipt of payment for the certificate of good moral character from the Cashier's office	Receives and checks the submitted documents	2 minutes	Vocational Placement Coordinator	Php 15.00	University clearance
2	Applicants fills out the logbook	Prepares and releases the certificate of good moral character	2 minutes	Vocational Placement Coordinator		Certificate of Good Moral Character
3	Applicant signs the logbook and receives the certificate	Signs the logbook under the column "released by"	2 minutes	Vocational Placement Coordinator		

Note: Common to all CvSU Campuses

Office: **REGISTRAR'S OFFICE**
Office Hours: 7:00 AM – 6:00 PM Monday to Thursday
Contact Numbers: (046) 471-6770
Clients: Students
Nature of Service: **Authentication and CAV**

Step	Application/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Student requests for authentication and CAV.	Receives the original and photocopy of credentials.	2 minutes	Assigned clerk		
2		Screens and prepares documents.	5 minutes			
3	Student proceeds to cashier's office for payment of authentication and CAV fees.	Receives payment of fees.	2 minutes	Cashier's Office	<i>Php</i> 35.00 for CAV	Official receipt
4	Student submits/presents the receipt to the registrar's office	Releases credentials.	2 minutes	Assigned clerk		CAV

Note: Common to all CvSU Campuses

Office: REGISTRAR'S OFFICE
Office Hours: 7:00 AM – 6:00 PM Monday to Thursday
Contact Numbers: (046) 471-6770
Clients: Students
Nature of Service: Enrollment for Freshmen Students

Step	Application/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Submits requirements for admission.	Receives and evaluate the credentials.	5 minutes	Assigned clerk		Notice of Admission, medical results.
2	Fills up information sheet.	Receives information sheet and prepares registration form.	5 minutes	Assigned clerk		Student information sheet, registration form
3	Proceeds to the Cashier's Office	Pays fees.	2 minutes	Cashier		Official Receipt
4	Submits copy of paid registration form.	Validates registration form and issues temporary ID.	2 minutes	Assigned clerk		

Note: Common to all CvSU Campuses

Office: REGISTRAR'S OFFICE
Office Hours: 7:00 AM – 6:00 PM Monday to Thursday
Contact Numbers: (046) 471-6770
Clients: Students
Nature of Service: Enrollment for Transferees

Step	Application/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Submits requirements for evaluation.	Receives and evaluates the credentials and releases pre-registration form.	5 minutes	College evaluation committee		Evaluation form, checklist of courses, pre-registration
2	Submits requirements for admission.	Evaluates, receives and completes credentials.	5 minutes	Assigned clerk		Student information sheet, registration form
3	Fills up information sheet.	Receives information sheet and prepares registration form.	5 minutes	Assigned clerk		Student information sheet, registration form
4	Proceeds to the Cashier's Office.			Cashier		Official Receipt
5	Submit copy of paid registration form.	Validated registration form and issue temporary ID.	5 minutes	Assigned clerk		

Note: Common to all CvSU Campuses

Office: REGISTRAR'S OFFICE
Office Hours: 7:00 AM – 6:00 PM Monday to Thursday
Contact Numbers: (046) 471-6770
Clients: Students
Nature of Service: Enrollment for Old Students

Step	Application/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Presents class cards and submits pre-registration form for evaluation.	Evaluates grades and advises student on the subjects to be enrolled.	5 minutes	College Registrar		Certification of grades, pre-registration form
2	Waits for the advise and pre-registration form.	Prepares pre-registration form.	10 minutes	Assigned clerk		Advise Pre-registration form
3	Pays tuition fee	Releases registration form.		Cashier's		Official Receipt
4	Transfers to window 3	Releases registration form.	10 minutes	MIS Staff		Pre-registration and Registration form.
5	Submits official receipt and registration form.	Validates registration form and issues temporary ID.	5 minutes	Assigned clerk		Registration Temporary ID

Note: Common to all CvSU Campuses

Office: REGISTRAR'S OFFICE
Office Hours: 7:00 AM – 6:00 PM Monday to Thursday
Contact Numbers: (046) 471-6770
Clients: Students
Nature of Service: Issuance of School Credentials

Step	Application/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Graduate / Undergraduate student	Receives accomplished university clearance.	2 minutes	Assigned clerk		Accomplished University Clearance
2	Graduate / Undergraduate student	Evaluates and, screens of official records.	5minutes	Assigned clerk		
3	Graduate / Undergraduate student	Schedules and prepares request for other requirement s.	2 minutes	Assigned clerk		Request for F137
4	Graduate / Undergraduate student	Submits clearance and other requirement s.	2 minutes	Assigned clerk		Accomplished University clearance
5	Pays fees	Receives payment.		Cashier's		
6	Releasing of credentials	Releases credentials	10-15 working days	Assigned clerk		

