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Vision & Mission

Vision

A globally productive higher education institution with excellent academic programs in the fields of business and education, engineering and technology, social and natural sciences, and allied medicine; spearheading proactive research and extension programs and the sustainable stewardship of Mt. Banahaw.

Mission

Committed to building people, providing quality education and promoting a healthy environment.

Core Values

GO- God-loving

S - Service-oriented

L - Leadership by Example

S - Sustained Passion for Excellence

U - Undiminished commitment to peace and environment advocacy.



Performance Pledge

We, the Officials, Faculty and Employees of the Southern Luzon State University do solemnly swear and uphold to the noble ideals of serving our clients and stakeholders to:

- GO-** Give open handed delivery of service at all times
- S-** Serve promptly with utmost courtesy and professionalism
- L-** Lead a modest life and comply with the institution's service standards
- S-** Sustain the culture of excellence in handling praises and complaints and effecting corrective measures to improve oneself
- U-** Unexceptional quest to empower the public to be heard and have access to information on SLSU policies, programs and activities, and service through all forms of media

By these we pledge,

Because everyone deserves to be served by the
SLSU Family



Feedback and Redress Mechanism

Please let us know how we can serve you better by performing any of the following:

1. Accomplish Feedback Form available at front desk and drop in the Feedback/Suggestion Box at the office where you transact business
2. Send feedback through email at slsuniv@yahoo.com or slsu.hrmo@gmail.com or send message to [09266217320](tel:09266217320) or call our hotline no. [042\) 540-4087 loc. 115](tel:0425404087)
3. Make representation with our Public Assistance/Complaint Desk Officer, Ms. Benedicta J. Obleada at the Ground Floor of the Administration Building and you will immediately be attended to or
4. Write your suggestion/complaint addressed to the Human Resource Management Officer, Ms. Aurora L. Sumague.

Thank you for helping us improve our service, we're happy to serve you the best way we can.



Frontline Services

A. STUDENT-RELATED

Type of Frontline Service	Fees	Form	Processing Time*	Person / Unit In Charge
Procedure for Applying for Entrance Exam	P150	University Entrance Exam Form	16 min.	Guidance & Testing Center
Student Scholarship (during Enrollment)	None		Old Students - 17 min. New Students - 29 min.	Office of Student Services
Enrollment		Registration Form		Dean's Office, Cashier's Office, Accounting Office, Registrar's Office
a) New Student	Tuition – Based on Category Class A - P100/u Class B - P175/u Class C - P250/u Misc. - P 795		20 min.	
b) Old/Regular Student	Tuition – Based on Category Misc. – P 695		17 min.	
Posting of Account	None	Registration Form, Official Receipt	3 min. 30 sec.	Accounting Office
Adding, Changing, Dropping (ACD) of Subjects	Old Students - P 25/ s New Students - P 100/s	Registration Form	15 min.	Dean's Office Registrar's Office
Accreditation of Student Organization	P 50		54 min.	Office of Student Services

Type of Frontline Service	Fees	Form	Processing Time*	Person / Unit In Charge
Approval of Student Activities, Field Trips, Company Visits, etc	None	Endorsement from Dean/Chairman	20 min. + 3 working days	Office of Student Services Office of VPAA
Signing of Clearance and Issuance of Final Examination Permit	None	Clearance	5 min. 30 sec.	Accounting Office
Application for Graduation and Evaluation of Grades for Graduation***	P**	Registration Form, Clearance, Official Receipt	10 min.	Dean's Office, Registrar's Office
Application & Issuance of Transcript of Records	Old Students - 1st 2 Pages P 75 Additional P30 New Students - 1st 2 Pages P 100 Additional P 60	Clearance, Official Receipt	Working days 30	Registrar's Office
Certifications	Old Students - P25 New Students - P100		5	
Moral Character Etc	P50		5 min.	
Out Patient Consultation		School ID	42 min.	Medical/Dental Clinic
Emergency			1 hr & 43 min	
Others: OJT Training Hospital Duty/Affiliation			3 min. 3 min.	
Renewal of Contract Athlete Competition			3 min. 3 min.	
Application, Processing, Issuance of ID	(Included in Misc. Fees)	Registration Form, Official Receipt	8 min.	Business Affairs Office

Borrowing of Books & Other Library Materials	None	School ID	8 min.	Library
	P 15/letter	School ID	12 min.	
	None	School ID/ Clearance	11 min.	
	College student P 20.00	School ID/Referral	7 min.	
High School student P 10.00				
Book Binding	P100/set	Book Binding Slip	4 min.	Business Affairs Office
Request for Service Issuance		Official Receipt	4 min.	
Payment of Fees	Depending upon the type of transaction or fees to pay	Official Receipt	2 min.	Cashier's Office

B. NON-STUDENT-RELATED

Type of Frontline Service	Fees	Form	Processing Time*	Person / Unit In Charge
Payment to Suppliers/Creditors	None	Official Receipt	2 min.	Cashier's Office
Issuance of Service Record Certification (HR Related) Application for Employment (walk-in)	None	HR Request Form	6 min.	HRMO
		None	8 min.	
Request for Skills and Livelihood Training, Capability Building, Technology Transfer	None	Extension Request Form	15 min.	Extension Office

