



SOUTHERN LEYTE STATE UNIVERSITY

CITIZEN'S CHARTER
December 2020



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Mandate

The University shall primarily provide advanced education, higher technological, professional instruction and training in trade, fishery, agriculture, forestry, science, education, commerce, engineering and related courses. It shall also undertake research and extension services and provide progressive leadership in its areas of specialization.

(RA 9261)

Vision

A high-quality corporate University of Science, Technology and Innovation.

(BOR Res No. 23, s. 2020)

Mission

SLSU will:

- a. Develop Science, Technology and Innovation leaders and professionals;
- b. Produce high-impact technologies from research and innovations;
- c. Contribute to sustainable development through responsive community engagement programs;
- d. Generate revenues to be self-sufficient and financially-viable.

(BOR Res No. 23, s. 2020)

Service Pledge

We, at Southern Leyte State University, commit enthusiastically to satisfy our stakeholders' needs and expectations by adhering to good governance, relevance and innovations of our instruction, research, extension and other support services to continually improve the effectiveness of our Quality Management System in compliance to ethical standard and applicable statutory, regulatory, industry and stakeholders' requirements.

The management commits to establish, maintain, monitor and continually improve our Quality Management System and ensure that adequate resources are available.

Attend to all applicants or requesting parties who are within the premises of Southern Leyte State University prior to the end of official working hours and during lunch break.

(BOR Res No. 66, s. 2020)



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Office of Student Affairs Services

External Services



1. Pre-Enrollment Process for New and Transferee Students Only Face-to-face/Online Transactions

The pre-enrollment process is conducted to screen the student applicants by taking the SLSU Entrance Examination (SEE).

Office/Division:	Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	Citizens who wish to enroll at Southern Leyte State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Confirmation Slip for Exam Schedule 2. Filled-up Application For Entrance Examination (paper/google form) 3. 2 x2 ID picture 4. Photocopy of the Grade 12 First Semester Grades Official/Transcript of Records (if transferee) 5. List of Phase One Qualifiers 6. List of Phase Two Qualifiers		e-generated from the SLSU webpage once the student successfully log-in SLSU Testing Center/SLSU Testing Services FB page (in google form) Student's concern From the high school/school last attended Office of the Psychometrician Office of the Department Head concern		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre enrollment for New and Transferee Students Only				
1. Get schedule for entrance examination at SLSU Webpage	1. Provide link at SLSU webpage	None	1 minute	MIS Chief MIS Staff
2. Present confirmation slip for exam schedule (face-to-face)	2. Receive and check confirmation slip as scheduled	None	1 minute	Chairman, Admissions Committee Psychometrician



3. Take entrance exam (Phase One) at the USSC Testing Center/online at SLSU Testing Services FB page	3.1 Administer entrance exam (face to face/online)	None	2 hours	Chairman, Admissions Committee
	3.2. Release list of qualifiers for Phase one Exam to the Department concern four hours after the exam.		1 minute	Psychometrician Psychometrician
4. Take Phase two Exam at the Department concern (face-to-face/online)	4.1. Administer Phase two exam individually to qualifiers through interview or hands-on exam (face to face/phone)	None	10 minutes	College Dean/Dept. Head Faculty in-charge
	4.2. Rank passers of Phase two Exam (one week after the last day of the interview)		15 minutes	
	4.3. Request IPAO for posting of Phase Two Exam Passers		5 minutes	
	4.4. Release of enrollment form and checklist to passers		1 minute	
TOTAL		None	2 hrs & 34 mins	



2. Issuance of Application/Renewal of Student's Organization Registration Face-to-face/Online Transactions

Student organizations are established to serve as an avenue for students to have a group to join and belong while they are in the university. This is an opportunity for them to exercise their rights and become part of any student organization in response to any requirement in academics and in joining extra-curricular undertaking where they can grasp and have influence to get hold of what they intend to acquire to form their well-being.

Office/Division:	Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	Officially enrolled students who are representing the organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>For new application:</u> Recommendation from the Campus Organization Screening Committee, One Year Development Plan <u>For renewal:</u> Accomplishment Report & financial Report		Student Supreme Council (SSC) Office Student Organization concern		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get request from the SAS staff (face-to-face/online through google form at SLSUsas FB page) Fill-up request form give it to SAS Staff	1.1 Provide request form.	None	30 seconds	<i>Director, SAS</i> <i>SAS Staff</i>
	1.2. Receive duly filled-up request and give application/renewal form (Send application form to email)	None	1 minute	<i>SAS Staff</i>



<p>2. Submit duly filled-up application/renewal form of Student's Organization to the staff/ Scan application form and supporting documents and upload to SLSUsas FB Page</p>	<p>2.1. a. Receive the filled-up application/ renewal form with supporting documents and check for completeness</p>	None	10 minutes	Director, SAS
	<p>2.1. b. Receive the filled-up application form and scanned copies of supporting documents for online transactions)</p>	None		SAS Staff
	<p>2.2. Forward to SAS Director for signature and approval of the application of renewal of student's organization</p>	None	1 minute	SAS Staff
<p>3. Claim approved application for registration</p> <p>Sign in logbook to acknowledge receipt (face to face)</p> <p>Retrieve from email (for online transaction)</p>	<p>3.a. Release approved Application/ Renewal of Student's Organization</p>	None	1 minute	Director, SAS
	<p>3.b Send approved application form (pdf file) to the student through email)</p>			SAS Staff
TOTAL		None	13 minutes & 30 seconds	



3. Issuance of Certificate of Good Moral Character Face-to-face/Online Transactions

This is issued to vouch the character of the students who are applying for transfer to another school, seeking scholarships and grants, and any other academic undertaking.

Office/Division:	Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	Officially enrolled students who wish to transfer to another school, seeking for employment, scholarships and grants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip Official Receipt ORF for non-graduating Signed Good Moral Character Certificate		From the Registrar's Office At the Cashier's Office Office of the Student Affairs and Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form via google form (online)	1. Provide request slip/link at SLSUsas FB page	Php 25.00/ Copy	1 minute	<i>Director, SAS</i> <i>SAS Staff</i>
2. Present request slip issued and approved by the Registrar's with attach proof of payment.	2.1. Receive duly filled-up request form	None	1 minute	<i>SAS Staff</i>
	2.2. Prepare the requested certificate		5 minutes	<i>SAS Staff</i>
	2.3. Review and sign certificate (e-signature for e-certificate)		1 minute	<i>Director, SAS</i>



3. Claim the request Certificate and sign in the logbook to acknowledge receipt	3. Release the duly Signed Certificate (Send e -certificate (pdf file) to the student through email)	None	1 minute	<i>Director, SAS</i> <i>SAS Staff</i>
4. Proceed to the Registrar for dry sealing of the document	4. Dry sealing of Good Moral Certificate	None	1 minute	<i>Registrar II</i> <i>Registrar Staff</i>
TOTAL		Php25.00/Copy	10 minutes	



Office of the Deans'/Department / Bargo/ Cashier

External Services



1. Post-Enrollment Process

Face-to-face

The post-enrollment process is embarked on by the students to secure the needed logistics in preparation for the opening of classes.

Office/Division:	Department/BARGO/Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	Students who wish to enroll at Southern Leyte State University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order Form			At the BARGO office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For all students, pay students organization fee at their respective departments For new students and Transferees Go to Step 2 (BARGO) Office For all other students end of Post enrollment.	1. Receive payment and issue acknowledgement receipt	None	3 minutes	<i>College Dean/Dept. Head</i> <i>Department Treasurer</i>
2. In the BARGO Fill-up order form for university uniform Go to Step 3 (Cashier's Office)	a. Determine size and compute amount due and prepare order form 2.2 Give the order form to the student	None	3 minutes	<i>BARGO Director</i> <i>Project Manager</i> <i>BARGO Staff</i>



3. In the Cashier's Office pay university uniform	3.Receive payment and issue Official Receipt (OR)	Regular Cut Male Php 655.00 Female Php 580.00 Extra Cut Male Php 750.00 Female Php 680.00	3 minutes	<i>Cashier III</i> <i>Cashier's Staff</i>
TOTAL		Regular Cut Male Php 655.00 Female Php 580.00 Extra Cut Male Php 750.00 Female Php 680.00	9 minutes	



Office of the University Library

External Services



1. Borrowing and Returning of Books for Overnight Use

The Library Identification Card is presented whenever a student borrows a book for home or overnight use. Due date of a borrowed is on the following day from the day it is lent except if loaned out on Saturday, due date on Monday, Otherwise, fines will be imposed if the book is not returned on time.

Office/Division:	Office of the University Library			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	Officially Enrolled Students, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Identification Card (Due date of the borrowed book is on the following day except if borrowed on a Saturday that due date is on Monday)		Library Cashier		
2. Book				
3. Payment Slip				
4. Official Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-in book card of the books to be borrowed.				
2. Present the book together with library identification card	2.1 Receive and review the filled-in book card. 2.3 Scan book to record in the library system for checkout to patrons account 2.4 Fill-in date due slip. 2.5 Print receipt and hand in with the book to the borrower.	None	2 minutes	University Librarian College Librarian I J.O. Clerk – Library Technician J.O. Clerk – Circulation In-charge



3 Return the borrowed book to the library staff at the counter. - Receive payment slip if overdue and proceed to cashiers office for payment	3.1 Check returned book. 3.2 Locate borrower's file, scan book in the system for check-in to patrons account to return the book -If returned on or before due date, release the LIC, -If overdue, issue payment slip indicating the amount of fines and record in the logbook the amount and details of the book		3 minutes	University Librarian College Librarian I J.O. Clerk – Library Technician J.O. Clerk – Circulation In-charge
4. After receipt of payment slip, go to Cashier's Office to pay the fines then go back to the library.	4. Record in the logbook the amount of fines.	Fines for overdue books: PhP10.00/day	30 seconds	University Librarian College Librarian I J.O. Clerk – Library Technician J.O. Clerk – Circulation In-charge
5. Present the Official Receipt (OR) to the library staff at the counter.	5.1 Check the OR as to the amount paid. 5.2 Record the OR number in the logbook. 5.3 Release the LIC & OR to the borrower.		30 seconds	University Librarian College Librarian I J.O. Clerk – Library Technician J.O. Clerk – Circulation In-charge
TOTAL		PhP10.00/day	6 minutes (Face-to-face Transaction)	



2. Application for New/ Renewal of Library Identification Card

The Library card is used as an entry requirement in the university library. This is issued to new students and those who are seeking replacement of lost library ID cards, Validation is every semester.

Office/Division:	Office of the University Library			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	Officially Enrolled Students, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated ORF, 1x1 ID picture and Official Receipt 2. Filled-in Library Identification Card form with picture attached 3. University Library registration Google form, Scanned ID Picture and enrolment proof/ORF		Library/Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ORF and 1x1 ID picture to the library staff	1.1 Receive and check ORF, 1x1 ID picture and OR for correctness/appropriateness. 1.2 Give Library Identification Card (LIC) form & the 1x1 ID picture to the student.	For Undergraduate students 1st issuance: Free Succeeding issuances & replacement of lost LIC - PhP50.00 For Graduate School Students- PhP30.00/ first issuance, succeeding issuances PhP50.00	1 minute	<i>J.O. Clerk – Library Technician</i> <i>J.O. Clerk – Circulation In-charge</i>



2. Fill-in Library Identification Card (LIC) form & paste 1x1 ID picture on it, then submit to the staff at the counter.	2.1 Receive and review entries in the LIC form. 2.2 Librarian signs the LIC 2.3 Laminate the LIC.	None	6 minutes	University Librarian J.O. Clerk – Library Technician J.O. Clerk – Circulation In-charge
3. Sign in the logbook to acknowledge receipt.	3.1 Release LIC, OR &ORF to the student.	None	1 minute	JO Clerk-Library Technician J.O. Clerk – Circulation In-charge
TOTAL		For Undergraduate students Free Succeeding issuances & replacement of lost LIC -PhP50.00 For Graduate School Students-PhP30.00/ first issuance, succeeding issuances PhP50.00	8 minutes (Face-to-face transactions)	
Online Transaction: (During pandemic only) 1. Fill in Library Registration form (https://forms.gle/cAJyMQZDtsGLQPK56) attached ID photo and ORF/enrolment proof then submit	1.1 Check google drive for Library Registration form and review the completeness of the submitted form 1.2 Send confirmation email that Library Registration form received and they can now avail the library services	None	4 minutes	University Librarian J.O. Clerk – Library Technician J.O. Clerk – Circulation In-charge
TOTAL		None	4 minutes	



3. ELECTRONIC DOCUMENT DELIVERY SERVICE (ONLINE LIBRARY SERVICE)

Fill up Electronic Document Delivery Service form request at

<https://forms.gle/yMdQzQn8SnKFY6QNA> as a requirement in order that the library personnel can act properly to certain clients' request. Library Identification card is still a requirement. However, during pandemic, our clients may register to our University Library registration form at <https://forms.gle/cAJyMQZDtsGLQPK56> for validation if officially enrolled in the current term.

Office/Division:	Office of the University Library			
Classification:	Simple			
Type of Transaction:	G2C/G2G-Government to Citizen/Government to			
Who May Avail:	Officially Enrolled Students, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated LIC 2. University Library registration form-(During pandemic only) 3. Filled-in EDDS form 4. Feedback Form		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make request by sending an email or through Ask –a-Librarian with the specific information of the material being requested.	1.1. Review emailed/text/chat request; 1.2. Check LIC (Normal transaction) -(During pandemic only-check if already registered in the University Library registration form for validation if officially enrolled or an employee) 1.3 Advise to fill up EDDS form to facilitate request	None	3 minutes	<i>University Librarian</i> <i>College Librarian I</i> <i>J.O. Clerk – Library Technician</i> <i>J.O. Clerk – Circulation In-charge</i>



<p>2. Fill up EDDS form at https://forms.gle/yMdQzQn8SnKFY6QNA</p>	<p>2.1 Check request for the availability of the material being requested (OPAC and or list of PDF/e-books file). 2.2. a. Available in PDF/e-books, material will be sent electronically to client. 2.2. b. Not available in PDF format, a staff scans the requested material into PDF (book chapter /theses or dissertation abstract and journal article) and sends electronically. 2.3. Advise to fill up Feedback Form</p>	<p>None</p>	<p>2.2 .a. 5 minutes (with ready PDF/e-book) 2.2.b. 30 minutes (without ready PDF/e-book)</p>	<p><i>University Librarian College Librarian I J.O. Clerk – Library Technician J.O. Clerk – Circulation In-charge</i></p>
<p>3. Fill up feedback form at https://forms.gle/kVjEwyhyHC6QwWYH9</p>		<p>None</p>	<p>2 minutes</p>	
<p>TOTAL</p>		<p>None</p>	<p>10 minutes (with ready PDF/e-book) 35 minutes (without ready PDF/e-book)</p>	



Office of the Cashier

External/Internal Services



1. Payment of Fees, Charges and Other Financial Obligations

Tuition fees for students who are not recipient of Republic Act 10931, other fees and charges are paid through the Cashier's Office. Depending on the requested transaction or document, a corresponding fee shall be settled at the same office.

