



# CITIZEN'S CHARTER

**ANTI**

**RED**

**TAPE**

**ACT**

**RA 9485**





# CITIZEN'S CHARTER

## VISION

A 21<sup>st</sup> century state university providing a student-centered learning experience; preparing graduates in their chosen profession; and creating and disseminating knowledge in the service to the communities, the nation, and the world.

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## MISSION

The university is committed to prepare its students for the rapidly changing world by providing quality education. It shall also increase the knowledge base through research; convert new intellectual property into economic development; and provide expertise and innovative solutions to businesses, governments, and others who seek assistance.

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## 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



# CITIZEN'S CHARTER

## INSTRUCTION

### COLLEGES

- » Graduate School
- » College of Agriculture
- » College of Allied Medicine
- » College of Arts and Sciences
- » College of Business Administration
- » College of Engineering
- » College of Industrial Technology
- » College of Teacher Education
- Institute of Human Kinetics

### CAMPUSES

- » Lucban, Quezon - Main
- » Alabat, Quezon
- » Catanauan, Quezon
- » Dual-Tech Lucena, Quezon
- » Gumaca, Quezon
- » Infanta, Quezon
- » JGE-Tagkawayan, Quezon
- » Polillo, Quezon
- » Tiaong, Quezon

## RESEARCH FACILITIES

- » Intellectual Property Management Office
- » Microbiology Research and Testing Laboratory
- » Tissue Culture Laboratory
- » Geographic Information System Laboratory
- » Mt. Banahaw de Lucban

## EXTENSION FACILITIES

- » Environmental Protection and Awareness
- » Community Outreach
- » Technology Promotion and Commercialization
- » Livelihood and Skills Training

## GENDER AND DEVELOPMENT

- » Women Studies
- » Gender and Development Researches
- » Community Development
- » Women and Children's Welfare
- » Capacity Building Programs



# CITIZEN'S CHARTER

## ABOUT SLSU

Formerly Southern Luzon Polytechnic College (SLPC), Southern Luzon State University (SLSU) is a prime institution of higher learning in Lucban, province of Quezon. The main campus is situated at the foot (420 meters above sea level) of Mt. Banahaw, Lucban, Quezon, a town approximately 130 kilometers south of Metro Manila. With its initiative towards academic excellence, the University continues to flourish academically. This is evidenced by the recognition of the Professional Regulatory Commission (PRC) that SLSU is a top-performing school in the different professional licensure examinations, including Nursing, Agriculture, Education, Engineering and Forestry.

The University primarily draws her academic strength from the highly-competent team of faculty composed of 35 doctorate degree and 194 masters degree holders. The Accrediting Agency of Chartered Colleges and Universities in the Philippines (AACUP) has also accredited 30 out of 37 programs being offered at the University.

Among the University's achievements during the present administration includes the strengthening of the Faculty and Staff Development Program (FSDP), conversion from a state college into a state university, development of new research and extension projects, construction of the new University Library, Administration building, Business Resource Center (Hotel) and various scientific laboratory facilities, international collaboration, and re-establishing new linkages from various government and non-government organizations.

## LEGAL BASIS

**Republic Act No. 9395.** An act converting the Southern Luzon Polytechnic College in the municipality of Lucban, province of Quezon, its units and satellite campuses in the municipalities of Sampaloc, Infanta, Polillo, Tagkawayan, Alabat and Tiaong, and the Lucena Dual-Tech livelihood and training center in the city of Lucena, all in the province of Quezon, into a State University to be known as the Southern Luzon State University (SLSU).

## GENERAL MANDATE

The University shall primarily provide advanced education, professional, technological instruction in the fields of allied medicine, education, engineering, agriculture, fisheries, forestry, environment, arts and sciences, accountancy, cooperative, business and entrepreneurship, technology and other relevant fields of study. It shall also undertake research and extension services and provide progressive leadership in its areas of specialization.



# CITIZEN'S CHARTER

## THE GOVERNING BOARD

The governing board of the University shall be the Board of Regents, hereinafter referred to as the Board, which shall be composed of the following:

- a. **Hon. Alex S. Brillantes**, The chairperson of the Commission on Higher Education (CHED), chairman; **PATRICIA B. LICUANAN**
- b. **Hon. Milo O. Placino, Ph.D.**, The president of the University, vice-chairman;
- c. **Hon. Pilar Juliana S. Cayetano**, The chairperson of the Committee on Education, Arts and Culture of the Senate, member; **ESCUDERO, FRANCIS "CHIZ" G.**
- d. **Hon. Roman T. Romulo**, The chairperson of the Committee on Higher and Technical Education of the House of Representatives, member; **HON. HOFER, ANN K.**
- e. **Hon. Luis G. Banua**, The regional director of the National Economic and Development Authority (NEDA), member; **LUIS G. BANUA**
- f. **Hon. Alexander R. Madrigal**, The regional director of the Department of Science and Technology (DOST), member;
- g. **Hon. Gerald R. Villaseñor`**, The president of the federation of faculty associations, member;
- h. **Hon. Mark Angelo M. Tiusan**, The president of the federation of student councils, member;
- i. **Hon. Calixto S. Blazo**, The president of the federation of alumni associations of the University, member;
- j. **Hon. Renato V. Deveza**, Private Sector Representative, member.



# CITIZEN'S CHARTER

## *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 complaints and effecting corrective measures to improve oneself.
- U** Unending commitment to grant students 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*



# CITIZEN'S CHARTER

## PROCEDURES FOR FILING COMPLAINTS

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

- **Form:** Accomplish Feedback Form available at the front desk and drop in the Feedback/Suggestion Box at the office where you transact business.
- **Phone:** Call our hotline numbers (042) 540-4087 local 115 or 116.
- **Email:** Send at slsu.hrmo@gmail.com
- **Letter:** Write suggestions/complaints addressed to the Human Resource Management Officer, Maridel C. Zabella.
- **Public Assistance/Complaint Desk:** Make representation with Ms. Charisma Daenne Joy Maningas at the Information Desk located on the CSSU Office near SLSU Gate 1.

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



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## PROCEDURES FOR FILING COMPLAINTS

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

- **Form:** Accomplish Feedback Form available at the front desk and drop in the Feedback/Suggestion Box at the office where you transact business.
- **Phone:** Call our hotline numbers (042) 540-4087 local 115 or 116.
- **Email:** Send at slsu.hrmo@gmail.com
- **Letter:** Write suggestions/complaints addressed to the Human Resource Management Officer, Maridel C. Zabella.
- **Public Assistance/Complaint Desk:** Make representation with Ms. Jhenna Lean S. Villalon at the Information Desk located on the CSSU Office near SLSU Gate 1.

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





# CITIZEN'S CHARTER

## OFFICE OF THE PRESIDENT

The Office of the President assumes general direction over the affairs of the institution.

### PRESIDENT

**DR. MILO O. PLACINO**

Email: [mmplacino@yahoo.com](mailto:mmplacino@yahoo.com)

Phone Number: (042) 540-4087 loc. 156

4<sup>th</sup> Flr., Admin. Bldg., SLSU-Lucban

### VICE-PRESIDENTS

#### ACADEMIC AFFAIRS

**DR. MARISSA C. ESPERAL,RP, RGC, Rpm**

Email: [mlcadao@yahoo.com](mailto:mlcadao@yahoo.com)

Phone Numbers: (042) 540-4087 loc. 122 or 108

3<sup>rd</sup> Flr. Right Wing, Admin. Bldg., SLSU-Lucban

#### ADMINISTRATIVE AND FINANCIAL AFFAIRS

**ENGR. MARIA CORAZON B. ABEJO**

Email: [cora\\_abejo2002@yahoo.com](mailto:cora_abejo2002@yahoo.com)

Phone Number: (042) 540-4087 loc. 112

3<sup>rd</sup> Flr. Right Wing, Admin. Bldg., SLSU-Lucban

#### RESEARCH, EXTENSION, PRODUCTION& DEVELOPMENT

**DR. GONDELINA A. RADOVAN**

Email: [gar\\_328@yahoo.com](mailto:gar_328@yahoo.com)

Phone Number: (042) 540-4087 loc.107

3<sup>rd</sup> Flr. Right Wing, Admin. Bldg., SLSU-Lucban

### UNIVERSITY AND BOARD SECRETARY

**AURORA L. SUMAGUE**

Email: [ausumague@yahoo.com](mailto:ausumague@yahoo.com)

Phone Number: (042) 540-4087 loc. 102

3<sup>rd</sup> Flr. Left Wing, Admin. Bldg., SLSU-Lucban



# CITIZEN'S CHARTER

## OFFICE OF THE PRESIDENT

### DIRECTORS

#### INTERNAL AUDIT SERVICES

**MARITESS O. VILLA**

Email: [thatiseytez@yahoo.com](mailto:thatiseytez@yahoo.com)  
Phone Number: (042) 540-4087 loc. 147  
2<sup>nd</sup> Flr. Right Wing, Admin. Bldg., SLSU-Lucban

#### INTERNATIONAL AND ALUMNI AFFAIRS

**NORDELINA B. ILANO**

Email: [nbilano@slsu.edu.ph](mailto:nbilano@slsu.edu.ph)  
Phone Number: (042) 540-4087 loc. 114/117  
2<sup>nd</sup> Flr. Left Wing, Admin. Bldg., SLSU-Lucban

#### ALABAT

**DR. JOBERT G. LOMBOY**

Email: [jglomboy@gmail.com](mailto:jglomboy@gmail.com)  
Phone Number: 0920-977-2129  
Francia St. Brgy. 5 Poblacion, Alabat Quezon

#### GUMACA

**JIMSON F. OLIVEROS**

Email: [jimsonoliveros@12@yahoo.com](mailto:jimsonoliveros@12@yahoo.com)  
Phone Number: 0915-795-0397  
Telefax: (042) 312-7813  
Brgy. Tabing Dagat, Gumaca Quezon

#### LUCENA (DUAL TECH)

**DR. FREDERICK T. VILLA**

Email: [erickvilla5275@yahoo.com](mailto:erickvilla5275@yahoo.com)  
Phone Number: 0918-450-9228  
Purok Baybayin, Iba. Dupay, Lucena City

#### TAGKAWAYAN (JGE)

**CESAR L. NAZARENO**

Email: [clnazareno@slsu.edu.ph](mailto:clnazareno@slsu.edu.ph)  
Phone Number: 0908-325-8885  
Brgy. Rizal, Tagkawayan Quezon

#### PLANNING AND DEVELOPMENT

**MOSES T. MACALINAO**

Email: [mosesmacalinao@yahoo.com.ph](mailto:mosesmacalinao@yahoo.com.ph)  
Phone Number: (042) 540-4087 loc.131  
1<sup>st</sup> Flr. Emilio Aguinaldo Bldg., SLSU-Lucban

#### CIVIL SAFETY AND SECURITY

**ESPIRIDION G. CANINO**

Email: [JAKE\\_CANINO@yahoo.com](mailto:JAKE_CANINO@yahoo.com)  
Phone Number: (042) 540-4087 loc. 126  
1<sup>st</sup> Gate, SLSU-Lucban

#### CATANAUAN

**DR. WILFREDO C. FALLER**

Email: [wcfaller@slsu.edu.ph](mailto:wcfaller@slsu.edu.ph)  
Phone Number: 0917-890-3544  
Brgy. 2, Catanauan Quezon

#### INFANTA

**DR. VIOLETO N. CORONACION**

Email: [violeto\\_cornacion@yahoo.com](mailto:violeto_cornacion@yahoo.com)  
Phone Number: 0999-884-4309; (042) 535-4355  
Brgy. Tongohin, Infanta Quezon

#### POLILLO

**DR. VIOLETO N. CORONACION**

Email: [violeto\\_cornacion@yahoo.com](mailto:violeto_cornacion@yahoo.com)  
Phone Number: (042) 314-8143  
Brgy. Sibulan, Polillo Quezon

#### TIAONG

**ENRICO S. SAJUL**

Email: [jnrio\\_25@yahoo.com](mailto:jnrio_25@yahoo.com)  
Phone Number: 0921-977-2129S  
Brgy. Lagalag, Tiaong, Quezon



# CITIZEN'S CHARTER



## OFFICE OF THE INTERNATIONAL AND ALUMNI AFFAIRS

2<sup>nd</sup> Flr. Left Wing, Admin. Bldg., SLSU-Lucban  
Phone Nos.: (042) 540-4087 loc. 114/117  
Email: nordyslsu\_2007feb08@yahoo.com

*"Creating and nurturing alliances geared towards global competitiveness and social responsibility and continuing partnership with alumni"*

### INTRODUCTION

SLSU is continuously earning its position and recognition to be leading institution of higher education in Southern Luzon. It remains dynamic in spearheading international programs such as joint/dual degree, academic exchange, extension programs, in consortia with foreign organizations and institutions.

Attentive to the fact that strategic networks and linkages are instrumental in broadening the horizons of the international academic community, SLSU maintains partnerships with higher education institutions in the United States and Southeast Asia. The Office of International and Alumni Affairs (OIAA) was created specifically tasked to promote international academic alliances and to network with its alumni. Likewise, OIAA serves as the dynamic link between the alumni and the rest of the academic community.

