



SOUTHERN LEYTE STATE UNIVERSITY

CITIZEN'S CHARTER
2024, 1st Edition



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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

By 2040, Southern Leyte State University is a leading higher education institution that advances knowledge and will be known for innovation and compassion for humanity creating an inclusive society and a sustainable world.

(BOR Res No. 111, s. 2021)

Mission

We commit to be a smart and green University that advocates education, technological and professional instruction, research and innovation, community engagement services and progressive leadership in arts, sciences and technology that are relevant to the needs of the global communities. We produce graduates and life-long learners equipped with knowledge and enhances lives and invigorates economic development.

(BOR Res No. 111, s. 2021)

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:		G2C-Government to Citizen		
Who May Avail:		Citizens who wish to enroll at Southern Leyte State University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up Application (my.southernleytestateu.edu.ph) 2. 2 x2 ID picture 3. Photocopy of the Grades (Grade 11); Semestral Rating of previous semester / Certificate of Grades of previous semester/Transcript of Records (if transferee) 4. DSWD Household number/Income Tax Return/ Certificate of Indigency/ 4Ps ID 5. Certificate of Barangay Residency 6. Authenticated PSA or Authenticated NSO 7. Southern Leyte State University Entrance Examination list of passers 8. Admission results		Login through my.southernleytestateu.edu.ph Student's concern From the high school/school last attended Barangay hall, Student's concern Barangay hall, Student's concern PSA office, Student's concern Admission office Admission office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre enrollment for New and Transferee Students Only 1. Upload all the requirements through the admission portal (my.southernleytestateu.edu.ph) and fill up the information needed	1.1 Evaluate documents through the admin profile of the admission portal 1.2 Releasing of examination schedule	None None	7 working days 1 minute	Chairperson, Admission Committee Members, Admission Committee, Psychometrician Chairperson, Admission Committee Members, Admission Committee, Psychometrician
2. Take Southern Leyte State University Entrance Examination	2.1 Scanning of QR code, signing of attendance 2.2 SEE instruction	None None	5 minutes 5 minutes	Admission Committee Chairperson,



	2.3 Conduct of SEE	None	45 minutes	<i>Admission Committee Members, Admission Committee, Psychometrician</i>
	2.4 Posting of SEE results	None	3 working days after the last SEE examination schedule	
3. Attend phase two process at the department concerned (face to face/online)	3.1 Administer Phase two process individually to SEE passers through interview or hands-on exam (face to face/online)	None	10 minutes	<i>College Dean/Dept Head/ Faculty In-Charge</i>
	3.2 Submission of phase two results to the admission office	None`	1 working day after the last conduct of phase two process	<i>College Dean/Dept Head/ Faculty In-Charge</i>
4. Check posting of SLSU admission results	4.1 Post admission results on the SLSU official website and Facebook pages (www.facebook.com/southernleytestateu) (www. www.southernleytestateu .edu.ph)	none	10 working days after the posting of SEE results	<i>Committee Members, Admission Committee, Psychometrician</i>
5. Provide rating/feedback on the work rendered		None		<i>Admission Coordinator</i>
	TOTAL	None	21 days, 1 hour & 6 minutes	



2. Issuance of Activity Permit for Registered Student Organizations

Student organizations are empowered. They are given the freedom to conduct any legal activity that would capacitate and equip them with 21st century skills. The student activities would also enhance their university-life experience.

Office/Division:	Students and Auxiliary Services/Student Development Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Officially enrolled students who are representing the organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. <u>For meeting:</u> Memorandum		Student Organization Officers		
2. <u>For other activity:</u> Activity Proposal		Student Organization Officers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the SDS Office and submit the memorandum or activity proposal.	1.1 Evaluate the submitted memorandum or activity proposal.	None	6 minutes	SAS Heads/SDS Head
	1.2. Issue the unsigned activity permit.	None	30 seconds	SAS Head SAS Staff/SDS Head
2. Ensure that all signatories signed the activity permit	2.1 Sign the permit.	None	10 minutes	SO Adviser, SDS Head, SAS Head/SAS Director, BARGO Officer Campus Director/VPSAS,
3. Reproduce the approved activity permit for different offices (1 for VPAA, 1 for Security, 1 Student Organization) and submit to respective offices. Submit the approved activity permit to the SDS Head.	3.1. Receive the approved permit for filing and advise the student organization to proceed in the conduct of the student activity	None	1 minute	SAS Head SAS Staff/SDS Head



4. Provide rating/feedback on the work rendered		None	1 minute	SAS Head SAS Staff/SDS Head
5. Sign in logbook to acknowledge receipt		None	1 minute	SAS Head SAS Staff/SDS Head
TOTAL		None	19 minutes and 30 minutes	

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, application for Licensure examination, employment, further studies and any other academic undertaking.

Office/Division:	Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Alumni and officially enrolled students who wish to transfer to another school, seeking for employment, scholarships and grants, application for licensure examination, employment, further studies and any other academic undertaking			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip Official Receipt Validated School ID for non -graduating Documentary Stamp Signed Good Moral Character Certificate			Office of the Student Affairs and Services At the Cashier's Office Office of the Student Affairs and Services/Dean	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form 1.1. viagoogole form (online) 1.2 face to face	1.1 Provide request slip/link at SLSU SAS FB page	Php 25.00/ Copy	1 minute	SAS Director SAS HeadSAS Staff



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	30 seconds	SAS Staff
	2.2. Prepare the requested certificate	None	5 minutes	SAS Staff
	2.3. Review and sign certificate (e-signature for e-certificate)	None	4 minutes (face to face) 1 minute for e-certificate	SAS Director SAS Head Dean
3. Claim the request Certificate and sign in the logbook to acknowledge receipt	3.1 Release the dulySigned Certificate (Send e-certificate (pdf file) to the student throughemail)	None	1 minute	SAS Director SAS HeadSAS Staff
4. Provide rating/feedback on the work rendered		None	1 minute	SAS Director SAS Head SAS Staff
5. Proceed to the registrar for dry sealing of the document	5.1 Dry sealing ofGood Moral Certificate	None	1 minute	Registrar IV Registrar Staff
TOTAL		Php25.00/Copy	15minutes and 30 seconds	



Office of the BARGO

External/Internal Services



1. Issuance of University Uniform

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

Office/Division:	BARGO/Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
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. In the BARGO Fill-up Payment Order form for university uniform	1.1 Determine size and compute amount due and prepare Payment Order form	None	1 minute	BARGO Director/ BARGO Coordinator Project Manager
	1.2 Give the Payment Order form to the	None	1 minute	
2. In the Cashier's Office pay university uniform	2.1 Receive payment and issue Official Receipt (OR)	Regular Cut Male Php 690.00 Female Php 664.00 Extra Cut Male Php 794.00 Female Php 771.00 (Note: Prices for External Campuses may vary)	2 minutes	Cashier III Cashier's Staff
3. Provide rating /feedback on the work rendered				Client
4. Present OR to BARGO, return the OR to the client and received the Payment Order form, then release the	4.1 Receive and check the OR	None	1 minute	BARGO Staff
	4.2 Release the merchandise	None	1 minute	BARGO Staff



merchandise				
5. Provide rating/feedback on the work rendered				<i>Client</i>
TOTAL		Regular Cut Male Php 690.00 Female Php 664.00 Extra Cut Male Php 794.00 Female Php 771.00 <i>(Note: Prices for External Campuses may vary)</i>	6 minutes	



2. Re-Issuance of University ID

Office/Division:	BARGO/Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C/G2G-Government to Citizen/ Government to Government			
Who May Avail:	Officially Enrolled Students, SLSU Employees			
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. In the BARGO Fill-up Payment Order form for university ID	1.1 Prepare the Payment Order form	None	1 minute	BARGO Director/ BARGO Coordinator Project Manager BARGO Staff
	1.2 Give the Payment Order to the student	None	1 minute	
2. In the Cashier's Office pay university ID	2.1 Receive payment and issue Official Receipt (OR)	Students: New-Free of charge Re-print- Php 100.00 Employees- Php 150.00	2 minutes	Cashier II/III Cashier's Staff
3. Provide rating /feedback on the work rendered				Client
4. Return the Payment Order Form to BARGO	4.1 Receive the Payment Order and check the OR	None	1 minute	BARGO Staff
5. Provide rating/feedback on the work rendered				Client
6. Fill up the needed information in Google Form then proceed to CAN/CISA office	6.1 Print & activate the ID	None	2 minutes	CAN/CISA
	6.2 Release the ID	None	1 minute	CAN/CISA
TOTAL		Students: New-Free of charge Re-print- Php 100.00 Employees- Php 150.00	8 minutes	



3. Issuance of University ID Lace

Office/Division:	BARGO/Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C/G2G-Government to Citizen/ Government to Government			
Who May Avail:	Officially Enrolled Students, SLSU Employees			
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. In the BARGO Fill-up Payment Order form for university ID Lace	1.1 Prepare Payment Order form	None	1 minute	BARGO Director BARGO Coordinator Project Manager BARGO Staff
	1.2 Give the Payment Order to the student	None	1 minute	
2. In the Cashier's Office pay university ID lace	Payment Order form	Php 92 (Note: Prices for External Campuses may vary)	2 minutes	Cashier III Cashier's Staff
3. Provide rating /feedback on the work rendered				Client
4. Return the Payment Order Form to BARGO	4.1 Receive and check the OR	None	1 minute	BARGO Staff
	4.2 Release the merchandise	None	1 minute	
5. Provide rating/feedback on the work rendered				Client
TOTAL		Php 92 (Note: Prices for External Campuses may vary)	6 minutes	



4. Issuance of University PE/NSTP Uniform

Office/Division:	BARGO/Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
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. In the BARGO Fill-up Payment Order form for university PE/NSTP Uniform	1.1 Determine size and prepare the Payment Order form	None	1 minute	<i>BARGO Director/ BARGO Coordinator</i>
	1.2 Give the Payment Order form to the student	None	1 minute	<i>BARGO Director/ BARGO Coordinator</i>
2. In the Cashier's Office pay university uniform	2.1 Receive payment and issue Official Receipt (OR)	PE T-shirt-Php 179.00 PE Jogging pants-Php 213.00 NSTP T-shirt-Php 240 (Note: Prices for External Campuses may vary)	2 minutes	<i>Cashier II/III Cashier's Staff</i>
3. Provide rating /feedback on the work rendered				<i>Client</i>
4. Present OR to BARGO, return the OR to the client and received the Payment Order form, then release the merchandise	4.1 Receive and check the OR	None	1 minute	<i>BARGO Staff</i>
	4.2 Release the merchandise	None	1 minute	
5. Provide rating/feedback on the work rendered				<i>Client</i>



TOTAL	PE T-shirt-Php 179.00 PE Jogging pants-Php 213.00 NSTP T-shirt-Php 240 (Note: Prices for External Campuses may vary)	6 minutes	
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5. Issuance of University Merchandise

Office/Division:	BARGO/Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C/G2G-Government to Citizen/ 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. In the BARGO Fill-up Payment Order form for other University merchandise	1.1 Determine size and prepare the Payment Order form	None	1 minute	BARGO Director/ BARGO Coordinator
	1.2 Give the Payment Order form to the student	None	1 minute	
2. In the Cashier's Office pay university uniform	2.1 Receive payment and issue Official Receipt (OR)	Police Intern uniforms-Php 450.00 CHTM intern uniforms- Php 480.00 (Note: Prices for External Campuses may vary)	2 minutes	Cashier II/III Cashier's Staff
3. Provide rating /feedback on the work rendered				Client
4. Present OR to BARGO, return the OR to the client and received the	4.1 Receive and check the OR	None	1 minute	BARGO Staff



Payment Order form, then release the merchandise				
	4.2 Release the merchandise	<i>None</i>	1 minute	<i>BARGO Staff</i>
5. Provide rating/feedback on the work rendered				<i>Client</i>
TOTAL		Police Intern uniforms-Php 450.00 CHTM intern uniforms- Php 480.00 (Note: Prices for External Campuses may vary)	6 minutes	

6. Issuance of Examination Books

Office/Division:		BARGO/Cashier's Office		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
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. Proceed to BARGO to receive the Blue Book	1.1 Determine the number of Blue Books required & prepare the Blue Books	None	1 minute	<i>BARGO Director/ BARGO Coordinator Project Manager</i>
2. Pay the Blue Book at BARGO	2.1 Receive the Payment	Php 3.50	1 minute	<i>BARGO Staff</i>
	2.2 Release the Blue Book to student	None	1 minute	<i>BARGO Staff</i>
3. Provide rating /feedback on the work rendered				<i>Client</i>
4. Remit the collections from Blue payments to Cashier	4.1 Before 3PM, count all the money collected from Blue Book Payment	None	1 minute	<i>BARGO Staff</i>