Office or Division:	Office of the Cashier			
Classification:	Simple			
Type of Transaction:	G2C/G2G-Government to Citizen/Government to Government			
Who may avail:	SLSU Graduate, Officially Enrolled Students, SLSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For payment of fees: 1. Official Registration Form (ORF) of Undergraduate students and Graduate Students not recipient of Republic Act 10931.		Office of the Registrar		
For Dormitory rental: 1. Bill signed by Dormitory Attendant.		Office of the Dormitory Attendant		
For uniform and other items: 1. Order slip signed by the IGP Staff.		Office of the IGP		
For all other fees: 1. Request form with indicated amount to be paid from Registrar's Office, Clinic and HRMO		Office of the Registrar Clinic Office of the HRMO		
For online payment: 1. Print copy of Send Money Form from any chosen Financial Institutions sent via SLSU MC-Cashier FB page		LBP or any Financial Institutions		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FACE TO FACE 1. Get a priority number, take a seat and wait for your number to appear on				



<p>screen to signal your turn.</p> <p>2. Once the priority and the window numbers appear on the TV screen, approach the indicated window and make payment.</p> <p>ONLINE</p> <p>3. For online payment thru LBP or any chosen Financial Institutions: Send scanned copy or picture of deposit slips/send money form to SLSU MC-Cashier FB page</p>	<p>2. Receives payment, issues Official Receipt and give it to the payor.</p> <p>3.1 Claims payment.</p> <p>3.2 Issues Official Receipt (OR).</p> <p>3.3 Sends picture of Official Receipt (OR) to the payor.</p>	<p>Refer to List of Fees, Charges and other Financial Obligations (Annex Page)</p>	<p>2 minutes</p>	<p><i>Cashier III</i></p> <p><i>Cashier Staff</i></p>
<p>TOTAL</p>		<p>Refer to List of Fees, Charges and other Financial Obligations (Annex Page)</p>	<p>2 minutes</p>	



TUITION FEES AND OTHER CHARGES-UNDERGRADUATE STUDIES

ITEM	AMOUNT
For Non-Recipient of RA 10931	
Enrollment Fee	Php 1,000.00
Entrance Exam Fee	Php 50.00
Tuition Fee	Php 150.00/unit
Medical and Dental Fees	Php 80.00
Library Fee	Php 200.00
Athletic Fee	Php 75.00
Cultural Fee	Php 50.00
Registration Fee	Php 50.00
Insurance	Php 35.00/yr
Jobs Fair	Php 50.00
SCUAA Fee	Php 15.00
Miscellaneous Fee (test paper)	Php 30.00
Postal Fee	Php 13.00
School Publication Fee	Php 50.00
College Handbook Fee	Php 50.00
School ID Fee	Php 100.00
NSTP/ROTC	Php 225.00
Computer Laboratory	Php 500.00
Science Laboratory Fee	Php 75.00
Speech Laboratory Fee	Php 200.00
Shop Fee-BSIT/EE/ME/CE	Php 300.00
Shop Fee-BSHRTM/FTE/BSCJ	Php 500.00
Shop Fee-BSIE	Php 200.00
Internet Fee	Php 400.00
OJT Fee	Php 100.00
Graduation Fee	Php 250.00
Diploma Fee	Php 100.00



TUITION FEES AND OTHER CHARGES-GRADUATE STUDIES

Masteral	Php 500.00/unit
Doctoral	Php 700.00/unit
Entrance Exam Fee	Php 1,000.00
Medical/Dental Fee	Php 500.00
Library Fee	Php 1,000.00
Activity Fee	Php 200.00
Development Fee	Php 200.00
SCUAA Fee	Php 15.00
School ID Fee	Php 200.00
Student Handbook	Php 200.00
Insurance Fee	Php 35.00/yr
Residency Fee	Php 2,000.00
Shop Fee-MTE/MSIT/MIS	Php 1,000.00
Speech Laboratory Fee-speech courses	Php 500.00
Thesis A	Php 6,100.00
Thesis B	Php 6,700.00
Dissertation A	Php 8,700.00
Dissertation B	Php 10,500.00
Tactical Plan	Php 5,700.00
Adviser Fee-Thesis	Php 2,000.00
Adviser Fee-Dissertation	Php 4,500.00
Thesis Writing	Php 600.00/unit
Dissertation Writing	Php 800.00/unit

DORMITORY RENTAL

New Dormitory	Php 300.00
Old Dormitory	Php 250.00
Electricity-Cellphone	Php 15.00/mo
Electricity-Rice Cooker	Php 25.00/mo
Electricity-Laptop	Php 100.00/mo

TOR/Transfer Credentials

Undergraduate Degrees	Php 50.00/page
Graduate Degrees	Php 100.00/page



Certification/Authentication

Undergraduate Students	Php 25.00/copy
Graduate Students	Php 100.00/copy
Registrar's Authentication (TOR/Diploma)	Php 25.00/set
Good Moral Character (OSAS)	Php 25.00/copy

Reprinting

Official Registration Form	Php 10.00
Assessment Slip	Php 10.00

Other Fees

INC Completion		
Undergraduate Students		Php 5.00/unit
Graduate Students		
Masteral		Php 100.00/subject
Doctoral		Php 200.00/subject
Semestral Rating		Php 10.00/issuance
(2 nd & Succeeding issuances)		
Add/Withdraw/Drop Subjects		Php 25.00/subject
Library ID Replacement (Lost ID)		
Undergraduate Students		Php 50.00
Graduate Students		Php 50.00
Library ID Issuance		
Graduate Students		Php 30.00
Fines for overdue books		Php 10.00/day
Dental Services		
Tooth Extraction		Free
Prophylaxis		Php 50.00
Cavity Filling		Php 25.00/tooth
University Uniform		
Cloth		
Regular Cut	Male	Php 655.00
	Female	Php 580.00
Extra Cut	Male	Php 750.00
	Female	Php 680.00
PE Uniform		
T-Shirt		Php 170.00
Pants		Php 230.00
CWTS T-Shirt		Php 180.00



Laboratory Uniform	Php 285.00
Shop Colored Automotive Sweat Shirt	Php 270.00
Shop Colored Automotive T-Shirt	Php 180.00
Catering Uniform	
Male	Php 501.00
Female	Php 455.00
Type B T-Shirt with Cap	Php 850.00
CERTIFICATION FEES FOR EMPLOYEES	
Certificate of Employment	Php 15.00/copy
Service Record	Php 10.00/copy



Management Information System Office

External Services



1. Issuance of Student Number to New Students and Transferee

The issuance of student number to new students and transferees is undertaken for them to have a unique identifier as basis for office transactions in the university.

Office/Division:	Management Information System Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	New Students and Transferees (Online Transaction)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Students passed the evaluation		From the Office Student Affairs Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OSAS forward the list of student who passed their evaluation	1.1 Received transmittal from OSAS the list of student who submitted/complied the required documents	None	2 minutes	MIS Chief
	1.2 Search the registered students in the database thought the examinee number and the system will automatically assign student number.			MIS Staff
	1.3 Send automatic message to the student through their email address for their temporary password			MIS Staff
Log-in to their email account and accomplish the end-user				
TOTAL		None	2 minutes	



2. Issuance of Internet Account to Officially Enrolled Students

The issuance of the internet account to officially enrolled students is a basis for the office to monitor usage of internet intended for their research activities, project, assignment and any activities related to academics.

Office/Division:	Management Information System Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	Officially Enrolled Students (F2F Transaction)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated Official Registration Form		Department where the student belong		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Validated Official Registration Form (ORF) to the MIS Staff. Write name & Time of request in the log book	1.1 Receive the Validated ORF.	None	1 minute	<i>MIS Chief</i>
	1.2 Encode the student's internet account in the system.			<i>MIS Staff</i>
2. Write time of receipt of ORF in the log book and sign.	2.1 Send the internet account to student's cell phone.		30 seconds	<i>MIS Chief</i>
	2.2 Sign in the ORF to evidence claim of internet account.			<i>MIS Staff</i>
	2.3 Return the ORF to student.			<i>MIS Staff</i>
TOTAL		None	1 minute & 30 seconds	



Office of the President

External Services



1. Issuance of Certification, Authentication and Verification (CAV) Certificate

CAV certificate is issued to students and graduates of the university who are seeking employment overseas and abroad.

Office/Division:	Office of the University President			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	SLSU Graduates and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy and 2 photocopies of TOR, and/or Diploma for CAV		Registrar's Office		
2. Payment slip duly signed by Registrar's Office staff		Registrar's Office		
3. Official Receipt and Documentary Stamps		Cashier's Office / Notary Public		
4. Original and two photocopies of documents for CAV with attached documentary stamps, certification and endorsement letter.		Registrar's Office		
5. Original and photocopy of Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REGISTRAR'S OFFICE:				
1. Get one copy of request slip from the counter and fill it up, then get a priority number, take a seat & wait for the number to appear on the TV screen to signal your turn.	1.1 Receive issued priority number. 1.2 Receive the documents and check for their completeness and correctness.		3 minutes	Registrar II Registrar Staff Registrar Staff
2. Once the priority and window numbers appear	2. Issue payment slip and indicate number	CAV Certificate:		



<p>on the TV screen, approach the indicated window & present duly filled request slip, original copies of TOR and Diploma to the staff at the window.</p> <p>Go to Cashier's Office to pay & Bureau of Internal Revenue for documentary stamps.</p>	<p>of documentary stamps needed.</p>	<p>Php100.00 per document</p> <p>Authentication :</p> <p>TOR—Php 25.00 per set</p> <p>Diploma - Php 25.00 per copy</p>		Registrar Staff
<p>CASHIER'S OFFICE:</p> <p>3. Get a priority number, take a seat & wait for it to appear on the TV screen to signal your turn.</p> <p>4. Once the priority and window numbers appear on the TV screen, approach the indicated window, and present the duly signed payment slip together with the money to the staff at the window.</p> <p>Go back to Registrar's Office if payment is done & documentary stamps are already secured.</p>	<p>3. Receive issued priority number</p> <p>4. Receive payment, print the Official Receipt and give it to the payor.</p>	<p>As indicated in the payment slip</p>	2 minutes	<p>Cashier III Cashier Staff</p> <p>Cashier Staff</p>
<p>REGISTRAR'S OFFICE:</p> <p>5. Present Official Receipt & documentary stamps to the staff at the same window where you first transacted (No need to get a priority number).</p>	<p>5.1 Receive the OR and documentary stamps.</p> <p>5.2 Authenticate the TOR and/or the Diploma.</p>	<p>None</p>	<p>3 minutes</p> <p>2 minutes</p>	<p>Registrar II Registrar Staff</p> <p>Registrar Staff</p>



6. Sign in logbook to acknowledge receipt. Go to President's Office.	5.3 Prepare certification and endorsement letter and forward them to Registrar for signature.		1 minute	Registrar Staff
	5.4 Sign the certification and endorsement letter.		2 minutes	Registrar II Registrar Staff
	5.5 Paste documentary stamps and affix the University seal to the certification.		1 minute	Registrar Staff
	5.6 Release the authenticated documents, Official Receipt and endorsement letter.			
SLSU PRESIDENT'S OFFICE:				
7. Present all documents given by Registrar's Office to the clerk of the President's Office.	7. Receive the documents and check for their completeness and correctness.		2 minutes	University President OP Staff
8. Sign in the logbook to acknowledge receipt of documents.	8.1 Prepare CAV Certificate and forward it to the University President for signature.	None	2 minutes	OP Staff
	8.2 Sign the CAV certificate.		1 minute	University President
	8.3 Affix the university seal to the signed CAV Certificate.		3 minutes	OP Staff
	8.4 Release duly signed CAV Certificate		30 seconds	OP Staff



	& all documents presented for CAV.			
TOTAL		None	22 minutes & 30 seconds	



Office of the University Registrar

External Services



1. Enrollment – New Students (Face to Face Transaction)

This is the process of enrolling/registering possible subjects to be taken by the students in a certain semester.

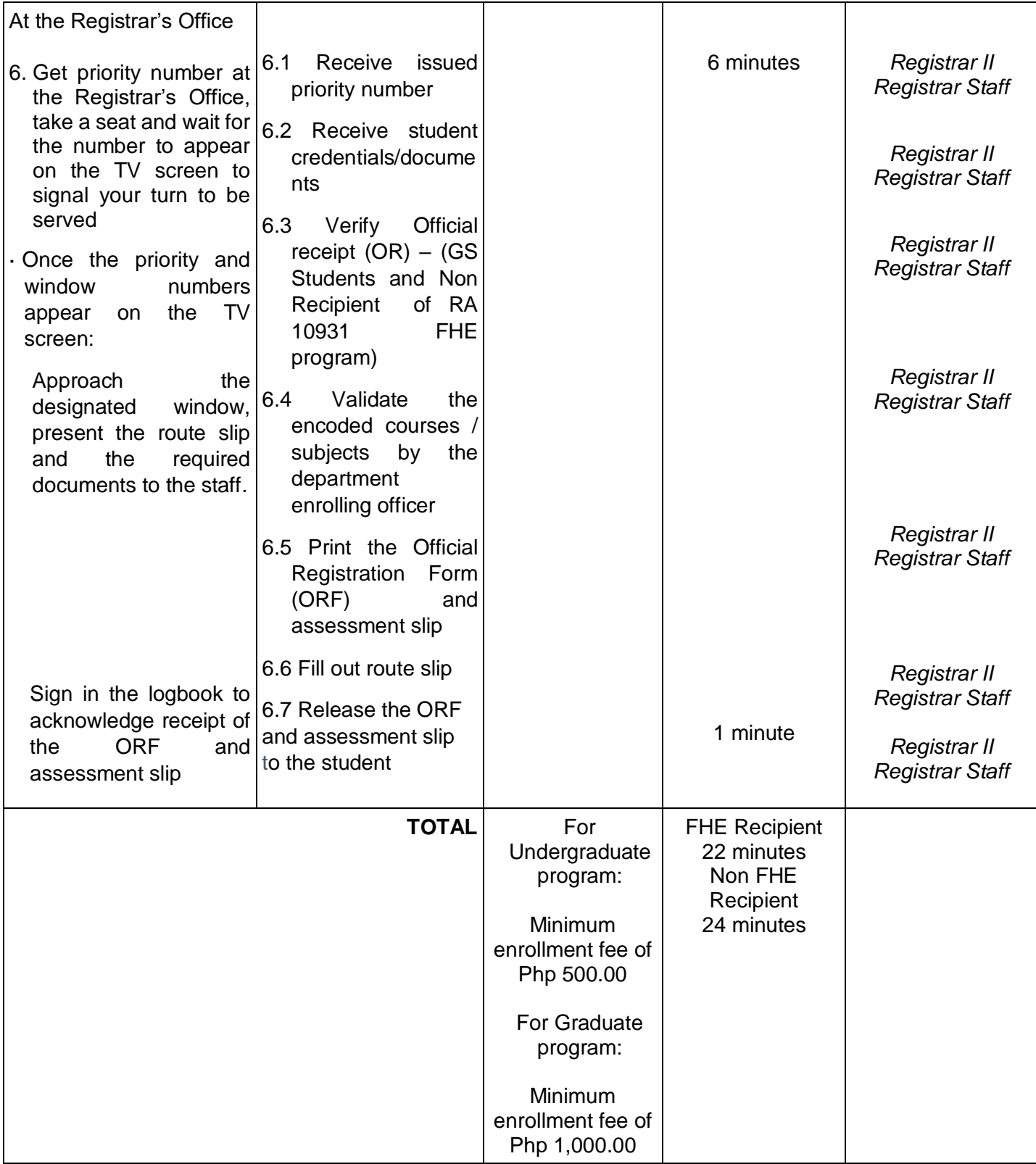
Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	New Students (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
High School / SHS Graduate 1. High School Card (Form 138-A) 2. Good Moral Character Certificate 3. Photocopy of PSA Birth Certificate 4. Admission Application Form 5. SLSU Registrar's Office Privacy Notice 6. Enrolment Form 7. Route Slip Alternative Learning System (ALS) Passers: 1. ALS Report of Rating 2. Certificate of Good Moral Character 3. Photocopy of PSA Birth Certificate 4. Admission Application Form 5. SLSU Registrar's Office Privacy Notice 6. Enrolment Form 7. Route Slip		From the school last attended From the school last attended PSA Office SAS Office SAS Office MIS Office SAS Office From the school last attended From the school last attended PSA Office SAS Office SAS Office MIS Office SAS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get application form for admission from the SAS Staff Fill-up application form for admission and sign the SLSU Registrar's Office Privacy Notice then submit to SAS staff together with the entrance credentials.	1.1 Receive, check and validate all documents. 1.2 Fill out route slip	None	5 minutes	<i>SAS Director</i> <i>SAS Staff</i>



<p>2. Present route slip to the MIS Staff</p> <p>Sign in the logbook to acknowledge receipt of route slip & enrollment form</p>	<p>2.1 Check if SAS has already signed the route slip</p> <p>2.2 Provide student ID number & enrollment form</p> <p>2.3 Fill-out route slip</p>	<p>None</p>	<p>2 minutes</p>	<p><i>MIS Chief</i> <i>MIS Staff</i></p> <p><i>MIS Chief</i> <i>MIS Staff</i></p>
<p>3. Fill-up the enrollment form & submit to the Department Enrolling Officer</p> <p>For GS students, go to cashier's office</p> <p>For UGS students, go to Free Higher Education (FHE) Office</p>	<p>3.1 Receive and review the subject/s enrolled by the student</p> <p>3.2 Encode the approved subjects into the enrollment system</p> <p>3.3 Release / return the documents to the student</p> <p>3.4 Fill-out route slip</p>	<p>None</p>	<p>6 minutes</p>	<p><i>Department Enrolling Officer</i></p>
<p>4. Present the filled-in enrolment form to the Free Higher Education (FHE) Office</p> <ul style="list-style-type: none"> For RA 10931 FHE program Non Recipient, go to Cashier's office <p>For RA 10931 FHE program Recipient, go to Registrar's Office</p>	<p>4.1 Received approved enrolment form</p> <p>4.2 Check, verify and update student's status in compliance to Free Higher Education (FHE) program of RA 10931 as to specified number of years while availing the FHE program</p> <p>4.3 Indicate student's FHE status on the enrolment form NR– Non Recipient R- Recipient</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Free Higher Education (FHE) Focal Person</i></p> <p><i>FHE Staff</i></p>