### OBJECTIVES

The Office of the International and Alumni Affairs shall be responsible for the integration and implementation of the philosophy of internationalization as well as bestow among its graduates the spirit of social responsibility - both guided by the University's basic functions

### SERVICE UNITS/TRANSACTIONS

- » International Affairs
- » Alumni Affairs
- » Admission of Foreign Students
- » Assistance of Visa processing of Students and Faculty
- » Monitoring of Foreign Students
- » Deployment of Faculty/Personnel
- » Support service and coordination with alumni associations

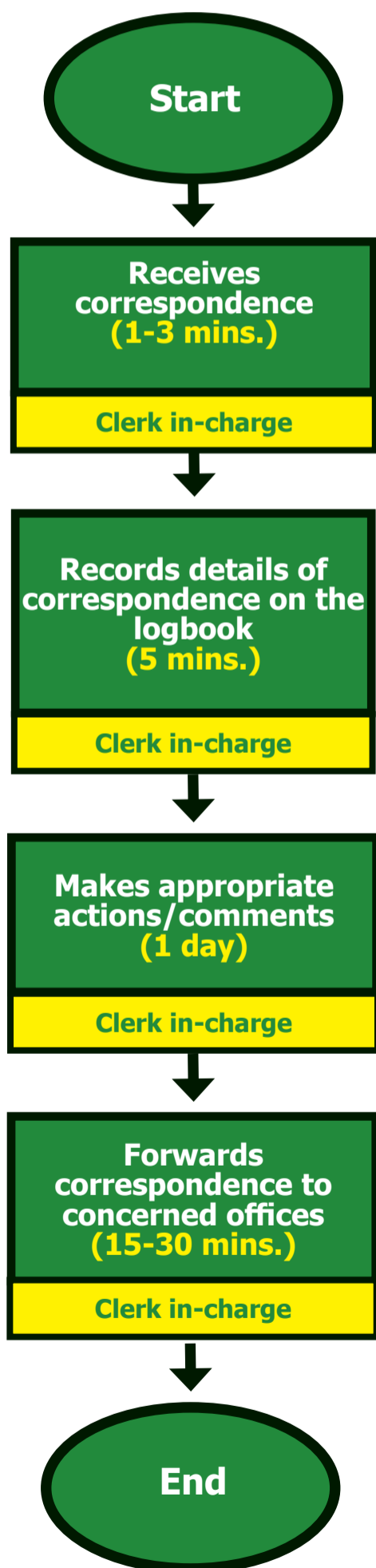
**NORDELINA B. ILANO**  
Director, International and Alumni Affairs



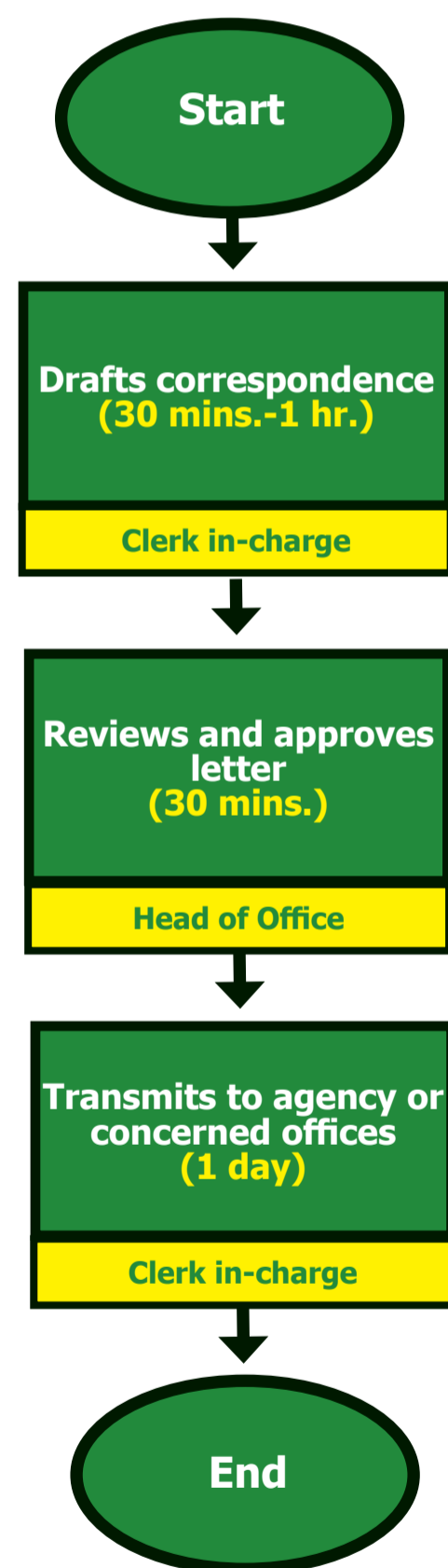
# CITIZEN'S CHARTER

## OFFICE OF THE INTERNATIONAL AND ALUMNI AFFAIRS

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE



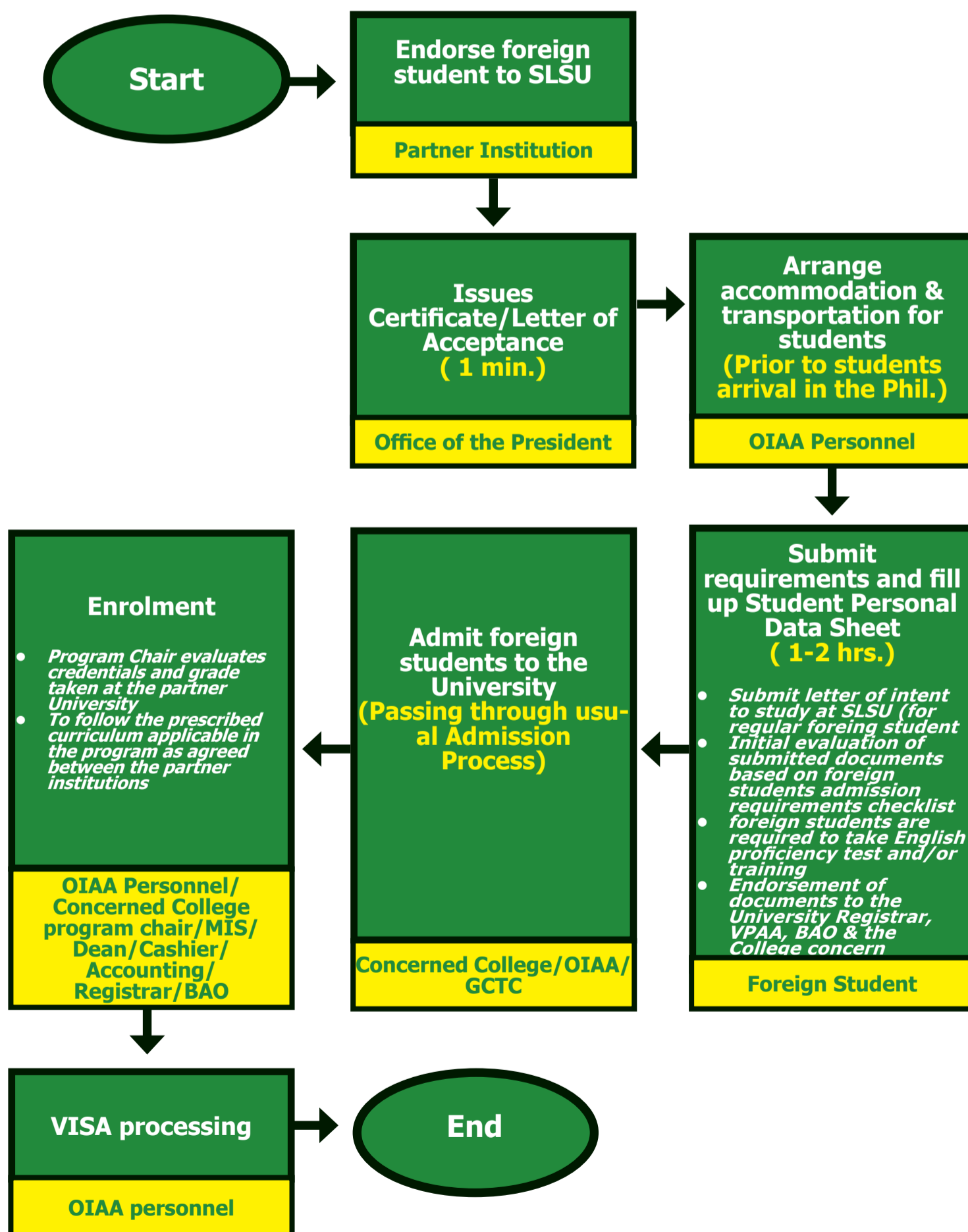
**NORDELINA B. ILANO**  
Director, International and Alumni Affairs  
2<sup>nd</sup> Flr., Left Wing, Admin. Bldg. SLSU-Lucban  
Phone No.: (042) 540-4087 loc. 114/117  
nordylsu\_2007feb08@yahoo.com



# CITIZEN'S CHARTER

## OFFICE OF THE INTERNATIONAL AND ALUMNI AFFAIRS

### ADMISSION OF FOREIGN STUDENTS





# CITIZEN'S CHARTER

## RECORDS MANAGEMENT OFFICE

2<sup>nd</sup> Flr., Right Wing, Admin. Bldg., SLSU-Lucban  
Phone No.: (042) 540-4087 loc. 121  
ausumague1974@gmail.com

### INTRODUCTION

Records Management Office is a unit under the Office of the President, headed by the University and Board Secretary. The general function of the Records Management Office is to keep and protect SLSU records and provide information essential in the effective realization of the University's mission, vision and goal.

### OBJECTIVES

The main objective of the RMO is to establish a system for the management of records of Southern Luzon State University. The Records Management Office sets framework for the creation, identification, storage, protection, retrieval, retention, disposition and disposal of records.

### SERVICE TRANSACTIONS

- » Generation and safekeeping of records
- » Records maintenance and use
- » Transfer of records
- » Loaning of records
- » Records disposal

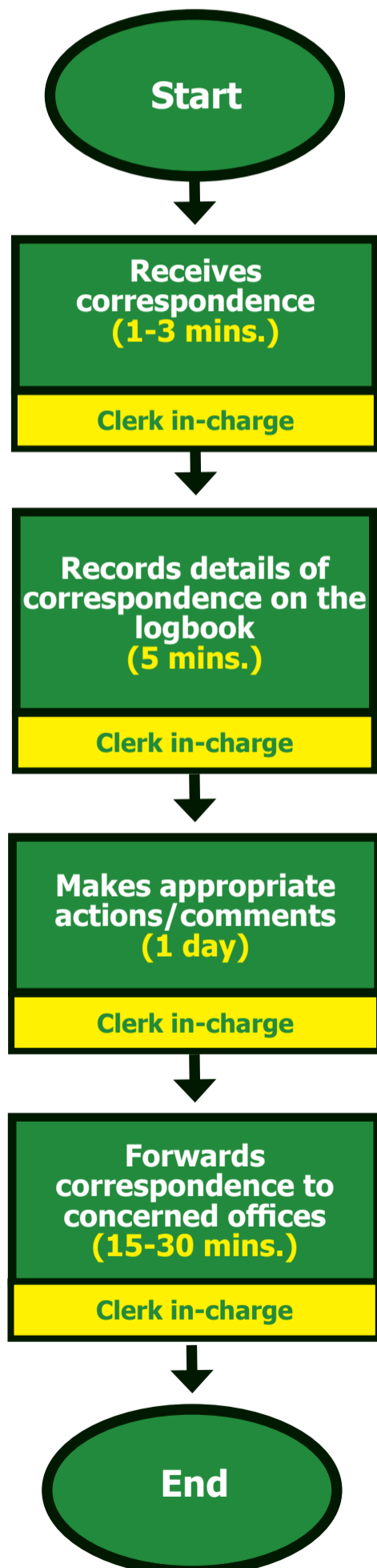
**AURORA L. SUMAGUE**  
Head, Records Management Office



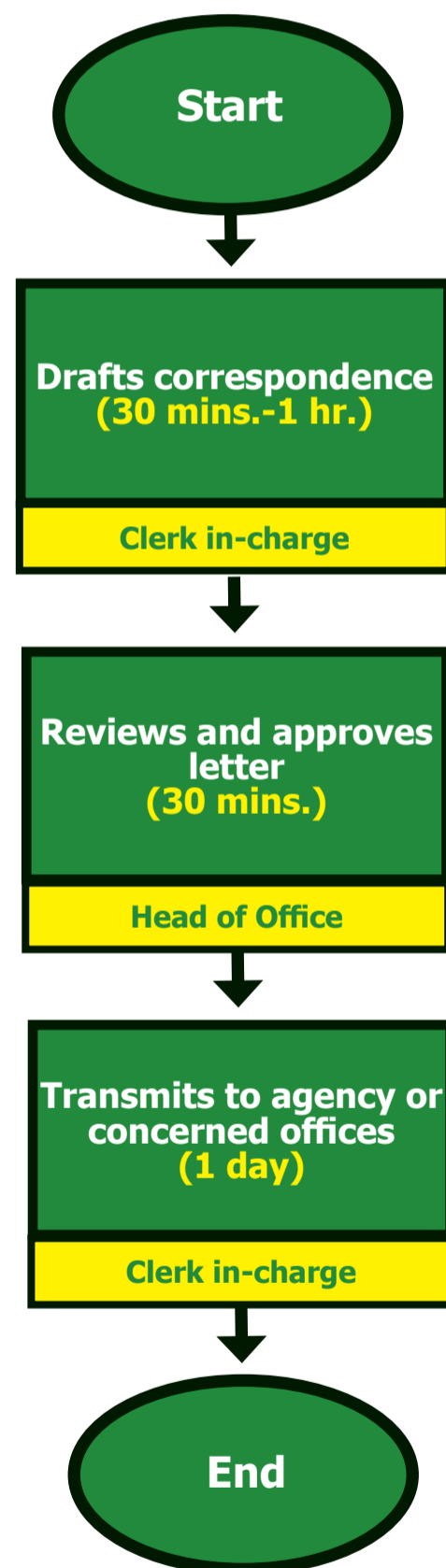
# CITIZEN'S CHARTER

## RECORDS MANAGEMENT OFFICE

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE



**AURORA L. SUMAGUE**  
Head, Records Management Office  
2<sup>nd</sup> Flr., Right Wing, Admin. Bldg. SLSU-Lucban  
Phone No.: (042) 540-4087 loc. 121  
ausumague1974@gmail.com