* Under normal circumstances per transaction

** Subject to change without prior notice and including pictures and yearbook

*** Processing of Application for Graduation takes 1-2 months, hence does not fall in the period of completion of transaction prescribed in the ARTA

1. Procedure for Applying for Entrance Exam

- Schedule of Availability of Service:** (October to February of the following year, as scheduled) Daily 8:00 a.m. – 5:00 p.m.
- Who can avail of the Examination :** Senior graduating high school students, high school graduates, those seeking transfer to the University
- What are the requirements :** **Fully accomplished application form with pasted two (2) pieces 1 x 1 colored recent pictures printed on quality paper, close up shot, copy of Form 137 and Identification Card**
- Duration :** 16 minutes
- Location of the Unit/Office :** Guidance and Testing Center, 2nd Flr., HI Building, Left Side
- How to Avail of the Service :**

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Secure Application Form *Fill up Application Form	Guidance and Testing Center	.	Clerk		Application Form
2	ADVISING *Present Form 137 and other requirements to the Guidance Staff *Check Application Form *Pay Examination Fee *Go back to Guidance Office	Guidance and Testing Center Cashier	5 to 10 min 2 min.	Clerk Clerk	 P150	Application Form Official Receipt
3	CHECKING *Present Official Receipt *Post names to selected course program	Guidance and Testing Center	2 min.	Clerk		Application Form

4	SCHEDULING *Assign control number for application form *Assign of schedule of examination *Post of Application Form *Secure Application Receipt	Guidance and Testing Center	2 min.	Clerk		Application Form

* Under normal circumstances

Note: Come before examination time. The examination time is one and a half (1 1/2) hours. The examinee must bring a ball pen and a pencil during the examination. No calculator/food is allowed inside the testing room. Official examination results shall be posted on the bulletin board at the Campus where examination took place and at the university web site: www.slsu.edu.ph in twenty (20) working days after the last schedule of examination. Request for second copy of printed result requires payment of P20 to the Cashier's Office.

2. Student Scholarship (during enrollment)

Schedule of Availability of Service : (Enrollment period) Daily 8:00 a.m. – 5:00 p.m.

Who can avail : Valedictorian/Salutatorian (for entrance scholarship)
Students with high scholastic standing
Varsity Players
Those with sponsor

What are the requirements : **All or any of the following:**
1. ID
2. Form 138, Photo copy of grades
3. Parents' Income Tax Return (ITR)
4. Certification from the Principal as Valedictorian or Salutatorian
5. Certification from Scholarship Sponsor

Duration : 29 min.

Location of the Unit/Office : Office of Student Services, Ground Floor, Administration Building, Left Side

How to Avail of the Service : **For Entrance Scholar (New Student)**

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	For New Scholars: 1.a Academic Scholar Submit the following for verification : 1. Form 137 (Card) 2. Copy of Birth Certificate 3. Parents ITR 4. Certification from Principal as Valedictorian or Salutatorian 1.b Other Scholars Submit items 1-3 above and Certification of scholarship from sponsor	Office of Student Services (OSS)	10 min.	Head/Clerks		Scholarship Ledger Scholarship Application

2	Secure Scholarship Slip	Scholarship Unit, Office of the Student Services	5 min.	Clerk		Scholarship Slip
3	Proceed to Scholarship Encoder, present Scholarship Slip for encoding	Scholarship Unit, Office of the Student Services	10 min.	Clerk		Scholarship Slip
4**	Go back to the Dean's Office for registration	Respective Dean's Office	2 min	Respective Dean's Clerk		Registration Forms
5	After enrollment: Submission of 3 xerox copies of Registration Forms & 3 xerox copies of Official Receipt if payment was done	Scholarship Unit, Office of the Student Services	2 min.	Clerk		OSS copy of 3 xerox copies of Registration Forms & 3 xerox copies of Official Receipt

* Under Normal Circumstances

**Not included in the scholarship process, next step to enrollment after scholarship availment

How to Avail of the Service : For Old Student (17 min.)

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Submit photocopy of grades (classcards)	Scholarship Unit, Office of Student Services	5 min.	Head/Clerks		Report of Final grades signed by the Dean
2	Secure Scholarship Slip	Scholarship Unit, Office of Student Services	5 min.	Clerk		Scholarship Slip
3	Proceed to Scholarship Encoder, present Scholarship Slip for encoding	Scholarship Unit, Office of Student Services	5 min.	Clerk		Scholarship Slip
4**	Go back to the Dean's Office for registration	Respective Dean's Office	2 min	Respective Dean's Clerk		Registration Forms
5	After enrollment: Submission of 3 xerox copies of Registration Forms & 3 xerox copies of Official Receipt if payment was done	Scholarship Unit, Office of the Student Services		Clerk		OSS copy of 3 xerox copies of Registration Forms & 3 xerox copies of Official Receipt