	<p>Note:</p> <p>RA 10931 FHE Recipient – student whose number of years enrolled is still within the maximum residency rule of FHE program (5 years)</p> <p>RA 10931 FHE Non Recipient –student who graduated from a program (second courser) and whose number of years enrolled exceeds the maximum residency rule of FHE program (5 years)</p>			
<p>At the Cashier's Office (GS Students and Non-FHE Recipient)</p> <p>5. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window and present the required documents and pay the corresponding fees. After paying, go to Registrar's Office</p>	<p>5.1 Receive issued priority number</p> <p>5.2 Receive payment and issue Official Receipt (OR)</p> <p>5.3 Fill up route slip</p> <p>Return the documents</p>	<p>For Undergraduate program:</p> <p>Minimum enrollment fee of Php 500.00</p> <p>For Graduate program:</p> <p>Minimum enrollment fee of Php 1,000.00</p>	2 minutes	<p><i>Cashier III</i></p> <p><i>Cashier Staff</i></p>





2. Enrollment – Transferees (Face to Face Transaction)

This is the process of enrolling/registering possible subjects to be taken by the students in a certain semester.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Transferees (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Transferees <ol style="list-style-type: none"> 1. Transcript of Records (Informative Copy/Evaluation Purposes) 2. Certificate of Transfer Credential 3. Certificate of Good Moral Character 4. Photocopy of PSA Birth Certificate 5. Admission Application Form 6. SLSU Registrar's Office Privacy Notice 7. Enrolment Form 8. Route Slip 		<p>From the school last attended</p> <p>From the school last attended</p> <p>From the school last attended</p> <p>PSA Office</p> <p>SAS Office</p> <p>SAS Office</p> <p>MIS Office</p> <p>SAS Office</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get application form for admission from the SAS Staff Fill-up application form for admission and sign the SLSU Registrar's Office Privacy Notice then submit to SAS staff together with the entrance credentials.	1.1 Receive, check and validate all documents. 1.2 Fill out route slip	None	5 minutes	<i>SAS Director</i> <i>SAS Staff</i> <i>SAS Director</i> <i>SAS Staff</i>
2. Present route slip to the MIS Staff	2.1 Check if SAS has already signed the route slip		2 minutes	<i>MIS Chief</i> <i>MIS Staff</i>



Sign in the logbook to acknowledge receipt of route slip & enrollment form	2.2 Provide student ID number & enrollment form 2.3 Fill-out route slip			MIS Chief MIS Staff
3. Request for evaluation of subjects (if there credited subjects taken from previous school) Fill-up the enrollment form & submit to the Department Enrolling Officer For GS students, go to cashier's office For UGS students, go to Free Higher Education (FHE) Office	3.1 Evaluate the subjects taken from the previous school 3.2 Encode the subjects that are credited into the Comprehensive Enrolment System (CES) 3.3 Receive and review the subject/s enrolled by the student 3.4 Encode the approved subjects into the Comprehensive Enrolment System (CES) 3.5 Release / return the documents to the student 3.6 Fill-out route slip		5 minutes 5 minutes 6 minutes	Department Enrolling Officer / Academic Adviser
4. Present the filled-in enrolment form to the Free Higher Education (FHE) Office • For RA 10931 FHE program Non Recipient, go to Cashier's office For RA 10931 FHE program Recipient, go to Registrar's Office	4.1 Received approved enrolment form 4.2 Check, verify and update student's status in compliance to Free Higher Education (FHE) program of RA 10931 as to specified number of years while availing the FHE program		2 minutes	Free Higher Education (FHE) Focal Person FHE Staff



	<p>4.3 Indicate student's FHE status on the enrolment form NR– Non Recipient R- Recipient</p> <p>Note:</p> <p>RA 10931 FHE Recipient – student whose number of years enrolled is still within the maximum residency rule of FHE program (5 years)</p> <p>RA 10931 FHE Non Recipient –student who graduated from a program (second courser) and whose number of years enrolled exceeds the maximum residency rule of FHE program (5 years)</p>			
<p>At the Cashier's Office</p> <p>5. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window and present the required documents and pay the corresponding fees.</p>	<p>5.1 Receive issued priority number</p> <p>5.2 Receive payment and issue Official Receipt (OR)</p> <p>5.3 Fill up route slip</p> <ul style="list-style-type: none"> Return the documents 	<p>For Undergraduate program:</p> <p>Minimum enrollment fee of Php 500.00</p> <p>For Graduate program:</p> <p>Minimum enrollment fee of Php 1,000.00</p>	2 minutes	<p><i>Cashier III</i></p> <p><i>Cashier Staff</i></p>

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3. Enrollment – Continuing Students (Face to Face Transaction)

This is the process of enrolling/registering possible subjects to be taken by the students in a certain semester.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Continuing Students (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Certificate 2. SLSU Registrar's Office Privacy Notice 3. Enrolment Form 4. Route Slip		By respective colleges/department By respective colleges/department By respective colleges/department By respective colleges/department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up the enrollment form & submit to the Department Enrolling Officer For GS students, go to cashier's office For UGS students, go to Free Higher Education (FHE) Office	1.1 Receive and review the subject/s enrolled by the student 1.2 Encode the subjects into the Comprehensive Enrolment System (CES) 1.3 Release / return the documents to the student 1.4 Fill-out route slip		6 minutes	<i>Department Enrolling Officer / Academic Adviser</i>
2. Present the filled-in enrolment form to the Free Higher Education (FHE) Office	2.1 Received approved enrolment form 2.2 Check, verify and update student's status in		2 minutes	<i>Free Higher Education (FHE) Focal Person</i>



<ul style="list-style-type: none"> For RA 10931 FHE program Non Recipient, go to Cashier's office For RA 10931 FHE program Recipient, go to Registrar's Office 	<p>compliance to Free Higher Education (FHE) program of RA 10931 as to specified number of years while availing the FHE program</p> <p>2.3 Indicate student's FHE status on the enrolment form NR– Non Recipient R- Recipient</p> <p>Note:</p> <p>RA 10931 FHE Recipient – student whose number of years enrolled is still within the maximum residency rule of FHE program (5 years)</p> <p>RA 10931 FHE Non Recipient –student who graduated from a program (second courser) and whose number of years enrolled exceeds the maximum residency rule of FHE program (5 years)</p>			<p><i>Free Higher Education (FHE) Staff</i></p>
<p>At the Cashier's Office</p> <p>3. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p> <p>Once the priority and window numbers</p>	<p>3.1 Receive issued priority number</p> <p>3.2 Receive payment and issue Official Receipt (OR)</p> <p>3.3 Fill up route slip</p> <ul style="list-style-type: none"> Return the documents 	<p>For Undergraduate program:</p> <p>Minimum enrollment fee of Php 500.00</p> <p>For Graduate program:</p>	<p>2 minutes</p>	<p><i>Cashier III Cashier Staff</i></p>



<p>appear on the TV screen:</p> <p>Approach the designated window and present the required documents and pay the corresponding fees.</p> <p>After paying, go to Registrar's Office</p>		<p>Minimum enrollment fee of Php 1,000.00</p>		
<p>At the Registrar's Office</p> <p>4. Get priority number at the Registrar's Office, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window, present the route slip and the required documents to the staff.</p> <p>Sign in the logbook to acknowledge receipt of the ORF and assessment slip</p>	<p>4.1 Receive issued priority number</p> <p>4.2 Receive student credentials/documents</p> <p>4.3 Verify Official receipt (OR) – Non Recipient RA 10931 FHE program only</p> <p>4.4 Validate the encoded courses / subjects by the department enrolling officer</p> <p>4.5 Print the Official Registration Form (ORF) and assessment slip</p> <p>4.6 Fill out route slip</p> <p>4.7 Release the ORF and assessment slip to the student</p>		<p>6 minutes</p> <p>1 minute</p>	<p><i>Registrar II</i> <i>Registrar Staff</i></p> <p><i>Registrar II</i> <i>Registrar Staff</i></p> <p><i>Registrar II</i> <i>Registrar Staff</i></p> <p><i>Registrar II</i> <i>Registrar Staff</i></p> <p><i>Registrar II</i> <i>Registrar Staff</i></p> <p><i>Registrar II</i> <i>Registrar Staff</i></p>



TOTAL	For Undergraduate program: Minimum enrollment fee of Php 500.00 For Graduate program: Minimum enrollment fee of Php 1,000.00	FHE Recipient 15 minutes Non FHE Recipient 17 minutes	
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4. Enrollment – Shiftees and Returnees (Face to Face Transaction)

This is the process of enrolling/registering possible subjects to be taken by the students in a certain semester.

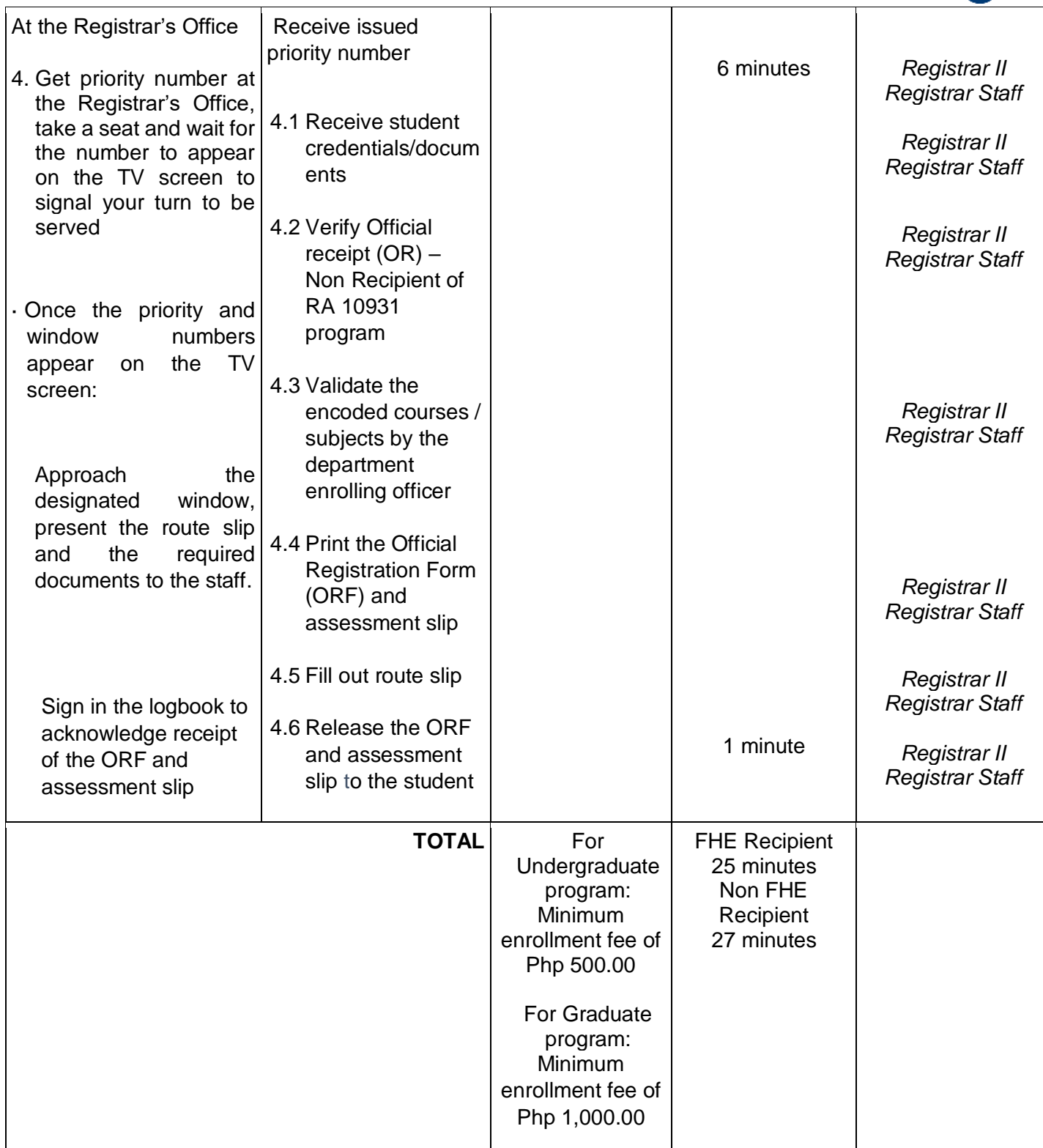
Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Shiftees / Returnees (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Shifting Form (for shiftee student only) 2. Evaluation Result 3. SLSU Registrar's Office Privacy Notice 4. Enrollment form 5. Duly accomplished clearance (last term attended) 6. Route Slip		By respective colleges/department By respective colleges/department By respective colleges/department By respective colleges/department By respective colleges/department By respective colleges/department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Request for evaluation of subjects (if there are credited subjects taken from previous semesters)</p> <p>Fill-up the enrollment form & submit to the Department Enrolling Officer together with the required documents</p> <p>For GS students, go to cashier's office</p> <p>For UGS students, go to Free Higher Education (FHE) Office</p>	<p>1.1 Evaluate the subjects taken from the previous semester attended</p> <p>1.2 Encode the subjects that are credited into the Comprehensive Enrolment System (CES)</p> <p>1.3 Receive the required documents; review the subject/s enrolled by the student</p> <p>1.4 Encode the subjects into the Comprehensive Enrolment System (CES)</p> <p>1.5 Release / return the documents to the student</p> <p>1.6 Fill-out route slip</p>		<p>5 minutes</p> <p>5 minutes</p> <p>6 minutes</p>	<p><i>Department Enrolling Officer / Academic Adviser</i></p>
<p>2. Present the filled-in enrolment form to the Free Higher Education (FHE) Office</p> <ul style="list-style-type: none"> For RA 10931 FHE program Non Recipient, go to Cashier's office For RA 10931 FHE program Recipient, go to Registrar's Office 	<p>2.1 Received approved enrolment form</p> <p>2.2 Check, verify and update student's status in compliance to Free Higher Education (FHE) program of RA 10931 as to specified number of years while availing the FHE program</p> <p>2.3 Indicate student's FHE status on the enrolment form NR– Non</p>	<p>Duly filled-up enrollment form</p> <p>Duly filled-up enrollment form</p> <p>Duly accomplished clearance (last term attended)</p> <p>Route Slip</p>	<p>2 minutes</p>	<p>Free Higher Education (FHE) Focal Person</p> <p>Free Higher Education (FHE) Staff</p>



	<p>Recipient R- Recipient</p> <p>Note:</p> <p>RA 10931 FHE Recipient – student whose number of years enrolled is still within the maximum residency rule of FHE program (5 years)</p> <p>RA 10931 FHE Non Recipient –student who graduated from a program (second courser) and whose number of years enrolled exceeds the maximum residency rule of FHE program (5 years)</p>			
<p>At the Cashier's Office</p> <p>3. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window and present the required documents and pay the corresponding fees.</p> <p>After paying, go to Registrar's Office</p>	<p>3.1 Receive issued priority number</p> <p>3.2 Receive payment and issue Official Receipt (OR)</p> <p>3.3 Fill up route slip</p> <ul style="list-style-type: none"> Return the documents 	<p>.</p> <p>For Undergraduate program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	2 minutes	<p><i>Cashier III</i></p> <p><i>Cashier Staff</i></p>