	4.2 Prepare Payment Order form indicating the total amount of money collected.	None	1 minute	<i>BARGO Staff</i>
	4.3 Remit the collections to the Cashier along with the Payment Order form	None	1 minute	<i>BARGO Staff</i>
5. Receive the collections from Blue Book	5.1 Receive the collections and issue Official Receipt (OR)	None	1 minute	<i>Cashier's Staff</i>
	TOTAL	Php 3.50 (Note: Prices for External Campuses may vary)	7 minutes	

7. Issuance of Vehicle/Gate Pass Sticker (RFID)

Office/Division:	BARGO/Security Officer/Cashier's Office/UI SA			
Classification:	Simple			
Type of Transaction:	G2C/G2G-Government to Citizen/ Government to Government			
Who May Avail:	Officially Enrolled Students, SLSU Employees, Guests			
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. In the BARGO Fill-up Application form for Vehicle/Gate Pass Sticker (RFID)	1.1 Issue the Application form for Vehicle/Gate Pass Sticker (RFID) and present the requirements	None	2 minutes	<i>BARGO Director/ BARGO Coordinator Project Manager BARGO Staff</i>
2. Proceed to Security Officer for approval	2.1 Review the attached requirements & act on the application (Approved or Disapproved)	None	2 minutes	<i>Security Officer</i>
3. Provide rating /feedback on the work rendered				<i>Client</i>



4. Present the Approved application	4.1 Issue the Payment Order form	None	1 minute	<i>BARGO Staff</i>
5. In the Cashier's Office pay the RFID	5.1 Receive payment and issue Official Receipt (OR)	Php 400.00 (Note: Prices for External Campuses may vary)	2 minutes	<i>Cashier's Staff</i>
6. Return the Payment Order form to BARGO	6.1 Receive the Payment Order form and check the OR	None	1 minute	<i>BARGO Staff</i>
7. Provide rating/feedback on the work rendered				<i>Client</i>
8. Proceed to CAN/CISA to secure the RFID	8.1 Check the OR, fix & activate the RFID	None	4 minutes	<i>CAN/CISA</i>
TOTAL		Php 400.00 (Note: Prices for External Campuses may vary)	12 minutes	

8. Processing of Venue Reservation (With a Fee)

Office/Division:		BARGO/Cashier's Office		
Classification:		Simple		
Type of Transaction:		G2C/G2G/G2B-Government to Citizen/ Government to Government/Government to Business		
Who May Avail:		SLSU Clients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order Form			At the BARGO office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. In the BARGO Fill-up Venue Booking & Payment Order form	1.1 Prepare the Venue Booking & Payment order form to the client	None	1 minute	BARGO Director Project Manager BARGO Staff
	1.2 Check the availability of the venue in coordination with Facility-in-Charge	None	1 minute	



	1.3 Reserve the date for the proposed schedule in the Bulletin schedule	None	1 minute	BARGO Director Project Manager BARGO Staff
	1.4 Give the Venue Booking & Payment Order form to the	None	1 minute	
2. In the Cashier's Office pay the venue rental	client	Plenary Hall: Php 750/hour (minimum of 4 hrs) GS Roof Deck Hall: Php 450/hour (minimum of 4 hrs) MPC Basketball Court Only-Php 750.00/hr MPC Basketball Court with scoreboard-Php 1000.00/hr MPC with LED, sound system, lights & chairs-Php 5000.00/hr (min. of 4 hrs) MPC without LED, sound system, lights & chairs-Php 625.00/hr (min. of 4 hrs) <i>(Note: Prices for External Campuses may vary)</i>	2 minutes	Cashier III Cashier's Staff
3. Provide rating /feedback on the work rendered				Client
4. Present OR to BARGO, return the Venue Booking & Payment Order form	4.1 Receive and check the OR & Venue booking & Payment Order form	None	1 minute	BARGO Director Project Manager BARGO Staff
	4.2 Provide a copy of the Approved Venue Booking Form to the client and Security Personnels.	None	1 minute	



	4.3 Confirm the date for the proposed schedule	None	1 minute	<i>BARGO Director Project Manager BARGO Staff</i>
5. Provide rating/feedback on the work rendered				<i>Client</i>
TOTAL		Plenary Hall: Php 750/hour (minimum of 4 hrs) GS Roof Deck Hall: Php 450/hour (minimum of 4 hrs) MPC Basketball Court Only-Php 750.00/hr MPC Basketball Court with scoreboard-Php 1000.00/hr MPC with LED, sound system, lights & chairs-Php 5000.00/hr (min. of 4 hrs) MPC without LED, sound system, lights & chairs-Php 625.00/hr (min. of 4 hrs) <i>(Note: Prices for External Campuses may vary)</i>	9 minutes	



9. Processing of Venue Reservations (Without Fee)

Office/Division:	BARGO/Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C/G2G-Government to Citizen/ Government to Government			
Who May Avail:	Officially Enrolled Students, SLSU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order Form			At the BARGO office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. In the BARGO Fill-up Venue Booking & Payment Order form	1.1 Prepare the Venue Booking & Payment order form to the client	None	2 minutes	<i>BARGO Director/ BARGO Coordinator</i>
	1.2 Check the availability of the venue in coordination with Facility-in-Charge	None	2 minutes	<i>Project Manager BARGO Staff</i>
	1.3 Provide a copy of the Approved Venue Booking Form to the client and Security Personnels	None	2 minutes	<i>Project Manager BARGO Staff</i>
2. Provide rating/feedback on the work rendered				<i>Client</i>
TOTAL		None	6 minutes	



Office of the University Library/Campus Library

External/Internal 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/Campus Library			
Classification:	Simple			
Type of Transaction:	G2C/G2G-Government to Citizen/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		
2. Book		Library		
3. Payment Slip		Cashier		
4. Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-in book card of the books to be borrowed.	None			
2. Present the book and the book card together with library identification card	2.1 Receive and review the filled-in book card.	None	10 seconds	University Librarian/ Campus Librarian College Librarian I Library Staff/Technician Circulation In-charge
	2.2 Scan book to record in the library system for checkout to patrons account	None	1 minute	University Librarian/Campus Librarian Circulation In-charge



	2.3 Fill-in date due slip.	None	10 seconds	University Librarian/Campus Librarian College Librarian I Circulation In-charge
	2.4 Print receipt and hand in with the book to the borrower.	None	40 seconds	University Librarian/Campus Librarian College Librarian I 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.	None	1 minute	University Librarian/Campus Librarian College Librarian I Library Staff/Technician Circulation In-charge



	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	None	2 minutes	University Librarian/Campus Librarian Circulation In-charge
4. After receipt of payment slip, go to Cashier's Office to pay the fines then go back to the library.	4.1 Record in the logbook the amount of fines.	Fines for overdue books: PhP10.00/day	30 seconds	University Librarian/Campus Librarian College Librarian I Library Staff/Technician 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.	None	5 seconds	University Librarian/Campus Librarian College Librarian I Library Staff/Technician Circulation In-charge
	5.2 Record the OR number in the logbook.	None	20 seconds	University Librarian/Campus Librarian Circulation In-charge



	5.3 Release the LIC & OR to the borrower.	None	5 seconds	University Librarian/Campus Librarian Circulation In-charge
6. Provide rating/feedback on the work rendered				Client
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/Campus Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Officially Enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated ORF, 1x1 ID picture and Official Receipt		Library/Cashier		
2. Filled-in Library Identification Card form with picture attached		Library		
3. University Library registration Google form, Scanned ID Picture and proof of enrollment/ORF		Library		
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.	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	30 seconds	University Librarian/Campus Librarian Library Staff/ Technician Circulation In-charge
	1.2 Give Library Identification Card (LIC) form & the 1x1 ID picture to the student.	None	30 seconds	University Librarian/Campus Librarian Circulation In-charge
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.	None	30 seconds	University Librarian/Campus Librarian Library Staff/ Technician
	2.2 Librarian signs the LIC.	None	30 seconds	University Librarian/Campus Librarian Circulation In-charge
	2.3 Laminate the LIC.	None	5 minutes	University Librarian/Campus Librarian Circulation In-charge



3. Sign in the logbook to acknowledge receipt.	3.1 Release LIC, OR & ORF to the student.	None	1 minute	University Librarian/Campus Librarian Library Staff/Technician Circulation In-charge
4. Provide rating/feedback on the work rendered				Client
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)	

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/Campus Library
Classification:	Simple
Type of Transaction:	G2C/G2G-Government to Citizen/Government to Government
Who May Avail:	Officially Enrolled Students, Employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated LIC 2. Filled-in EDDS form 3. Feedback Form		Library	Library	
		Library	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;	None	1 minute	University Librarian/Campus Librarian College Librarian / Library Staff/ Technician Circulation In-charge
	1.2 Check LIC	None	1 minute	University Librarian/Campus Librarian Circulation In-charge
	1.3 Advise to fillup EDDS form to facilitate request	None	1 minute	University Librarian/Campus Librarian Circulation In-charge
2.Fill up EDDS form at https://forms.gle/yMdQzQn8SnKFY6QNA	2.1 Check request for the availability of the material being requested (OPAC and or list of PDF/e-books file).	None	1 minute	University Librarian/Campus Librarian College Librarian / Library Staff/Technician
	2.2. a. Available in PDF/e-books, material will be sent electronically to client.	None	5 minutes	University Librarian/Campus Librarian Library Staff/Technician



	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.	None	28 minutes	<i>University Librarian/Campus Librarian Library Staff/Technician</i>
	2.3 Advise to fill up Feedback Form	None	1 minute	<i>University Librarian/Campus Librarian Library Staff/Technician</i>
3. Fill up feedback form at https://forms.gle/kVjEwyhyHC6QwWYH9		None	2 minutes	<i>Client</i>
TOTAL		None	12 minutes (with ready PDF/e- book) 35 minutes (without ready PDF/e-book)	



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/G2B-Government to Citizen/Government to Government/Government to Business		
Who may avail:		SLSU Graduates, Officially Enrolled Students, SLSU Employees, Contractors, Food providers, private individuals with business who transacts in the office		
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.		Office of the Registrar Clinic Office of the HRMO BAC Office OSAS		
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 screen to signal your turn.				
2. Once the priority and the window numbers appear on the TV screen, approach the indicated window and make payment.	2.1 Receives payment, issues Official Receipt and give it to the payor.	Refer to List of Fees, Charges and other Financial Obligations (Annex Page)	2 minutes	<i>Cashier III</i> <i>Cashier Staff</i>
ONLINE 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.	3.1 Checks claim payment for issuance of OR.	Refer to List of Fees, Charges and other Financial Obligations (Annex Page)	15 seconds	<i>Cashier III</i> <i>Cashier Staff</i>
	3.2 Issues Official Receipt (OR).	None	1 minute and 15 seconds	<i>Cashier III</i> <i>Cashier Staff</i>
	3.3 Sends picture of Official Receipt (OR) to the payor.	None	30 seconds	<i>Cashier III</i> <i>Cashier Staff</i>
4. Provide rating/feedback on the work rendered.				<i>Client</i>
TOTAL		Refer to List of Fees, Charges and other Financial Obligations (Annex Page)	2 minutes For either transaction (F2F or Online)	



TUITION FEES AND OTHER CHARGES-UNDERGRADUATE STUDIES

ITEM	AMOUNT
For Non-Recipient of RA 10931/NON-FHE/OPT-OUT	
Enrollment Fee	Php 1,000.00
Entrance Exam Fee	Php 50.00
Entrance Fee (New Rate)	Php 300.00
Tuition Fee	Php 150.00/unit
Medical and Dental Fees	Php 80.00
Medical and Dental Fees (New Rate)	Php 500.00
Library Fee	Php 200.00
Library Fee (New Rate)	Php 1,000.00
Athletic Fee	Php 75.00
Athletic Fee (New Rate)	Php 500.00
Cultural Fee	Php 50.00
Cultural Fee (New Rate)	Php 300.00
Registration Fee	Php 50.00
Registration Fee (New Rate)	Php 300.00
Insurance	Php 35.00/yr
Insurance (New Rate)	Php 50.00/yr
Jobs Fair	Php 50.00
Jobs Fair (New Rate)	Php 200.00
SCUAA Fee	Php 15.00
Miscellaneous Fee (test paper)	Php 30.00
Postal Fee	Php 13.00
Postal Fee (New Rate)	Php 18.00
Test paper	Php 50.00
School Publication Fee	Php 50.00
College Handbook Fee	Php 50.00
College Handbook Fee (New Rate)	Php 200.00
School ID Fee	Php 100.00
School ID Fee (New Rate)	Php 200.00
NSTP/ROTC	Php 225.00
Computer Laboratory	Php 500.00
InfoTech Laboratory Fee (New Rate)	Php 1,000.00
Science Laboratory Fee	Php 75.00
Science Laboratory Fee (New Rate)	Php 500.00
Speech Laboratory Fee	Php 200.00
Speech Laboratory Fee (New Rate)	Php 500.00
Shop Fee-BSIT/EE/ME/CE	Php 300.00
Shop Fee- BIT/BSEE/BSIE (New Rate)	Php 1,000.00
Shop Fee-BSHRTM/FTE/BSCJ	Php 500.00



Shop Fee-BSHRTM/FTE/BSCJ (New Rate)	Php 1,000.00
Shop Fee-BSIE	Php 200.00
Internet Fee	Php 400.00
Information and Comm. Shop Fee (New Rate)	Php 1,000.00
OJT Fee	Php 100.00
OJT Fee (New Rate)	Php 500.00
Graduation Fee	Php 250.00
Graduation Fee (New Rate)	Php 500.00
Diploma Fee	Php 100.00
Diploma Fee (Re-issuance)	Php 300.00

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 664.00
Female	Php 771.00
Extra Cut Male	Php 750.00
Female	Php 680.00
PE Uniform	
T-Shirt	Php 179.00
Pants	Php 213.00
CWTS T-Shirt	Php 240.00
Laboratory Uniform	Php 285.00
Shop Colored Automotive Sweat Shirt	Php 270.00
Shop Colored Automotive T-Shirt	Php 240.00
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 50.00/copy
Service Record	Php 40.00/copy
Re-printing/photocopy with authentication	Php 30.00/copy



Campus Area Network/Campus Information System and Analytics

External/Internal Services



1. IT HARDWARE AND SOFTWARE MAINTENANCE

This procedure covers the IT Infrastructure maintenance services such as, but not limited to, operating system upgrades, software installation, hardware replacements, re-cabling, network configuration and security policy implementation.