* Under Normal Circumstances

**Not included in the scholarship process, next step to enrollment after scholarship availment

3. Enrollment of New Students

- Schedule of Availability of Service :** (Before start of semester, as scheduled) Daily 8:00 a.m. – 5:00 p.m.
- Who can enroll :** Admitted applicants to the program
- What are the requirements :**
- 1. Printed result of University Entrance Examination**
 - 2. Result of Medical/Dental Examination**
 - 3. Admission to College Slip**
 - 4. Original Form 137 NBI/Police Clearance**
 - 5. Certificate of Moral Character**
 - 6. NSO authenticated birth certificate**
 - 7. Four (4) pieces 2 x 2 colored recent pictures printed on quality paper, close up shot**
 - 8. Parent's Income Tax Return (ITR) or Certification of Non-Payment of Tax from BIR**
- Duration :** 20 minutes (excluding Step 5)
- Location of the Units/Offices :** Respective Colleges/Registrar's Office, Ground Flr., Gomburza Building. Cashier's and Accounting Offices, Ground Flr., Administration Building, Right Side
- How to Avail of the Service :**

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Proceed to Dean's Office to submit requirements for verification, seek advise from Program Chairperson, secure computerized enrollment form	Respective Dean's Office	9 min. 3 min.	Respective Chairpersons Dean's Clerk		Registration Form
2	Pay Tuition and Miscellaneous Fees	Cashier's Office	2 min.	Clerk	Schedule of Fees Below	Official Receipt

3	Proceed to Accounting Office for Posting of Account	Accounting Office	2 min.	Posting Clerk		
4	Proceed to Registrar's Office to submit requirements and obtain classcards	Registrar's Office	4 min.	Clerk		Class Cards
5	Proceed to Business Affairs Office (BAO) for Uniform Measurement	Business Affairs Office	15 min.	Dress Maker/Tailor		Uniform Claim Slip

*Under Normal Circumstances

- Note:
1. New students who would like to avail scholarship should apply first at the Scholarship Office before proceeding to the Dean's Office.
 2. The Chairperson is responsible to check the accuracy and completeness of admission requirements/documents being presented by the enrollee.
 3. Admission and Medical/Dental Examination Slips are given prior to the enrollment schedule from the respective Colleges. The Admission Slip includes all the requirement an enrollee must prepare and bring during enrollment time.
 4. Printed result of University Entrance Exam is secured from the Guidance and Testing Center and given upon request of examinee.
 5. As a University policy, it is a must to go to the Business Affairs Office to obtain body measurement for the uniform. The issuance of uniform will depend on how early the student subject himself/herself to measurement. The amount of time spent at the BAO and the release of uniform is not included in the duration of enrollment and hence does not fall in the period of completion of the transaction prescribed in ARTA

4. Enrollment of Regular Students

- Schedule of Availability of Service :** (Before start of semester, as scheduled) Daily 8:00 a.m. – 5:00 p.m.
- Who can enroll :** Regular Students
- What are the requirements :** **1. Final Examination Permit from the previous semester**
2. Complete class cards from the previous semester
- Duration :** 17 minutes
- Location of the Unit/Office :** Respective Colleges/Registrar’s Office, Ground Flr., Gomburza Building. Cashier’s and Accounting Offices, Ground Flr., Administration Building, Right Side
- How to Avail of the Service :**

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Proceed to Dean’s Office and present Permit	Respective Dean’s Office	3 min.	Respective Chairpersons		
2	Proceed to Program Chairperson, present Class Cards, seek advise and signature on the Pre-Enrollment Form	Respective Dean’s Office	5 min.	Respective Chairpersons		Pre-enrollment Form
3	Secure final schedule	Dean’s Office or MIS Office	5 min.	Respective Dean’s Clerk or MIS Encoder		Registration Form
4	Pay tuition and miscellaneous fees	Cashier’s Office	2 min.	Clerk	Schedule of Fees Below	Official Receipt
5	Proceed to Registrar’s Office, show Registration Form and get Class Cards	Registrar’s Office	2 min.	Releasing Clerk		Class Cards

* Under Normal Circumstances

- Note:
1. The Final Examination Permit indicates that the student is free from financial obligation from the prior semester and therefore must be presented to the Program Adviser who act as the Enrolling Officer.
 2. The Chairperson is responsible to check the accuracy and completeness of the student's class cards. requirements / documents being presented by the enrollee.
 3. For scholars, proceed first to the Scholarship Office for certification before securing final schedule.

Schedule of Fees

Tuition Fee

Based on Category

Class A - P100/unit

Class B - P175/unit

Class C - P250/unit

Miscellaneous Fees

Old Students

New Students

Registration Fee	P 100	Registration Fee	P 150
Library	50	Library	150
Medical/Dental	100	Medical/Dental	150
Athletic	50	Athletic	100
Cultural	30	Cultural	75
SCUAA	70	SCUAA	150
Publication (Kingfisher)	100	Publication (Kingfisher)	100
Insurance	30	Insurance	30
SSC	10	SSC	10
Higher Education Development Fund	150	Higher Education Development Fund	200
		Internet	150

- Note:
1. Tuition Fee Category is based on the family income bracket of the applicant
 2. No insurance fee is collected during the second semester
 3. Only ID verification sticker is issued during the second semester which cost P 5.