5. Enrollment – Cross Enrollees (Face to Face Transaction)

This is the process of enrolling/registering possible subjects to be taken by the students in a certain semester.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Cross Enrollees (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Permit to Study from Mother Institution 2. Admission Application Form 3. SLSU Registrar's Office Privacy Notice 4. Enrolment Form 5. Route Slip		From mother institution SAS Office SAS Office SAS Office MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get application form for admission from the SAS Staff Fill-up application form for admission and sign the SLSU Registrar's Office Privacy Notice then submit to SAS staff together with the required document/	1.1 Receive, check and validate the documents. 1.2 Fill out route slip		5 minutes	SAS Director SAS Staff SAS Director SAS Staff
2. Present route slip to the MIS Staff Sign in the logbook to acknowledge receipt of	2.1 Check if SAS has already signed the route slip		2 minutes	MIS Chief MIS Staff MIS Chief



route slip & enrollment form	2.2 Provide student ID number & enrollment form 2.3 Fill-out route slip			MIS Staff
3. Fill-up the enrollment form & submit to the Department Enrolling Officer For GS students, go to cashier's office For UGS students, go to Free Higher Education (FHE) Office	3.1 Receive and review the subject/s indicated in the permit study 3.2 Encode the approved subjects into the enrollment system 3.3 Release / return the documents to the student 3.4 Fill-out route slip		6 minutes	Department Enrolling Officer
4. Present the filled-in enrolment form to the Free Higher Education (FHE) Office • For RA 10931 FHE program Non Recipient, go to Cashier's office For RA 10931 FHE program Recipient, go to Registrar's Office	4.1 Received approved enrolment form 4.2 Check, verify and update student's status in compliance to Free Higher Education (FHE) program of RA 10931 as to specified number of years while availing the FHE program 4.3 Indicate student's FHE status on the enrolment form NR– Non Recipient R- Recipient Note: RA 10931 FHE Recipient – student whose number of years enrolled is still		2 minutes	Free Higher Education (FHE) Focal Person FHE Staff



	<p>within the maximum residency rule of FHE program (5 years)</p> <p>RA 10931 FHE Non Recipient –student who graduated from a program (second courser) and whose number of years enrolled exceeds the maximum residency rule of FHE program (5 years)</p>			
<p>At the Cashier's Office</p> <p>5. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window and present the required documents and pay the corresponding fees.</p> <p>After paying, go to Registrar's Office</p>	<p>5.1 Receive issued priority number</p> <p>5.2 Receive payment and issue Official Receipt (OR)</p> <p>5.3 Fill up route slip</p> <ul style="list-style-type: none"> Return the documents 		2 minutes	<p><i>Cashier III</i></p> <p><i>Cashier Staff</i></p>
<p>At the Registrar's Office</p> <p>6. Get priority number at the Registrar's Office, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p>	<p>6.1 Receive issued priority number</p> <p>6.2 Receive student credentials/documents</p>	<p>For Undergraduate program: Minimum enrollment fee of Php 500.00</p>	6 minutes	<p><i>Registrar II</i></p> <p><i>Registrar Staff</i></p> <p><i>Registrar II</i></p> <p><i>Registrar Staff</i></p>



<p>· Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window, present the route slip and the required documents to the staff.</p> <p>Sign in the logbook to acknowledge receipt of the ORF and assessment slip</p>	<p>6.3 Verify Official receipt (OR) – Non Recipient RA 10931 FHE program only</p> <p>6.4 Validate the encoded courses / subjects by the department enrolling officer</p> <p>6.5 Print the Official Registration Form (ORF) and assessment slip</p> <p>6.6 Fill out route slip</p> <p>6.7 Release the ORF and assessment slip to the student</p>	<p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	<p>1 minute</p>	<p><i>Registrar II</i> <i>Registrar Staff</i></p> <p><i>Registrar II</i> <i>Registrar Staff</i></p> <p><i>Registrar II</i> <i>Registrar Staff</i></p> <p><i>Registrar II</i> <i>Registrar Staff</i></p> <p><i>Registrar II</i> <i>Registrar Staff</i></p>
<p>TOTAL</p>		<p>For Undergraduate program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	<p>FHE Recipient 22 minutes Non FHE Recipient 24 minutes</p>	



6. Enrollment – New Students (Online Transaction)

This is the process of enrolling/registering possible subjects to be taken by the students in a certain semester.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	New Students (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
High School / SHS Graduate 1. High School Card (Form 138-A) 2. Good Moral Character Certificate 3. Photocopy of PSA Birth Certificate 4. Admission Application Form 5. SLSU Registrar's Office Privacy Notice 6. Enrolment Form 7. Route Slip Alternative Learning System (ALS) Passers: 1. ALS Report of Rating 2. Certificate of Good Moral Character 3. Photocopy of PSA Birth Certificate 4. Admission Application Form 5. SLSU Registrar's Office Privacy Notice 6. Enrolment Form 7. Route Slip		From the school last attended From the school last attended PSA Office SAS Office SAS Office MIS Office SAS Office From the school last attended From the school last attended PSA Office SAS Office SAS Office MIS Office SAS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit SLSU Student Affairs and Services FB page, click the link https://drive.google.com/.../1-wS.../view... Download, print and fill-up the application for admission form.	1.1 Retrieve the admission documents sent by student via email address 1.2 Online checking and validating of		10 minutes	SAS Director SAS Staff SAS Director



<p>Scan the application for admission form together with the required documents and send to slsuMC.SAS@gmail.com</p> <p>Wait confirmation from the SAS Office. Once confirmation has been received, proceed to online enrolment</p>	<p>admission documents. Make student's individual checklist of requirements</p> <p>1.3 Scan student's checklist of requirements and send to slsuregistrarsogod@gmail.com (for enrolment validation purposes)</p> <p>1.4 Confirmed student's application for admission.</p>			<p>SAS Staff</p> <p>SAS Director SAS Staff</p> <p>SAS Director SAS Staff</p>
<p>2. SAS personnel forward list of SEE qualifiers per program and list of students with validated admission requirements</p> <p>Log in to their email account and accomplish the end user satisfaction rating</p>	<p>2.1 Received from SAS Office the list of students who submitted/complied the required documents</p> <p>2.2 Search the registered students in the database through examinee number and the system will automatically assign student number</p> <p>2.3 Send automatic message to the student through their email address for their temporary password.</p>		<p>2 minutes</p>	<p>MIS Chief MIS Staff</p> <p>MIS Chief MIS Staff</p>



<p>3. Register account in Student Information System (SIS) via http://studentis.slsuonline.edu.ph</p> <p>Log in http://studentis.slsuonline.edu.ph using your account</p> <p>Click “accept” the SLSU Registrar’s Office Privacy Notice to continue login.</p> <p>Click “enrolment” and select the subject and schedule you want to enroll</p> <p>If you are done selecting schedules, click the floating cart icon to view the summary of selected subjects with schedules</p> <p>Click the button “proceed to checkout” to end encoding of subjects.</p> <p>For Undergraduate Students</p> <p>Wait notification via text message from the system.</p> <p>Once approved, you will be notified that your enrolment is pending approval in the Free Higher Education (FHE) Office</p>	<p>3.1 Retrieve student’s enrolment via Comprehensive Enrolment System (CES)</p> <p>3.2 Review the subject/s enrolled by the student</p> <p>3.3 Approve student enrolment if found correct; disapprove student’s enrolment if not correct and state the reason of disapproval</p>		<p>1 minute</p> <p>1 minute</p> <p>30 seconds</p>	<p><i>Department Enrolling Officer</i></p> <p><i>Department Enrolling Officer</i></p> <p><i>Department Enrolling Officer</i></p>
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	<p>rule of FHE program (5 years)</p> <p>RA 10931 FHE Non Recipient –student who graduated from a program (second courser) and whose number of years enrolled exceeds the maximum residency rule of FHE program (5 years)</p>			
<p>5. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwarto Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to https://www.facebook.com/SLSU-MC-Cashier/ / slsuregistrarsogod@gmail.com</p>	<p>5.1 Claim the payment sent by the student</p> <p>5.2 Issue Official Receipt (OR)</p>	<p>• For Undergraduate program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	2 minutes	<p><i>Cashier III</i> <i>Cashier Staff</i></p> <p><i>Cashier III</i> <i>Cashier Staff</i></p>
<p>6. Wait notification via text message from the system.</p> <p>Once validated, you will receive notations:</p> <p>“Congratulations! You are now officially enrolled”</p>	<p>6.1 Receive Official Receipt from Cashier’s personnel (Graduate School students and Non Recipient of RA 10931 FHE program)</p> <p>6.2 Validate the approved</p>		<p>30 seconds</p> <p>1 minute</p>	<p><i>Registrar II</i> <i>Registrar Staff</i></p> <p><i>Registrar II</i></p>



Please send/submit your original admission documents to : The Registrar Southern Leyte State University Main Campus, Sogod, Southern Leyte	enrolment of students 6.3 Print the Official Registration Form (ORF) and assessment slip file. for office		1 minute	Registrar Staff Registrar II Registrar Staff
TOTAL		For Undergraduate program: Minimum enrollment fee of Php 500.00 For Graduate program: Minimum enrollment fee of Php 1,000.00	FHE Recipient 18 minutes Non FHE Recipient 20 minutes and 30 seconds	

7. Enrollment – Transferee (Online Transaction)

This is the process of enrolling/registering possible subjects to be taken by the students in a certain semester.

Office/Division:	Office of the University Registrar
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who May Avail:	Transferees (Undergraduate and Graduate)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Transcript of Records (Informative Copy/Evaluation Purposes) 2. Certificate of Transfer Credential 3. Certificate of Good Moral Character 4. Photocopy of PSA Birth Certificate 5. Admission Application Form 6. SLSU Registrar's Office Privacy Notice 7. Enrolment Form 	<p>From the school last attended</p> <p>From the school last attended</p> <p>From the school last attended</p> <p>PSA Office</p> <p>SAS Office</p> <p>SAS Office</p> <p>MIS Office</p> <p>SAS Office</p>



8. Route Slip				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Visit SLSU Student Affairs and Services FB page, click the link https://drive.google.com/.../1-wS.../view...</p> <p>Download, print and fill-up the application for admission form.</p> <p>Scan the application for admission form together with the required documents and send to slsuMC.SAS@gmail.com</p> <p>Wait confirmation from the SAS Office. Once confirmation has been received, proceed to online enrolment</p>	<p>1.1 Retrieve the admission documents sent by student via email address</p> <p>1.2 Online checking and validating of admission documents. Make student's individual checklist of requirements</p> <p>1.3 Scan student's checklist of requirements and send to slsuregistrarsogod@gmail.com</p> <p>1.4 Confirmed student's application for admission.</p>		10 minutes	<p>SAS Director SAS Staff</p> <p>SAS Director SAS Staff</p>
2. SAS personnel forward list of SEE qualifiers per program and list of students with validated	2.1 Received from SAS Office the list of students who submitted/completed the required documents		2 minutes	MIS Chief MIS Staff



<p>admission requirements</p> <p>Log in to their email account and accomplish the end user satisfaction rating</p>	<p>2.2 Search the registered students in the database through examinee number and the system will automatically assign student number</p> <p>2.3 Send automatic message to the student through their email address for their temporary password.</p>			<p>MIS Chief</p> <p>MIS Staff</p>
<p>3. Register account in Student Information System (SIS) via http://studentis.slsuonline.edu.ph</p> <p>Send scanned Transcript of Records (TOR) to the email address of the department where your program belong and request for evaluation of subjects</p> <p>Log in http://studentis.slsuonline.edu.ph using your account</p> <p>Click “accept” the SLSU Registrar’s Office Privacy Notice to continue login.</p> <p>Click “enrolment” and select the subject and schedule you want to enroll</p> <p>If you are done selecting schedules, click the floating cart icon to view</p>	<p>3.1 Retrieve and print of Records of student</p> <p>3.2 Evaluate the subjects taken from the previous school</p> <p>3.3 Encode the subjects that are credited into the Comprehensive Enrolment System (CES)</p> <p>3.4 Inform the student via email the result of subject evaluation</p> <p>3.5 Retrieve student’s enrolment via Comprehensive Enrolment System (CES); review the subject/s enrolled by the student</p> <p>3.6 Approve student enrolment if found correct;</p>		<p>2 minutes</p> <p>5 minutes</p> <p>1 minute</p> <p>1 minute</p> <p>2 minutes</p> <p>30 seconds</p>	<p>Department Enrolling Officer</p> <p>Department Enrolling Officer</p> <p>Department Enrolling Officer</p> <p>Department Enrolling Officer</p> <p>Department Enrolling Officer</p> <p>Department Enrolling Officer</p>



<p>the summary of selected subjects with schedules</p> <p>Click the button “proceed to checkout” to end encoding of subjects.</p> <p><i>For Undergraduate Students</i></p> <p>Wait notification via text message from the system.</p> <p>Once approved, you will be notified that your enrolment is pending approval in the Free Higher Education (FHE) Office</p> <p>If disapproved, coordinate with the department enrolling officer</p> <p><i>For Graduate Students</i></p> <p>Wait notification via text message from the system.</p> <p>Once approved, you will be notified that your enrolment is forwarded to Cashier’s Office for assessment and payment</p> <p>If disapproved, coordinate with the department enrolling officer</p>	<p>disapprove student’s enrolment if not correct and state the reason of disapproval</p>			
<p>4. Wait notification via text message from the system if you qualify for Free Higher Education (FHE)</p>	<p>4.1 Retrieve approved student’s enrolment via Comprehensive</p>		<p>1 minute</p>	<p><i>Free Higher Education (FHE) Focal Person</i></p>



<p>program undergraduate programs only)</p>	<p>(for</p> <p>Enrolment System (CES)</p> <p>4.2 Check, verify student's status in compliance to Free Higher Education (FHE) program of RA 10931 as to specified number of years while availing the FHE program</p> <p>4.3 Approve / disapprove student's eligibility for Free Higher Education (FHE) program</p> <p>Note:</p> <p>RA 10931 FHE Recipient – student whose number of years enrolled is still within the maximum residency rule of FHE program (5 years)</p> <p>RA 10931 FHE Non Recipient –student who graduated from a program (second courser) and whose number of years enrolled exceeds the maximum residency rule of FHE program (5 years)</p>		<p>30 seconds</p>	<p><i>Free Higher Education (FHE) Staff</i></p> <p><i>Free Higher Education (FHE) Focal Person</i></p> <p><i>Free Higher Education (FHE) Staff</i></p> <p><i>Free Higher Education (FHE) Focal Person</i></p> <p><i>Free Higher Education (FHE) Staff</i></p>
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<p>5. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwartá Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to https://www.facebook.com/SLSU-MC-Cashier/ / slsuregistrarsogod@gmail.com</p>	<p>5.1 Claim the payment sent by the student</p> <p>5.2 Issue Official Receipt (OR)</p>	<p>.</p> <p>For Undergraduate program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	<p>2 minutes</p>	<p><i>Cashier III</i> <i>Cashier Staff</i></p>
<p>6. Wait notification via text message from the system.</p> <p>Once validated, you will receive notations:</p> <p>"Congratulations! You are now officially enrolled"</p> <p>Please send/submit your original admission documents to :</p> <p>The Registrar Southern Leyte State University Main Campus, Sogod, Southern Leyte</p>	<p>6.1 Receive Official Receipt from Cashier's personnel (Graduate School students and Non Recipient of RA 10931 FHE program)</p> <p>6.2 Validate the approved enrolment of students</p> <p>6.3 Print the Official Registration Form (ORF) and assessment slip file. for office</p>		<p>30 seconds</p> <p>1 minute</p> <p>1 minute</p>	<p><i>Registrar II</i> <i>Registrar Staff</i></p> <p><i>Registrar II</i> <i>Registrar Staff</i></p> <p><i>Registrar II</i> <i>Registrar Staff</i></p>
<p>TOTAL</p>		<p>. For Undergraduate program: Minimum enrollment fee of Php 500.00</p>	<p>FHE Recipient 27 minutes Non FHE Recipient 29 mins & 30 seconds</p>	



	For Graduate program: Minimum enrollment fee of Php 1,000.00		
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8. Enrollment – Continuing Students (Online Transaction)