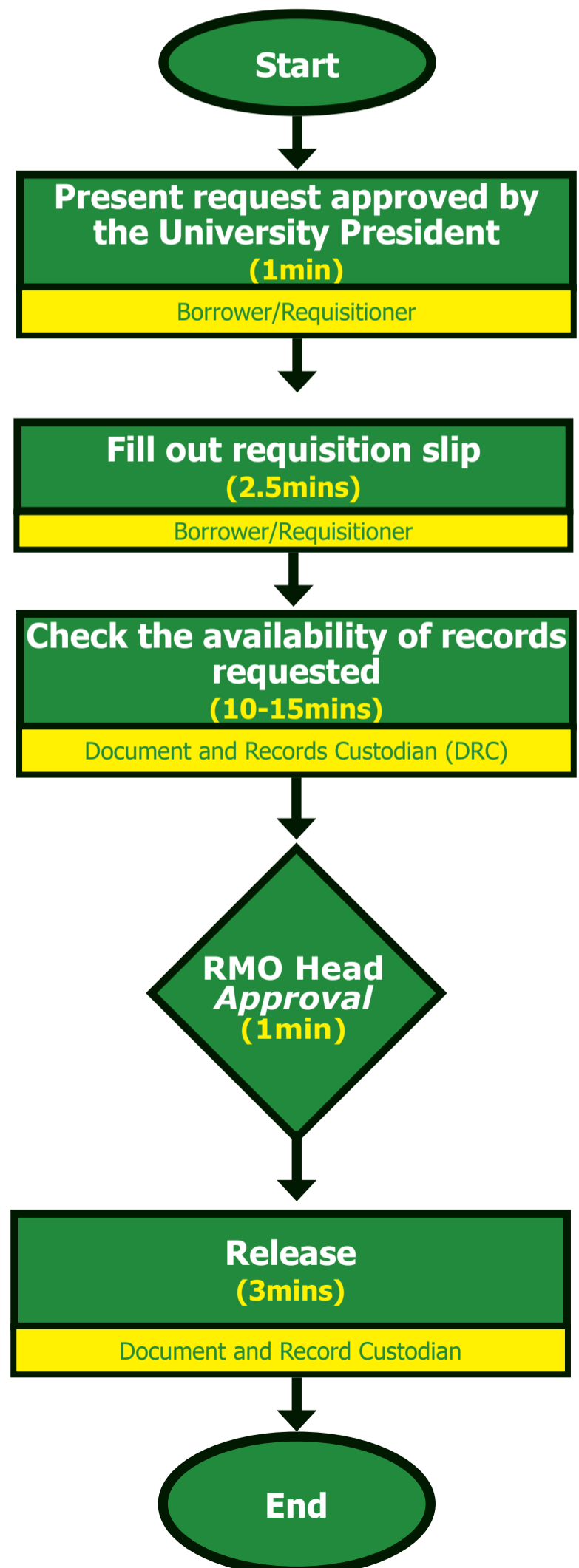
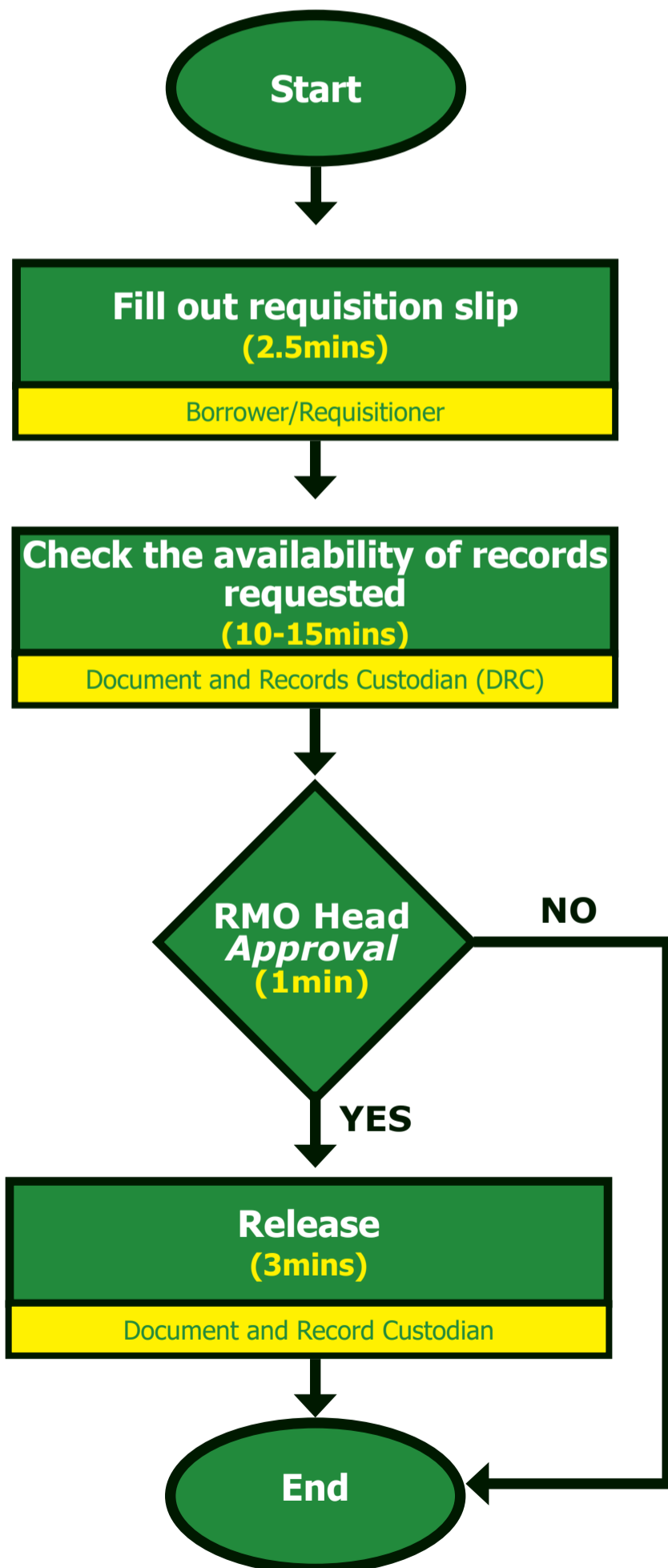


# CITIZEN'S CHARTER

## RECORDS MANAGEMENT OFFICE

### BORROWING OF RECORDS (16.5-21.5mins)

### REQUEST FROM OUTSIDE BORROWER (17.5-22.5mins)







# CITIZEN'S CHARTER

## CIVIL SAFETY AND SECURITY UNIT

**1<sup>st</sup> Gate, SLSU-Lucban**  
**Phone Nos.: (042) 540-4087 loc. 126 ; 540-4787**  
**Email: JAKE\_CANINO@yahoo.com**

### INTRODUCTION

The primary task of SLSU Civil Safety and Security Unit is to ensure the safety of all officials, students, visitors, guests and equipment of the university. The paramount concern of the unit is to promote and maintain peace and order and public safety within its campuses. The security of the university officials, faculty, staff, students and guests inside the campus is as vital as providing the highest quality of education. It involves the use of multiple layers of interdependent systems which include the CCTV surveillance, security personnel, protective barriers, locks, access control protocols and many other techniques.

In view of this, the Administrative Council of the University encompasses a framework of continuous study on existing policies of campus security and to formulate new policies, if needed, to ensure security within the campus. Moreover, the council is expected to sum up with specific instructions on how to react in a disaster or emergency situation, which will be implemented university wide.

### OBJECTIVES

To foster a safer, secure and diverse learning environment by providing dedicated protective services in partnership with our university community and other stakeholders.

### SERVICE UNITS/TRANSACTIONS

- » Civil Safety and Security Measures
- » Campus Traffic Management System
- » Monitoring of Campus Activities
- » Emergency Preparedness and Response
- » Resolving Campus Crimes and Clashes
- » CCTV Monitoring Ingress & Egress of Non-SLSU Property
- » Issuance of Visitor's Slip, Ticket (Traffic Infraction)

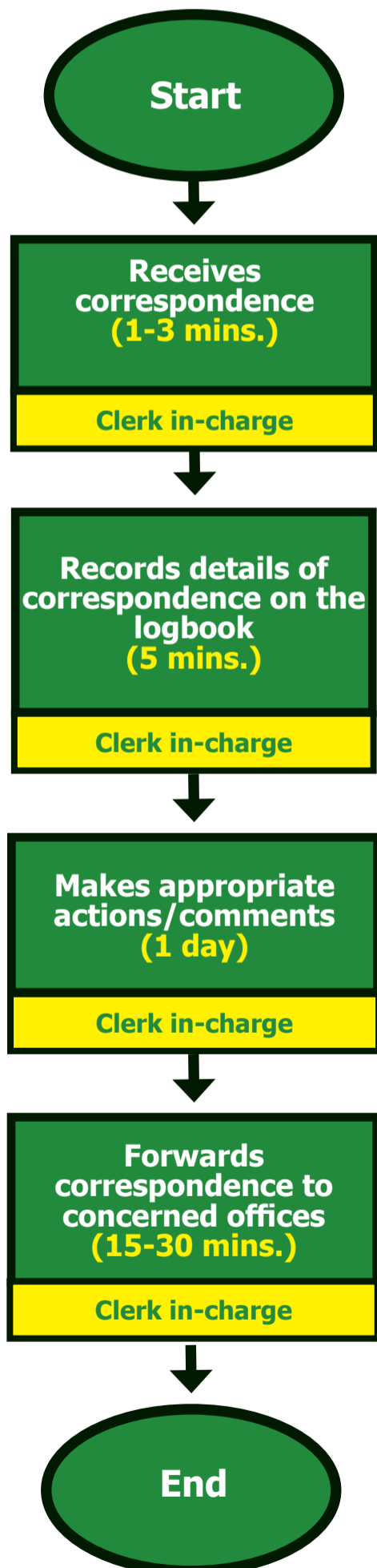
**ESPIRIDION G. CANINO**  
Head, Civil Safety and Security Unit