5. Posting of Account

- Schedule of Availability of Service :** (During Enrollment and on regular days) Daily 8:00 a.m. – 5:00 p.m.
- Who should avail :** Those who paid Tuition and Miscellaneous fees
- What is the requirement :** **Official Receipt**
- Duration :** 3 minutes and 30 sec.
- Location of the Unit/Office :** Accounting Office, Ground Flr., Administration Building, Right Side
- How to Avail of the Service :**

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Present Registration Form and Official Receipt	Accounting Office	30 sec.	Posting Clerk	None	Registration Form
2	Wait for the release of the Registration Form and Official Receipt	Accounting Office	3 min.	Posting Clerk		Registration Form marked posted

* Under Normal Circumstances

6. Adding, Changing and Dropping (ACD) of Subjects

- Schedule of Availability of Service :** (Within the Prelim Period) Daily 8:00 a.m. – 5:00 p.m.
- Who can avail :** Students who need to add, change or drop the subject
- What are the requirements :**
- 1. Registration Form**
 - 2. Request letter to Add, Change or Drop the Subject duly signed by Chairperson/Dean**
 - 3. Adding, Changing or Dropping (ACD) Form**
- Duration :** 15 minutes
- Location of the Unit/Office :** Respective Colleges/Registrar's Office, Ground Flr., Gomburza Building. Cashier's and Accounting Offices, Ground Flr., Administration Building
- How to Avail of the Service :**

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Get a form from Registrar's Office, fully accomplish it before obtaining signature of Approving Authority	Registrar's Office Dean's Office	2 min.	Registrar's Clerk Respective Chairperson /Dean		ACD Form
2	Seek approval to add, change or drop subject/s	Dean's Office	5 min.	Dean		Letter request from the student
3	Pay ACD fee	Cashier's Office	2 min.	Clerk	New – P 100/s Old – P 25/s	Official Receipt
4	Submit portion of the ACD Form to respective Offices	Registrar's Office Dean's Office Accounting Office	6 min.	Registrar's Clerk Chairperson / Dean Posting Clerk		ACD Form

* Under Normal Circumstances

- Note:**
1. Adding, Changing or Dropping (ACD) Form has three sections to accomplish. One portion for the Registrar's Office, another for the Dean's Office and one more for the Accounting Office.
 2. Adding, changing or dropping of subject should have prior approval of the Program Chairperson before the Dean affix his/her signature on the ACD Form.

7. Accreditation of Student Organization

- Schedule of Availability of Service :** (Start of the 1st Semester) Daily 8:00 a.m. – 5:00 p.m.
- Who can avail :** Regular Students with organization of not less than 15 SLSU students
- What are the requirements :**
- 1. Letter request from the Organization represented by the President**
 - 2. Set of Officers**
 - 3. Financial Report of the Organization**
 - 4. Narrative Report on the Organization’s Accomplishment (for existing organization)**
 - 5. Program of Activities duly signed by the Adviser**
 - 6. Commitment letter of the Adviser**
 - 7. Official Receipt of Payment**
- Duration :** 54 minutes
- Location of the Unit/Office :** Office of Student Services, Ground Flr., Administration Building, Left Side and Cashier’s Office, Ground Flr., Administration Building, Right Side
- How to Avail of the Service :**

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Submit documents for preliminary evaluation and wait for result and interview schedule	Clerk/Head for Student Organization Office of Student Services	20 min.	Clerk/Head		Accreditation Request Form and Posted Notice of Interview Schedule
2	Go back for interview	Student Organization	30 – 45 min.	Head for Student Organization		
3	Follow-up result	Office of Student Services	5 min.	Clerk		
4	Pay Registration fee	Cashier’s Office	2 min.	Clerk	P50.00	Official Receipt
5	Claim Certificate of Accreditation	Student Organization	2min.	Head		Certificate of Accreditation

* Under normal circumstances

- Note:
1. The Office of Student Organization (OSS) will not accept incomplete documentary requirements.
 2. Due to the number of student organizations seeking accreditation, the interview is scheduled within the semester.
 3. The process does not include the time for further evaluation, if needed and approval of the accreditation
 4. There should be a minimum of 15 student-members in the organization upon request for accreditation expected to accumulate to 25 members upon approval of accreditation.
 5. A temporary accreditation shall be given to a new organization and shall become permanent on subsequent accreditations. If given a temporary accreditation and was not able to comply with the requirements, the organization shall become permanently unaccredited for the rest of the academic year.
 6. An organization previously denied with accreditation due to the fault of the officers or its members shall be subjected to strict screening of documents and interview and shall be reverted to temporary accreditation once approved.