.Office/Division:	Campus Area Network/Campus Information System and Analytics			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government/G2C-Government to Citizen			
Who May Avail:	University Faculty, Staff, and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Order Form		CAN Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up job order form	1.1 Conduct preliminary assessment	None	3 minutes	CAN Head/CISA Head CAN Staff/CISA Staff
	1.2 If the problem is major upon assessment and requires purchase of parts, the user is advised to make a purchase request.	None	2 minutes	CAN Head/CISA Head CAN Staff/CISA Staff
	1.3 Perform maintenance as requested	None	15 minutes minimum and maximum of 1 day depending on the type of job requested	CAN Head/CISA Head CAN Staff/CISA Staff
2. Provide rating/feedback on the work rendered	2.1 Return the equipment to the requestor.	None	1 minute	CAN Head/CISA Head CAN Staff/CISA Staff
End of Transaction	TOTAL	None	21 minutes minimum and maximum of 1 day depending on the type of job requested	CAN Head/CISA Head CAN Staff/CISA Staff



Office of the President

External/Internal Services



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

CAV certificate is issued to students and graduates of the university who are applying for board examinations and for those who are seeking employment overseas and abroad.

Office/Division:	Office of the University President			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government/ G2C-Government to Citizen			
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:	1.1 Receive issued priority number.	None	1 minute	Registrar IV Registrar Staff
	1.2 Receive the documents and check for their completeness and correctness.	None	1 minute	Registrar Staff
	2.1 Issue payment slip and indicate number	CAV Certificate:	1 minute	Registrar Staff



<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: TOR—Php 25.00 per set Diploma - Php 25.00 per copy</p>		Registrar Staff
CASHIER'S OFFICE:				
<p>3. Get a priority number, take a seat & wait for it to appear on the TV screen to signal your turn.</p>	<p>3.1 Receive issued priority number</p>	<p>None</p>	<p>1 minute</p>	<p>Cashier III Cashier Staff</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>4.1 Receive payment, print the Official Receipt and give it to the payor.</p>	<p>As indicated in the payment slip</p>	<p>2 minutes</p>	<p>Cashier Staff</p>
REGISTRAR'S OFFICE:				
<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>None</p>	<p>3 minutes</p> <p>2 minutes</p>	<p>Registrar IV 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.	None	1 minute	Registrar Staff
	5.4 Sign the certification and endorsement letter.	None	1 minute	Registrar IV
	5.5 Paste documentary stamps and affix the University seal to the certification.	None	1 minute	Registrar Staff
	5.6 Release the authenticated documents, Official Receipt and endorsement letter.	None	1 minute	Registrar Staff
				Client
SLSU PRESIDENT'S OFFICE:				
7. Present all documents given by Registrar's Office to the clerk of the President's Office.	7.1 Receive the documents and check for their completeness and correctness.	None	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.	None	1 minute	University President
	8.3 Affix the university seal to the signed CAV Certificate.	None	1 minute	OP Staff
	8.4 For the	None	1 minute	OP Staff



9. Provide rating/feedback on the work rendered	<p>request for DFA Apostile, ask for long brown envelop, label for DFA. signed and sealed</p> <p>8.5 Release duly signed CAV Certificate or signed and sealed long brown envelop & all documents presented for CAV.</p>	None	30 seconds	OP Staff
TOTAL		<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>	22 minutes & 30 seconds	



Office of the University Registrar/Campus Registrar

External Services



1. Enrollment for 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 <ol style="list-style-type: none"> 1. One original copy of High School Card (Form 138-A) 2. One original copy of Good Moral Character Certificate 3. One Photocopy of PSA Birth Certificate 4. One copy of Admission Application Form 5. One copy of SLSU Registrar's Office Privacy Notice 6. One copy of Enrolment Form 7. Route Slip Alternative Learning System (ALS) Passers: <ol style="list-style-type: none"> 1. One original copy of ALS Report of Rating 2. One original copy of Certificate of Good Moral Character 3. One Photocopy of PSA Birth Certificate 4. One copy of Admission Application Form 5. One copy of SLSU Registrar's Office Privacy Notice 6. One copy of Enrolment Form 7. Route Slip 		From the school last attended From the school last attended PSA Office SAS Office SAS Office Campus Area Network/Information Systems Office SAS Office From the school last attended From the school last attended PSA Office SAS Office SAS Office Campus Area Network/Information Systems 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	1.1 Receive, check and validate all documents.	None	4 minutes and 50 seconds	SAS Director SAS Staff
Fill-up application form for admission and sign the	1.2 Fill out route slip	None	10 seconds	SAS Director SAS staff



SLSU Registrar's Office Privacy Notice then submit to SAS staff together with the entrance credentials.				
2. Present route slip to the CAN/IS Sign in the logbook to acknowledge receipt of route slip & enrollment form)	2.1 Check if SAS has already signed the route slip 2.2 Provide student ID number & enrollment form 2.3 Fill-out route slip	None None None	20 seconds 1 minute and 20 seconds 20 seconds	<i>Head, Campus Area Network/ Head Information Systems CAN/IS Staff</i> <i>Head, Campus Area Network/ Head Information Systems CAN/IS Staff</i> <i>Head, Campus Area Network/ Head Information Systems CAN/IS Staff</i>
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 enrolled by the student 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	None None None None	1 Minutes 3 minutes and 30 seconds 20 seconds 10 seconds	<i>Department Enrolling Officer</i> <i>Department Enrolling Officer</i> <i>Department Enrolling Officer</i> <i>Department Enrolling Officer</i>
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	None None	10 seconds 1 minute and 30 seconds	<i>Free Higher Education (FHE) Focal Person FHE Staff</i> <i>FHE Focal Person FHE Staff</i>



	<p>4.3 Indicate student's FHE status on the enrolment form NR– Non Recipient R- Recipient</p> <p>Note: RA 10931 FHE Recipient – student whose number of years enrolled is still within the maximum residency rule of FHE program (5 years) 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>	None	20 seconds	<i>FHE Focal Person FHE Staff</i>
<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</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 (Return the documents)</p>	<p>For Undergraduate program: Minimum enrollment fee of Php 500.00 For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	<p>30 seconds</p> <p>1 minute and 20 seconds</p> <p>10 seconds</p>	<p><i>Cashier III Cashier Staff</i></p> <p><i>Cashier III Cashier Staff</i></p> <p><i>Cashier III Cashier Staff</i></p>



to Registrar's Office				
At the Registrar's Office				<i>Registrar II</i> <i>Registrar Staff</i>
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	6.1 Receive issued priority number	None	10 seconds	
	6.2 Receive student credentials/documents	None	20 seconds	<i>Registrar II</i> <i>Registrar Staff</i>
	6.3 Verify Official receipt (OR) – (GS Students and Non Recipient of RA 10931 FHE program)	None	20 seconds	<i>Registrar II</i> <i>Registrar Staff</i>
• Once the priority and window numbers appear on the TV screen:	6.4 Validate the encoded courses / subjects by the department enrolling officer	None	4 minutes	<i>Registrar II</i> <i>Registrar Staff</i>
Approach the designated window, present the route slip and the required documents to the staff.	6.5 Print the Official Registration Form (ORF) and assessment slip	None	1 minute	<i>Registrar II</i> <i>Registrar Staff</i>
	6.6 Fill out route slip	None	10 seconds	<i>Registrar II</i> <i>Registrar Staff</i>
	6.7 Release the ORF and assessment slip to the student	None	1 minute	<i>Registrar II</i> <i>Registrar Staff</i>
7. Sign in the logbook to acknowledge receipt of the ORF and assessment slip				
TOTAL		For Undergraduate program: Minimum enrollment fee of Php 500.00 For Graduate program: Minimum enrollment fee of Php 1,000.00	FHE Recipient 22 minutes Non FHE Recipient 24 minutes	



2. Enrollment for 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. One original Transcript of Records (Informative Copy/Evaluation Purposes) 2. One original Certificate of Transfer Credential 3. One original copy of Certificate of Good Moral Character 4. One Photocopy of PSA Birth Certificate 5. One copy of Admission Application Form 6. One copy of SLSU Registrar's Office Privacy Notice 7. One copy of Enrolment Form 8. Route Slip 		From the school last attended From the school last attended From the school last attended PSA Office SAS Office SAS Office Campus Area Network/Information Systems 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 None	4 Minutes and 50 seconds 10 seconds	SAS Director SAS Staff SAS Director SAS Staff
2. Present route slip to the CAN/IS Staff	2.1 Check if SAS has already signed the route slip	None	20 seconds	Head, Campus Area Network/Head Information



Sign in the logbook to acknowledge receipt of route slip & 54nrolment form)	2.2 Provide student ID number & enrollment form	None	1 minutes and 20 seconds	Systems/CAN/IS Staff Head, Campus Area Network/Head Information
	2.3 Fill-out route slip	None	20 seconds	Systems/CAN/IS Staff Head, Campus Area Network/Head Information
3. Request for evaluation of subjects (if there credited subjects taken from previous school) Fill-up the 54nrolment 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	None	2 minutes	Department Enrolling Officer / Academic Adviser
	3.2 Encode the subjects that are credited into the Comprehensive Enrolment System (CES)	None	4 minutes	Department Enrolling Officer / Academic Adviser
	3.3 Receive and review the subject/s enrolled by the student	None	3 minutes	Department Enrolling Officer / Academic Adviser
	3.4 Encode the approved subjects into the Comprehensive Enrolment System (CES)	None	4 minutes and 30 seconds	Department Enrolling Officer / Academic Adviser
	3.5 Release / return the documents to the student	None	20 seconds	Department Enrolling Officer / Academic Adviser
	3.6 Fill-out route slip	None	10 seconds	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,	4.1 Received approved enrolment form	None	10 seconds	Free Higher Education (FHE) Focal Person
	4.2 Check, verify and update student's status in compliance to Free Higher Education (FHE) program of RA 10931 as to	None	1 minute and 30 seconds	FHE Focal Person FHE Staff



go to Registrar's Office	<p>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>Note: RA 10931 FHE Recipient – student whose number of years enrolled is still within the maximum residency rule of FHE program (5 years) 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>	None	20 seconds	<i>FHE Focal Person FHE Staff</i>
<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 (Return the documents)</p>	<p>For Undergraduate program: Minimum enrolment fee of Php 500.00</p> <p>For Graduate program: Minimum enrolment fee of Php 1,000.00</p>	<p>30 seconds</p> <p>1 minute and 20 seconds</p> <p>10 seconds</p>	<p><i>Cashier III Cashier Staff Cashier III Cashier Staff</i></p> <p><i>Cashier III 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>· 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>7. Sign in the logbook to acknowledge receipt of the ORF and assessment slip</p>	6.1 Receive issued priority number	None	10 seconds	<i>Registrar II Registrar Staff</i>
	6.2 Receive student credentials/documents	None	20 seconds	<i>Registrar II Registrar Staff</i>
	6.3 Verify Official receipt (OR) – Non Recipient RA 10931 FHE program only	None	20 seconds	<i>Registrar II Registrar Staff</i>
	6.4 Validate the encoded courses / subjects by the department enrolling officer	None	4 minutes	<i>Registrar II Registrar Staff</i>
	6.5 Print the Official Registration Form (ORF) and assessment slip	None	1 minute	<i>Registrar II Registrar Staff</i>
	6.6 Fill out route slip	None	10 seconds	<i>Registrar II Registrar Staff</i>
	6.7 Release the ORF and assessment slip to the student	None	1 minute	<i>Registrar II Registrar Staff</i>
TOTAL		<p>For Undergraduate program: Minimum enrolment fee of Php 500.00</p> <p>For Graduate program: Minimum enrolment fee of Php 1,000.00</p>	<p>FHE Recipient 32 minutes Non FHE Recipient 34 minutes</p>	