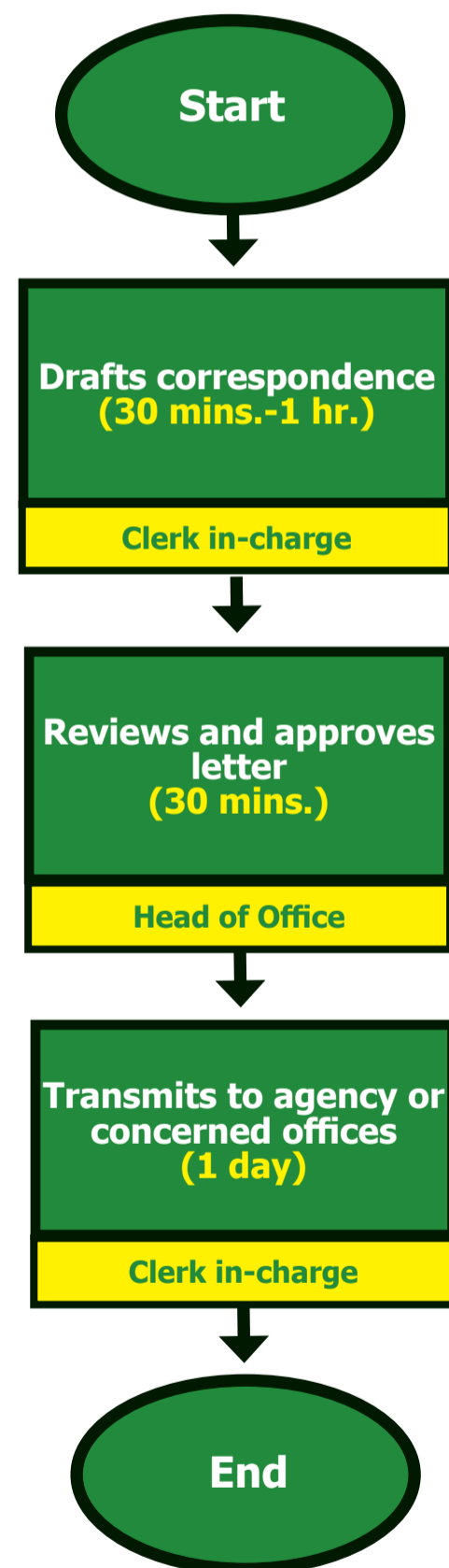
# CITIZEN'S CHARTER

## CIVIL SAFETY AND SECURITY UNIT

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE

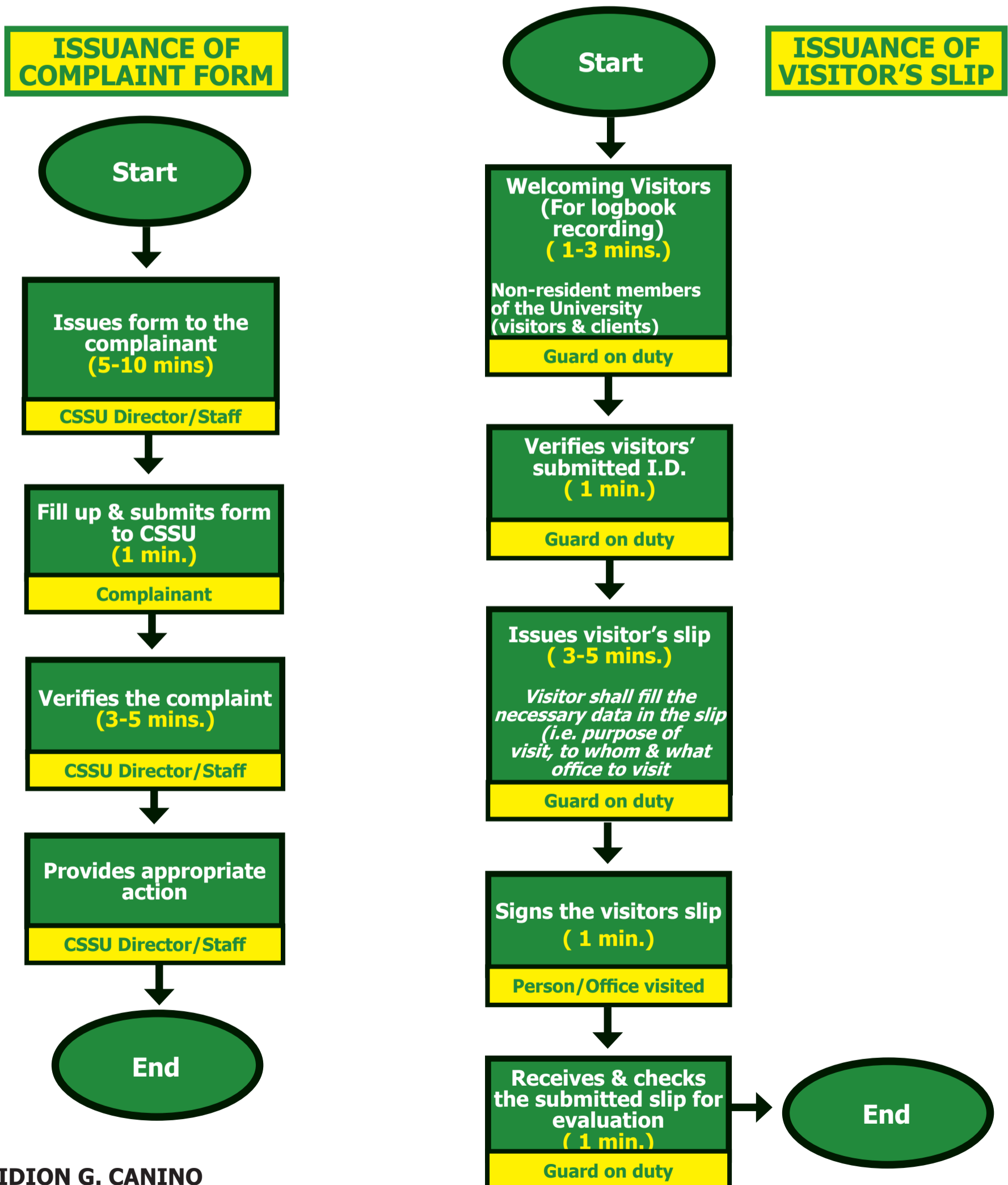


**ESPIRIDION G. CANINO**  
Head, Civil Safety and Security Unit  
1<sup>st</sup> Gate, SLSU-Lucban  
Phone No.: (042) 540-4087 loc. 126  
JAKE\_CANINO@yahoo.com



# CITIZEN'S CHARTER

## CIVIL SAFETY AND SECURITY UNIT



**ESPIRIDION G. CANINO**  
Head, Civil Safety and Security Unit  
1<sup>st</sup> Gate, SLSU-Lucban  
Phone No.: (042) 540-4087 loc. 126  
JAKE\_CANINO@yahoo.com



# CITIZEN'S CHARTER

## ADMINISTRATIVE AND FINANCIAL AFFAIRS

The Office of the Vice President for Administrative and Financial Affairs (AFA) shall plan, manage, supervise and evaluate non-teaching personnel. The office shall likewise assist the President in the formulation and implementation of laws, policies, rules and regulations, programs and projects of the University on administrative and financial matters. Moreover, the office shall coordinate and integrate programs, projects and activities for economical, and effective management of the administrative and financial affairs.

### VICE-PRESIDENT

**ENGR. MARIA CORAZON B. ABEJO**

Email: cora\_abejo2002@yahoo.com

Phone Number: (042) 540-4087 loc. 112

3<sup>rd</sup> Flr. Right Wing, Admin. Bldg., SLSU-Lucban

### HEAD OF OFFICE

#### ACCOUNTING

**SHERRLYN U. MAGDAME**

Email: smagdame@gmail.com

Phone No.: (042) 540-4087 loc. 109

G/F Left Wing, Admin. Bldg.,  
SLSU-Lucban

#### BUDGET

**MARIA CRISTINE D. ABSULIO**

Email: mariacristine\_absulio@yahoo.com

Phone No.: (042) 540-4087 loc. 124

G/F Right Wing, Admin. Bldg.,  
SLSU-Lucban

#### CASHIER

**HECTOR A. MACARAAN**

Email: hamacaraan@slsu.edu.ph

Phone No.: (042) 540-4087 loc. 125

G/F Right Wing, Admin. Bldg.,  
SLSU-Lucban

#### UNIVERSITY HEALTH SERVICES

**MA. GENEVIEVE L. CUARTO, M.D.**

Email: ma.ging\_cuarto@yahoo.com

Phone No.: (042) 540-8637

G/F New CBA Bldg., SLSU-Lucban

#### HUMAN RESOURCE MANAGEMENT

**MARIDEL C. ZABELLA**

Email: slsu.hrmo@gmail.com

Phone Nos.: (042) 540-4087 loc. 115 or 116

2<sup>nd</sup> Flr. Left Wing, Admin. Bldg., SLSU-Lucban

#### SUPPLY AND PROPERTY OFFICE

**ROWENA O. PALINES**

Email: ropalines@yahoo.com

Phone Nos.: (042) 540-6519; 540-4087 loc. 128

Former Nakamura Kiddie Center SLSU-Lucban

#### BUSINESS AFFAIRS

**ENGR. MELANIE S. CADAO**

Email: slsuhotel@gmail.com

Phone No.: (042) 540-2597

2<sup>nd</sup> Flr. New CBA Bldg., SLSU-Lucban

#### PHYSICAL PLANT AND FACILITIES

**ENGR. MARIA CORAZON B. ABEJO**

Email: cora\_abejo2002@yahoo.com

Phone No.: (042) 540-4087 loc. 110

1<sup>st</sup> Flr. Emilio Aguinaldo Bldg., SLSU-Lucban

#### PROCUREMENT

**ENGR. MARIA CORAZON DL. DE VELUZ**

Email: rossana.4481@gmail.com

Phone No.: (042) 540-6519; 540-4087 (148)

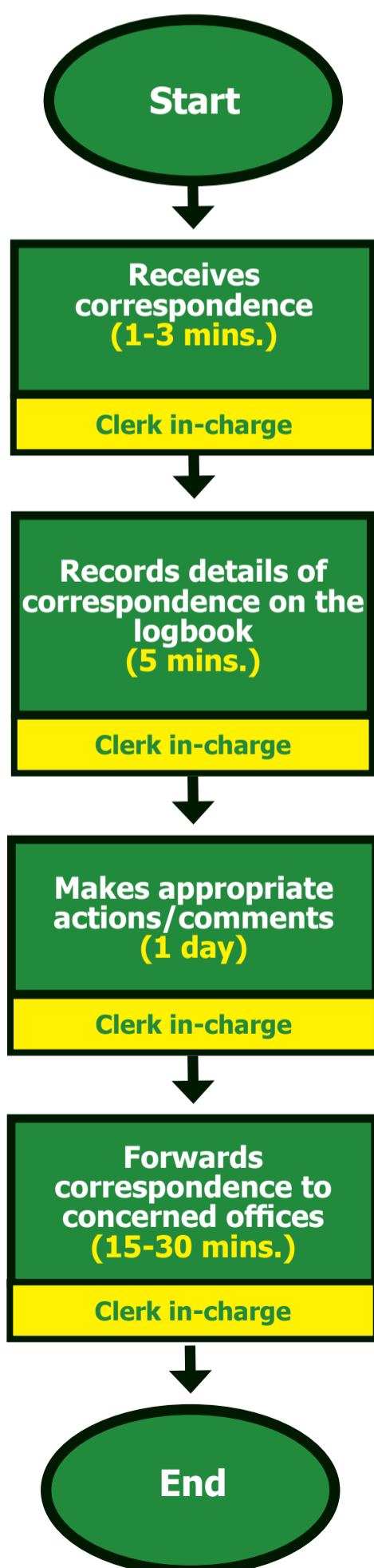
1<sup>st</sup> Flr. Hermano Pule Bldg., SLSU-Lucban



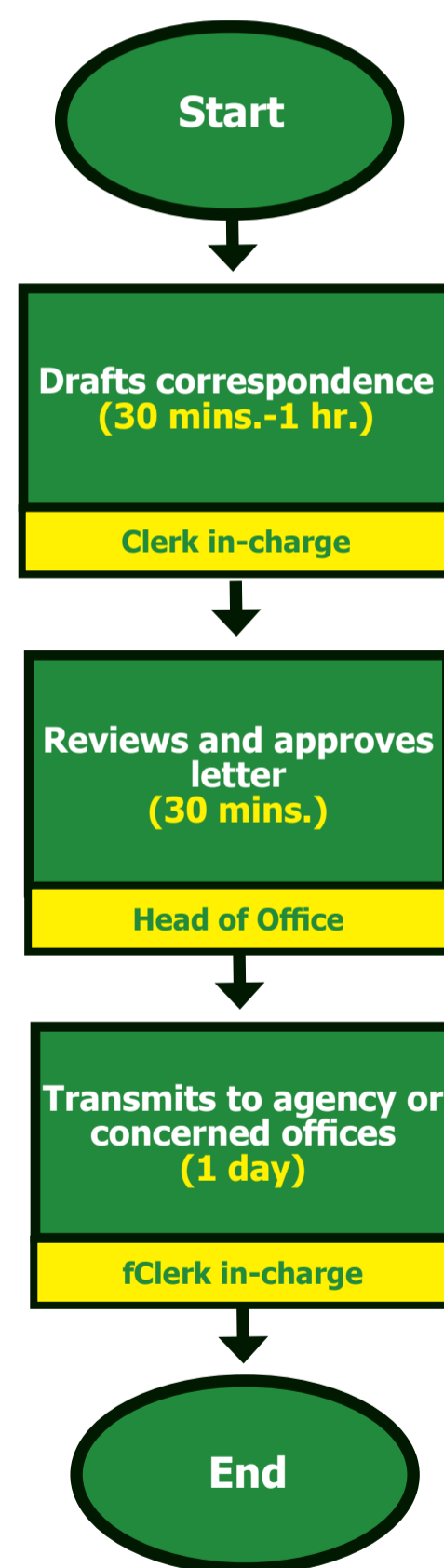
# CITIZEN'S CHARTER

## OFFICE OF THE ADMINISTRATIVE AND FINANCIAL AFFAIRS

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE



**ENGR. MARIA CORAZON B. ABEJO**  
Vice President, Administrative and Financial Affairs  
3<sup>rd</sup> Flr. Right Wing, Admin. Bldg., SLSU-Lucban  
Phone No: (042) 540-4087 loc. 112  
cora\_abejo2002@yahoo.com



# CITIZEN'S CHARTER

## **ACCOUNTING OFFICE**

**G/F Left Wing, Admin. Bldg., SLSU-Lucban**

**Phone No.: (042) 540-4087 loc. 124**

**Email: smagdame@gmail.com**

### **INTRODUCTION**

The Accounting Office serves the administration, faculty, employees, students, suppliers and other clients by consistently contributing in the development of the University thru planning and management of office, communicating transactions involving receipts, utilization, disposition and management of government funds and properties.

### **OBJECTIVES**

The main function of the Accounting office is to provide reliable financial information based on the data received from the Budget, Cashier, Supply and other offices. As mandated by COA, the office conformed with the prescribed accounting system under the New Government Accounting System (NGAS) and the Generally Accepted State Accounting Principles.