8. Approval of Student Activity/ies, Field Trips, Company Visits, etc.

- Schedule of Availability of Service :** Daily 8:00 a.m. – 5:00 p.m.
- Who can avail :** Regular Students
- What are the requirements :** **Any or all of the following depending on the type of activity being requested:**
- 1. Letter request with Subject Adviser and Program Chairman’s recommendation approved by the Dean**
 - 2. Letter acceptance of Agency/Organization to be visited**
 - 3. Syllabus signed by the Adviser duly approved by the Program Chairperson and the Dean showing the activity**
 - 4. Itinerary of Activity/ies**
 - 5. Budget Proposal of the Activity/ies**
 - 6. Parent’s Permit of those who will travel**
 - 7. Comprehensive Insurance of Vehicles to be utilized**
- Duration :** 20 minutes + 3 working days
- Location of the Unit/Office :** Office of Student Services, Ground Flr., Administration Building, Left Side and Cashier’s Office, Administration Building, Right Side
- How to Avail of the Service :**

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Submit documents for preliminary evaluation and wait for result	Office of Student Services	10 min.	Clerk		Follow-up Slip
2	Follow-up result	Office of Student Services	5 min.	Clerk		
3	Secure approval of activity	Office of Student Services	5 min.	Clerk		Request letter duly approved

*Under normal circumstances

- Note:**
1. Request for approval of activity/ies must be done at least 2 weeks before the target date.
 2. For major activities, request must be made at the start of the semester or at least during the Prelim.
 3. No activity shall be approved one week before the schedule of long/periodical examination.
 4. Follow-up for result three days after submission of request.

9. Signing of Clearance and Issuance of Final Examination Permit

- Schedule of Availability of Service :** (After the Midterm Period) Daily 8:00 a.m. – 5:00 p.m.
- Who must avail :** All students
- What is the requirement :**
- 1. Student Clearance**
 - 2. ID**
 - 3. Official Receipt of payment made**
- Duration :** 1 min.
- Location of the Unit/Office :** Accounting Window, Accounting Office, Ground Flr., Administration Building, Right Side
- How to Avail of the Service :** **For Signing of Clearance**

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Present Registration Form Official Receipt and Clearance Form from the Deans' Office	Accounting Office	30 sec.	Clerk		Registration Form Official Receipt Clearance Form
2	Get signed clearance	Accounting Office	30 sec.	Clerk		Signed Clearance

* Under Normal Circumstances

How to Avail of the Service : For Issuance of Final Examination Permit (4 min and 30 sec.)

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Present Student Clearance, ID and Official Receipt	Accounting Office	30 sec.	Posting Clerk	None	
2	Wait for verification of payment made	Accounting Office	3 min.	Posting Clerk		
3	Secure Permit	Accounting Office	1 min.	Posting Clerk		Final Examination Permit

* Under Normal Circumstances

Note: To avoid rush, 1. Pay Tuition and other fees on time

2. Secure final examination permit as early as possible

3. Student Clearance are available in your respective Colleges from the Dean's Office

10. Application for Graduation and Evaluation of Grades for Graduation

Schedule of Availability of Service : (After Midterm Period) Daily 8:00 a.m. – 5:00 p.m.

Who can avail : Students who are requesting

What are the requirements : none

Duration : 10 minutes

Location of the Unit/Office : Registrar's Office, Ground Flr, Gomburza Building

How to Avail of the Service :

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Secure Application for Graduation form from the Registrar's Office and fill up	Registrar's Office	1min.	Clerk		Application for Graduation Request Form
2	Secure signature of officials named therein and go back to Registrar's Office	Respective Chairperson/Dean Accounting Office	5 min.	Respective Chairperson/Dean Dean's Clerk Accounting Clerk		
3	Submit the Application For Graduation form and get Return Slip. (Evaluation of grade follows.)	Registrar's Office	1 min.	Clerk		AGRF Return Slip with schedule when to return
4	Follow up result of evaluation	Registrar's Office	2 min.	Clerk		
5	Enlist for graduation (when qualified)	Registrar's Office	1min.	Clerk		Verification slip with markings

* Under Normal Circumstances

**Application for graduation takes at least 1-2 months for verification if all requirements are complied with or no deficiency at all.

11. Application & Issuance of Transcript of Records, Certifications, Moral Character, Etc.

- Schedule of Availability of Service :** Daily 8:00 a.m. – 5:00 p.m.
- Who can avail :** Students who are requesting
- What are the requirements :**
1. ID
 2. Official Receipt of Payment
 3. Student Clearance (For Issuance of Certification of Moral Character and Transcript of Records)
- Duration :** Application: 5 minutes Processing: 1Day (except TOR) Issuance: 5 minutes
- Location of the Unit/Office :** Registrar's Office, Ground Flr, Gomburza Building and Cashier's Office, Administration Building, Right Side
- How to Avail of the Service :** For application of certificates, moral character, etc.