3. Enrollment for 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. One copy of Clearance Certificate 2. One copy of SLSU Registrar's Office Privacy Notice 3. One copy of 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 enrolment 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	None	2 minutes	Department Enrolling Officer / Academic Adviser
	1.2 Encode the subjects into the Comprehensive Enrolment System (CES)	None	3 minutes and 30 seconds	Department Enrolling Officer / Academic Adviser
	1.3 Release / return the documents to the student	None	20 seconds	Department Enrolling Officer / Academic Adviser
	1.4 Fill-out route slip	None	10 seconds	Department Enrolling Officer / Academic Adviser
2. Present the filled-in enrolment form to the Free Higher Education (FHE) Office • For RA 10931 FHE Non	2.1 Received approved enrolment form	None	10 seconds	Free Higher Education (FHE) Focal Person
	2.2 Check, verify and update student's status in compliance to Free	None	1 minute and 30 seconds	Free Higher Education (FHE) Focal Person



<p>Recipient, go to Cashier's office</p> <ul style="list-style-type: none"> For RA 10931 FHE program Recipient, go to Registrar's Office 	<p>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: RA 10931 FHE Recipient – student whose number of years enrolled is still within the maximum residency rule of FHE program (5 years) 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>None</p>	<p>20 seconds</p>	<p><i>FHE Focal Person 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 appear on the TV screen:</p> <p>Approach the designated window and present the required documents and pay the corresponding</p>	<p>3.1 Receive issued priority number 3.2 Receive payment and issue Official Receipt (OR) 3.3 Fill up route slip (Return the documents)</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>30 seconds</p> <p>1 minute and 20 seconds</p> <p>10 seconds</p>	<p><i>Cashier III Cashier Staff Cashier III Cashier Staff</i></p> <p><i>Cashier III Cashier Staff</i></p>



fees. After paying, go to Registrar's Office				
At the Registrar's Office				
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	4.1 Receive issued priority number	None	10 seconds	Registrar II Registrar Staff
	4.2 Receive student credentials/documents	None	20 seconds	Registrar II Registrar Staff
Once the priority and window numbers appear on the TV screen:	4.3 Verify Official receipt (OR) – Non Recipient RA 10931 FHE program only	None	20 seconds	Registrar II Registrar Staff
Approach the designated window, present the route slip and the required documents to the staff.	4.4 Validate the encoded courses / subjects by the department enrolling officer	None	4 minutes	Registrar II Registrar Staff
	4.5 Print the Official Registration Form (ORF) and assessment slip	None	1 minute	Registrar II Registrar Staff
	4.6 Fill out route slip	None	10 seconds	Registrar II Registrar Staff
5. Sign in the logbook to acknowledge receipt of the ORF and assessment slip	4.7 Release the ORF and assessment slip to the student	None	1 minute	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 15 minutes Non FHE Recipient 17 minutes	



4. Enrollment for 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. Three copies of Approved Shifting Form (for shiftee student only) 2. One copy of Evaluation Result 3. One copy of SLSU Registrar's Office Privacy Notice 4. One copy of Enrollment form 5. One copy of 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
1. Request for evaluation of subjects (if there are credited subjects taken from previous semesters) Fill-up the enrollment form & submit to the Department Enrolling Officer together with the required documents For GS students, go to cashier's office	1.1 Evaluate the subjects taken from the previous semester attended	None	5 minutes	Department Enrolling Officer / Academic Adviser
	1.2 Encode the subjects that are credited into the Comprehensive Enrollment System (CES)	None	4 minutes	Department Enrolling Officer / Academic Adviser
	1.3 Receive the required documents; review the subject/s enrolled by the student	None	3 minutes	Department Enrolling Officer / Academic Adviser
	1.4 Encode the subjects into the	None	3 minutes and 30 seconds	Department Enrolling Officer / Academic Adviser



For UGS students, go to Free Higher Education (FHE) Office	Comprehensive Enrolment System (CES)			
	1.5 Release / return the documents to the student	None	20 seconds	Department Enrolling Officer / Academic Adviser
	1.6 Fill-out route slip	None	10 seconds	Department Enrolling Officer / Academic Adviser
2. Present the filled-in enrolment form to the Free Higher Education (FHE) Office <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 	2.1 Received approved enrolment form	None	10 seconds	FHE Focal Person FHE Staff
	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	None	1 minute and 30 seconds	FHE Focal Person FHE Staff
	2.3 Indicate student's FHE status on the enrolment form NR– Non Recipient R- Recipient	None	20 seconds	FHE Focal Person FHE Staff
	Note: RA 10931 FHE Recipient – student whose number of years enrolled is still within the maximum residency rule of FHE program (5 years) 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>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>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>30 seconds</p> <p>1 minute and 20 seconds</p> <p>10 seconds</p>	<p>Cashier III Cashier Staff</p> <p>Cashier III Cashier Staff</p> <p>Cashier III Cashier Staff</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>5. 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 of RA 10931 program</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>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 seconds</p> <p>20 seconds</p> <p>20 seconds</p> <p>4 minutes</p> <p>1 minute</p> <p>10 seconds</p>	<p>Registrar II Registrar Staff</p> <p>Registrar II Registrar Staff</p> <p>Registrar II Registrar Staff</p> <p>Registrar II Registrar Staff</p> <p>Registrar II Registrar Staff</p> <p>Registrar II Registrar Staff</p>



	4.7 Release the ORF and assessment slip to the student	None	1 minute	<i>Registrar II 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 25 minutes Non FHE Recipient 27 inutes	

5. Enrollment for 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. One copy of Permit to Study from Mother Institution 2. One copy of Admission Application Form 3. One copy of SLSU Registrar's Office Privacy Notice 4. One copy of Enrolment Form 5. Route Slip		From mother institution SAS Office SAS Office SAS Office Campus Area Network/Information Systems Ofc SAS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Get application form for admission from the SAS Staff	1.1 Receive, check and validate the documents.	None	4 minutes and 50 seconds	SAS Director 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/	1.2 Fill out route slip	None	10 seconds	SAS Director SAS Staff
2. Present route slip to the CAN/IS Staff	2.1 Check if SAS has already signed the route slip	None	20 seconds	Head, Campus Area Network/Head Information System/CAN/IS Staff
Sign in the logbook to acknowledge receipt of route slip & enrollment form	2.2 Provide student ID number & enrollment form	None	1 minute and 20 seconds	Head, Campus Area Network/Head Information System
	2.3 Fill-out route slip	None	20 seconds	CAN/IS Staff Head, Campus Area Network/Head Information System CAN/IS Staff
3. Fill-up the enrollment form & submit to the Department Enrolling Officer	3.1 Receive and review the subject/s indicated in the permit study	None	2 minutes	Department Enrolling Officer
For GS students, go to cashier's office	3.2 Encode the approved subjects into the enrollment system	None	3 minutes and 30 seconds	Department Enrolling Officer
For UGS students, go to Free Higher Education (FHE) Office	3.3 Release / return the documents to the student	None	20 seconds	Department Enrolling Officer
	3.4 Fill-out route slip	None	10 seconds	Department Enrolling Officer
4. Present the filled-in enrolment form to the Free Higher Education (FHE) Office	4.1 Received approved enrolment form	None	10 seconds	Free Higher Education (FHE) Focal Person FHE Staff
• For RA 10931 FHE program Non Recipient, go to Cashier's office	4.2 Check, verify and update student's status in compliance to Free Higher Education (FHE) program of	None	1 minute and 30 seconds	Free Higher Education (FHE) Focal Person FHE Staff



For RA 10931 FHE program Recipient, go to Registrar's Office	<p>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>Note: RA 10931 FHE Recipient – student whose number of years enrolled is still within the maximum residency rule of FHE program (5 years) 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>	None	10 seconds	<i>FHE Focal Person FHE Staff</i>
<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</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 (Return the documents)</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>30 seconds</p> <p>1 minute and 20 seconds</p> <p>10 seconds</p>	<p><i>Cashier III Cashier Staff</i></p> <p><i>Cashier III Cashier Staff</i></p> <p><i>Cashier III Cashier Staff</i></p>



Registrar's Office				
At the Registrar's Office				
<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>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>	6.1 Receive issued priority number	None	10 seconds	<i>Registrar II</i> <i>Registrar Staff</i>
	6.2 Receive student credentials/documents	None	20 seconds	<i>Registrar II</i> <i>Registrar Staff</i>
	6.3 Verify Official receipt (OR) – Non Recipient RA 10931 FHE program only	None	20 seconds	<i>Registrar II</i> <i>Registrar Staff</i>
	6.4 Validate the encoded courses / subjects by the department enrolling officer	None	4 minutes	<i>Registrar II</i> <i>Registrar Staff</i>
	6.5 Print the Official Registration Form (ORF) and assessment slip	None	1 minute	<i>Registrar II</i> <i>Registrar Staff</i>
	6.6 Fill out route slip	None	10 seconds	<i>Registrar II</i> <i>Registrar Staff</i>
	6.7 Release the ORF and assessment slip to the student	None	1 minute	<i>Registrar II</i> <i>Registrar Staff</i>
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 22 minutes</p> <p>Non FHE Recipient 24 minutes</p>	



6. Enrollment for 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 <ol style="list-style-type: none"> 1. Original High School Card (Form 138-A) 2. One original copy of Good Moral Character Certificate 3. One Photocopy of PSA Birth Certificate 4. One Admission Application Form 5. One copy of SLSU Registrar's Office Privacy Notice 6. One copy of Enrolment Form 7. Route Slip 		From the school last attended From the school last attended PSA Office SAS Office SAS Office Campus Area Network/Information Systems Office SAS Office		
Alternative Learning System (ALS) Passers: <ol style="list-style-type: none"> 1. One original copy of ALS Report of Rating 2. One original copy of Certificate of Good Moral Character 3. One Photocopy of PSA Birth Certificate 4. One copy of Admission Application Form 5. One copy of SLSU Registrar's Office Privacy Notice 6. One copy of Enrolment Form 7. Route Slip 		From the school last attended From the school last attended PSA Office SAS Office SAS Campus Area Network/Information Systems 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	1.1 Retrieve the admission documents sent by student via email	None	3 minutes	SAS Director SAS Staff



https://drive.google.com/.../1-wS.../view... Download, print and fill-up the application for admission form.	address 1.2 Online checking and validating of admission documents. Make student's individual checklist of requirements	None	3 minutes	SAS Director SAS Staff
Scan the application for admission form together with the required documents and send to slsuMC.SAS@gmail.com	1.3 Scan student's checklist of requirements and send to slsuregistrarsogod@gmail.com (for enrolment validation purposes)	None	3 minutes	SAS Director SAS Staff
Wait confirmation from the SAS Office. Once confirmation has been received, proceed to online enrolment	1.4 Confirmed student's application for admission.	None	1 minute	SAS Director SAS Staff
2. SAS personnel forward list of SEE qualifiers per program and list of students with validated admission requirements	2.2 Received from SAS Office the list of students who submitted/completed the required documents	None	30 seconds	Head, Campus Area Network CAN Staff
	2.3 Search the registered students in the database through examinee number and the system will automatically assign student number	None	1 minute	Head, Campus Area Network CAN Staff
Log in to their email	2.4 Send automatic message to the student through their email address	None	30 seconds	Head, Campus Area Network CAN Staff



account and accomplish the end user satisfaction rating	for their temporary password.			
3. Register account in Student Information System (SIS) via http://studentis.slsuonline.edu.ph Log in http://studentis.slsuonline.edu.ph using your account Click “accept” the SLSU Registrar’s Office Privacy Notice to continue login. Click “enrolment” and select the subject and schedule you want to enroll If you are done selecting schedules, click the floating cart icon to view the summary of selected subjects with schedules Click the button “proceed to checkout” to end encoding of subjects.	3.1 Retrieve student’s enrolment via Comprehensive Enrolment System (CES) 3.2 Review the subject/s enrolled by the student 3.3 Approve student enrolment if found correct; disapprove student’s enrolment if not correct and state the reason of disapproval	None None None	1 minute 1 minute 30 seconds	<i>Department Enrolling Officer</i> <i>Department Enrolling Officer</i> <i>Department Enrolling Officer</i>
For Undergraduate Students Wait notification via text message from the system. Once approved, you will be notified that your enrolment is pending approval in the Free Higher Education (FHE) Office If disapproved, coordinate with the department enrolling officer For Graduate Students Wait notification via text message from the				