### **SERVICE UNITS/TRANSACTIONS**

- » Enrollment
- » Posting of Account
- » Signing of Clearance and Issuance of Examination Permit
- » Voucher Preparations
- » Financial Reports Preparation (Journals, Ledgers, Bank Reconciliation, Financial Statements, etc.)
- » Maintenance of Book of Accounts
- » Alphalist, Remittance of Taxes

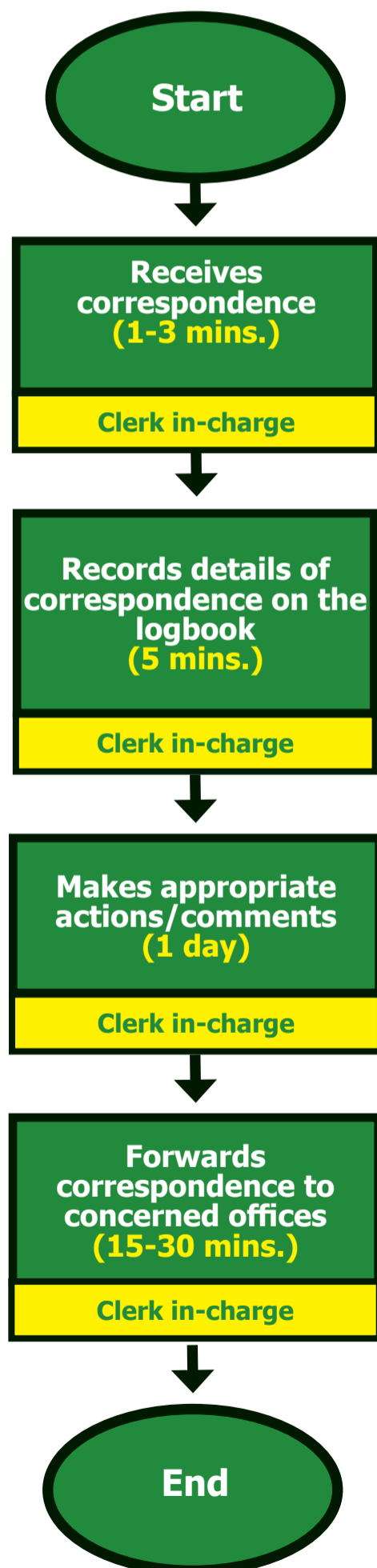
**SHERRLYN U. MAGDAME**  
Head, Accounting Office



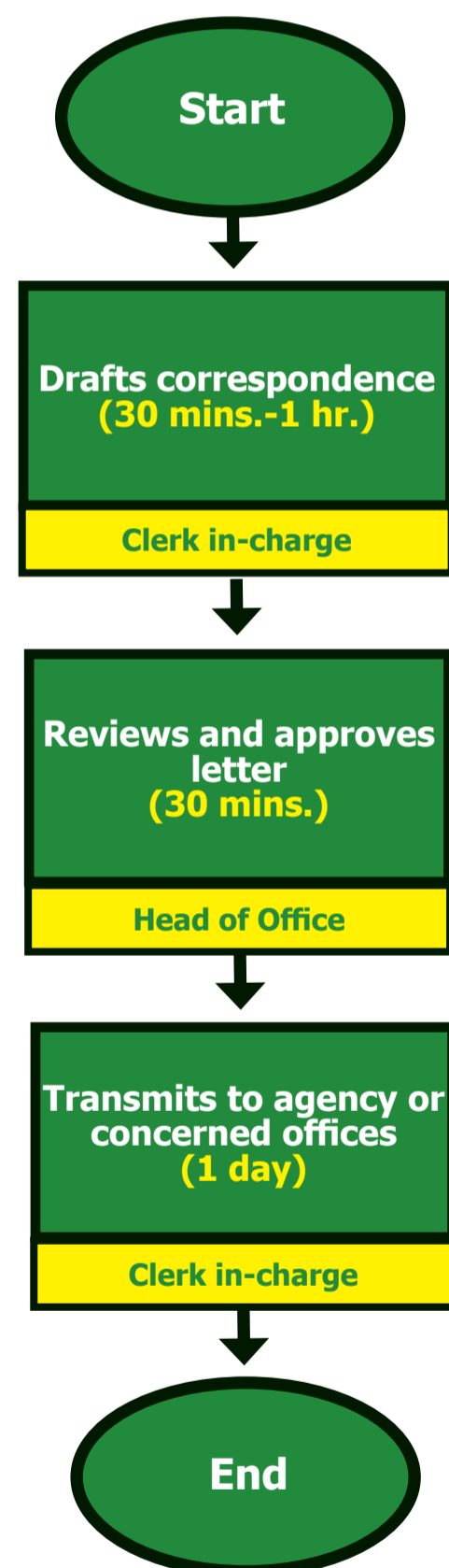
# CITIZEN'S CHARTER

## ACCOUNTING OFFICE

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE



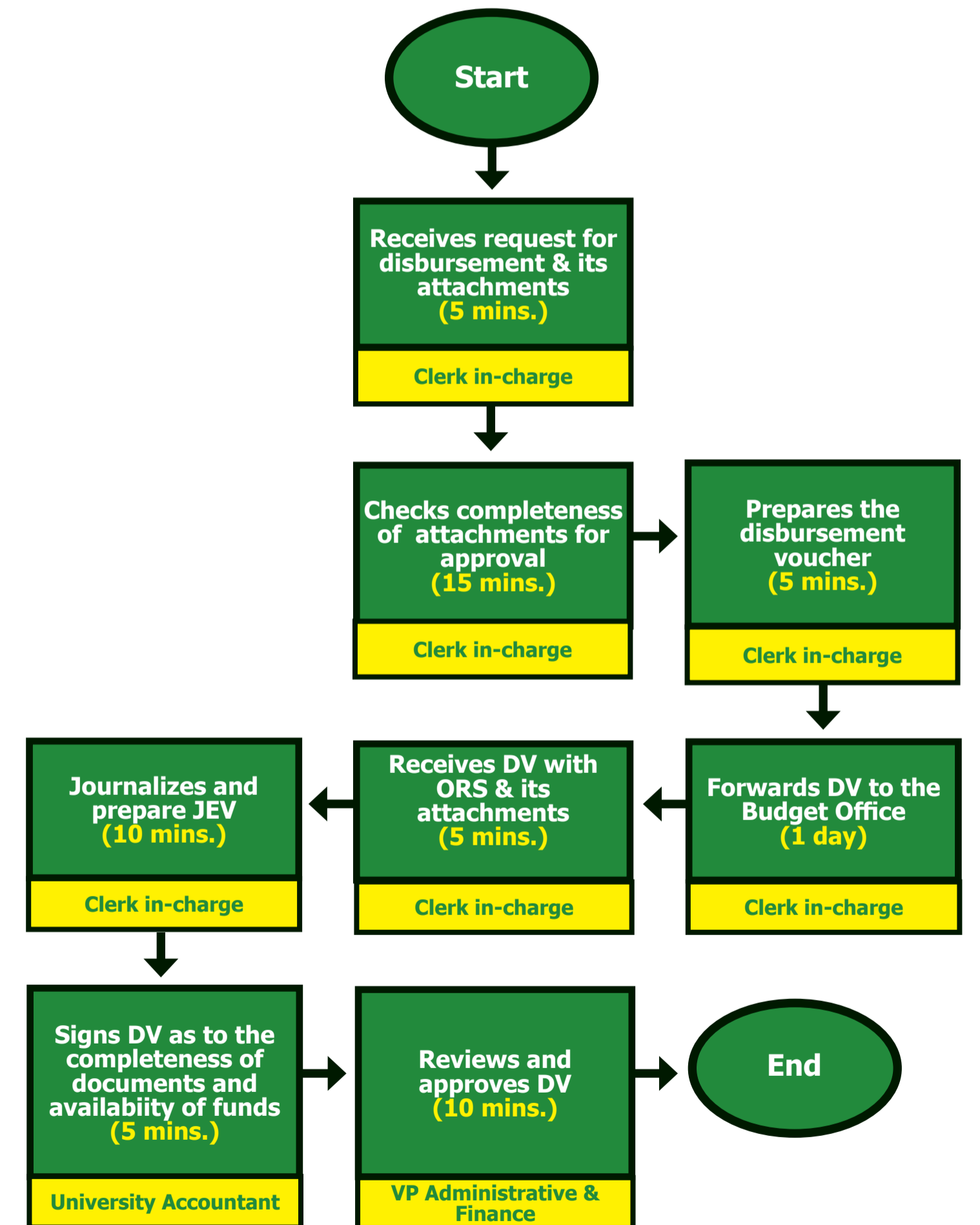
**SHERRLYN U. MAGDAME**  
Head, Accounting Office  
G/F Left Wing, Admin. Bldg., SLSU-Lucban  
Phone No.: (042) 540-4087 loc. 124  
smagdame@gmail.com



# CITIZEN'S CHARTER

## ACCOUNTING OFFICE

### DISBURSEMENT FOR SUPPLIES AND MATERIALS



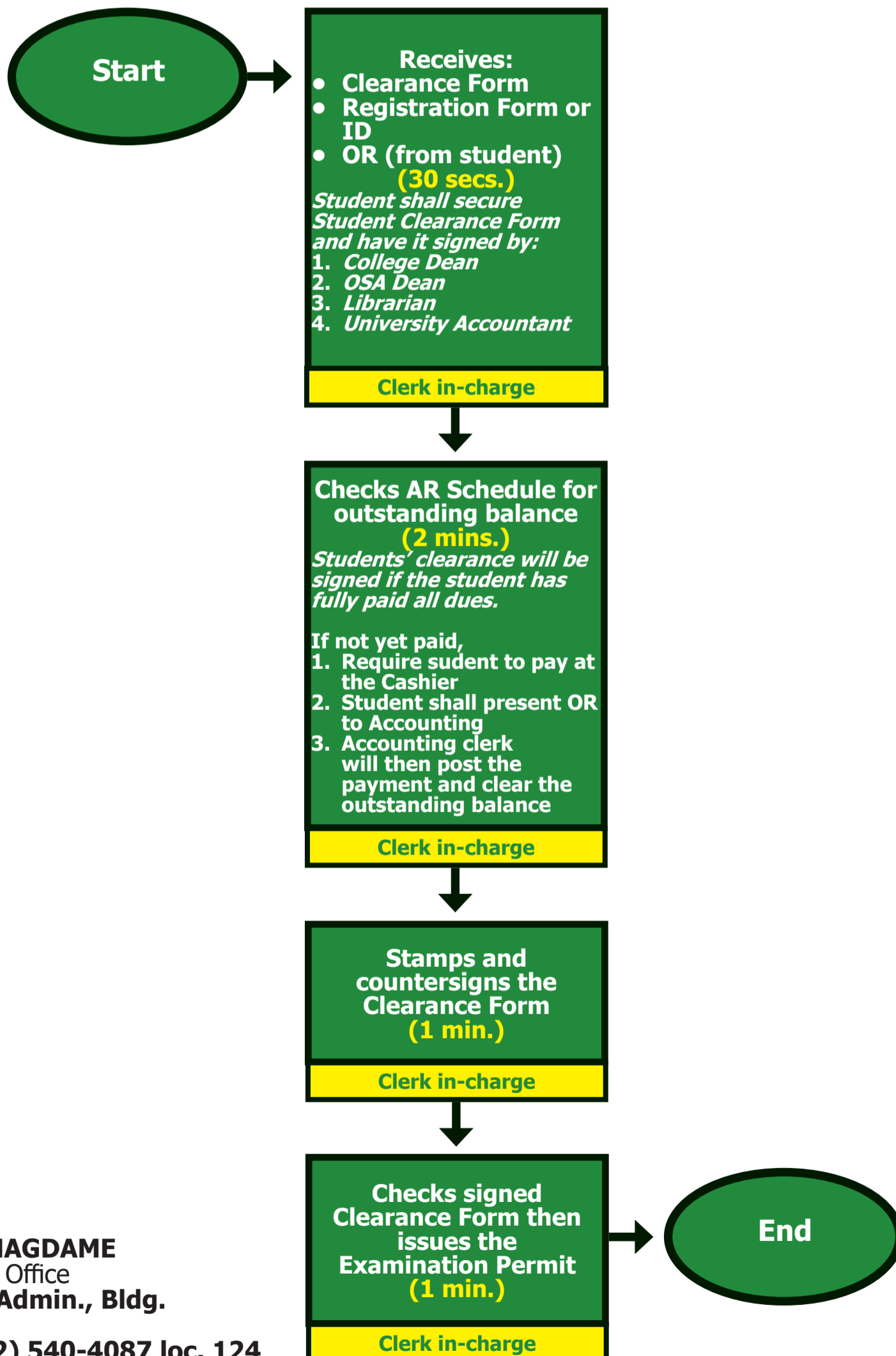




# CITIZEN'S CHARTER

## ACCOUNTING OFFICE

### SIGNING OF STUDENT CLEARANCE AND ISSUANCE OF EXAMINATION PERMIT



**SHERRLYN U. MAGDAME**

Head, Accounting Office

G/F Left Wing, Admin., Bldg.