This is the process of enrolling/registering possible subjects to be taken by the students in a certain semester.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Continuing Students (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Certificate 2. SLSU Registrar's Office Privacy Notice 3. Enrolment Form 4. Route Slip		By respective colleges/department By respective colleges/department By respective colleges/department By respective colleges/department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Register account in Student Information System (SIS) via http://studentis.slsuonline.edu.ph</p> <p>Log in http://studentis.slsuonline.edu.ph using your account</p> <p>Click “accept” the SLSU Registrar’s Office Privacy Notice to continue login.</p> <p>Click “enrolment” and select the subject and schedule you want to enroll</p> <p>If you are done selecting schedules, click the floating cart icon to view the summary of selected subjects with schedules</p> <p>Click the button “proceed to checkout” to end encoding of subjects.</p> <p>For Undergraduate Students</p> <p>Wait notification via text message from the system.</p> <p>Once approved, you will be notified that your enrolment is pending approval in the Free Higher Education (FHE) Office</p> <p>If disapproved, coordinate with the department enrolling officer</p> <p>For Graduate Students</p>	<p>1.1 Retrieve student’s enrolment via Comprehensive Enrolment System (CES)</p> <p>1.2 Review the subject/s enrolled by the student</p> <p>1.3 Approve student enrolment if found correct; disapprove student’s enrolment if not correct and state the reason of disapproval</p>		<p>1 minute</p> <p>1 minute</p> <p>30 seconds</p>	<p><i>Department Enrolling Officer</i></p>
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<p>Wait notification via text message from the system.</p> <p>Once approved, you will be notified that your enrolment is forwarded to Cashier's Office for assessment and payment</p> <p>If disapproved, coordinate with the department enrolling officer</p>				
<p>2. Wait notification via text message from the system if you qualify for Free Higher Education (FHE) program (for undergraduate programs only)</p>	<p>2.1 Retrieve approved student's enrolment via Comprehensive Enrolment System (CES)</p> <p>2.2 Check, verify student's status in compliance to Free Higher Education (FHE) program of RA 10931 as to specified number of years while availing the FHE program</p> <p>2.3 Approve / disapprove student's eligibility for Free Higher Education (FHE) program</p> <p>Note:</p> <p>RA 10931 FHE Recipient – student whose number of years enrolled is still within the maximum</p>		<p>1 minute</p> <p>30 seconds</p>	<p><i>Free Higher Education (FHE) Focal Person FHE Staff</i></p> <p><i>Free Higher Education (FHE) Focal Person FHE Staff</i></p> <p><i>Free Higher Education (FHE) Focal Person FHE Staff</i></p>



	<p>residency rule of FHE program (5 years)</p> <p>RA 10931 FHE Non Recipient –student who graduated from a program (second courser) and whose number of years enrolled exceeds the maximum residency rule of FHE program (5 years)</p>			
<p>3. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwartá Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to https://www.facebook.com/SLSU-MC-Cashier/ / slsuregistrarsogod@gmail.com</p>	<p>3.1 Claim the payment sent by the student</p> <p>3.2 Issue Official Receipt (OR)</p>	<p>For Undergraduate program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	2 minutes	<p><i>Cashier III</i></p> <p><i>Cashier Staff</i></p>
<p>4. Wait notification via text message from the system.</p> <p>Once validated, you will receive notations:</p> <p>“Congratulations! You are now officially enrolled”</p>	<p>4.1 Receive Official Receipt from Cashier’s personnel (Graduate School students and Non Recipient of RA 10931 FHE program)</p> <p>4.2 Validate the approved</p>	.	<p>30 seconds</p> <p>1 minute</p>	<p><i>Registrar II</i></p> <p><i>Registrar Staff</i></p> <p><i>Registrar II</i></p>



	enrolment of students			<i>Registrar Staff</i>
	4.3 Print the Official Registration Form (ORF) and assessment slip file. for office		1 minute	<i>Registrar II</i> <i>Registrar Staff</i>
TOTAL		For Undergraduate program: Minimum enrollment fee of Php 500.00 For Graduate program: Minimum enrollment fee of Php 1,000.00	FHE Recipient 6 minutes Non FHE Recipient 8 minutes and 30 seconds	



9. Enrollment – Shiftees and Returnees (Online Transaction)

This is the process of enrolling/registering possible subjects to be taken by the students in a certain semester.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Shiftees / Returnees (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Shifting Form (for shiftee student only) 2. Evaluation Result 3. SLSU Registrar's Office Privacy Notice 4. Enrollment form 5. Duly accomplished clearance (last term attended) 6. Route Slip		By respective colleges/department By respective colleges/department By respective colleges/department By respective colleges/department By respective colleges/department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with your department / program in charge via text message/messenger to request for evaluation of subjects (if there are credited subjects taken from previous semesters) Register account in Student Information System (SIS) via http://studentis.slsuonline.edu.ph	1.1 Evaluate the subjects taken from the previous semester attended		5 minutes	<i>Department Enrolling Officer / Academic Adviser</i>
	1.2 Encode the subjects that are credited into the Comprehensive Enrolment System (CES)		5 minutes	<i>Department Enrolling Officer / Academic Adviser</i>
	1.3 Inform the student via email the result of subject evaluation		1 minute	
			4 minutes	



<p>Log in http://studentis.slsuonline.edu.ph using your account</p> <p>Click “accept” the SLSU Registrar’s Office Privacy Notice to continue login.</p> <p>Click “enrolment” and select the subject and schedule you want to enroll</p> <p>If you are done selecting schedules, click the floating cart icon to view the summary of selected subjects with schedules</p> <p>Click the button “proceed to checkout” to end encoding of subjects</p> <p>For Undergraduate Students</p> <p>Wait notification via text message from the system.</p> <p>Once approved, you will be notified that your enrolment is pending approval in the Free Higher Education (FHE) Office</p> <p>If disapproved, coordinate with the department enrolling officer</p> <p>For Graduate Students</p> <p>Wait notification via text message from the system.</p> <p>Once approved, you will be notified that your</p>	<p>1.4 Retrieve student’s enrolment via Comprehensive Enrolment System (CES)</p> <p>1.5 Review the subject/s enrolled by the student</p> <p>1.6 Approve student enrolment if found correct; disapprove student’s enrolment if not correct and state the reason of disapproval</p>		<p>1 minute</p> <p>30 seconds</p>	<p><i>Department Enrolling Officer / Academic Adviser</i></p> <p><i>Department Enrolling Officer / Academic Adviser</i></p> <p><i>Department Enrolling Officer / Academic Adviser</i></p>
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	number of years enrolled exceeds the maximum residency rule of FHE program (5 years)			
<p>3. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwartá Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to https://www.facebook.com/SLSU-MC-Cashier/ / slsuregistrarsogod@gmail.com</p>	<p>3.1 Claim the payment sent by the student</p> <p>3.2 Issue Official Receipt (OR)</p>	<p>For Undergraduate program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	2 minutes	<i>Cashier III</i> <i>Cashier Staff</i>
<p>4. Wait notification via text message from the system.</p> <p>Once validated, you will receive notations:</p> <p>"Congratulations! You are now officially enrolled"</p>	<p>4.1 Receive Official Receipt from Cashier's personnel (Graduate School students and Non Recipient of RA 10931 FHE program)</p> <p>4.2 Validate the approved enrolment of students</p> <p>4.3 Print the Official Registration Form (ORF) and assessment slip file. for office</p>		<p>30 seconds</p> <p>1 minute</p> <p>1 minute</p>	<p><i>Registrar II</i> <i>Registrar Staff</i></p> <p><i>Registrar II</i> <i>Registrar Staff</i></p> <p><i>Registrar II</i> <i>Registrar Staff</i></p>



	TOTAL	<p>For Undergraduate program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	<p>FHE Recipient 20 minutes</p> <p>Non FHE Recipient 22 minutes & 30 seconds</p>	

10. Enrollment – Cross Enrollees (Online Transaction)

This is the process of enrolling/registering possible subjects to be taken by the students in a certain semester.

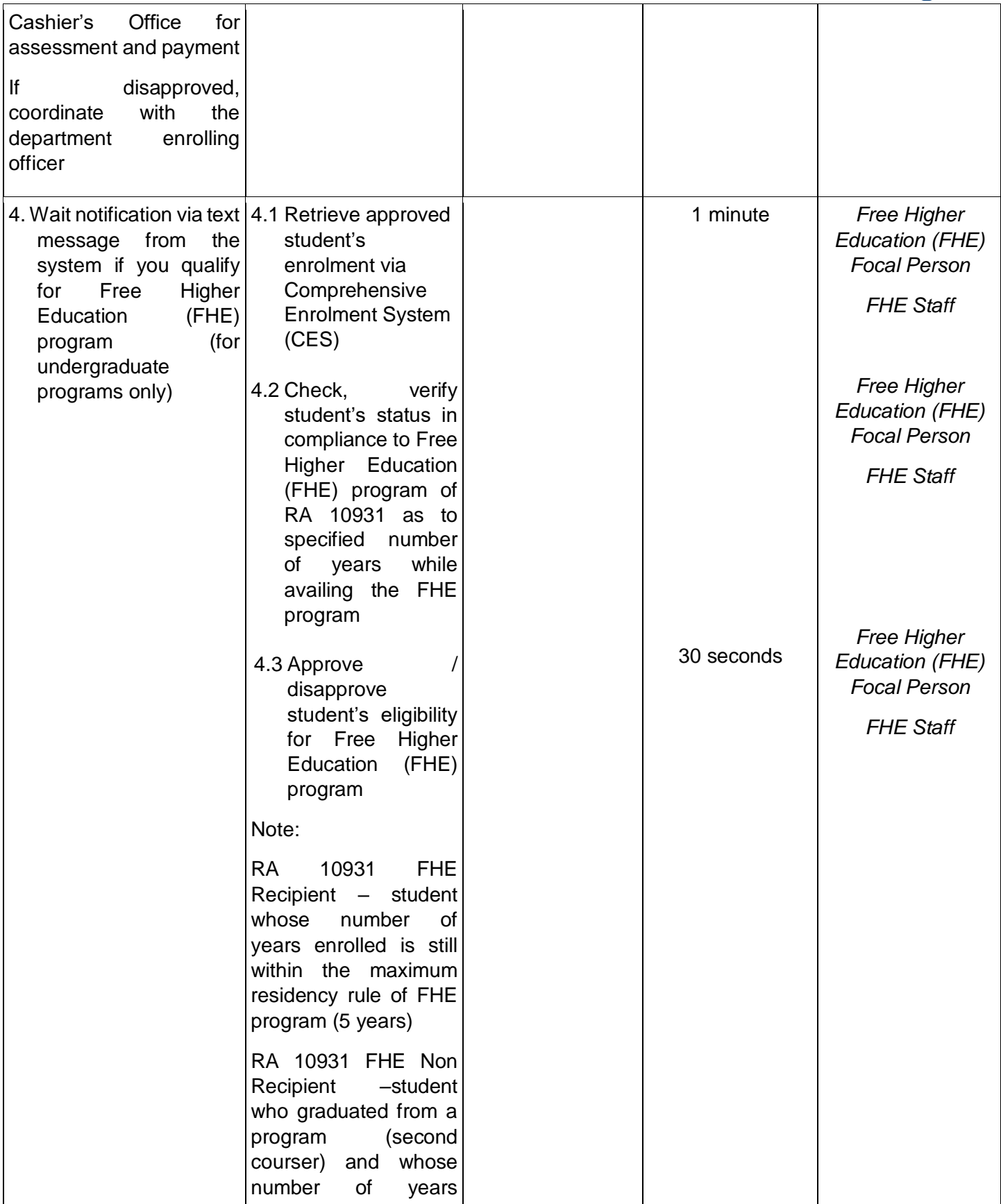
Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Cross Enrollees (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Permit to Study from Mother Institution 2. Admission Application Form 3. SLSU Registrar's Office Privacy Notice 4. Enrolment Form 5. Route Slip		From mother institution SAS Office SAS Office SAS Office MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit SLSU Student Affairs and Services FB page, click the link https://drive.google.com/.../1-wS.../view...	1.1 Retrieve the admission documents sent by student via email address		5 minutes	<i>SAS Director</i> <i>SAS Staff</i>



<p>Download, print and fill-up the application for admission form and student personal data sheet (cross-enrollee)</p> <p>Scan the application for admission form together with the permit study and send to slsuMC.SAS@gmail.com</p> <p>Wait confirmation from the SAS Office. Once confirmation has been received, proceed to online enrolment</p>	<p>1.2 Online checking and validating of admission documents. Make student's individual checklist of requirements</p> <p>1.3 Scan student's checklist of requirements and send to slsuregistrarsogod@gmail.com</p> <p>1.4 Confirmed student's application for admission</p>			<p><i>SAS Director</i></p> <p><i>SAS Staff</i></p>
<p>2. SAS personnel forward list of cross enrollee</p> <p>Log in to their email account and accomplish the end user satisfaction rating</p>	<p>2.1 Received from SAS personnel the list of cross enrollee and printed student personal data sheet</p> <p>2.2 Encode personal information of cross enrollee</p> <p>2.3 Send automatic message to the student through their email address for their temporary password.</p>		<p>2 minutes</p>	<p><i>MIS Chief</i></p> <p><i>MIS Staff</i></p> <p><i>MIS Chief</i></p> <p><i>MIS Staff</i></p>
<p>3. Register account in Student Information System (SIS) via http://studentis.slsuonline.edu.ph</p>	<p>3.1 Retrieve student's enrolment via Comprehensive Enrolment System (CES); review the</p>		<p>1 minute</p>	<p><i>Department Enrolling Officer</i></p>



<p>Log in in http://studentis.slsuonline.edu.ph using your account</p> <p>Click “accept” the SLSU Registrar’s Office Privacy Notice to continue login.</p> <p>Click “enrolment” and select the subject and schedule you want to enroll</p> <p>If you are done selecting schedules, click the floating cart icon to view the summary of selected subjects with schedules</p> <p>Click the button “proceed to checkout” to end encoding of subjects.</p> <p><i>For Undergraduate Students</i></p> <p>Wait notification via text message from the system.</p> <p>Once approved, you will be notified that your enrolment is pending approval in the Free Higher Education (FHE) Office</p> <p>If disapproved, coordinate with the department enrolling officer</p> <p><i>For Graduate Students</i></p> <p>Wait notification via text message from the system.</p> <p>Once approved, you will be notified that your enrolment is forwarded to</p>	<p>subject/s enrolled by the student</p> <p>3.2 Approve student enrolment if found correct; disapprove student’s enrolment if not correct and state the reason of disapproval</p>		<p>1 minute</p>	
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	enrolled exceeds the maximum residency rule of FHE program (5 years)			
<p>5. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwarto Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to https://www.facebook.com/SLSU-MC-Cashier/ / slsuregistrarsogod@gmail.com</p>	<p>5.1 Claim the payment sent by the student</p> <p>5.2 Issue Official Receipt (OR)</p>	<p>For Undergraduate program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	2 minutes	<p><i>Cashier III</i></p> <p><i>Cashier Staff</i></p>
<p>6. Wait notification via text message from the system.</p> <p>Once validated, you will receive notations:</p> <p>"Congratulations! You are now officially enrolled"</p>	<p>6.1 Receive Official Receipt from Cashier's personnel (Graduate School students and Non Recipient of RA 10931 FHE program)</p> <p>6.2 Validate the approved enrolment of students</p> <p>6.3 Print the Official Registration Form (ORF) and assessment slip file. for office</p>		<p>30 seconds</p> <p>1 minute</p> <p>1 minute</p>	<p><i>Registrar II</i></p> <p><i>Registrar Staff</i></p> <p><i>Registrar II</i></p> <p><i>Registrar Staff</i></p> <p><i>Registrar II</i></p> <p><i>Registrar Staff</i></p>



TOTAL	<p>For Undergraduate program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	<p>FHE Recipient 12 mins and 30 seconds Non FHE Recipient 15 inutes</p>	
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11. Issuance of Transcript of Records (TOR), Diploma, Certification and Authentication of Academic Records (Face to Face Transaction)

The transcript of records, diploma and authentication of academic records are issued to individuals needing those for employment, scholarship, promotion, ranking and certifications are issued to affirm the validity of information reflected in the issued academic credentials.