system. Once approved, you will be notified that your enrolment is forwarded to Cashier's Office for assessment and payment If disapproved, coordinate with the department enrolling officer				
4. Wait notification via text message from the system if you qualify for Free Higher Education (FHE) program (for undergraduate programs only)	<p>4.1 Retrieve approved student's enrolment via Comprehensive 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: RA 10931 FHE Recipient – student whose number of years enrolled is still within the maximum residency rule of FHE program (5 years) 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>None</p> <p>None</p> <p>None</p>	<p>30 seconds</p> <p>30 seconds</p> <p>30 seconds</p>	<p><i>Free Higher Education (FHE) Focal Person</i></p> <p><i>FHE Focal Person Free Higher Education (FHE) Staff</i></p> <p><i>FHE Focal Person Free Higher Education (FHE) Staff</i></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 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 Check Claims of payment for issuance of OR</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>	<p>15 seconds</p> <p>1 minute and 45 seconds</p>	<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: "Congratulations! You are now officially enrolled"</p> <p>Please send/submit your original admission documents to : 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>None</p> <p>None</p> <p>None</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 18 minutes Non FHE Recipient 20 minutes and 30 seconds</p>	
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7. Enrollment for Transferees (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"> One original copy of Transcript of Records (Informative Copy/Evaluation Purposes) One original copy of Certificate of Transfer Credential One original copy of Certificate of Good Moral Character One Photocopy of PSA Birth Certificate One copy of Admission Application Form One copy of SLSU Registrar's Office Privacy Notice One copy of Enrolment Form 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>Campus Area Network/Information Systems Office</p> <p>SAS Office</p>		
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>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>3 minutes</p> <p>3 minutes</p> <p>3 minutes</p> <p>1 minute</p>	<p>SAS Director SAS Staff</p> <p>SAS Director 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/completed 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</p>	<p>None</p> <p>None</p> <p>None</p>	<p>30 seconds</p> <p>1 minute</p> <p>30 seconds</p>	<p>Head, Campus Area Network/Head, Information Systems CAN/IS Staff</p> <p>Head, Campus Area Network/Head, Information Systems CAN/IS Staff</p> <p>Head, Campus Area Network/Head, Information Systems CAN/IS Staff</p>



	for their temporary password.			
<p>3. Register account in Student Information System (SIS) via http://studentis.slsuonline.edu.ph 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 Click "accept" the SLSU Registrar's Office Privacy Notice to continue login. Click "enrolment" and select the subject and schedule you want to enroll If you are done selecting schedules, click the floating cart icon to view the summary of selected subjects with schedules Click the button "proceed to checkout" to end encoding of subjects.</p> <p>For Undergraduate Students Wait notification via text message from the system. Once approved, you will be notified that your enrolment is pending approval in the Free Higher Education (FHE) Office If disapproved, coordinate with the department enrolling</p>	3.1 Retrieve and print of Records of student	None	2 minutes	<i>Department Enrolling Officer</i>
	3.2 Evaluate the subjects taken from the previous school	None	5 minutes	<i>Department Enrolling Officer</i>
	3.3 Encode the subjects that are credited into the Comprehensive Enrolment System (CES)	None	1 minute	<i>Department Enrolling Officer</i>
	3.4 Inform the student via email the result of subject evaluation	None	1 minute	<i>Department Enrolling Officer</i>
	3.5 Retrieve student's enrolment via Comprehensive Enrolment System (CES); review the subject/s enrolled by the student	None	2 minutes	<i>Department Enrolling Officer</i>
	3.6 Approve student enrolment if found correct; disapprove student's enrolment if not correct and state the reason of disapproval	None	30 seconds	<i>Department Enrolling Officer</i>



<p>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 enrolment is forwarded to Cashier's Office for assessment and payment</p> <p>If disapproved, coordinate with the department enrolling officer</p>				
<p>4. Wait notification via text message from the system if you qualify for Free Higher Education (FHE) program (for undergraduate programs only)</p>	<p>4.1 Retrieve approved student's enrolment via Comprehensive 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: RA 10931 FHE Recipient – student whose number of years enrolled is still within the maximum residency rule of FHE program (5 years) RA 10931 FHE Non Recipient –student</p>	<p>None</p> <p>None</p> <p>None</p>	<p>30 seconds</p> <p>30 seconds</p> <p>30 seconds</p>	<p><i>Free Higher Education (FHE) Focal Person</i> <i>Free Higher Education (FHE) Staff</i></p> <p><i>Free Higher Education (FHE) Focal Person</i> <i>Free Higher Education (FHE) Staff</i></p> <p><i>Free Higher Education (FHE) Focal Person</i> <i>Free Higher Education (FHE) Staff</i></p>



	who graduated from a program (second courser) and whose number of years 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 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 Check Claims of payment for issuance of OR</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>	<p>15 seconds</p> <p>1 minute and 45 seconds</p>	<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: "Congratulations! You are now officially enrolled"</p> <p>Please send/submit your original admission documents to : 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>None</p> <p>None</p> <p>None</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	• For Undergraduate program: Minimum enrollment fee of Php 500.00 For Graduate program: Minimum enrollment fee of Php 1,000.00	FHE Recipient 27 minutes Non FHE Recipient 29 minutes & 30 seconds	
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8.Enrollment for 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. One copy of original Clearance Certificate		By respective colleges/department		
2. One copy of SLSU Registrar's Office Privacy Notice		By respective colleges/department		
3. One copy of Enrolment Form		By respective colleges/department		
4. Route Slip		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 Log in http://studentis.slsuonline.edu.ph using your account Click “accept” the SLSU Registrar’s Office Privacy Notice to continue login. Click “enrolment” and select the subject and schedule you want to enroll If you are done selecting schedules, click the floating cart icon to view the summary of selected subjects with schedules Click the button “proceed to checkout” to end encoding of subjects.</p> <p>For Undergraduate Students Wait notification via text message from the system. Once approved, you will be notified that your enrolment is pending approval in the Free Higher Education (FHE) Office If disapproved, coordinate with the department enrolling officer</p> <p>For Graduate Students Wait notification via text message from the system. Once approved, you will be notified that your enrolment is forwarded to Cashier’s Office for assessment and payment If disapproved, coordinate with the</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>None</p> <p>None</p> <p>None</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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department officer	enrolling officer				
2. Wait notification via text message from the system if you qualify for Free Higher Education (FHE) program (for undergraduate programs only)	2.1 Retrieve approved student's enrolment via Comprehensive Enrolment System (CES)	None	30 seconds	Free Higher Education (FHE) Focal Person FHE Staff	
	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	None	30 seconds	Free Higher Education (FHE) Focal Person FHE Staff	
	2.3 Approve / disapprove student's eligibility for Free Higher Education (FHE) program	None	30 seconds	Free Higher Education (FHE) Focal Person FHE Staff	
	Note: RA 10931 FHE Recipient – student whose number of years enrolled is still within the maximum residency rule of FHE program (5 years) 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)			
3. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwartá Padala and JRS with the following details: Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706 Scan payment transaction slip as proof of payment and send to https://www.facebook.com/SLSU-MC-Cashier/ / slsuregistrarsogod@gmail.com	3.1 Check Claims of payment for issuance of OR 3.2 Issue Official Receipt (OR)	For Undergraduate program: Minimum enrollment fee of Php 500.00 For Graduate program: Minimum enrollment fee of Php 1,000.00	15 seconds 1 minute and 45 seconds	<i>Cashier III</i> <i>Cashier Staff</i> <i>Cashier III</i> <i>Cashier Staff</i>
4. Wait notification via text message from the system. Once validated, you will receive notations: "Congratulations! You are now officially enrolled"	4.1 Receive Official Receipt from Cashier's personnel (Graduate School students and Non Recipient of RA 10931 FHE program) 4.2 Validate the approved enrolment of students 4.3 Print the Official Registration Form (ORF) and assessment slip file. for office	None None None	30 seconds 1 minute 1 minute	<i>Registrar II</i> <i>Registrar Staff</i> <i>Registrar II</i> <i>Registrar Staff</i> <i>Registrar II</i> <i>Registrar Staff</i>
TOTAL		For Undergraduate	FHE Recipient 6 minutes	



	<p>program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	Non FHE Recipient 8 minutes and 30 seconds	
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9. Enrollment for 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		
<ol style="list-style-type: none"> One copy of Approved Shifting Form (for shiftee student only) One copy of original Evaluation Result One copy of SLSU Registrar's Office Privacy Notice One copy of Enrollment form One copy of Duly accomplished clearance (last term attended) Route Slip 		<p>By respective colleges/department</p> <p>By respective colleges/department</p> <p>By respective colleges/department</p> <p>By respective colleges/department</p> <p>By respective colleges/department</p>		
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)	1.1 Evaluate the subjects taken from the previous semester attended	None	5 minutes	<i>Department Enrolling Officer / Academic Adviser</i>
	1.2 Encode the subjects that are credited into the Comprehensive	None	5 minutes	<i>Department Enrolling Officer / Academic Adviser</i>



<p>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. 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. 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 enrolment is forwarded to Cashier’s Office for assessment and payment</p>	<p>Enrolment System (CES)</p> <p>1.3 Inform the student via email the result of subject evaluation</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>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 minute</p> <p>4 minutes</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> <p><i>Department Enrolling Officer / Academic Adviser</i></p>
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If disapproved, coordinate with the department enrolling office				
2. Wait notification via text message from the system if you qualify for Free Higher Education (FHE) program (for undergraduate programs only)	2.1 Retrieve approved student's enrolment via Comprehensive Enrolment System (CES)	None	30 seconds	<i>Free Higher Education (FHE) Focal Person FHE Staff</i>
	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	None	30 seconds	<i>Free Higher Education (FHE) Focal Person FHE Staff</i>
	2.3 Approve / disapprove student's eligibility for Free Higher Education (FHE) program	None	30 seconds	<i>Free Higher Education (FHE) Focal Person FHE Staff</i>
	Note: RA 10931 FHE Recipient – student whose number of years enrolled is still within the maximum residency rule of FHE program (5 years) 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>3. 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 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 Check Claims of payment for issuance of OR</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>	<p>15 seconds</p> <p>1 minute and 45 seconds</p>	<p><i>Cashier III</i> <i>Cashier Staff</i></p> <p><i>Cashier III</i> <i>Cashier Staff</i></p>
<p>4. Wait notification via text message from the system.</p> <p>Once validated, you will receive notations: "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>None</p> <p>None</p> <p>None</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 20 minutes Non FHE Recipient 22 minutes & 30 seconds</p>	



	For Graduate program: Minimum enrollment fee of Php 1,000.00		
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10. Enrollment for 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. One copy of Permit to Study from Mother Institution 2. One copy of Admission Application Form 3. One copy of SLSU Registrar's Office Privacy Notice 4. One copy of Enrolment Form 5. Route Slip		From mother institution SAS Office SAS Office SAS Office Campus Area Network 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	None	2 minutes	SAS Director SAS Staff
Download, print and fill-up the application for admission form and student personal data sheet (cross-enrollee)	1.2 Online checking and validating of admission documents. Make student's individual checklist of requirements	None	1 minute and 30 seconds	SAS Director SAS Staff
Scan the application for admission form together with the permit				



<p>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>	1.3 Scan student's checklist of requirements and send to slsuregistrarsogod@gmail.com	None	1 minute	SAS Director SAS Staff
	1.4 Confirmed student's application for admission	None	30 seconds	SAS Director SAS Staff
<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>	2.1 Received from SAS personnel the list of cross enrollee and printed student personal data sheet	None	20 seconds	Head, Campus Area Network CAN Staff
	2.2 Encode personal information of cross enrollee	None	1 minute and 30 seconds	Head, Campus Area Network CAN Staff
	2.3 Send automatic message to the student through their email address for their temporary password.	None	10 seconds	Head, Campus Area Network CAN Staff
<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. 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</p>	3.1 Retrieve student's enrolment via Comprehensive Enrolment System (CES); review the subject/s enrolled by the student	None	1 minute	Department Enrolling Officer
	3.2 Approve student enrolment if found correct; disapprove student's enrolment if not correct and state the reason of disapproval	None	1 minute	Department Enrolling Officer