SLSU-Lucban

Phone No.: (042) 540-4087 loc. 124

smagdame@gmail.com



# CITIZEN'S CHARTER

## BUDGET OFFICE

**Address:**  
**Phone No.:**  
**Email:**

### INTRODUCTION

### OBJECTIVES

### SERVICE UNITS/TRANSACTIONS

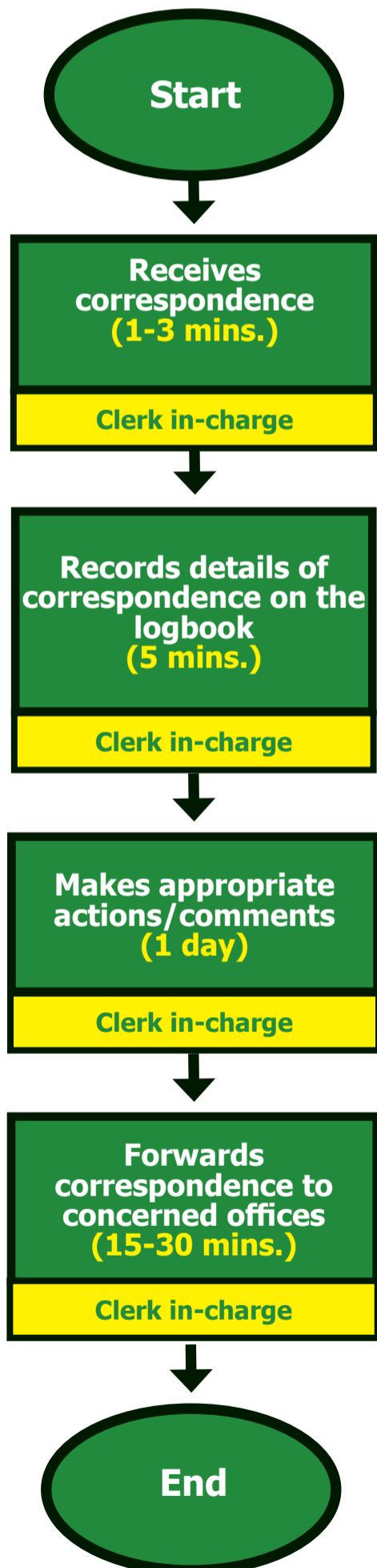
(Head of Office)



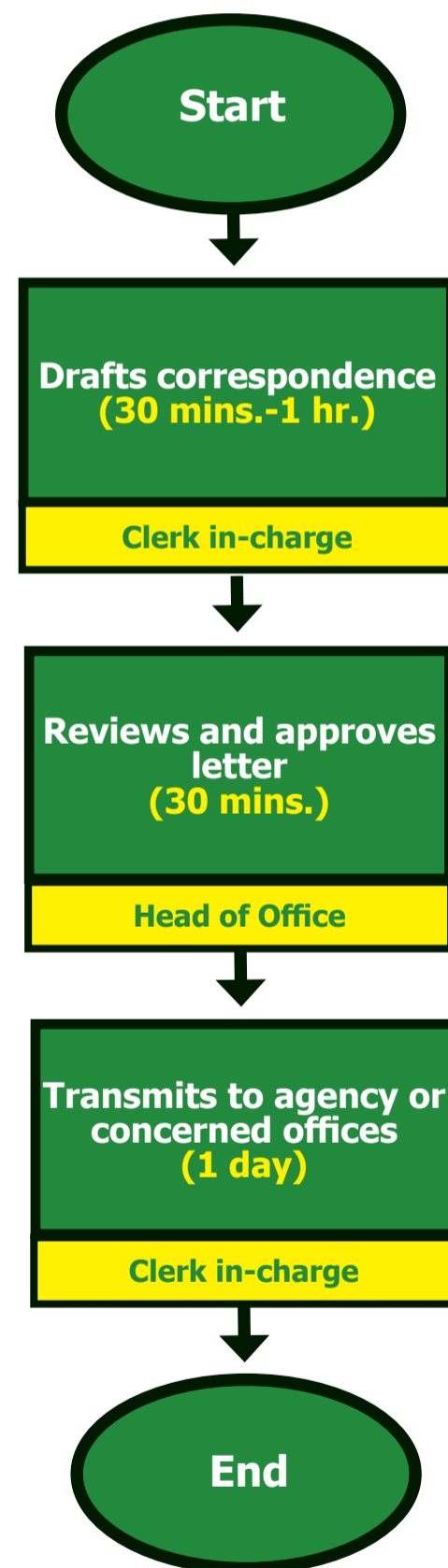
# CITIZEN'S CHARTER

## BUDGET OFFICE

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE



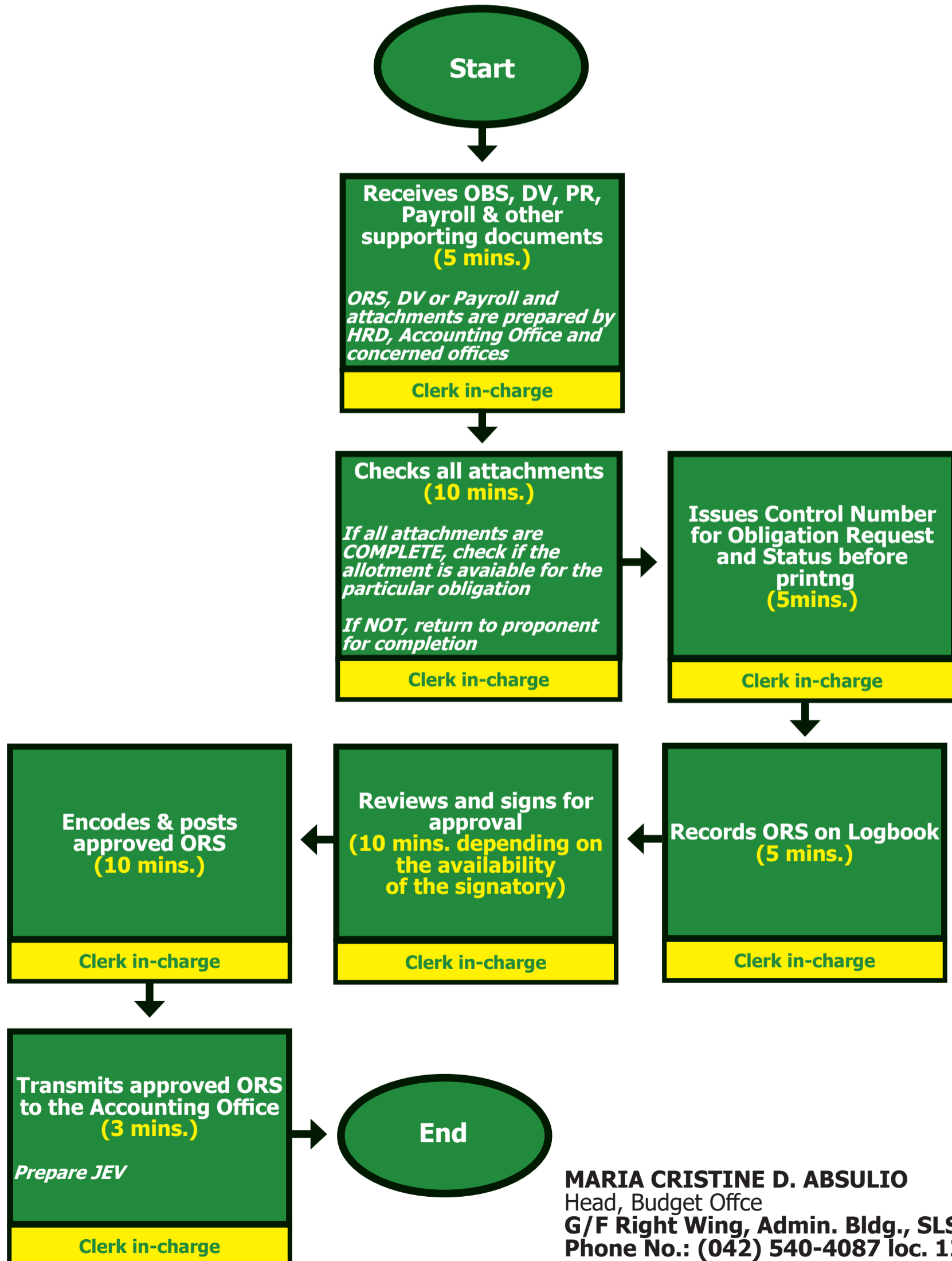
**MARIA CRISTINE D. ABSULIO**  
Head, Budget Office  
G/F Right Wing, Admin. Bldg., SLSU-Lucban  
Phone No.: (042) 540-4087 loc. 124  
mariacristine\_absulio@yahoo.com



# CITIZEN'S CHARTER

## BUDGET OFFICE

### PREPARATION OF OBLIGATION REQUEST AND STATUS - REGULAR FUNDS (MDS)



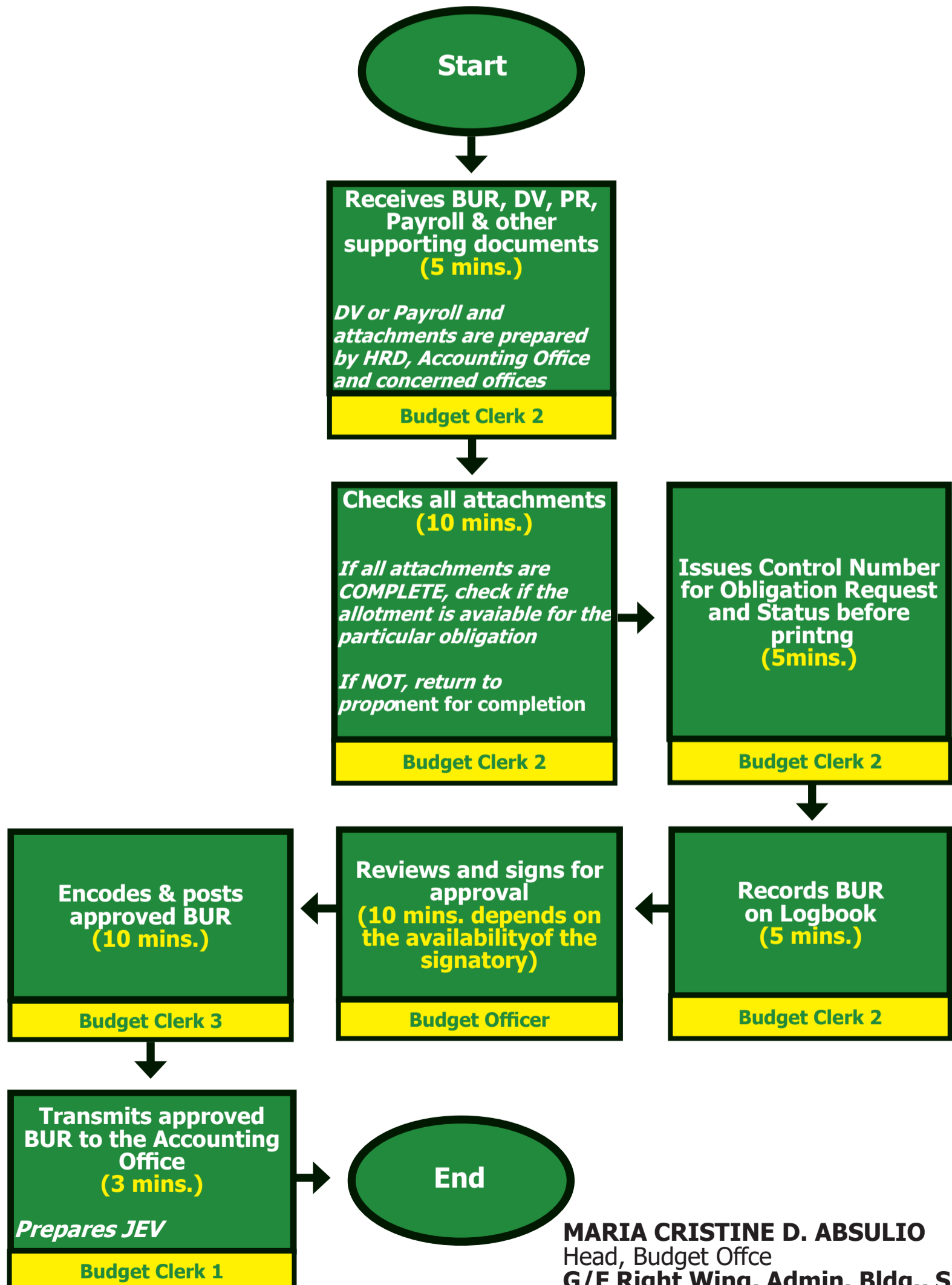
**MARIA CRISTINE D. ABSULIO**  
Head, Budget Office  
G/F Right Wing, Admin. Bldg., SLSU-Lucban  
Phone No.: (042) 540-4087 loc. 124  
mariacristine\_absulio@yahoo.com



# CITIZEN'S CHARTER

## BUDGET OFFICE

### PREPARATION OF BUDGET UTILIZATION REQUEST AND STATUS - OFF-BUDGETARY AND CUSTODIAL FUNDS



**MARIA CRISTINE D. ABSULIO**  
Head, Budget Office  
G/F Right Wing, Admin. Bldg., SLSU-Lucban  
Phone No.: (042) 540-4087 loc. 124  
mariacristine\_absulio@yahoo.com



# CITIZEN'S CHARTER

## CASHIERING OFFICE

G/F Right Wing, Admin. Bldg., SLSU-Lucban  
Phone Nos.: (042) 540-4087 loc. 123 / 125  
Email: hamacaraan@slsu.edu.ph

### INTRODUCTION

The office of the Cashier, under the Administrative and Financial Services, is concerned with the safeguarding of the financial resources of the University through the application of the government rules, regulations and laws mandated and promulgated by the national government. The office also supports the University in different areas of activities such as collection of different fees and disbursement of funds.