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Secure request form from the Registrar's Office and fill up	Registrar's Office	1 min.	Clerk		Request Form
2	Pay fee	Cashier's Office	3 min.	Clerk		Official Receipt
3	Present the OR to the Front Desk Officer and wait for the Claim Stub	Registrar's Office	1 min.	Clerk		Claim Stub

* Under Normal Circumstances

How to Avail of the Service : For issuance of certificates, etc.**

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Present your claim stub to the Front Desk	Registrar's Office	1 min.	Clerk		Claim Stub
2	Sign on the Log Book after the Clerk verify the request	Registrar's Office	3 min.	Clerk		
3	Claim request**	Registrar's Office	1 min.	Clerk		Certificate***

* Under Normal Circumstances

** Authorization is required if claimed for others

*** Issuance of Certificate of Moral Character requires Student Clearance

How to Avail of the Service : For Issuance of Transcript of Records

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Secure request form from the Registrar's Office and fill up	Registrar's Office	1 min.	Clerk		Request Form
2	Pay fee	Cashier's Office	3 min.	Clerk		Official Receipt
3	Present the OR to the Front Desk Officer and wait for the Claim Stub	Registrar's Office	1 min.	Clerk		Claim Stub with specified date of TOR release
4	Return on the date specified at the Claim Stub, submit your clearance and claim TOR**	Registrar's Office	3 min.	Clerk		Transcript of Records (TOR)

* Under Normal Circumstances

12. Outside Consultation, Emergency, Others

- Schedule of Availability of Service :** Daily 8:00 a.m. – 5:00 p.m.
- Who can avail :** Students/Faculty/Employees
- What are the requirements :** **ID**
- Duration :** 42 minutes (maximum transaction)
- Location of the Unit/Office :** Medical/Dental Clinic, Ground Flr.,
- How to Avail of the Service :** **For Students/Faculty/Employees in need of medical/dental consultation**

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Presentation of ID/Forms	Medical/Dental Clinic	2 min.	Nurse		ID/Forms
2	Interview/Assessment	Medical/Dental Clinic	2-3 min.	Nurse		
3	Medical Consult	Medical/Dental Clinic	3-4 min.	Physician		
4	Dental Consult	Medical/Dental Clinic	33 min	Dentist		

How to Avail of the Service : For Students/Faculty/Employees in need of medical/dental assistance

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Assess Medical/Condition	Medical/Dental Clinic	2-3 min	Physician/Nurse		
2	Treatment	Medical/Dental Clinic	5-10 min. 15 min – 1 hr & 30 min. 43 min.	Physician/Nurse		

How to Avail of the Service : For Students/Faculty/Employees seeking medical/dental consultation and/or issuance of Medical/Dental Certificate

	Other Services	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	OJT Training	Medical/Dental Clinic	2-3 min.	Physician		Medical Certificate
2	Hospital Duty/Affiliation	Medical/Dental Clinic	2-3 min.	Physician		Medical Certificate
3	Renewal of Contract	Medical/Dental Clinic	2-3 min.	Physician		Medical Certificate
4	Athlete Competition	Medical/Dental Clinic	2-3 min.	Physician		Medical Certificate

13. Application, Processing and Issuance of Identification Card

- Schedule of Availability of Service :** Daily 8:00 a.m. – 5:00 p.m.
- Who can avail :** New students
- What are the requirements :** **1. Registration Form**
2. Official Receipt
- Duration :** 8 minutes for ID application, processing and issuance
- Location of the Unit/Office :** Business Affairs Office, Ground Flr., HI Building, adjacent to College of Business and Accountancy
- How to Avail of the Service :**

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Present Registration Form for verification and accomplished ID application form	Business Affairs Office	1 min.	Clerk		Registration Form Official Receipt ID Application Form
2	Prepare for picture taking while the Clerk encode student data	Business Affairs Office	3 min.	Clerk		
3	Get picture taken and signature affixed	Business Affairs Office	2 min.	Clerk		
4	Wait for picture to be uploaded in the computer and release of ID and claim	Business Affairs Office	2 min.	Clerk		

Under normal circumstances

- Notes:
1. Students can apply for Identification Card right after enrollment or during the first month of the semester.
 2. Only 100 students' ID can be processed per day due to ID processing system thus application is on a first-come first-served basis.
 3. There is one ID card recognized for SLSU identification and the use of Library. The card is barcoded.

14. Borrowing of Books and other Library Materials

Schedule of Availability of Service : Daily 8:00 a.m. – 5:00 p.m.

Who can avail : Students

What is the requirement : **School ID**

Duration : 8 minutes (max. transaction)

Location of the Unit/Office : Library Building

How to Avail of the Service :

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Choose book/s and other library materials to borrow at the OPAC (Online Public Access Catalog)	Library	3 min.	Library Users		
2	Choose book/s and other library materials at the shelves	Library		Library Users		
3	Present School ID for barcode recognition Present chosen book/s and other library materials : -for photocopy, leave school ID -for overnight, sign book card and wait for the book receipt until charged	Library	3 min.	Clerk		School ID Book/s and other library materials
4	RETURNING: Present borrowed book/s and other library materials together:	Library		Client Clerk		Book/s and other library materials Book Receipt

	-for photocopy, present borrowed book/s and other library materials -for overnight, present borrowed book/s and other library materials and book receipt					
	FOR OVERDUE BOOK/S: Pay fines as assessed by the assigned staff			Clerk	Fine: 5.00 after 9:00 0.50 succeeding hrs.	Book Receipt