<p>subjects with schedules Click the button “proceed to checkout” to end encoding of subjects.</p> <p>For Undergraduate Students Wait notification via text message from the system. Once approved, you will be notified that your enrolment is pending approval in the Free Higher Education (FHE) Office If disapproved, coordinate with the department enrolling officer</p> <p>For Graduate Students Wait notification via text message from the system. Once approved, you will be notified that your enrolment is forwarded to Cashier’s Office for assessment and payment If disapproved, coordinate with the department enrolling officer</p>				
<p>4. Wait notification via text message from the system if you qualify for Free Higher Education (FHE) program (for undergraduate programs only)</p>	<p>4.1 Retrieve approved student’s enrolment via Comprehensive 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>None</p> <p>None</p>	<p>30 seconds</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>4.3 Approve / disapprove student's eligibility for Free Higher Education (FHE) program</p> <p>Note: RA 10931 FHE Recipient – student whose number of years enrolled is still within the maximum residency rule of FHE program (5 years) 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>	None	30 seconds	<p><i>Free Higher Education (FHE)</i> <i>Focal Person</i> <i>FHE Staff</i></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 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 Check Claims of payment for issuance of OR</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>	<p>15 seconds</p> <p>1 minute and 45 seconds</p>	<p><i>Cashier III</i> <i>Cashier Staff</i></p> <p><i>Cashier III</i> <i>Cashier Staff</i></p>



6. Wait notification via text message from the system. Once validated, you will receive notations: "Congratulations! You are now officially enrolled"	6.1 Receive Official Receipt from Cashier's personnel (Graduate School students and Non Recipient of RA 10931 FHE program)	None	30 seconds	Registrar II Registrar Staff
	6.2 Validate the approved enrolment of students	None	1 minute	Registrar II Registrar Staff
	6.3 Print the Official Registration Form (ORF) and assessment slip file. for office	None	1 minute	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 12 minutes and 30 seconds Non FHE Recipient 15 minutes	

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. One copy of Original Form 137-A (HS Graduate) 3. One copy of Original of Transcript of Records (TOR) with remarks Granted Transfer Credential (Transferee) 4. One original copy of ALS Certificate of Rating (ALS Passer) 5. One Photocopy PSA Birth Cert 6. One original copy of Brgy Certification – (First Time Jobseekers only) 7. One copy of 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"> - One copy of Letter of No Objection For re-issuance(Diploma, Cert of Transfer Credential) <ul style="list-style-type: none"> - One copy of Affidavit of Loss Requested Documents claimed by representative <ol style="list-style-type: none"> 1. One copy of Subscribed Authorization Letter/Special Power of Attorney 2. One copy Photocopy of valid Id of student and is/her representative 		<p>Office of the University Registrar From secondary school last attended</p> <p>From school last attended</p> <p>From the school conducted the examination</p> <p>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 From the concerned student</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request Academic Records <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. Fill-in request form. Once the priority and window numbers appear on the TV screen, approach the indicated window for	None	None		



the transaction/service needed.				
<p>2. Present the duly filled-in request form, priority number and required documents to the staff at the window.</p> <p>After receipt of request form with indicated amount, pay to the Cashier's Office.</p>	<p><i>For first issuance of Diploma and TOR (for employment purpose):</i></p> <p>2.1 Receive duly filled-in request form and priority number and check complete requirements</p>	None	2 minutes	Registrar II Registrar Staff
	<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>	None	1 minute	Registrar II Registrar Staff
	<p><i>For re-issuance of TOR with CTC & Diploma</i></p> <p>2.1 Receive duly filled-in request form and priority number and check complete requirements</p>	None	2 minutes	Registrar II Registrar Staff
	<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>	None	1 minute	Registrar II Registrar Staff
	<p>For Transfer Out Student</p>			
	<p>2.1 Receive duly filled-in request form and priority number and signed request for TOR from requesting school</p>	None	1 minute	Registrar II Registrar Staff
	<p>2.2 Issue claim slip indicating the date</p>	None	1 minute	Registrar II Registrar Staff
	<p>Present the duly filled-in request form, priority number and signed request of TOR from requesting school to the staff at the window.</p>			



	when to claim the TOR (GTC)			
<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><i>For Undergraduate programs:</i> <i>First Issuance TOR(employment) and Diploma-No Fee</i> Re-issuance: TOR/Transfer credentials - Php50.00 per page Diploma – Php100.00 per page Certification - Php25.00 per copy Authentication - Php25.00 per set</p> <p><i>For Graduate Programs:</i> TOR/Transfer credentials - Php100.00 per page Certification - Php100.00 per copy Diploma – Php300.00 per copy Authentication - Php25.00 per set</p>	<p>30 seconds</p> <p>1 minute and 30 seconds</p>	<p><i>Cashier III</i> <i>Cashier Staff</i> <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>	None	1 minute	<i>Registrar II</i> <i>Registrar Staff</i>
		None	1 minute	<i>Registrar II</i> <i>Registrar Staff</i>
<p>Claim Academic Records</p> <p>Claim the documents from the Registrar's Office on or before the date specified in the Claim Slip (after at least four working days from the receipt of request) / by doing the following:</p> <p>5. Get priority number and wait for it to appear on the TV screen to signal your turn. Once the priority and window numbers appear on the TV screen, approach the indicated window:</p> <p>Present the claim slip & the subscribed authorization letter/ Special Power of Attorney (SPA), if applicable, to the staff at the window.</p> <p>Sign in the logbook to acknowledge receipt of documents</p>	<p>5.1 Release the documents duly signed by the Registrar, with documentary stamps pasted and university seal affixed.</p> <p>5.2 Return the Official Receipt to the claimant. (For transfer out student, no OR will be returned to the claimant)</p>	None	1 minute	<i>Registrar II</i> <i>Registrar Staff</i>
		None	1 minute	<i>Registrar II</i> <i>Registrar Staff</i>
		None	1 minute	<i>Registrar II</i> <i>Registrar Staff</i>
TOTAL		Undergraduate Programs: Re-issuance: TOR/Transfer credentials - Php50.00 per page Diploma –	Transfer Out 6 minutes First Issuance / Re-issuance 9 minutes	



	Php100.00 per page Certification - Php25.00 per copy 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		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
First Issuance:			
1. One copy of Filled-in request form		Office of the University Registrar	
2. One copy of Original Form 137-A (HS Graduate)		From secondary school last attended	
3. One copy of original Transcript of Records (TOR) with remarks Granted Transfer Credential (Transferee)		From school last attended	



<p>4. One copy of ALS Certificate of Rating (ALS Passer)</p> <p>5. One Photocopy PSA Birth Cert</p> <p>6. One copy of original Brgy Certification – (First Time Jobseekers only)</p> <p>7. One copy of Student Clearance</p> <p>8. Official Receipt</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"> - One copy of Letter of No Objection <p>For re-issuance(Diploma, Cert of Transfer Credential)</p> <ul style="list-style-type: none"> - One copy of Affidavit of Loss <p>Requested Documents claimed by representative</p> <ol style="list-style-type: none"> 1. One copy of Subscribed Authorization Letter/Special Power of Attorney 2. One Photocopy of valid Id of student and is/her representative 		<p>From the school conducted the examination</p> <p>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	1.1 Retrieve and print filled-in request form and required documents via office email address	None	1 minute	<i>Registrar II Registrar Staff</i>
Download, print the Request for Academic Records form and Barangay Certification (for first time job seekers only)	1.2 Indicate the amount to be paid	None	1 minute	<i>Registrar II Registrar Staff</i>
Fill in the request form. Specify the academic records to be requested, purpose and email address. Sign the request form.	1.3 Inform the student via contact number / email address / messenger about the fee/s to be paid to the Cashier's Office	None	1 minute	<i>Registrar II Registrar Staff</i>
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>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 Check Claims of payment for issuance of OR</p> <p>2.2 Issue Official Receipt (OR)</p>	<p>Undergraduate Programs: Re-issuance: TOR/Transfer credentials - Php50.00 per page Diploma – Php100.00 per page Certification - Php25.00 per copy Authentication - Php25.00 per set</p> <p>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</p>	<p>15 seconds</p> <p>1 minute and 45 seconds</p>	<p><i>Cashier III Cashier Staff</i></p> <p><i>Cashier III Cashier Staff</i></p>
3. Wait notification from the Registrar's Office as to schedule of release of document requested	<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</p>	<p>None</p> <p>None</p>	<p>30 seconds</p> <p>1 minute</p>	<p><i>Registrar II Registrar Staff</i></p> <p><i>Registrar II Registrar Staff</i></p>



	<p>sending the requested document (at least 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: 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. One copy of Filled-in request form 2. Three copies of 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 appear on the TV screen Approach the indicated window for the transaction/service needed.	2.1 Receive the priority number & the duly filled-in request form. 2.2. Indicate the amount to be paid on the request	None None	30 seconds 1 minute	<i>Registrar II</i> <i>Registrar's Staff</i> <i>Registrar II</i> <i>Registrar's Staff</i>



After the receipt of assessed request form, go to Cashier's Office.	form and give it back to the student. 2.3 Provide the student with the requested number of Completion Form/s for Incomplete (INC) Grade and release the assessed request form	None	1 minute	<i>Registrar II</i> <i>Registrar's Staff</i>
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.	3.1 Receive issued priority number 3.2 Receive payment and issue Official Receipt (OR)	For Undergraduate Program: Php 5.00/unit For Graduate Program: Masteral - Php 100/subject Doctoral- Php 200/subject	30 seconds 1 minute and 30 seconds	<i>Cashier III</i> <i>Cashier Staff</i> <i>Cashier III</i> <i>Cashier Staff</i>
4. Fill-in the completion form for INC grade completely and correctly; Attach the Official Receipt to it and forward to the faculty who gave the INC grade. The faculty submit graded completion form of the student to the Registrar's Office	4.1 Receive graded Completion Form for INC Grade from the faculty 4.2 Record the grade of the student	None None	30 seconds 1 minute and 30 seconds	<i>Registrar II</i> <i>Registrar Staff</i> <i>Registrar II</i> <i>Registrar Staff</i>
	TOTAL	For Undergraduate	6 minutes and 30 seconds	

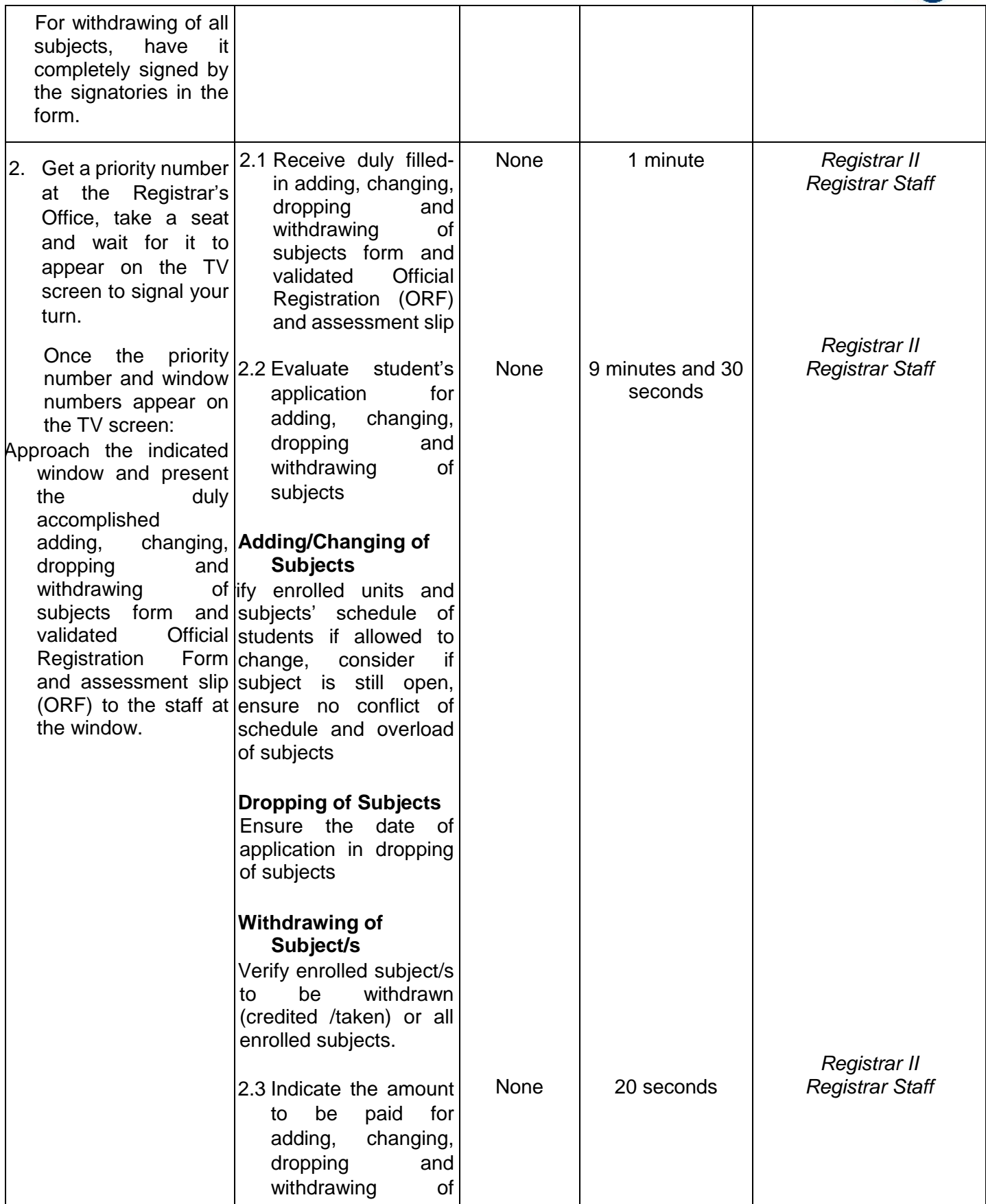


		Program: Php 5.00/unit For Graduate Program: Masteral - Php 100/subject Doctoral- Php 200/subject		
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14. Adding, Changing, Dropping and Withdrawing of Subject/s (Face to Face Transaction)