### OBJECTIVES

The University Cashiering Office is responsible for the receipting and depositing of all University related funds. The objective of the Cashiering Office is to insure that monies due to or belonging to the government are received and accounted for in a manner which assures a complete and adequate record of each transaction and assures monetary control over the receiving function. The operation of this office is designed to aid the University in handling receipts as required by statute. The office also provides financial services through the disbursement of different funds.

### SERVICE UNITS/TRANSACTIONS

#### Collection of Fees

- » Departmental Receipts
- » Scholarship Receipts
- » Special Fees
- » Fines and Penalties
- » Special Billings
- » Student Registration Tuition and Fees
- » Collections on Student Accounts Receivables
- » Receipts from Interdepartmental Billings

#### Disbursement of Funds

- » Personal Services
- » Fiduciary Funds
- » Capital Outlay
- » Income Generating Projects
- » Maintenance and Other Operating Expenses

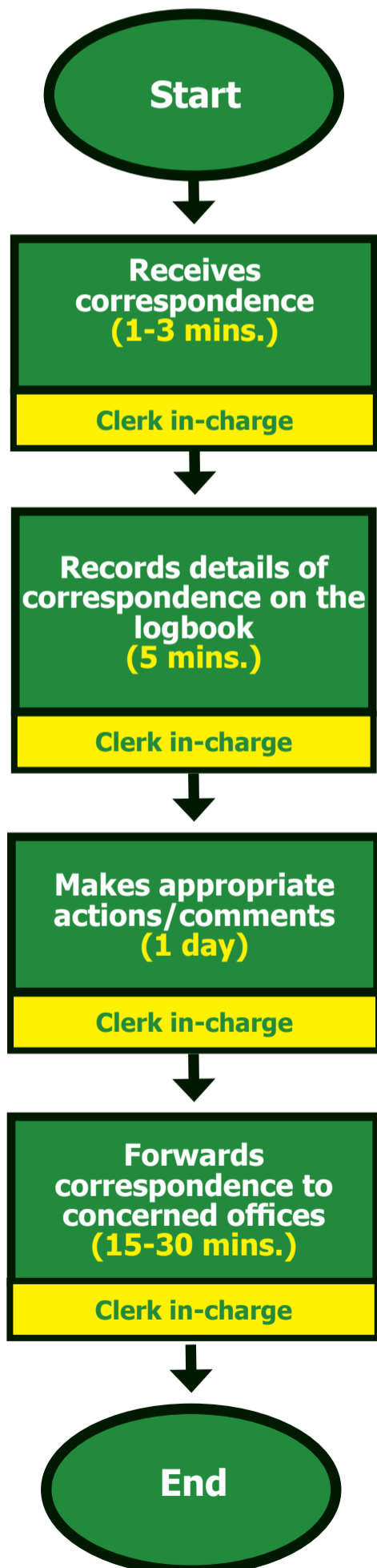
**HECTOR A. MACARAAN**  
Head, Cashiering Office



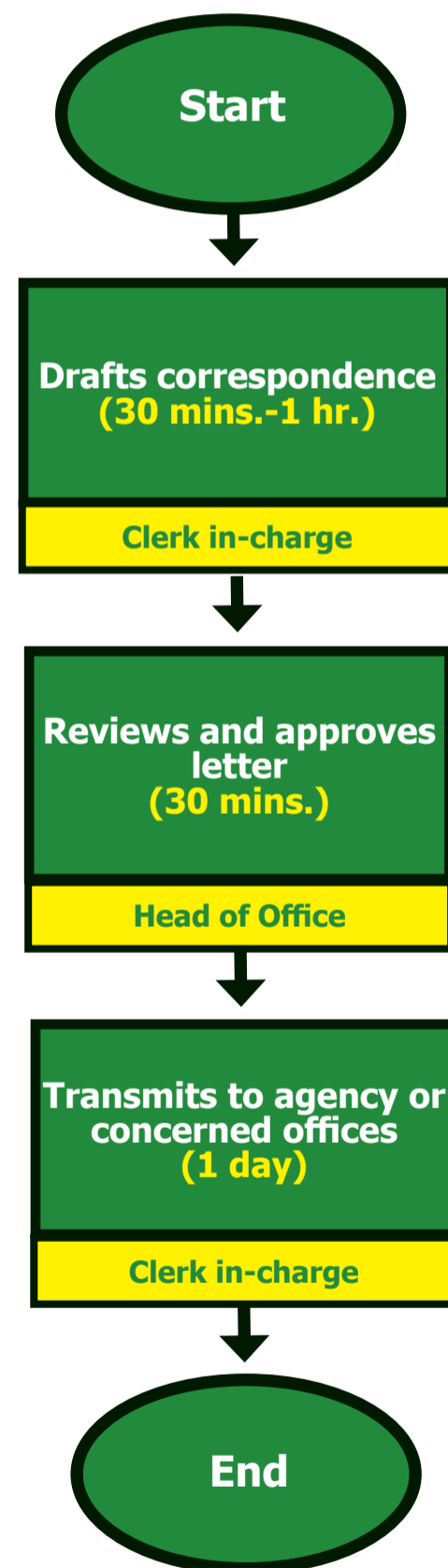
# CITIZEN'S CHARTER

## CASHIERING OFFICE

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE



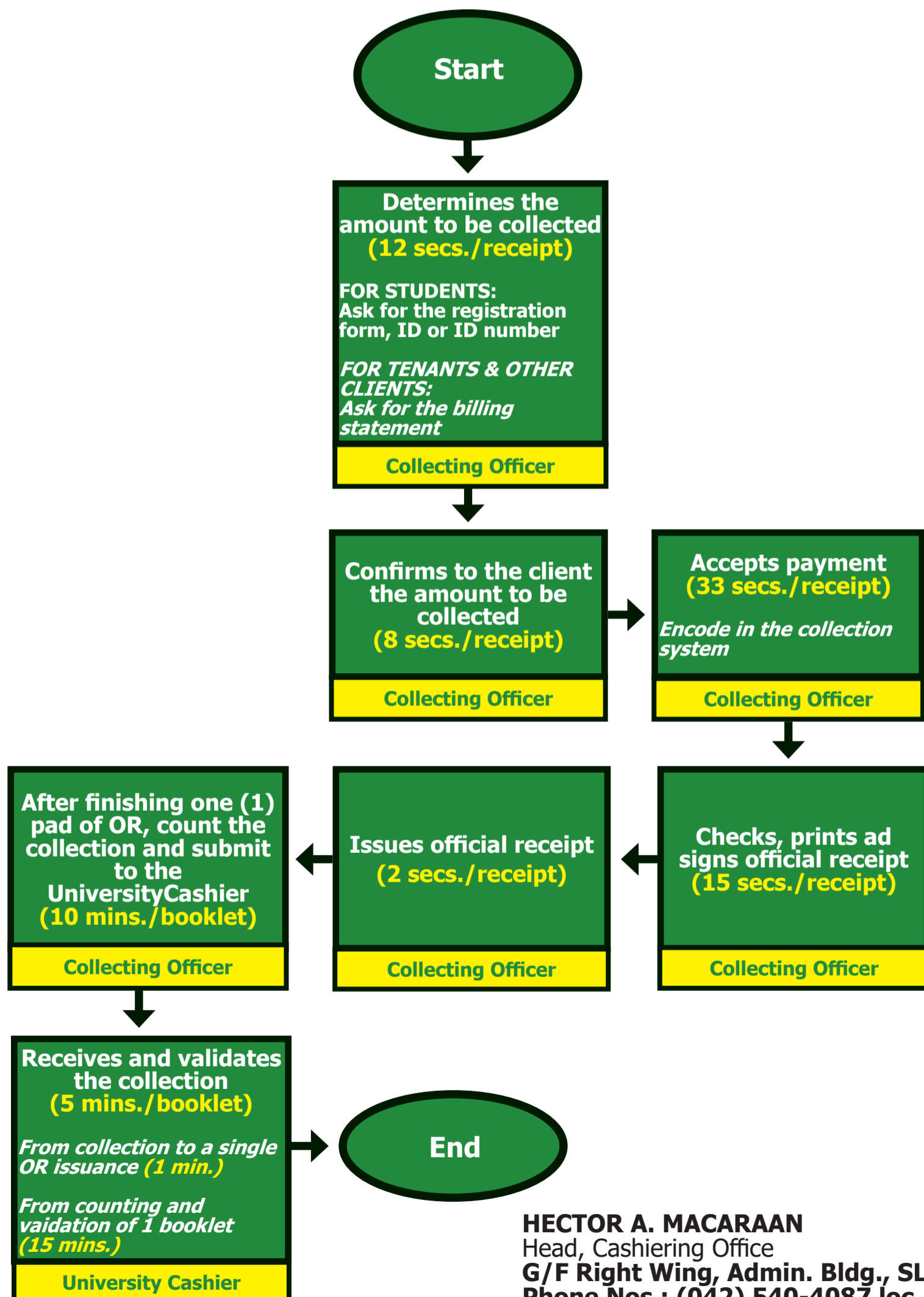
**HECTOR A. MACARAAN**  
Head, Cashiering Office  
G/F Right Wing, Admin. Bldg., SLSU-Lucban  
Phone Nos.: (042) 540-4087 loc. 123 / 125  
hamacaraan@slsu.edu.ph



# CITIZEN'S CHARTER

## CASHIERING OFFICE

### COLLECTING OF FEES



**HECTOR A. MACARAAN**  
Head, Cashiering Office  
G/F Right Wing, Admin. Bldg., SLSU-Lucban  
Phone Nos.: (042) 540-4087 loc. 123 / 125  
hamacaraan@slsu.edu.ph

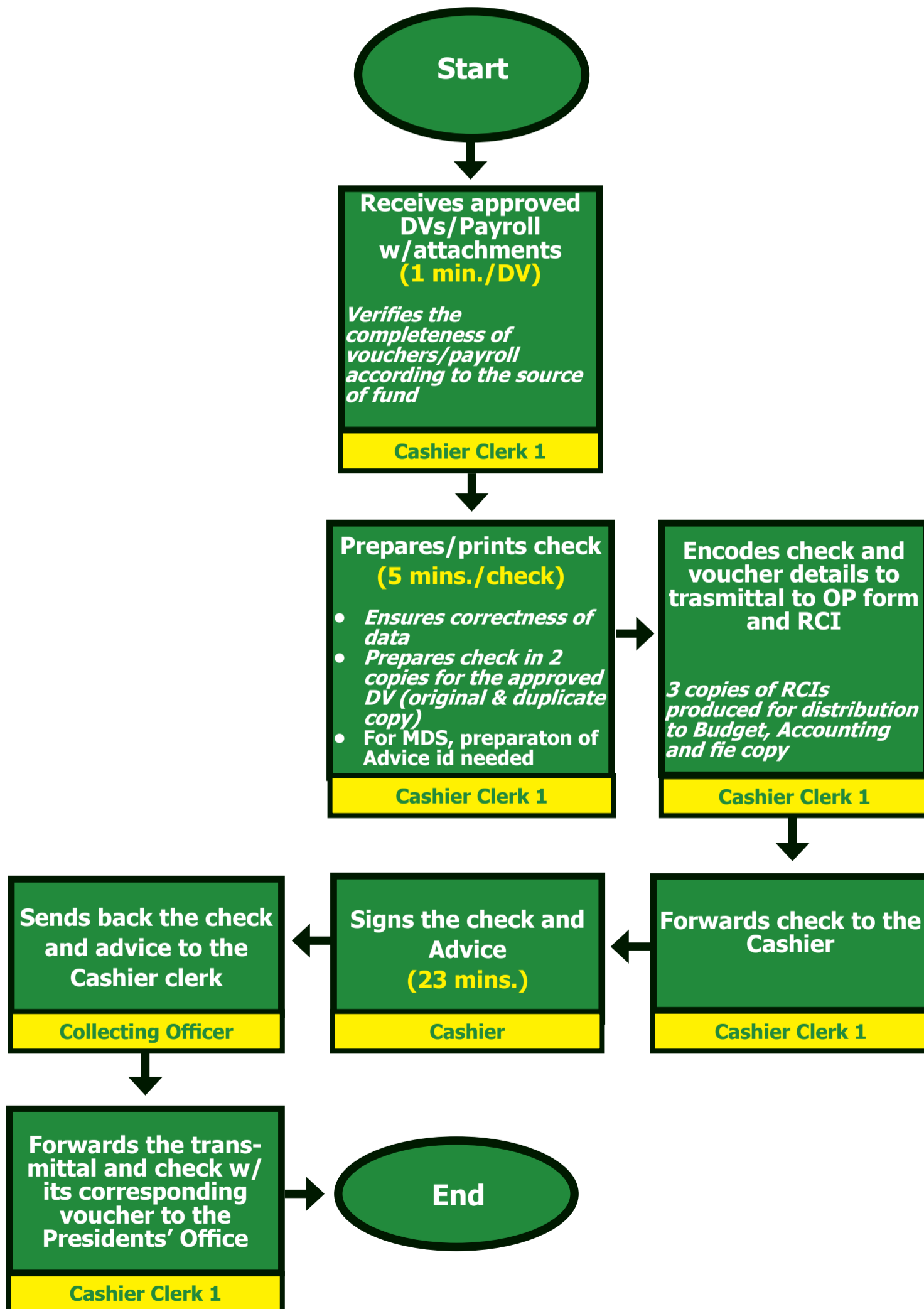




# CITIZEN'S CHARTER

## CASHIERING OFFICE

### DISBURSEMENT: PREPARATION OF CHECK





# CITIZEN'S CHARTER

## HUMAN RESOURCE MANAGEMENT OFFICE

2<sup>nd</sup> Flr. Left Wing, Admin. Bldg., SLSU-Lucban  
Phone Nos.: (042) 540-4087 loc. 115/116  
Email: slsu.hrmo@gmail.com

### INTRODUCTION

The Human Resource Management Office (HRMO) is committed to give utmost service to the University Faculty and Employees by providing a balance system designed to effectively carry out and implement the University policies and objectives.