Note: Common to all CvSU Campuses

Office: REGISTRAR'S OFFICE
Office Hours: 7:00 AM – 6:00 PM Monday to Thursday
Contact Numbers: (046) 471-6770
Clients: Students
Nature of Service: Replacement of lost registration form

Step	Application/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Student submits request form and affidavit loss	Receives of request and affidavit of loss.	2 minutes	Assigned Clerk		Request Slip
2	Student proceeds to the cashier's office for payment of loss registration form	Prepares of requested documents.	5 minutes	Assigned Clerk	Php 50.00	Official Receipt
3	Student submits request OR to the registrar's office	Prints, stamps registration form.	2 minutes	Assigned Clerk		Registration Form
4		Releases registration form.	2 minutes	Assigned Clerk		Credentials

Note: Common to all CvSU Campuses

Office: REGISTRAR'S OFFICE
Office Hours: 7:00 AM – 6:00 PM Monday to Thursday
Contact Numbers: (046) 471-6770
Clients: Students
Nature of Service: Issuance of Certification of Grades

Step	Application/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Student submits request for issuance of COG	Receives request	2 minutes	Assigned Clerk		Request Slip
2	Student proceeds to the cashier's office for payment	Pays fees		Cashier's Office	Php 15.00	Official Receipt
3		Prints and approves COG.	2 minutes	Assigned Clerk		
4		Releasing of credentials	2 days	Assigned Clerk		Certificate of Grades

Note: Common to all CvSU Campuses

Office: CASHIER'S OFFICE
Office Hours: 7:00 AM – 5:00 PM Monday to Thursday
Contact Numbers: (046) 471-6607
Clients: Students/ Parents
Nature of Service: Receipt of Payments

Step	Applicant/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Present completely filled-out request slip, certification, registration forms etc,	Evaluate registration forms and other requirement as to completeness and accuracy	1 minute	Cashier/ Collecting Officer		Request slip, order of payments and registration
2	Pay the corresponding amount			Cashier's Office	<i>Depends pm request/ transaction</i>	
	Completion	Issue Official Receipt	1 minute	Cashier/ Collecting Officer	<i>Php 10/unit</i>	Completion Form
	Official Transcript of Record	Issue Official Receipt	2 minutes	Cashier/ Collecting Officer	<i>Php20/page Php100/page with scanned picture</i>	Request slip
	Certificates: 1. Good moral character 2. Grades	Issue Official Receipt	2 minutes	Cashier/ Collecting Officer	<i>Php15/copy</i>	
	Honorable Dismissal	Issue Official Receipt	2 minutes	Cashier/ Collecting Officer	<i>Php20.00</i>	
	Authentication and Verification (CAV)	Issue Official Receipt	2 minutes	Cashier/ Collecting Officer	<i>Php35.00</i>	
	Authentication of TOR / Diploma	Issue Official Receipt	2 minutes	Cashier/ Collecting Officer	<i>Php40.00/set</i>	
	Testing Fee	Issue Official Receipt	2 minutes	Cashier/ Collecting Officer	<i>Php 150.00</i>	Application Form
	Tuition Fee for regular Students	Issue Official Receipt	2 minutes	Cashier/ Collecting Officer	<i>Cash Installment 50% tuition fee 100% misc. and fiduciary fees</i>	Registration Form
	Tuition fee for scholars	Verify from the list of scholars	2 minutes	Cashier	<i>Based on scholarship privileges</i>	Certification of Scholarship/ Registration form

	Adding / Changing of subjects	Issue Official Receipt	2 minutes	Cashier		Adding/ changing form
	Dropping of subjects	Issue Official Receipt	2 minutes	Cashier		Dropping form
	Graduation Fee	Issue Official Receipt	2 minutes	Cashier	<i>TBA</i>	Application for graduation
	Thesis Adviser Fee	Issue Official Receipt	2 minutes	Cashier	<i>Php 2,300</i>	Registration Form

Office: Human Resource Management Office
Office Hours: 7:00 AM – 6:00 PM Monday to Thursday
Contact Number: (046) 471-6607
Client: Applicant
Nature of Service: **Hiring of Applicant (Academic and Non-Academic)**

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee	Form
1	Submit /Present complete documents: 1. Application letter 2. Credentials	Check all the documents	5 minutes	Local HR Assistant		Documents submitted
		Review the documents and call up the potential applicants for the vacant position	10 minutes	Local HR		
		Schedule an interview	30 minutes per applicant	Committee composed of Local HR, Department/Unit concerned and Campus Dean		Interview form and applicant's credentials
		Tally the score of each applicant		Local HR		
		Endorsement to the University Selection Board of the list of qualified applicants		PSB Assistant		
		Call up the qualified applicants	10 minutes	Local HR		