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. Three copies of Adding, changing, dropping and withdrawing of subjects form 2. One copy of original 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.	None	None		





	<p>subjects in the form and give it back to the student.</p> <p>2.4 Request the student to pay in the Cashier & advise to be back to Registrar's Office after paying.</p>	None	10 seconds	<p><i>Registrar II</i> <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. 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>	Php 25.00 per subject	<p>30 seconds</p> <p>1 minute and 30 seconds</p>	<p><i>Cashier III</i> <i>Cashier Staff</i></p> <p><i>Cashier III</i> <i>Cashier Staff</i></p>
<p>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).</p>	<p>4.1 Receive and check the Official Receipt against the amount indicated in adding, changing, dropping and withdrawing of subjects form</p> <p>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 semester will not exceed the prescribed total number of units.</p>	<p>None</p> <p>None</p>	<p>1 minute</p> <p>4 minutes</p>	<p><i>Registrar II</i> <i>Registrar Staff</i></p> <p><i>Registrar II</i> <i>Registrar Staff</i></p>



	<p>Changing of subject/s - change the subject from the old schedule to the new subject with the corresponding new class schedule</p> <p>Dropping of subject/s – mark DROPPED on the indicated subject of the student.</p> <p>Withdrawing of subject/s – delete in the Comprehensive Enrolment System (CES) the subject/s enrolled by the student in the current semester.</p> <p>4.3 Print the new Official Registration Form and Assessment Slip of students</p>	None	1 minute	<i>Registrar II Registrar Staff</i>
5. Sign in the logbook to acknowledge receipt of the documents	<p>5.1 Release the following: New printed ORF and assessment slip to students who applied for adding/changing; Printed semestral rating to students who applied for dropping of subjects; Admission credentials (for new students, transferee); clearance (for continuing students)</p> <p>Note: 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>	None	1 minute	<i>Registrar II Registrar Staff</i>
TOTAL		Php 25.00 per subject	19 minutes	



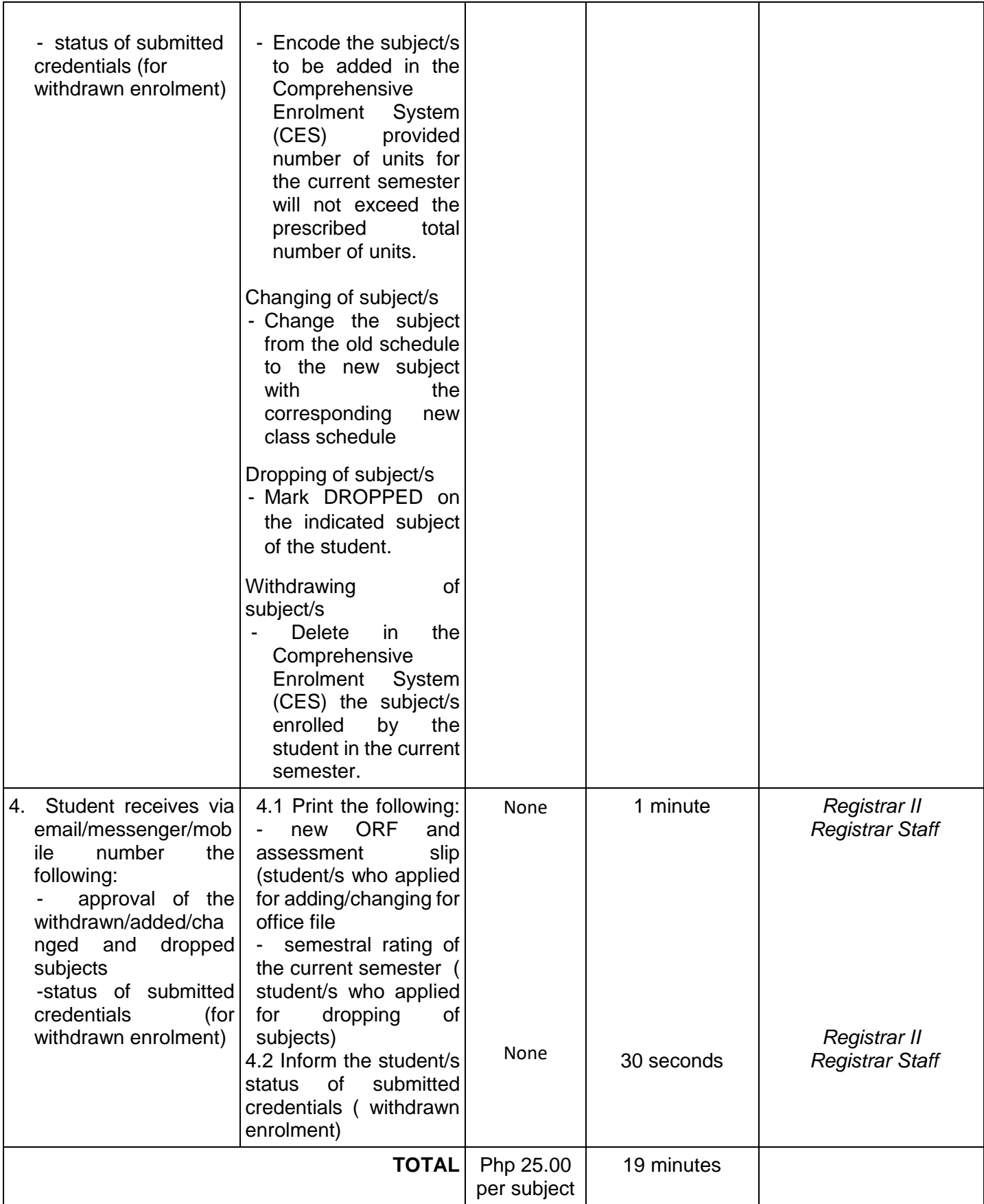
15. Adding, Changing, Dropping and Withdrawing of Subject/s (Online Transaction)

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. Three copies of Adding, changing, dropping and withdrawing of subjects form 2. One copy of 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 If you are done selecting the subject/s and schedule/s to be withdrawn/added/changed/dropped, click the button "proceed to checkout"	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 Dropping of Subjects Ensure the date of application in dropping of subjects Withdrawing of	None	8 minutes	<i>Registrar II Registrar's Staff</i>



	<p>Subject/s</p> <p>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>	<p>None</p> <p>None</p>	<p>30 seconds</p> <p>1 minute and 30 seconds</p>	<p><i>Registrar II</i> <i>Registrar's Staff</i></p> <p><i>Registrar II</i> <i>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: Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706 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 Check Claims of payment for issuance of OR</p> <p>2.2 Issue Official Receipt (OR)</p>	<p>Php 25.00 per subject</p>	<p>15 seconds</p> <p>1 minute and 45 seconds</p>	<p><i>Cashier III</i> <i>Cashier's Staff</i></p> <p><i>Cashier III</i> <i>Cashier's Staff</i></p>
<p>3. Student receives via email/messenger/mobile number the following: - approval of the withdrawn/added/changed and dropped subjects</p>	<p>3.1 Receive Official Receipt from Cashier's Staff</p> <p>3.2 Act on student's application for: Adding of subject/s</p>	<p>None</p> <p>None</p>	<p>30 seconds</p> <p>5 minutes</p>	<p><i>Registrar II</i> <i>Registrar Staff</i></p> <p><i>Registrar II</i> <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. One copy of Filled-in request form 2. One copy of Subscribed Authorization Letter/Special Power of Attorney 3. One 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.a 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.a.1 Receive filled-in request form and required documents</p> <p>2.a.2 Print the semestral rating/s for the period/s requested & release it to the student/representative.</p>	<p>None</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><i>Registrar II</i> <i>Registrar's Staff</i></p>
<p>2.a.1 Log in the logbook</p>	<p>2.a.1.1 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.b 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.b.1 Receive filled-in request form and required documents</p> <p>2.b.2 Indicate in the filled-in request form the amount to be paid & give it back to the student/representative</p> <p>2.b.3 Request the student to pay in the Cashier Office & advise to be back to Registrar's Office after paying.</p>	<p>None</p> <p>None</p> <p>None</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><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</p>	<p>3.1 Receive issued priority number</p> <p>3.2 Receive payment and issue Official Receipt (OR)</p>	<p><i>Php 10.00 / semester</i></p> <p>None</p>	<p>30 seconds</p> <p>1 minute and 30 seconds</p>	<p><i>Cashier III</i> <i>Cashier Staff</i></p> <p><i>Cashier III</i> <i>Cashier Staff</i></p>



screen: Approach the designated window and present the required documents and pay the corresponding fees. After paying, go to Registrar's Office				
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).	4.1 Check the Official Receipt against the amount indicated in the request form 4.2 Print the semestral rating/s for the period/s requested & release to the student / representative.	None None	30 seconds 1 minute	<i>Registrar II Registrar's Staff</i> <i>Registrar II Registrar's Staff</i>
5. Log in the logbook	5.1 Request the student to sign in the logbook to acknowledge receipt of requested semestral rating	None	30 seconds	<i>Registrar II Registrar's Staff</i>
TOTAL		Php10.00/semester	First Issuance 3 minutes Succeeding Issuances 6 minutes	



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. One copy of Request Form 2. One copy of 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.a 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. Scan the filled in	First Issuance			
	1.a.1 Retrieve and print filled-in request form and required documents via office email address	None	1 minute	<i>Registrar II Registrar's Staff</i>
	1.a.2 Print the semestral rating/s for the period/s requested	None	1 minute	<i>Registrar II Registrar's Staff</i>
	1.a.3 Scan the semestral rating and send to student's email address indicated in the request form	None	1 minute	<i>Registrar II Registrar's Staff</i>



request form and student school ID, send to slsureregistrarsogod@gmail.com or registrar@slsuonline.edu.ph				
Student receives via email/messenger the requested semestral rating				
<p>1.b 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 slsureregistrarsogod@gmail.com or registrar@slsuonline.edu.ph</p>	<p>For succeeding Issuances</p> <p>1.b.1 Retrieve and print filled-in request form and required documents via office email address</p> <p>1.b.2. Indicate the amount to be paid</p> <p>1.b.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>Name of Receiver: Ms. Redorita L. Collado</p>	<p>2.1 Check Claims of payment for issuance of OR</p> <p>2.2 Issue Official Receipt</p>		<p>15 seconds</p> <p>1 minute and 45 seconds</p>	<p><i>Cashier's III Cashier's Staff</i></p> <p><i>Cashier's III Cashier Staff</i></p>



Mobile Number: 09532213706 Scan payment transaction slip as proof of payment and send to https://www.facebook.com/SLSU-MC-Cashier/ slsuregistrarsogod@gmail.com				
3. Student receives via email/messenger the requested semestral rating	3.1 Receive Official Receipt from Cashier's Staff 3.2 Print the semestral rating/s for the period/s requested 3.3 Scan the semestral rating and send to student's email address indicated in the request form	None None None	30 seconds 1 minute 1 minute	<i>Registrar II Registrar's Staff</i> <i>Registrar II Registrar's Staff</i> <i>Registrar II Registrar's Staff</i>
TOTAL		Php10.00/semester	First Issuance 3 minutes Succeeding Issuances 6 minutes	

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. One copy of Filled-in request form 2. One copy of 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	None	2 minutes	<i>Registrar II Registrar Staff</i>
	2.2 Evaluate student's subjects taken in the university and previous academic records (if student is transferee)	None	10 minutes	<i>Registrar II</i>
3. Upon receipt of evaluation result, sign in the logbook to acknowledge receipt.	3.1 Release a copy of evaluation result to the student.	None	1 minute	<i>Registrar II Registrar Staff</i>
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. One copy of Filled-in request form 2. One copy of 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 for request for academic records Download and print the Request for Academic Records form. Fill in the request form. Check evaluation of subjects, indicate the purpose and email address. Sign the request form. Scan the filled in request form and student school ID, send to slsuregistrarsogod@gmail.com or registrar@slsuonline.edu.ph Student receives via email/messenger the subject evaluation result	1.1 Retrieve and print filled-in request form and required documents via office email address	None	1 minute	<i>Registrar II</i> Registrar Staff
	1.2 Prepare student's academic record and prospectus	None	1 minute	<i>Registrar II</i> Registrar Staff
	1.3 Evaluate student's subjects taken in the university and previous academic records (if student is transferee)	None	10 minutes	Registrar II
	1.4 Scan the evaluation result and send to student's email address indicated in the request form	None	1 minute	<i>Registrar II</i> Registrar Staff
TOTAL		None	13 minutes	