Office/Division:	Office of the University Registrar		
Classification:	Simple		
Type of Transaction:	G2C/G2G-Government to Citizen/Government to Government		
Who May Avail:	SLSU Graduates, Officially Enrolled Students, In-active Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
First Issuance: <ol style="list-style-type: none"> 1. Filled-in request form 2. Original Form 137-A (HS Graduate) 3. Transcript of Records (TOR) with remarks Granted Transfer Credential (Transferee) 4. ALS Certificate of Rating (ALS Passer) 5. Photocopy PSA Birth Cert 6. Brgy Certification – (First Time Jobseekers only) 7. Student Clearance 8. Official Receipt 		<p>Office of the University Registrar From secondary school last attended From school last attended</p> <p>From the school conducted the examination PSA Office Place of Residence</p> <p>From the college/department of the student Cashier's Office</p>	



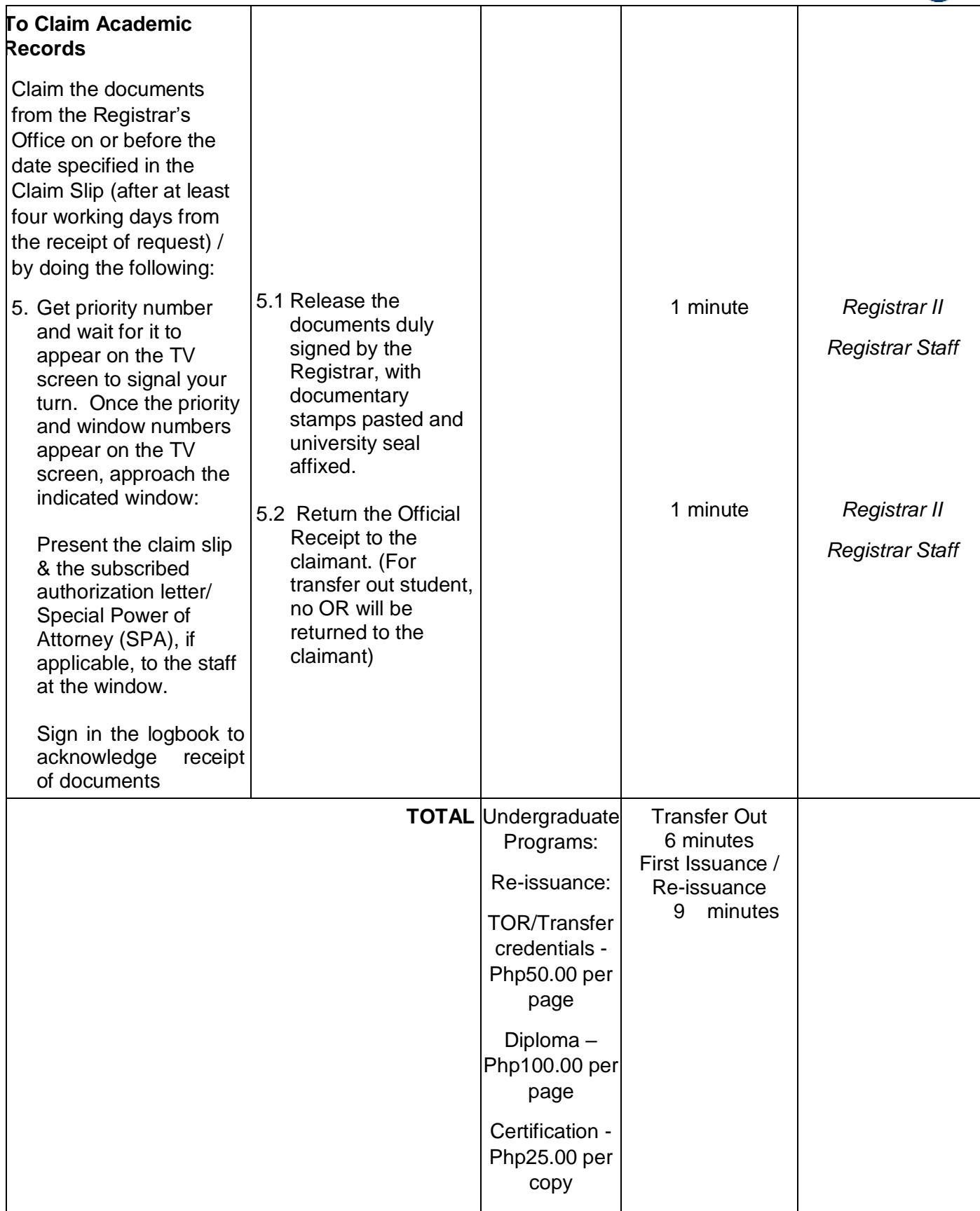
<p>For re-issuance (Certified True Copy) of Form 137A and TOR(GTC) already forwarded to another school:</p> <ul style="list-style-type: none"> - Letter of No Objection <p>For re-issuance(Diploma, Cert of Transfer Credential)</p> <ul style="list-style-type: none"> - Affidavit of Loss <p>Requested Documents claimed by representative</p> <ol style="list-style-type: none"> 1. Subscribed Authorization Letter/Special Power of Attorney 2. Photocopy of valid Id of student and is/her representative 		<p>From the Registrar's Office of the last school attended</p> <p>Notary Public</p> <p>Notary Public</p> <p>From the concerned student</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>To Request Academic Records</p> <ol style="list-style-type: none"> 1. Get priority number, take a seat & wait for the number to appear on the TV screen to signal your turn. <p>Fill-in request form.</p> <p>Once the priority and window numbers appear on the TV screen, approach the indicated window for the transaction/service needed.</p>	None	None		
<ol style="list-style-type: none"> 2. Present the duly filled-in request form, priority number and required documents to the staff at the window. 	<p><i>For first issuance of Diploma and TOR (for employment purpose):</i></p> <ol style="list-style-type: none"> 2.1 Receive duly filled-in request form and priority number and check complete requirements 	<p><i>For Undergraduate programs:</i></p> <p><i>First Issuance TOR(employment) and</i></p>	2 minutes	<p><i>Registrar II</i></p> <p><i>Registrar Staff</i></p>



<p>After receipt of request form with indicated amount, pay to the Cashier's Office.</p> <p>For Transfer out Student</p> <ul style="list-style-type: none"> Present the duly filled-in request form, priority number and signed request of TOR from requesting school to the staff at the window. 	<p>2.2 Indicate in the request form the correct amount to be paid (for documentary stamps and authentication,) then give it to the client.</p> <p><i>For re-issuance of TOR with CTC & Diploma</i></p>	<p><i>Diploma-No Fee</i></p> <p>Re-issuance: TOR/Transfer credentials - Php50.00 per page</p> <p>Diploma – Php100.00 per page</p>	1 minute	<p><i>Registrar II</i></p> <p><i>Registrar Staff</i></p>
	<p>2.1 Receive duly filled-in request form and priority number and check complete requirements</p>	<p>Certification - Php25.00 per copy</p>	2 minutes	<p><i>Registrar II</i></p> <p><i>Registrar Staff</i></p>
	<p>2.2 Indicate in the request form the correct amount to be paid (for re-issuance of TOR, Diploma, documentary stamps and authentication) then give it to the client.</p> <p>For Transfer Out Student</p>	<p>Authentication - Php25.00 per set</p> <p>For Graduate Programs: TOR/Transfer credentials - Php100.00 per page</p>	1 minute	<p><i>Registrar II</i></p> <p><i>Registrar Staff</i></p>
	<p>2.1 Receive duly filled-in request form and priority number and signed request for TOR from requesting school</p>	<p>Certification - Php100.00 per copy</p>	1 minute	<p><i>Registrar II</i></p> <p><i>Registrar Staff</i></p>
	<p>2.2 Issue claim slip indicating the date when to claim the TOR (GTC)</p>	<p>Diploma – Php300.00 per copy</p> <p>Authentication - Php25.00 per set</p>	1 minute	<p><i>Registrar II</i></p> <p><i>Registrar Staff</i></p>



<p>At the Cashier's Office</p> <p>3. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window and present the required documents and pay the corresponding fees.</p> <p>Secure documentary stamps from the Bureau of Internal Revenue (BIR) Office if no documentary stamps are available in the Registrar's Office. Then go back to Registrar's Office with the Official Receipt from the Cashier.</p>	<p>3.1 Receive issued priority number</p> <p>3.2 Receive payment and issue Official Receipt (OR)</p>		<p>2 minutes</p>	<p><i>Cashier III</i> <i>Cashier Staff</i></p>
<p>4. Present duly filled-in request form, approved request & documentary stamps to the staff at the same window where you first transacted (No need to get a priority number).</p>	<p>4.1 Receive the Official Receipt, filled-in request form & documentary stamps.</p> <p>4.2 Issue claim slip indicating the date when to claim the documents requested.</p>		<p>1 minute</p> <p>1 minute</p>	<p><i>Registrar II</i> <i>Registrar Staff</i></p> <p><i>Registrar II</i> <i>Registrar Staff</i></p>





	Authentication - Php25.00 per set For Graduate Programs: TOR/Transfer credentials - Php100.00 per page Certification - Php100.00 per copy Diploma – Php300.00 per copy Authentication - Php25.00 per set		
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12. Issuance of Transcript of Records (TOR), Diploma, Certification and Authentication of Academic Records (Online Transaction)

The transcript of records, diploma and authentication of academic records are issued to individuals needing those for employment, scholarship, promotion, ranking and certifications are issued to affirm the validity of information reflected in the issued academic credentials.

Office/Division:	Office of the University Registrar		
Classification:	Simple		
Type of Transaction:	G2C/G2G-Government to Citizen/Government to Government		
Who May Avail:	SLSU Graduates, Officially Enrolled Students, In-active Students		
<table> <tr> <td>CHECKLIST OF REQUIREMENTS</td><td>WHERE TO SECURE</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		



First Issuance: <ol style="list-style-type: none"> 1. Filled-in request form 2. Original Form 137-A (HS Graduate) 3. Transcript of Records (TOR) with remarks Granted Transfer Credential (Transferee) 4. ALS Certificate of Rating (ALS Passer) 5. Photocopy PSA Birth Cert 6. Brgy Certification – (First Time Jobseekers only) 7. Student Clearance 8. Official Receipt For re-issuance (Certified True Copy) of Form 137A and TOR(GTC) already forwarded to another school: <ul style="list-style-type: none"> - Letter of No Objection For re-issuance(Diploma, Cert of Transfer Credential) <ul style="list-style-type: none"> - Affidavit of Loss Requested Documents claimed by representative <ol style="list-style-type: none"> 1. Subscribed Authorization Letter/Special Power of Attorney 2. Photocopy of valid Id of student and is/her representative 		<p>Office of the University Registrar From secondary school last attended From school last attended</p> <p>From the school conducted the examination PSA Office Place of Residence</p> <p>From the college/department of the student Cashier's Office</p> <p>From the Registrar's Office of the last school attended</p> <p>Notary Public</p> <p>Notary Public</p> <p>From the concerned student</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit SLSU University Registrar FB page, click the link provided for request for academic records Download, print the Request for Academic Records form and Barangay Certification (for first time job seekers only) Fill in the request form. Specify the academic records to be requested, purpose	1.1 Retrieve and print filled-in request form and required documents via office email address	None	1 minute	Registrar II Registrar Staff
	1.2 Indicate the amount to be paid		1 minute	Registrar II Registrar Staff
	1.3 Inform the student via contact number / email address / messenger about the fee/s to be paid to the Cashier's Office		1 minute	Registrar II Registrar Staff



<p>and email address. Sign the request form.</p> <p>Scan the filled in request form, Barangay Certification (for first time job seekers only) and student school ID, send to slsureregistrarsogod@gmail.com/ registrar@slsuonline.edu.ph</p>				
<p>2. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwarto Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to https://www.facebook.com/SLSU-MC-Cashier/ slsureregistrarsogod@gmail.com</p>	<p>2.1 Claim the payment sent by the student</p> <p>2.2 Issue Official Receipt (OR)</p>		2 minutes	<p><i>Cashier III</i> <i>Cashier Staff</i></p>
<p>3. Wait notification from the Registrar's Office as to schedule of release of document requested</p>	<p>3.1 Receive Official Receipt from Cashier's Staff and record the OR number to the filled in request form.</p> <p>3.2 Inform the student via text message/messenger as to the schedule of sending the requested document (at least</p>		<p>30 seconds</p> <p>1 minute</p>	<p><i>Registrar II</i> <i>Registrar Staff</i></p> <p><i>Registrar II</i> <i>Registrar Staff</i></p>



	<p>four working days from the receipt of request)</p> <p>Online – via student email address (scanned copy only)</p> <p>Courier – via SLSU Records Office (Original copy of requested documents)</p>			
	TOTAL	<p>Undergraduate Programs:</p> <p>Re-issuance:</p> <p>TOR/Transfer credentials - Php50.00 per page</p> <p>Diploma – Php100.00 per page</p> <p>Certification - Php25.00 per copy</p> <p>Authentication - Php25.00 per set</p> <p>For Graduate Programs:</p> <p>TOR/Transfer credentials - Php100.00 per page</p> <p>Certification - Php100.00 per copy</p> <p>Diploma – Php300.00 per copy</p> <p>Authentication - Php25.00 per set</p>	6 minutes and 30 seconds	



13. Completion of Incomplete Grade (Face to Face Transaction)

The completion of incomplete grade/s (INC) can be complied within one year from the date and semester the INC grade/mark was incurred in a particular subject. This is done by complying through taking of examination and/or submitting any lacking requirements of the subject(s) where the INC grade/mark is earned.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-in request form 2. Completion Form for INC Grade 3. Official Receipt		Office of the University Registrar Office of the University Registrar Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get one copy of request form from the counter of the University Registrar's Office Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn. Fill-in the request form specifying the number of subject/s and unit/s to be complied.	None	None		
2. Once the priority and window numbers	2.1 Receive the priority number & the duly	For Undergraduate Program:	30 seconds	<i>Registrar II Registrar's Staff</i>



<p>appear on the TV screen</p> <p>Approach the indicated window for the transaction/service needed.</p> <p>After the receipt of assessed request form, go to Cashier's Office.</p>	<p>filled-in request form.</p> <p>2.2. Indicate the amount to be paid on the request form and give it back to the student.</p> <p>2.3 Provide the student with the requested number of Completion Form/s for Incomplete (INC) Grade and release the assessed request form</p>	<p>Php 5.00/unit</p> <p>For Graduate Program:</p> <p>Masteral - Php 100/subject</p> <p>Doctoral- Php 200/subject</p>	<p>1 minute</p> <p>1 minute</p>	<p><i>Registrar II</i> <i>Registrar's Staff</i></p> <p><i>Registrar II</i> <i>Registrar's Staff</i></p>
<p>At the Cashier's Office</p> <p>3. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window and present the required documents and pay the corresponding fees.</p>	<p>3.1 Receive issued priority number</p> <p>3.2 Receive payment and issue Official Receipt (OR)</p>		<p>2 minutes</p>	<p><i>Cashier III</i> <i>Cashier Staff</i></p>
<p>4. Fill-in the completion form for INC grade completely and correctly;</p> <p>Attach the Official Receipt to it and forward to the faculty</p>	<p>4.1 Receive graded Completion Form for INC Grade from the faculty</p> <p>4.2 Record the grade of the student</p>		<p>2 minutes</p>	<p><i>Registrar II</i> <i>Registrar Staff</i></p>



<p>who gave the INC grade.</p> <p>The faculty submit graded completion form of the student to the Registrar's Office</p>				
	TOTAL	<p>For Undergraduate Program: Php 5.00/unit</p> <p>For Graduate Program: Masteral - Php 100/subject</p> <p>Doctoral- Php 200/subject</p>	6 minutes and 30 seconds	



14. Adding, Changing, Dropping and Withdrawing of Subject/s (Face to Face Transaction)

Adding, changing and withdrawing of subjects are undertaken during the week before the start of classes on a semestral basis while dropping of subjects can be made on or before the schedule of midterm examination of the current semester

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Officially Enrolled Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Adding, changing, dropping and withdrawing of subjects form 2. Validated Official Registration (ORF) and Assessment Slip 3. Official Receipt		Office of the University Registrar/Comprehensive Enrolment System (CES) Office of the University Registrar Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get one copy of adding, changing, dropping and withdrawing of subjects form from the counter of the University Registrar's Office, fill it in and sign the form. For withdrawing of all subjects, have it completely signed by the signatories in the form.	None	None		