2	Report to the local HR office	Give some reminders and provide the qualified applicant a checklist of documents to be submitted	10 minutes	Local HR		Checklist of documents: NBI clearance PDF, PDS, TOR Medical Result Psychological Exam Result(for old employees) Recommendation Letter (for old employees) Evaluation Result
3	Report to the Main Campus	Evaluation of University Selection Board and Interview	30 minutes/ applicant	Campus Dean, HRMO Director, VP FA president		

Office: Human Resource Management Office Office
Hours: 7:00 AM – 6:00 PM Monday to Thursday
Contact Number: (046) 471-6607
Nature of Service: **Preparation of Appointment (Campus)**

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fee	Form
1	Submit / Present complete documents: <ol style="list-style-type: none"> 1. NBI clearance 2. PDF, PDS, TOR 3. Medical Result 4. Psychological Exam Result 5. PES (for old employees) 6. Recommendation Letter (for old employees) 7. Evaluation Result 	Review and check all the requirements/ supporting documents	5 minutes	Local HR Assistant		Document s submitted
		Affix signature at the back of the appointment paper	1 minute	Local HR officer		Document s submitted
		Forward to the HRMO	2 weeks	HRM Assistant		Document s submitted
		Affix signature at the back of the appointment paper	1 minute	Director HRMO		Appointment Paper
		Forward to the Chairman of the PSB for signature	5 minutes	ODA clerk		

		Signs the Certification at the back of the Appointment paper	1 minute	PSB chairman		Appointment Paper
		Forward Appointment paper to the President for approval and signature	5 minutes	University President		Appointment Paper
		Furnish Local HR with a photocopy of appointment for submission to the CSC	1 day	HRM		
		Submit appointment to the CSC for approval	At least 1 week from agency approval	HRM Assistant		Appointment paper
		Approval and signature of the CSC director	2 minutes	CSC Director		Appointment
		Officially transmit to the Local HR a copy of the CSC approved appointment	2 minutes	HRMO staff		CSC Approved Appointment paper
2	Received CSC approved appointment	Record receipt of appointment	1 minute	Local HR staff		Logbook

Office: **CAMPUS HEALTH SERVICES UNIT**
Hours: 7:00 AM – 6:00 PM Monday to Thursday
Contact Number: (046) 471-6607
Clients: Student
Service: **Physical Examination of New/Transferees/Returnees Students**

Step	Patient/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fee	Form
1	Present the Notice of Admission (from Guidance and Counseling Office)	Assesses what medical service/s is/are needed by the patient. Release Referral slip.	30 seconds	Health/front desk personnel or nurse-on duty (NOD)		
2	Write name and other personal information into the log sheet provided	Written instruction, date of medical examination and specimen cup for urine and stool exam Medical Examination includes: Chest X-Ray CBC Urinalysis Fecalysis Dental Examination Physical Examination With: Hepatitis Screening (for HRM applicants)	30-45 seconds	Health/front desk personnel or nurse-on duty		Referral slip
3	Present the referral slip to the staff of the official clinic partner	Medical Examination provided by the official clinic partner	20-30 minutes	Medical Staff (official clinic partner)	P 390- for HRM P 330- for other courses	Registration form from the official clinic partner

4	Be back on the given schedule for the release of the medical examination result	Discussion about diagnosis and recommendation	1-2 minutes	Health/front desk personnel or nurse on duty (NOD)	-	Log sheet for signature as proof in receiving medical result
5	Provide a photocopy of the medical result and present again the notice of admission at the school clinic	Sign the notice of admission as evidence of compliance to the medical requirements	10-20 seconds	Health/front desk personnel or nurse on duty (NOD)	-	-

Office: **CAMPUS HEALTH SERVICES UNIT**
Hours: 7:00 AM – 6:00 PM Monday to Thursday
Contact Number: (046) 471-6607
Clients: Faculty, Staff, Employee and Student
Service: **CONSULTATION ON HEALTH RELATED**
(Students and Employees)

Step	Patient/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fee	Form
1	Students, Employees	Assessment ↓ Diagnosis ↓ Interpretation ↓ Planning ↓ Intervention ↓ Rationale ↓ Evaluation ↓ Referral (as needed)	3-5 minutes (Depending on the gravity of the case)	Health/front desk personnel or nurse on duty (NOD)	-	Medical record book, Medicine log sheet, Excuse slip as needed Referral (as needed)

Office: CAMPUS HEALTH SERVICES UNIT
Hours: 7:00 AM – 6:00 PM Monday to Thursday
Contact Number: (046) 471-6607
Clients: Faculty, Staff, Employee and Student
Service: **GUIDELINES ON MEDICAL/DENTAL EXAMINATION OF UNIVERSITY/CAMPUS PERSONNEL/APPLICANTS (JOB ORDER, CONTRACTUAL STATUS)**