How to Avail of the Service : Request for Referral Letter (12 minutes)

What is the requirement : **School ID**

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Present the Registration Form	Library	1 min.	Client		School ID
2	Fill up logbook for information	Library	5 min.	Client		Logbook
3	Type Referral Letter	Library	4 min.	Clerk		
4	Sign of Referral Letter	Library	1 min.	University Librarian		Referral Letter
5	Get Referral Letter	Library	1 min.	Clerk	P 15/letter	Referral Letter

How to Avail of the Service : Signing of Clearance (11 minutes)

What is the requirement : **School ID/Clearance**

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Submission of Thesis Check the thesis if properly signed	Library	2 min.	Clerk		Logbook Distribution form
2	Sign of Clearance	Library	1 min.	Clerk		Distribution form
	For Transcript of Record					
1	Fill up logbook for information	Library	2 min.	Client		Logbook
2	Sign of Clearance	Library	3 min.	Clerk		Clearance
	For Major Examination (Undergraduate Students)					
1	Present valid School ID for deactivation	Library	3 min.	Clerk		School ID/ Library Card
2	Sign of Clearance (each section)			All Library Staff		Clearance

How to Avail of the Service : Accepting Outside Researchers (7 minutes)

What is the requirement : **School ID/Referral Letter**

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Present valid School ID and Referral Letter	Library	1 min.	Client	College student P20.00 High School Student P10.00	School ID, Referral Letter
2	Fill up logbook	Library	5 min.	Client		Logbook
3	Pay visitor's fee	Library		Clerk		
4	Get library visitor's ID	Library	1 min.	Clerk		Library Visitor's ID

15. Book Binding, Request for Service and Issuance

- Schedule of Availability of Service :** Daily 8:00 a.m. – 5:00 p.m.
- Who can avail :** Students in need of service
- What are the requirements :** **1. ID / Registration Form**
2. Official Receipt
- Duration :** 8 minutes
- Location of the Unit/Office :** Business Affairs Office, Ground Flr., HI Building, adjacent to College of Business and Accountancy, Cashier's Office, Ground Flr., Administration Building, Right Side
- How to Avail of the Service :** Steps 1 – 3 for Request for Service, Steps 4 – 5 for Issuance

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Secure Book Binding and Payment Slip	Business Affairs Office	1 min.	Clerk		Book Binding Payment Slip
2	Pay fee	Cashier's Office	2 min.	Clerk	P100/copy Min of 3	Official Receipt
3	Show Official Receipt and Obtain Book Binding Return Slip	Business Affairs Office	1 min.	Clerk		Book Binding Return Slip
4	Go back on schedule and present Book Binding Return Slip	Business Affairs Office	2 min.	Clerk		
5	Obtain book bounded material/s	Business Affairs Office	2 min.	Clerk		Book bounded materials

* Under normal circumstances

16. Payment of Fees

Schedule of Availability of Service : Daily 8:00 a.m. – 5:00 p.m.

Who can avail : Students and the public

What are the requirements : **ID / Registration Form**

Duration : 2 minutes and 30 sec. (without queu)

Location of the Unit/Office : Cashier's Office, Ground Flr., Administration Building

How to Avail of the Service*** :

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Get Assessment Slip/Billing Slip	Cashier's Office	15 sec.	Clerk		
2	Wait for verification of fees then pay	Cashier's Office	2 min.	Clerk	**	
3	Obtain Official Receipt	Cashier's Office	15 sec.	Clerk		Official Receipt

* Under normal circumstances

** Depending on the schedule of payment to be made

***The same process for payment other fees

17. Payment to Suppliers/Creditors

- Schedule of Availability of Service :** Daily 8:00 a.m. – 5:00 p.m.
- Who can avail :** Students and the public
- What are the requirements :** **1. Valid Identification Card (and/or Certification to claim payment)**
- Duration :** 2 minutes (without queue)
- Location of the Unit/Office :** Cashier's Office, Ground Flr., Administration Building
- How to Avail of the Service*** :**

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Present valid Identification Card and/or certification as representative to claim payment	Cashier's Office	15 sec.	Clerk		
2	Sign the voucher	Cashier's Office	1.5 min.	Clerk		
3	Obtain payment	Cashier's Office	15 sec.	Clerk		Official Receipt

* Under normal circumstances

18. Issuance of Service Record/Human Resource-related Certification

- Schedule of Availability of Service :** Daily 8:00 a.m. – 5:00 p.m.
- Who can avail :** Present and previous personnel
- What are the requirements :** **Valid Identification Card (and/or Certification of Authority to claim)**
- Duration :** 6 minutes + 1 working day
- Location of the Unit/Office :** Human Resource Management Office, 2nd Flr., Administration Building, Left Side
- How to Avail of the Service*** :**

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Secure HR Request Form, check desired request and leave the form to the Receiving Clerk	Human Resource Management Office	1 min.	Clerk		HR Request Form
2	Prepare Service Record/Employment Certificate	Human Resource Management Office	3 min.	Clerk		
3	Sign Service Record/Employment Certificate	Human Resource Management Office	1 min.	Head		HR Request Form
2	Return the day after (or wait if possible) and claim request**	Human Resource Management Office	1 min.	Clerk		Signed Service Record or Certification