<p>2. Get a priority number at the Registrar's Office, take a seat and wait for it to appear on the TV screen to signal your turn.</p> <p>Once the priority number and window numbers appear on the TV screen:</p> <p>Approach the indicated window and present the duly accomplished adding, changing, dropping and withdrawing of subjects form and validated Official Registration Form (ORF) to the staff at the window.</p>	<p>2.1 Receive duly filled-in adding, changing, dropping and withdrawing of subjects form and validated Official Registration (ORF) and assessment slip</p> <p>2.2 Evaluate student's application for adding, changing, dropping and withdrawing of subjects</p> <p>Adding/Changing of Subjects Verify enrolled units and subjects' schedule of students if allowed to change, consider if subject is still open, ensure no conflict of schedule and overload of subjects</p> <p>Dropping of Subjects Ensure the date of application in dropping of subjects</p> <p>Withdrawing of Subject/s Verify enrolled subject/s to be withdrawn (credited /taken) or all enrolled subjects.</p> <p>2.3 Indicate the amount to be paid for adding, changing, dropping and withdrawing of subjects in the form and give it back to the student.</p>	<p>Php 25.00 per subject</p>	<p>1 minute</p> <p>10 minutes</p>	<p><i>Registrar II</i> <i>Registrar Staff</i></p> <p><i>Registrar II</i> <i>Registrar Staff</i></p>
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	2.4 Request the student to pay in the Cashier & advise to be back to Registrar's Office after paying.			
At the Cashier's Office 3. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served Once the priority and window numbers appear on the TV screen: Approach the designated window and present the required documents and pay the corresponding fees. After paying, go to Registrar's Office	3.1 Receive issued priority number 3.2 Receive payment and issue Official Receipt (OR)		2 minutes	<i>Cashier III</i> <i>Cashier Staff</i>
4. After paying, go back to the Registrar's Office; present the Official Receipt & the duly accomplished adding, changing, dropping and withdrawing of subjects form to the staff at the same window where the student/representative first transacted (No need to get a priority number).	4.1 Receive and check the Official Receipt against the amount indicated in adding, changing, dropping and withdrawing of subjects form 4.2 Act on student's application for: Adding of subject/s – encode the subject/s to be added in the Comprehensive Enrolment System (CES) provided number of units for the current		1 minute 5 minutes	<i>Registrar II</i> <i>Registrar Staff</i> <i>Registrar II</i> <i>Registrar Staff</i>



	<p>semester will not exceed the prescribed total number of units.</p> <p>Changing of subject/s</p> <ul style="list-style-type: none"> - change the subject from the old schedule to the new subject with the corresponding new class schedule <p>Dropping of subject/s</p> <ul style="list-style-type: none"> – mark DROPPED on the indicated subject of the student. <p>Withdrawing of subject/s</p> <ul style="list-style-type: none"> – delete in the Comprehensive Enrolment System (CES) the subject/s enrolled by the student in the current semester. <p>4.3 Print the new Official Registration Form and Assessment Slip of students</p>			<p><i>Registrar II</i></p> <p><i>Registrar Staff</i></p>
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5. Sign in the logbook to acknowledge receipt of the documents	<p>5. Release the following:</p> <p>New printed ORF and assessment slip to students who applied for adding/changing;</p> <p>Printed semestral rating to students who applied for dropping of subjects;</p> <p>Admission credentials (for new students, transferee); clearance (for continuing students)</p> <p>Note:</p> <p>For withdrawal of all subjects, release submitted admission credentials for new students & transferee and clearance for continuing students. No new ORF will be issued since all subjects have been deleted in the system.</p>		1 minute	<p><i>Registrar II</i></p> <p><i>Registrar Staff</i></p>
TOTAL		Php 25.00 per subject	19 minutes	



15. Adding, Changing, Dropping and Withdrawing of Subject/s (Online Transaction)

Adding, changing and withdrawing of subjects are undertaken during the week before the start of classes on a semestral basis while dropping of subjects can be made on or before the schedule of midterm examination of the current semester

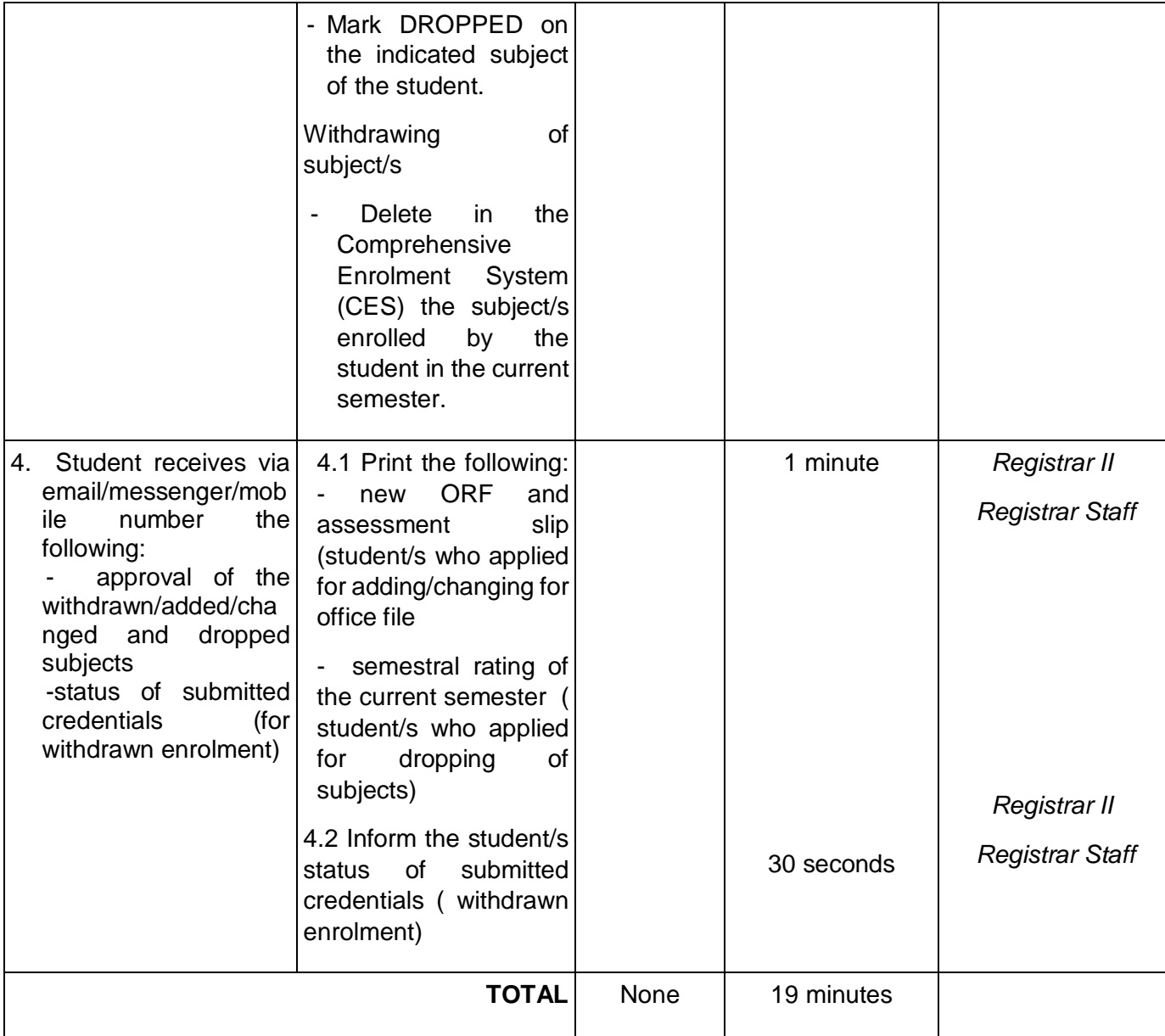
Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Officially Enrolled Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Adding, changing, dropping and withdrawing of subjects form 2. Validated Official Registration (ORF) and Assessment Slip 3. Official Receipt		Comprehensive Enrolment System (CES) Office of the University Registrar Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the system using http://studentis.slsuonline.edu.ph Log in using your account Click "My Request" menu and select type of transaction "withdraw/adding/changing/dropping" Select the subject and schedule you want to withdraw/add/change/drop	1.1 Receive and evaluate student's application on withdrawing, adding, changing and dropping of subjects Adding/Changing of Subjects Verify enrolled units and subjects' schedule of students if allowed to change, consider if subject is still open, ensure no conflict of schedule and overload of subjects	None	10 minutes	<i>Registrar II</i> <i>Registrar's Staff</i>



<p>If you are done selecting the subject/s and schedule/s to be withdrawn/ added/changed/dropped, click the button "proceed to checkout"</p>	<p>Dropping of Subjects Ensure the date of application in dropping of subjects</p> <p>Withdrawing of Subject/s Verify enrolled subject/s to be withdrawn (credited /taken) or all enrolled subjects.</p> <p>1.2 Assess the amount to be paid for adding, changing, dropping and withdrawing of subjects</p> <p>1.3 Inform the student of the assessed amount via contact number / email address / messenger. about the fee/s to be paid to the Cashier's Office</p>			
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<p>2. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwarto Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to https://www.facebook.com/SLSU-MC-Cashier/slsuregistrarsogod@gmail.com</p>	<p>2.1 Claim the payment sent by the student</p> <p>2.2 Issue Official Receipt (OR)</p>		<p>2 minutes</p>	<p><i>Cashier's Staff</i></p> <p><i>Cashier's Staff</i></p>
<p>3. Student receives via email/messenger/mobile number the following:</p> <ul style="list-style-type: none"> - approval of the withdrawn/added/changed and dropped subjects - status of submitted credentials (for withdrawn enrolment) 	<p>3.1 Receive Official Receipt from Cashier's Staff</p> <p>3.2 Act on student's application for:</p> <p>Adding of subject/s</p> <ul style="list-style-type: none"> - Encode the subject/s to be added in the Comprehensive Enrolment System (CES) provided number of units for the current semester will not exceed the prescribed total number of units. <p>Changing of subject/s</p> <ul style="list-style-type: none"> - Change the subject from the old schedule to the new subject with the corresponding new class schedule <p>Dropping of subject/s</p>		<p>30 seconds</p> <p>5 minutes</p>	<p><i>Registrar II</i></p> <p><i>Registrar Staff</i></p> <p><i>Registrar II</i></p> <p><i>Registrar Staff</i></p>





16. Issuance of Semestral Rating (Face to Face Transaction)

Semestral rating is issued to students every semester as a report card - grades attained in all subjects enrolled in a particular semester.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	SLSU Students who are officially enrolled (active) and students enrolled in the previous semesters (inactive, returnee)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-in request form 2. Subscribed Authorization Letter/Special Power of Attorney 3. Valid ID of student / representative 4. Official Receipt		Office of the University Registrar Notary Public From concerned student/representative Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get one copy of request form from the counter of the University Registrar's Office Get a priority number, take a seat & wait for the number to appear on the TV screen to signal your turn. Fill-in the request form with specified semester and academic year	None	None		



<p>2. Once the priority and window numbers appear on the TV screen:</p> <p>Approach the indicated window for the transaction/service needed. Present the required documents.</p>	<p>For first issuance:</p> <p>2.1 Receive filled-in request form and required documents</p> <p>2.2 Print the semestral rating/s for the period/s requested & release it to the student/representative.</p>	<p>None</p>	<p>1 minute</p> <p>1 minute and 30 seconds</p>	<p><i>Registrar II</i> <i>Registrar's Staff</i></p>
<p>3. Log in the logbook</p>	<p>3. Request the student to sign in the logbook to acknowledge receipt of requested semestral rating</p>	<p>None</p>	<p>30 seconds</p>	<p><i>Registrar II</i> <i>Registrar's Staff</i></p>
<p>2. Once the priority and window numbers appear on the TV screen:</p> <p>Approach the indicated window for the transaction/service needed. Present the required documents.</p>	<p>For succeeding issuances:</p> <p>2.1 Receive filled-in request form and required documents</p> <p>2.2 Indicate in the filled-in request form the amount to be paid & give it back to the student/representative</p> <p>2.3 Request the student to pay in the Cashier Office & advise to be back to Registrar's Office after paying.</p>	<p><i>Php 10.00 / semester</i></p>	<p>1 minute</p> <p>30 seconds</p> <p>30 seconds</p>	<p><i>Registrar II</i> <i>Registrar's Staff</i></p>
<p>At the Cashier's Office</p> <p>3. Get priority number, take a seat and wait for the number to appear on the TV</p>	<p>3.1 Receive issued priority number</p>	<p>.</p>		<p><i>Cashier III</i></p>



<p>screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window and present the required documents and pay the corresponding fees.</p> <p>After paying, go to Registrar's Office</p>	3.2 Receive payment and issue Official Receipt (OR)		2 minutes	Cashier Staff
4. Present the Official Receipt & the filled-in request form to the staff at the same window where the student/representative first transacted (No need to get a priority number).	<p>4.1 Check the Official Receipt against the amount indicated in the request form</p> <p>4.2 Print the semestral rating/s for the period/s requested & release to the student / representative.</p>		<p>30 seconds</p> <p>1 minute</p>	Registrar II Registrar's Staff
5. Log in the logbook	5. Request the student to sign in the logbook to acknowledge receipt of requested semestral rating	None	30 seconds	Registrar II Registrar's Staff
TOTAL		Php10.00/semester	<p>First Issuance 3 minutes</p> <p>Succeeding Issuances 6 minutes</p>	



17. Issuance of Semestral Rating (Online Transaction)

Semestral rating is issued to students every semester as a report card - grades attained in all subjects enrolled in a particular semester.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	SLSU Students who are officially enrolled (active) and students enrolled in the previous semesters (inactive, returnee)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. Scanned Filled in Request Form, scanned student Id Card 3. Payment Transaction Slip 4. Official Receipt		Office of the University Registrar Financial institutions (Palawan, JRS, MLhuillier) Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit SLSU University Registrar FB page, click the link provided for request for academic records Download and print the Request for Academic Records form. Fill in the request form. Check semestral rating, indicate the semester and academic year, purpose and email address. Sign the request form.	<i>First Issuance</i>		1 minute	<i>Registrar II Registrar's Staff</i>
	1.1 Retrieve and print filled-in request form and required documents via office email address		1 minute	<i>Registrar II Registrar's Staff</i>
	1.2 Print the semestral rating/s for the period/s requested		1 minute	<i>Registrar II Registrar's Staff</i>
	1.3 Scan the semestral rating and send to student's email address indicated in the request form			



<p>Scan the filled in request form and student school ID, send to slsuregistrarsogod@gmail.com or registrar@slsuonline.edu.ph</p> <p>Student receives via email/messenger the requested semestral rating</p>				
<p>1. Visit SLSU University Registrar FB page, click the link provided for request for academic records</p> <p>Download and print the Request for Academic Records form.</p> <p>Fill in the request form. Check semestral rating, indicate the semester and academic year, purpose and email address. Sign the request form.</p> <p>Scan the filled in request form and student school ID, send to slsuregistrarsogod@gmail.com or registrar@slsuonline.edu.ph</p>	<p><i>For succeeding Issuances</i></p> <p>1.1 Retrieve and print filled-in request form and required documents via office email address</p> <p>1.2. Indicate the amount to be paid</p> <p>1.3 Inform the student via contact number / email address / messenger about the fee/s to be paid to the Cashier's Office</p>	<p><i>Php 10.00 / semester</i></p>	<p>1 minute</p> <p>30 seconds</p> <p>1 minute</p>	<p><i>Registrar II Registrar's Staff</i></p> <p><i>Registrar II Registrar's Staff</i></p> <p><i>Registrar II Registrar's Staff</i></p>
<p>2. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwarto Padala and JRS with the following details:</p>	<p>2.1 Claim the payment sent by the student</p> <p>2.2 Issue Official Receipt</p>		<p>2 minutes</p>	<p><i>Cashier's III Cashier's Staff</i></p>



<p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to https://www.facebook.com/SLSU-MC-Cashier/ slsuregistrarsogod@gmail.com</p>				
3. Student receives via email/messenger the requested semestral rating	<p>3.1 Receive Official Receipt from Cashier's Staff</p> <p>3.2 Print the semestral rating/s for the period/s requested</p> <p>3.3 Scan the semestral rating and send to student's email address indicated in the request form</p>		<p>30 seconds</p> <p>1 minute</p> <p>1 minute</p>	<p><i>Registrar II Registrar's Staff</i></p> <p><i>Registrar II Registrar's Staff</i></p> <p><i>Registrar II Registrar's Staff</i></p>
TOTAL		Php10.00/semester	<p>First Issuance 3 minutes Succeeding Issuances 7 minutes</p>	



18. Evaluation of Subjects for Graduating Students (Face to Face Transaction)

To ensure integrity of status of graduating students, evaluation of subjects taken during the previous semesters are assessed to guarantee proof of record that the students are eligible for graduation provided all subjects are taken and passed up to the last semester of enrollment without deficiencies.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Graduating Students (undergraduate and graduate programs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-in request form 2. Evaluation Result Form		Office of the University Registrar Office of the University Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get one copy of request form from the counter of the University Registrar's Office Get a priority number, take a seat & wait for the number to appear on the TV screen to signal your turn. Fill-in the request form.	None	None		



2. Once the priority and window numbers appear on the TV screen, approach the indicated window & present the priority number and duly filled-in request form to the staff at the window.	2.1 Receive filled-in request form; prepare student's academic record and prospectus		2 minutes	Registrar Staff
	2.2 Evaluate student's subjects taken in the university and previous academic records (if student is transferee)		10 minutes	Registrar II
3. Upon receipt of evaluation result, sign in the logbook to acknowledge receipt.	3. Release a copy of evaluation result to the student.		1 minute	Registrar Staff
TOTAL		None	13 minutes	

19. Evaluation of Subjects for Graduating Students (Online Transaction)

To ensure integrity of status of graduating students, evaluation of subjects taken during the previous semesters are assessed to guarantee proof of record that the students are eligible for graduation provided all subjects are taken and passed up to the last semester of enrollment without deficiencies.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Graduating Students (undergraduate and graduate programs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-in request form 2. Evaluation Result Form		Office of the University Registrar Office of the University Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit SLSU University Registrar FB page, click the link provided	1.1 Retrieve and print filled-in request form and required documents via	None	1 minute	Registrar Staff



for request for academic records	office email address			
Download and print the Request for Academic Records form.	1.2 Prepare student's academic record and prospectus		1 minute	Registrar Staff
Fill in the request form. Check evaluation of subjects, indicate the purpose and email address. Sign the request form.	1.3 Evaluate student's subjects taken in the university and previous academic records (if student is transferee)		10 minutes	Registrar II
Scan the filled in request form and student school ID, send to slsuregistrarsogod@gmail.com registrar@slsonline.edu.ph	1.4 Scan the evaluation result and send to student's email address indicated in the request form		1 minute	Registrar Staff
Student receives via email/messenger the subject evaluation result				
TOTAL		None	13 minutes	



Office of the Human Resource Management

Internal Services



1. Filing Leave Application

Leave of absence is a right granted to officials and employees not to report for work with or without pay as may be provided by law or as the rules prescribes in Rule XVI of Executive Order NO. 292.