Office of the Human Resource Management and Development

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 and Development			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	SLSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Leave 2. 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.	1.1 Provide leave application form	None	5 seconds	<i>HRMD Head / HRMO HRMD Staff</i>
2. Forward to the HRMD Office.	2.1 Receive leave application and check completeness of entries	None	2 minutes	<i>HRMD Head / HRMO HRMD Staff</i>
	2.2 Compute leave credit balances.		4 minutes	<i>HRMD Head / HRMO HRMD Staff</i>
	2.3 Sign the leave credits certification.		30 seconds	<i>HRMD Head/ HRMO</i>
3. Complete the signature in the leave form.		None	30 seconds	<i>Client</i>
4. Provide rating/feedback on the work rendered.		None		<i>Client</i>
TOTAL		None	7 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 contactless DTR application system and sign the Daily Time Record Book (Logbook) to record the actual time of arrival and departure from the workplace. DTR is complied to ensure that employees rendered therequired 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 and Development			
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.		- HRMD Office - HRMD 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	2 minutes	<i>HRMD Head/ HRMO HRMD Staff</i>
	1.2 Segregate DTR by department /office.	None	15 minutes	<i>HRMD Staff</i>
	1.3 Distribute DTRs to employees or throughtheir department/ office	None	15 minutes	<i>HRMD Staff</i>



1. Sign the DTR and attach necessary documents. Have the DTR signed by the immediate supervisor.		None		<i>Client</i>
2. Submit the DTR with attachments if any to the HRM Office.	2.1. Check completeness of supporting documents. <i>*If sufficient, give one copy of DTR to employee.</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	1 minute	<i>HRMD Head/HRMO</i> <i>HRMD Staff</i>
	2.2 Forward 2 copies of DTR w/ complete supporting documents to Accounting Office and retain the rest of the documents for office file.	None	2 minutes	<i>HRMD Staff</i>
3. Provide rating/feedback on the work rendered.		None		<i>Client</i>
TOTAL		None	3 5 minutes	



3. Securing Documents

Employees may request/secure from the Human Resource Management and Development 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 HRMO or his/her authorized representative.

Office/Division:	Office of the Human Resource Management and Development			
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 and Development Office - Cashier's Office - Human Resource Management and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get request form from the HRMD Office staff.	1.1 Provide request form.	None	5 seconds	HRMDO Head /HRMO HRMDO Staff
2. Fill-in request form & secure approval from the HRMD. <i>*Pay to the cashier if the purpose is personal.</i>	2.1 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	HRMD/ HRMO
3. Forward duly filled-in and approved request form and Official Receipt if any to the HRMD Office.	3.1 Check the type of request and official receipt.	None	1 minute	HRMD Head/ HRMO HRMD Staff
	3.2 Forward the request to HRMD Office staff assigned.	None	1 minute	HRMD Staff
	3.3 Prepare the requested document.	None	3.5 minutes	HRMD Head/ HRMO HRMD Staff
	3.4 Have the requested document checked/ signed by HRMD Head	None	1 minute	HRMD Head/ HRMO



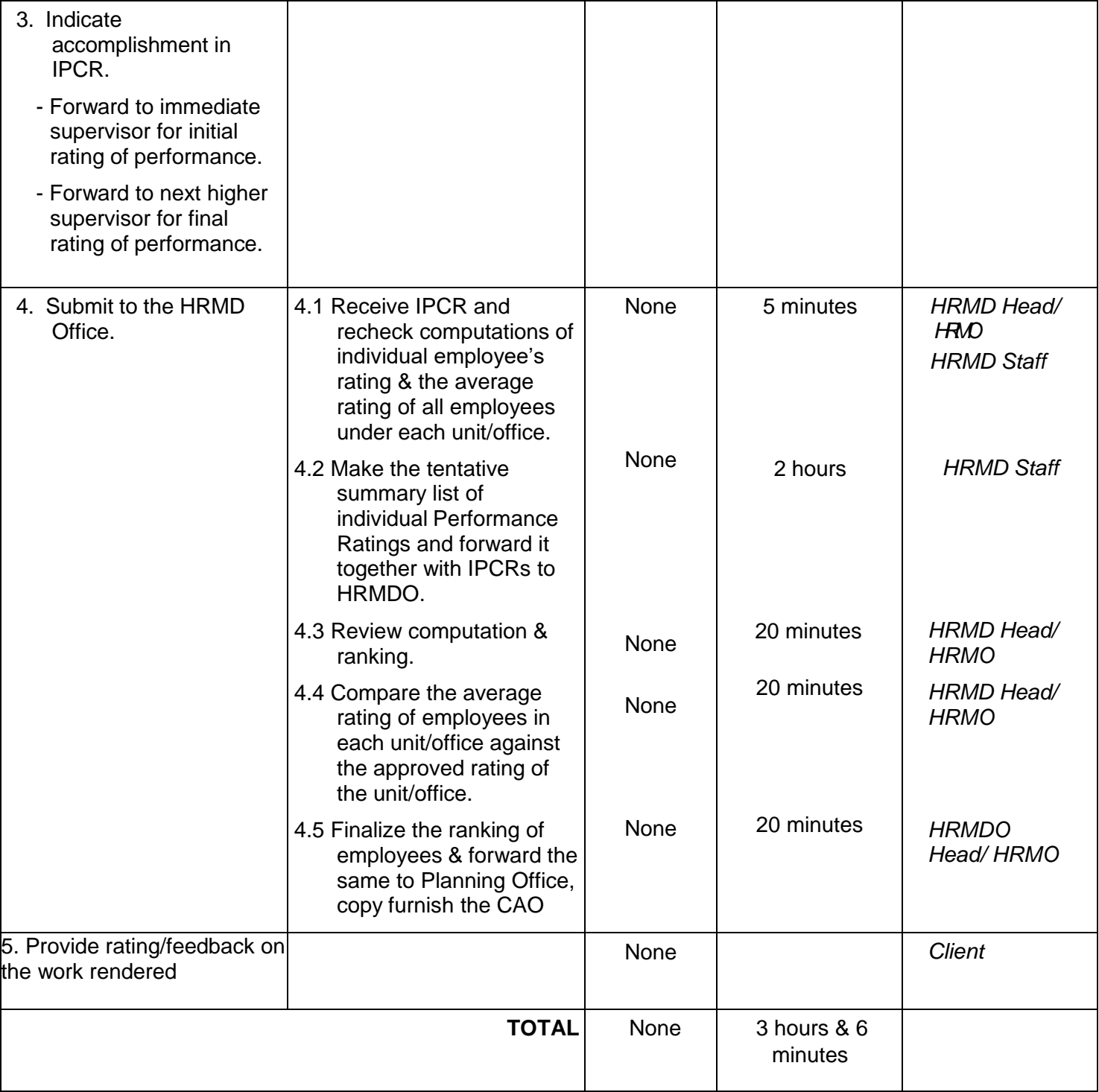
4. Claim requested documents.	4.1 Release the requested documents.	None	30 seconds	<i>HRMD Staff</i>
5. Sign in the acknowledgement receipt.	5.1 Check completeness of entries in the acknowledgement receipt	None	1 minute	<i>HRMD Staff</i>
6. Provide rating/feedback on the work rendered		None		<i>Client</i>
TOTAL		Certification – Php 15.00 Service Record Php 10.00	9 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 and Development			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	SLSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. IPCR		Individual employee having an IPCR		
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 HRMD Office.	2.1 Stamp "Received" on the face of approved IPCR (target) and keep it.	None	30 seconds	<i>HRMD Head/ HRMD Staff</i>
	2.2 Return the IPCR to employees through their respective Office Heads 2 weeks before the end of rating period.	None	30 seconds	<i>HRMD Staff</i>





Office of the Chief Administrative Officer/ Administrative Officer

Internal Service



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)/Administrative Officer (AO)			
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/Administrative Officer 2. Signed procurement documents, financial documents and other official papers		From the different Offices where documents need signature of the CAO/Administrative Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward documents requiring signature of the Chief Administrative Officer (CAO)/Administrative Officer (AO)	1.1 Receive the documents for signatures	None	2 minutes	<i>Chief Administrative Officer/Administrative Officer</i> CAO/AO Office Staff
	1.2 Assess and review the documents.	None	4 minutes	<i>Chief Administrative Officer/Administrative Officer</i>



	1.3 Sign if found in order, otherwise a note for deficiency is attached	None	30 seconds	Chief Administrative Officer/Administrative Officer
2. Claim the acted documents and sign the out-going logbook.	2.1 Return the acted documents.	None	30 seconds	Chief Administrative Officer/Administrative Officer CAO/AO Office Staff
	2.2 Let the receiver sign in the log book.	None	30 seconds	Chief Administrative Officer/Administrative Officer CAO/AO Office Staff
3. Provide rating/feedback on the work rendered		None	1 minute	CAO/AO Office Staff
TOTAL		None	8.5 minutes	



Office of the General Services

Internal Services



1. Work Request for Maintenance of Physical Facilities and General Services

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 / Office of the General Services			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	SLSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Physical Plant Development and Maintenance (PPDM) and General Services (GenS) (SLSU-QF-AF01) 2. Work Order (SLSU-QF-AF02) 3. Work Status Report (SLSU-QF-AF03)		CAO/PPDMO/GENSO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get request form from the CAO/ PPDM/GenS Office	1.1 Provide Physical Facilities Maintenance WorkRequest Form.	None	30 seconds	CAO/AO/ PPDM/GenS Officer CAO Staff/ PPDM/GenS Officer/Staff



2. Fill-up PPDM and GenS WorkRequest Form.	2.1 Check if all required information in AF-01 are filled-in before the request can be submitted to PPDM/GenS Officer.		2 minutes	CAO/ AO/ PPDM/GenS Officer CAO Staff/ PPDM/GenS Officer/Staff
3.Seek approval of PPDM/GenSOfficer	3.1 PPDM/GenS Officer approves the work request (AF01)	None	2 minutes	PPDM/GenS Officer
4.Submit to the Chief Administrative Officer/ Administrative Officer	4.1 CAO/AO approves/disapproves work order and return to PPDM/GenS Officer for implementation/ cancellation of request (AF02)	None	2.5 minutes	CAO/AO/ PPDM/GenS Officer
	4.2 PPDM/GenS Officer/Staff performs the work as ordered	None	1 day (Depending on the work load)	CAO/ AO/ PPDM/GenS Officer/Staff PPDM/GenS Officer/Staff
5. Check Work Status	5.1 CAO/PPDM/GenS Officer evaluates the work performed if completed or not (AF03)	None	2 minutes	CAO/ AO/ PPDM/GenS Officer
6.Provide rating/feedback on work rendered.	5.1 Have the requestor rate/provide feedback on the work done	None	1 minute	Chief Admin Officer/Admi nistrative Officer PPDM/GenS Personnel
TOTAL		None	1 day and 10 minutes	



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 strategic places/areas/buildings of the university/campus 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/Administrative Officer collates and compile those.</p> <p>Feedbacks are processed and summarized and 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/Administrative Officer and the Head of Office where the feedback was given shall have a conference to discuss matters arising from the feedback in order to make necessary interventions.</p> <p>Reply coming from the concerned office shall be submitted to the VP Office where the subject belongs and copy furnished the Office of the President and the client, if there is a known address.</p>
How to file a complaint	<p>Complaints may be 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 09173061477/09270333355.



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/Administrative Officer. 2. Upon assessment by the Chief Administrative Officer (CAO)/Administrative Officer (AO) 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	<p>CCB - contactcenterngbayan.gov.ph PCC - pcc@malacañang.gov.ph ARTA - Email Address - info@arta.gov.ph</p> <p>Website - www.arta.gov.ph Facebook - Anti Red Tape Authority Twitter - @ARTAgovph Instagram - @ARTAgovph</p>



Office	Address	Contact Information
SLSU Main Campus	Sogod, Southern Leyte	09173061477/09270333355
SLSU Tomas Oppus Campus	Tomas Oppus, Southern Leyte	(053) 575-3013/09179562306
SLSU Bontoc Campus	Bontoc, Southern Leyte	(053) 383-3121
SLSU San Juan Campus	San Juan, Southern Leyte	09194579713/09355192852
SLSU Hinunangan Campus	Hinunangan, Southern Leyte	09171127943/09088105398
SLSU Maasin Campus	Maasin, Southern Leyte	(053) 387-0703

A handwritten signature in blue ink, appearing to be "Jude A. Duarte".

JUDE A. DUARTE, DPA
University President