* Under normal circumstances

** If claim is made in behalf of the other person, an Authority to Claim is required

19. Application for Employment (walk-in)

- Schedule of Availability of Service :** Daily 8:00 a.m. – 5:00 p.m.
- Who can avail :** Interested public
- What are the requirements :** **Application Letter, Resume, Photocopy of Transcript of Records and Diploma**
- Duration :** 8 minutes
- Location of the Unit/Office :** Human Resource Management Office, 2nd Flr., Administration Building, Left Side
- How to Avail of the Service*** :**

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Submit Application Letter with Resume with scanned recent picture, Photocopy of Transcript of Records, NBI or Police Clearance	Human Resource Management Office	1 min.	Clerk/Head		None
2	Answer preliminary interview of Receiving Clerk (RC)/Human Resource Management Officer (HRMO)	Human Resource Management Office	5 min.	Clerk/Head		
3	Wait for schedule of preliminary examination or statement of RC/HRMO when to return	Human Resource Management Office	2 min.	Clerk/Head		

* Under normal circumstances

20. Request for Skills and Livelihood Training, Capability Building and/or Technology Transfer

Schedule of Availability of Service : Daily 8:00 a.m. – 5:00 p.m.

Who can avail : Interested public/organization

What are the requirements : **None**

Duration : 20 minutes (at the least)

Location of the Unit/Office : Extension Service, 2nd Flr., M.H. Del Pilar Bldg. (Eng'g Building)

How to Avail of the Service :

Step	What Applicant/ Client should do	University Service Provider	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Submit Request Letter with specific service to be provided	Extension Office	1 min.	Extension Staff		None
2	Interview	Extension Office	17 min.	Extension/Direction Staff		
3	Wait for schedule when to return for follow up or for requirements	Extension Office	2 min.	Extension Staff		

*Under Normal Circumstances

Note: Discussion on the service/s to be availed is dependent on the nature of organization and the service being sought for.



**SOUTHERN LUZON STATE UNIVERSITY
HUMAN RESOURCE MANAGEMENT OFFICE
Lucban, Quezon**

FEEDBACK FORM

Pinahahalagahan namin ang inyong puna. Hayaan ninyong mabatid namin kung napaglingkuran namin kayo ng kasiyasiya. Markahan lamang ng TSEK ang patlang na sa pananaw ninyo ay pinakamalapit sa kalidad ng aming paglilingkod. Salamat sa inyong panahon.

5 – outstanding 4 – very satisfactory 3 – satisfactory 2 – fair 1 – poor

ANG AMING SERBISYO AY

	5	4	3	2	1	
mabilis	_____	_____	_____	_____	_____	mabagal
mapitagan	_____	_____	_____	_____	_____	walang pitagan
sapat	_____	_____	_____	_____	_____	di sapat

OPISINANG PINUNTAHAN _____
 KAWANI NA NAGSILBI _____
 PETA NG PAGPUNTA ____ / ____ / ____ ORAS NG PAGPUNTA _____
 LAYUNIN NG PAGPUNTA _____

MAYROON BA KAYONG MGA MUNGKAHI UPANG MAPAGALING NAMIN ANG AMING PAGLILINGKOD?

MAYROON BA KAYONG PAPURI SA MGA TAO O OPISINA NA INYONG PINUNTAHAN? MAAARING PAKIBANGGIT ANG DAHILAN NG PAPURI.

PANGALAN (opsyonal) _____ TELEPONO (opsyonal) _____
 TIRAHAN (opsyonal) _____

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**SOUTHERN LUZON STATE UNIVERSITY
HUMAN RESOURCE MANAGEMENT OFFICE
Lucban, Quezon**

FEEDBACK FORM

Pinahahalagahan namin ang inyong puna. Hayaan ninyong mabatid namin kung napaglingkuran namin kayo ng kasiyasiya. Markahan lamang ng TSEK ang patlang na sa pananaw ninyo ay pinakamalapit sa kalidad ng aming paglilingkod. Salamat sa inyong panahon.

5 – outstanding 4 – very satisfactory 3 – satisfactory 2 – fair 1 – poor

ANG AMING SERBISYO AY

	5	4	3	2	1	
mabilis	_____	_____	_____	_____	_____	mabagal
mapitagan	_____	_____	_____	_____	_____	walang pitagan
sapat	_____	_____	_____	_____	_____	di sapat

OPISINANG PINUNTAHAN _____
 KAWANI NA NAGSILBI _____
 PETA NG PAGPUNTA ____ / ____ / ____ ORAS NG PAGPUNTA _____
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MAYROON BA KAYONG MGA MUNGKAHI UPANG MAPAGALING NAMIN ANG AMING PAGLILINGKOD?

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PANGALAN (opsyonal) _____ TELEPONO (opsyonal) _____
 TIRAHAN (opsyonal) _____

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