Employees are required to file their leave applications using CSC Form No. 6 whenever they go on leave of absence. Sick leave should be filed immediately after employee's return to work. Other application for leave of absence shall be filed in advance, whenever possible, five (5) days before the effectivity date.

Office/Division:	Office of the Human Resource Management			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	SLSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Application for Leave 5. Signed Application for Leave		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-in leave application form, and attach necessary papers if any.	1. Provide leave application form	None	5 seconds	HRMO III HRMO Staff
2. Forward to the HRM Office.	2.1 Receive leave application and check completeness of entries	None	5 minutes	HRMO III HRMO Staff
	2.2 Compute leave credit balances.		4 minutes	HRMO III HRMO Staff
	2.3 Sign the leave credits certification.		1 minute	HRMO III
3. Complete the signature in the leave form.				
TOTAL		None	10 minutes & 5 seconds	



2. Complying with the Daily Time Record (DTR)

Under Section 5, Rule XVII of the Omnibus Rules Implementing Book V of Executive Order No. 292, all government officials and employees are required to render eight working hours a day for five days a week, or a total of 40 hours a week excluding time for lunch.

The Daily Time Record (DTR) is the basis of the employees' attendance. All employees should use the biometrics machine and sign the Daily Time Record Book (Logbook) to record the actual time of arrival to and departure from the workplace. DTR is complied to ensure that employees rendered the required number of hours set by the government. This is use to monitor and organize information of time of the attendance of employees to effectively manage them by providing accurate data. and is the basis also for payment of employees' salary. The employee and the immediate supervisor's sign the DTR to signify their attestation to the time entries.

Office/Division:	Office of the Human Resource Management			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	SLSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DTR 2. Logbook 3. Attachments: Application for leave/ travel order / certificate of appearance, etc.		- Human Resource Management Office - Human Resource Management Office - Employee concerned will secure the necessary attachments		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Print DTRs.	None	5 minutes	<i>HRMO III</i>
	1.2 Review & fill-up vacant spaces in DTR in coordination with the concerned employee.			<i>HRMO Staff</i>
	1.3 Segregate DTR by department /office.			<i>HRMO Staff</i>
	1.4 Distribute DTRs to employees through their department/ office		30 minutes	<i>HRMO Staff</i>



2. Sign the DTR and attach necessary documents. Have the DTR signed by the immediate supervisor.				
3. Submit the DTR with attachments if any to the HRM Office.	3.1. Check completeness of supporting documents. <i>*If sufficient, give one copy of DTR to employee and retain the rest.</i> <i>*If insufficient, require the employee to provide the lacking attachments.</i> <i>* If hand-written entry in DTR is not backed-up by entry in logbook, let the employee fill-up the attendance monitoring slip.</i>	None	5 minutes	<i>HRMO III</i> <i>HRMO Staff</i>
TOTAL		None	40 minutes	

3. Securing Documents

Employees may request/secure from the Human Resource Management Office any university personnel related documents for personal / official purposes. To ensure that information concerning the employees are kept secured and protected, the requestor should secure approval first from the Chief Administrative Officer or his/her authorized representative.

Office/Division:	Office of the Human Resource Management		
Classification:	Simple		
Type of Transaction:	G2G-Government to Government		
Who May Avail:	SLSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Form 2. Official Receipt 3. Acknowledgement Receipt		- Human Resource Management Office - Cashier's Office - Human Resource Management Office	



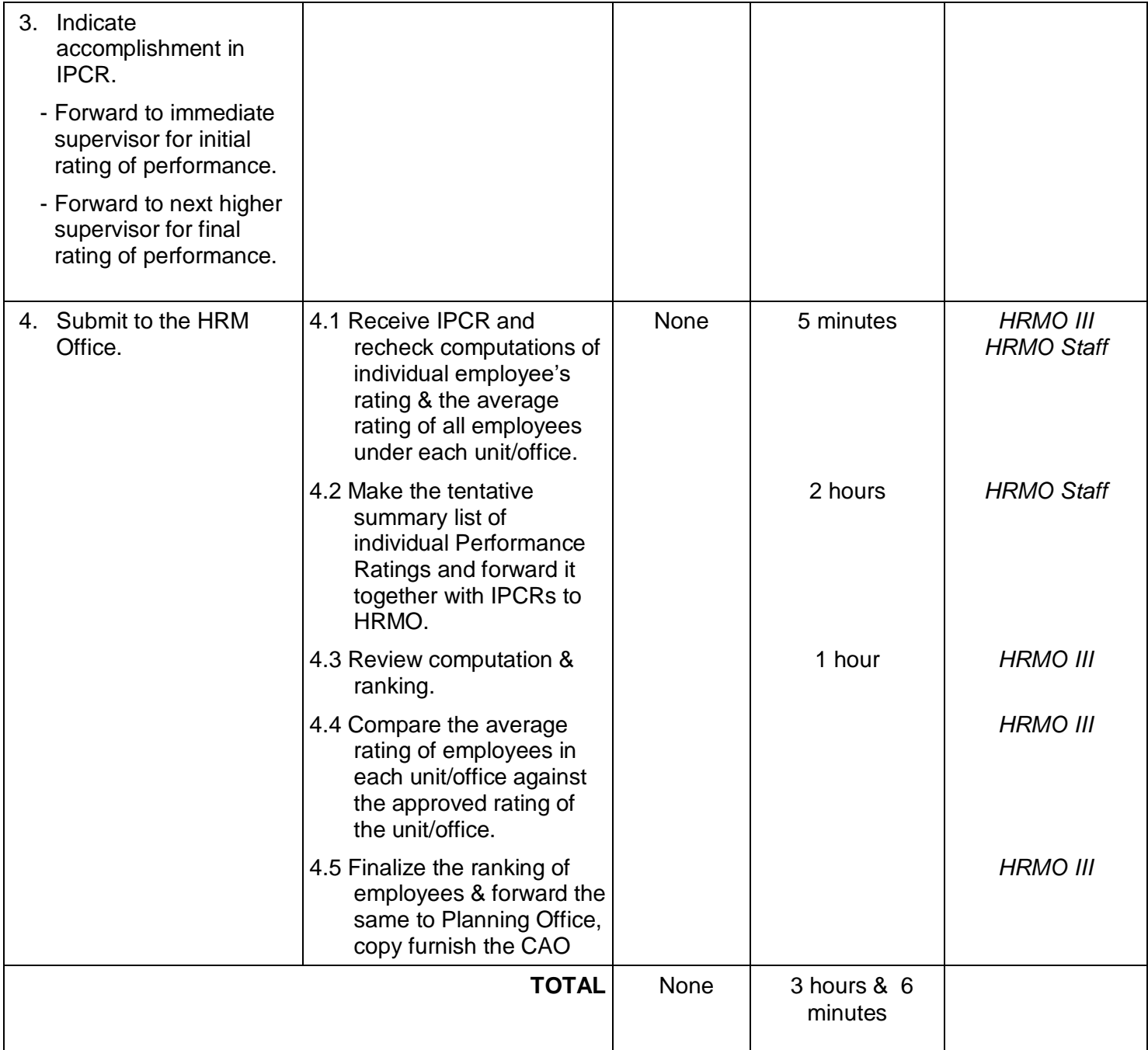
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get request form from the HRM Office staff.	1. Provide request form.	None	5 seconds	HRMO III HRMO Staff
2. Fill-in request form & secure approval from the Chief Administrative Officer (CAO). <i>*Pay to the cashier if the purpose is personal.</i>	2. Check request and approve/ disapprove <i>If approve, proceed to Step 3, if disapprove, return to requestor</i>	Certification – Php 15.00 Service Record – Php 10.00	1 minute	Chief Administrative Officer
3. Forward duly filled-in and approved request form and Official Receipt if any to the HRM Office.	3.1 Check the type of request and official receipt.	None	1 minute	HRMO III HRMO Staff
	3.2 Forward the request to HRM Office staff assigned.			HRMO Staff
	3.3 Prepare the requested document.		5 minutes	HRMO III HRMO Staff
	3.4 Have the requested document checked/ signed by CAO or HRMO		1 minute	Chief Administrative Officer HRMO III
4. Claim requested documents.	4. Release the requested documents.	None		HRMO III HRMO Staff
5. Sign in the acknowledgement receipt.	5 . Check completeness of entries in the acknowledgement receipt	None	3 minutes	HRMO III HRMO Staff
TOTAL		Certification – Php 15.00 Service Record Php 10.00	11 minutes & 5 seconds	



4. Submitting Individual Performance Commitment and Review (IPCR)

Individual Performance Commitment and Review form is prepared to ensure alignment of individual employee goals with the university mandate and priorities. The individual actual performance is assessed at the end of the rating period against the target outputs using the performance measures/standards. The performance rating will serve as the basis for personnel actions, incentives and rewards, and administrative sanctions.

Office/Division:	Office of the Human Resource Management			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	SLSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. IPCR		Individual employee not occupying supervisory position		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish commitments columns (Success Indicator) in IPCR and sign. Have it reviewed by immediate supervisor and approved by the next higher supervisor.				
2. Submit to the HRM Office.	2.1 Stamp "Received" on the face of approved IPCR (target) and keep it. 2.2 Return the IPCR to employees through their respective Office Heads 2 weeks before the end of rating period.	None	1 minute	<i>HRMO III</i> <i>HRMO Staff</i> <i>HRMO Staff</i>





Office of the Chief Administrative Officer

Internal Services



1. Seeking Signature for Procurement, Financial & Other Documents

For action documents are reviewed and assessed to ensure proper control mechanisms on items that need the signature of authorized officer.

Office/Division:	Office of the Chief Administrative Officer (CAO)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	SLSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Procurement documents, financial documents and other official papers that require signature of the CAO 2. Signed procurement documents, financial documents and other official papers		From the different Offices where documents need signature of the CAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward documents requiring signature of the Chief Administrative Officer (CAO).	1.1 Receive the documents & record in logbook.	None	2 minutes	Chief Administrative Officer CAO Office Staff
	1.2 Assess and review the documents. 1.3 Sign if found in order, otherwise a note for deficiency is attached	None	5 minutes	Chief Administrative Officer
2. Claim the acted documents and sign the out-going logbook.	2.1 Return the acted documents. 2.2 Let the receiver sign in the log book.	None	2 minutes	Chief Administrative Officer CAO Office Staff CAO Office Staff
TOTAL		None	9 minutes	



Office of the Physical Plant Development and Maintenance

Internal Services



1. Request for Repair and Maintenance

Work request is entertained by filling-up the work order form by the requesting party to make certain that the request is monitored according to its progress and status. At the end of the performance of work, the requesting party provides feedback on the work rendered.

Office/Division:	Office of the Physical Plant Development and Maintenance			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	SLSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Physical Facilities Maintenance Work Request Form (SLSU-QF-AF01) 2. Work Order (SLSU-QF-AF02) 3. Work Status Report (SLSU-QF-AF03)		CAO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get request form from the CAO office staff.	1. Provide Physical Facilities Maintenance Work Request Form.	None	5 seconds	Chief Administrative Officer CAO Office Staff
2. Fill-up Physical Facilities Maintenance Work Request Form.	2. Check if all required information in AF-01 are filled-in before the request can be submitted to CAO.		3 minutes	CAO Office Staff
3. Submit to the Chief Administrative Officer.	3.1 CAO approves and issues work order to PPDMO Staff.	None	3 minutes	Chief Administrative Officer
	3.2 PPDMO Staff performs work as ordered.	None	1 day (depending on the workload)	Chief Administrative Officer PPDM Personnel



4. Provide rating/feedback on work rendered.	4.1 Have the requestor rate/ provide feedback on the work done.	None	1 minute	Chief Admin Officer PPDM Personnel
	4.2 PPDMO Staff reports completion of work to CAO.		1 minute	PPDM Personnel
TOTAL		None	1 day 8 minutes & 5 secs	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	By filling-up the Client/Customer Feedback and Suggestion Form available at the Public Assistance and Complaints Desk (PACD) and drop in the Complaint Box or Suggestion Box placed in front of the Registrar's Office or Feedback Box at the PACD area.
How feedbacks are processed	<p>Complaint/suggestion boxes are opened every Monday of the week and the Office of the Chief Administrative Officer collates and compile those.</p> <p>Feedbacks are routed to the concerned office where response is needed and reply shall be within three (3) days from receipt of the comment.</p> <p>The Chief Administrative Officer and the Head of Office where the feedback is given shall have a conference to discuss matters arising from the feedback in order to make necessary interventions.</p>



	Reply of the feedback shall be furnished to the client.
How to file a complaint	<p>Complaints maybe coursed through the following:</p> <ol style="list-style-type: none"> 1. By writing to us your complaints through email at cao@slsuonline.edu.ph or to any SLSU Official, Sogod Southern Leyte. 2. By considering in the first instance to speak directly with the employee you have been dealing with. 3. By talking in person to any of the PACD Officers and document the concern and/or issues. 4. File the complaint directly to PACD located at the main entrance of the Administration building. 5. By calling us at telephone numbers (053) 577 8223 or (053) 382 3197 or text us at 09173061477.
How complaints are processed	<ol style="list-style-type: none"> 1. All complaints which are sent through the complaint/suggestion boxes are taken cared of by the Office of the Chief Administrative Officer. 2. Upon assessment by the Chief Administrative Officer (CAO) of the complaint, the same is forwarded to the concerned office. 3. All complaints which are received by PACD are endorsed to the Office where those are addressed to. 4. Complaints which are aired directly to the persons of first instance and by telephone calls are endorsed to the concerned office. 5. The concerned office will process the complaint and make a report and endorse the same to the Office of the President for appropriate action. 6. Clients will be informed through a letter that their complaints are addressed of. 7. Depending on the seriousness and gravity of the complaint, processing time may vary from one week to one month in order to address such complaint.



Contact information of CCB, PCC, ARTA	CCB - contactcenterngbayan.gov.ph PCC - pcc@malacañang.gov.ph ARTA - Email Address - info@arta.gov.ph Website - www.arta.gov.ph Facebook - Anti Red Tape Authority Twitter - @ARTAgovph Instagram - @ARTAgovph
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Office	Address	Contact Information
SLSU Main Campus	Sogod, Southern Leyte	(053) 382-3294
SLSU Tomas Oppus Campus	Tomas Oppus, Southern Leyte	(053) 575-3013
SLSU Bontoc Campus	Bontoc, Southern Leyte	(053) 383-3121
SLSU San Juan Campus	San Juan, Southern Leyte	09194579713
SLSU Hinunangan Campus	Hinunangan, Southern Leyte	09171127943
SLSU Maasin City Campus	Maasin, Southern Leyte	(053) 387-0703

DR. PROSE IVY G. YEPES
University President