Step	Patient/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fee	Form
1	<p>All Job Order and Contractual Status- must proceed to the Health Service Unit during the period of Contract renewal</p> <p>*University/Campus Applicant* (with Neuro-Psychiatric Test)</p>	<p>Medical referral (depending on the employment status)</p> <p><u>Required Medical Test for Job Order:</u></p> <p>Drug Test Complete Blood Count Urinalysis Chest X-Ray</p> <p><u>Required Medical Test for Contractual Status:</u></p> <p>Chest X-Ray Complete Blood Count Urinalysis Hepatitis "B" Screening Blood Chemistry ECG Drug Test</p>	1-2 minutes	Health/front desk personnel or nurse on duty (NOD)	-	Medical referral

Office: **CAMPUS LIBRARY**
Office Hours: 7:00 AM – 6:00 PM Monday to Thursday
Contact Numbers: (046) 471-6607
Clients: Students, Instructors and Employees
Nature of Service: **Request for Use of the Library Resources**

Step	Applicant/ Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Visitor Presents letter to use the library resources.	Receives letter of referral.	1minute	Assigned clerk		Letter of referral
2		Logs in the visitors logbook and leaves unnecessary things in the baggage area near the entrance of the library.	2 minutes	Assigned clerk		Logbook
3		Submits the referral letter to the librarian in- charge at the desk and signs in the record book for library fee.	1 minute	Assigned clerk	<i>Php</i> 20.00	Library record book
4		Proceeds to the catalog for the title/ author and subject needed for research.				

Office: **CAMPUS LIBRARY**
Office Hours: 7:00 AM – 6:00 PM Monday to Thursday
Contact Numbers: (046) 471-6607
Clients: Students, Instructors and Employees
Nature of Service: **Request for Library Cards (New Students)**

Step	Applicant/ Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Freshmen and faculty inquire about issuance of library card. (Provide 1 pc 1x1 picture.)	Provides the students with forms to be filled up.	2 minutes	Assigned clerk		Library registration form
2		Encodes/ types the data of the students and the validity date. Signs registration forms of the students.	2 minutes per ID and borrower's card	Assigned clerk		Library ID or borrower's card
3		Schedules and releases encoded/ typed library ID or borrower's card.	1 minute 1-2 working days	Assigned clerk		Logbook of library

Office: **CAMPUS LIBRARY**
Office Hours: 7:00 AM – 6:00 PM Monday to Thursday
Contact Numbers: (046)471-6770
Clients: Students, Instructors and Employees
Nature Service: **Validation of Library or Borrower's Card (Old Student)**

Steps	Applicant/ Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	<p>Students, instructors and employees request for validation of library or borrower's cards.</p> <p>Students present their latest registration form while faculty members present their ID.</p>	<p>Checks registration form for current semester together with their library or borrower's card.</p>	1 minute	Assigned Clerk		Library ID or borrower's card
2		<p>Stamps validity date on the borrower's card and countersigns the Library ID.</p>	1minute	Assigned Clerk		Library ID or borrower's card
3		<p>Releases validated library ID or borrower's card.</p>	1minute	Assigned Clerk		Library ID or borrower's card

Office: **CAMPUS LIBRARY**
Office Hours: 7:00 AM – 6:00 PM Monday to Thursday
Contact Numbers: (046) 471-6607
Clients: Students, Instructors and Employees
Nature of Service: **Request for Replacement of Lost Library Cards**

Step	Applicant/Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Students, instructors, and employees report affidavit of loss.	Receives affidavit of loss.	1minute	Assigned Clerk		Affidavit of loss of Library ID or borrower's card
2		Finds the library registration form from file and types/encodes the data of students.	2 minutes per borrower's card	Assigned Clerk		Library ID or borrower's card
3		Schedules and releases encoded/ typed new library ID or borrower's card.	2 minutes	Assigned Clerk	<i>Php</i> 20.00	Library ID or borrower's card

Office: CAMPUS LIBRARY
Office Hours: 7:00 AM – 6:00 PM Monday to Thursday Contact
Numbers: (046) 471-6607
Clients: Students, Instructors and Employees Nature of
Service: Borrowing and Returning of Books

Step	Applicant/ Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Students, Instructors and Employees present books to be borrowed	<u>Borrowing of books:</u> Writes call numbers and accession numbers and stamps due dates on the borrower's card, book cards and due slips of the book.	2 minutes	Assigned Clerk		CvSU ID & Library ID or borrower's card
2		<u>Returning of Books</u> Stamps the current date the book was returned on the borrower's card. Finds the book cards on the file and places them in the book pockets.	2 minutes	Assigned Clerk		CvSU ID & Library ID or borrower's card