The HRMO shall promote personality enhancement program as well as skills and career development program towards the attainment of a responsive environment with the highest moral decency and maximize the faculty and employees' efficiency.

### OBJECTIVES

- » To select and hire the best applicant based on the qualifications and competencies required of the position available.
- » To appoint/promote teaching and non-teaching personnel based on merit and fitness.
- » To guide the teaching and non-teaching personnel of the step by step procedures on retirement, separation occupying regular, casual, contractual positions. On the other hand, the termination applies to teaching and non-teaching personnel under job order and contract of service.
- » To establish an effective performance evaluation system which serves as basis for personnel actions, incentives and rewards, promotion, training and development, personnel actions and administrative sanctions.
- » To assist personnel on how they can effectively utilize their leave benefits.
- » To ensure complete, accurate, and timely processing of payroll and other claims such as honoraria, 13th month pay, overtime pay, excess load and other benefits.
- » To provide other HR services effectively and efficiently.

### SERVICE UNITS/TRANSACTIONS

- » Recruitment and Selection
- » Appointment and Promotion
- » Retirement, Separation and Termination
- » Performance Evaluation
- » Leave Administration
- » Payroll and Benefits Management

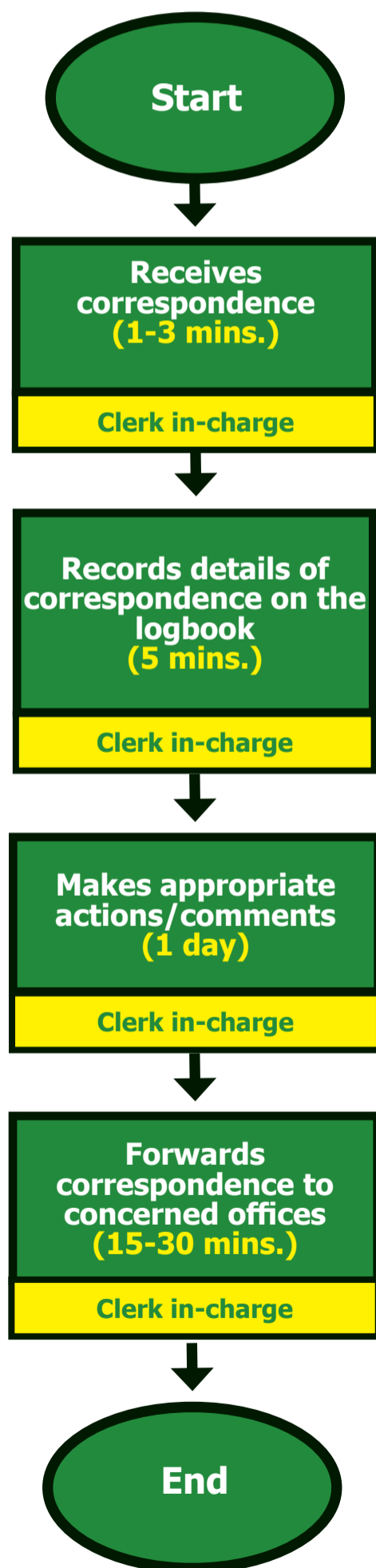
**MARIDEL C. ZABELLA**  
Head, Human Resource Management Office



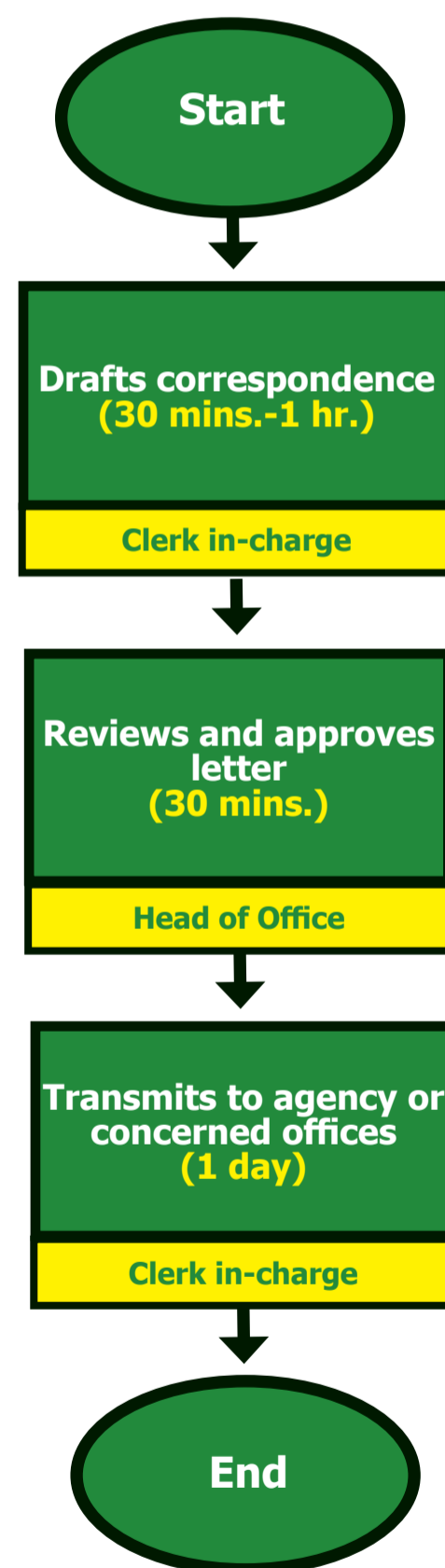
# CITIZEN'S CHARTER

## HUMAN RESOURCE MANAGEMENT OFFICE

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE



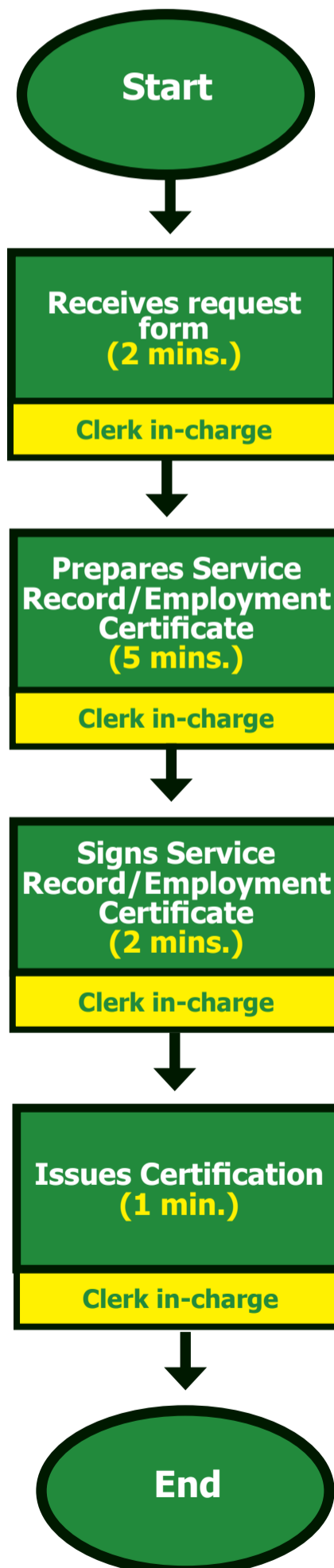
**MARIDEL C. ZABELLA**  
Head, Human Resource Management Office  
2<sup>nd</sup> Flr. Left Wing, Admin. Bldg., SLSU-Lucban  
Phone Nos.: (042) 540-4087 loc. 115/116  
slsu.hrmo@gmail.com



# CITIZEN'S CHARTER

## HUMAN RESOURCE MANAGEMENT OFFICE

### ISSUANCE OF SERVICE RECORD/HUMAN RESOURCE RELATED CERTIFICATION



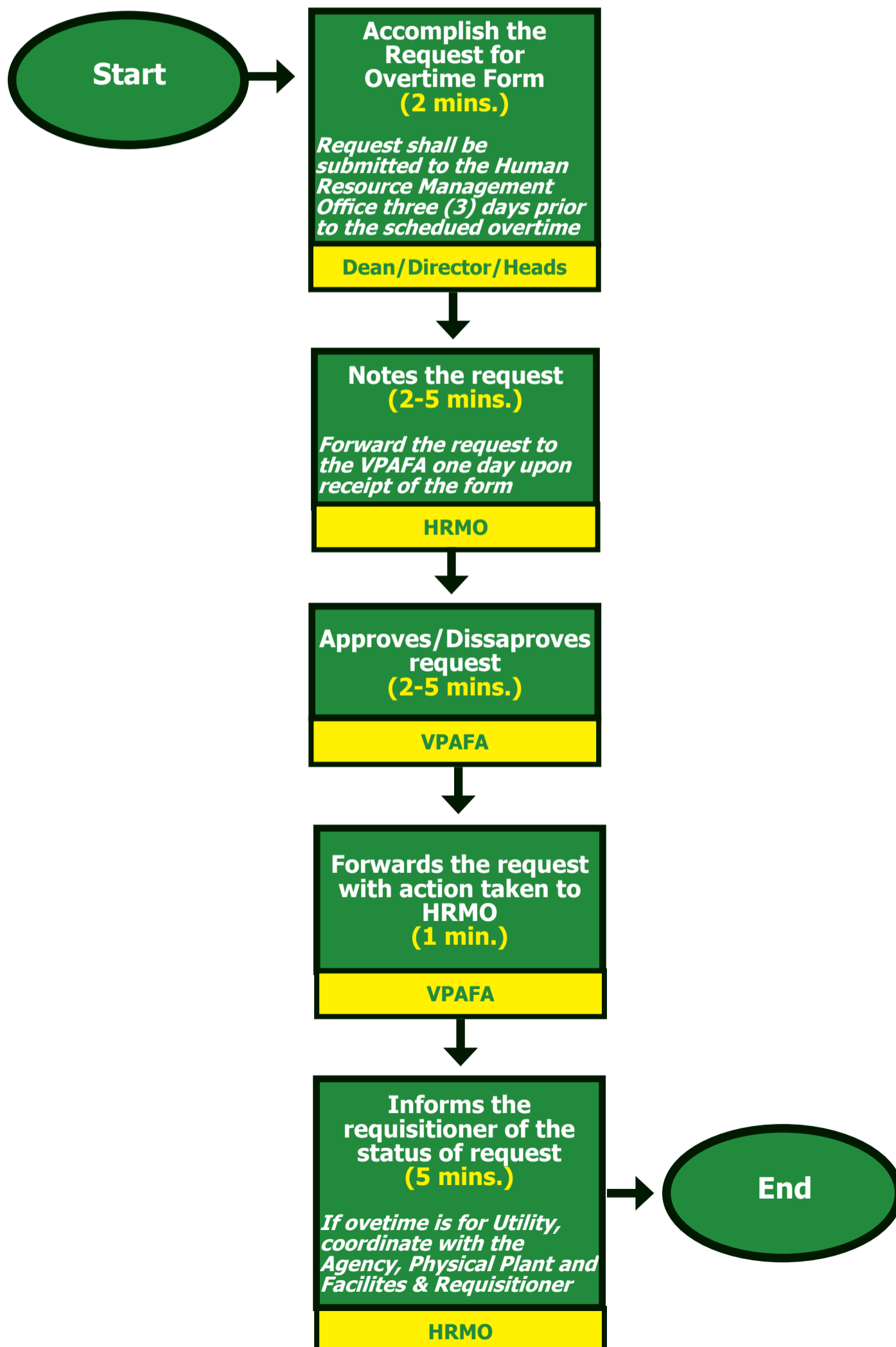
**MARIDEL C. ZABELLA**  
Head, Human Resource Management Office  
2<sup>nd</sup> Flr. Left Wing, Admin. Bldg., SLSU-Lucban  
Phone Nos.: (042) 540-4087 loc. 115/116  
slsu.hrmo@gmail.com



# CITIZEN'S CHARTER

## HUMAN RESOURCE MANAGEMENT OFFICE

### REQUEST FOR OVERTIME SERVICE





# CITIZEN'S CHARTER

## **SUPPLY AND PROPERTY OFFICE**

**Former Nakamura Kiddie Center SLSU-Lucban**

**Phone No.: (042) 540-7650**

**Email: ropalines@yahoo.com**

### **INTRODUCTION**

The Supply Office provides administrative support in terms of property accountability which includes inventory and disposal of materials, equipment and unserviceable properties of the University. This also includes the receiving, inspection, warehousing, recording and releasing of supplies and materials to end-users.

### **OBJECTIVES**

- » Recording and safekeeping of supplies, materials and equipment against loss and wastage to ensure economy, efficiency and effectiveness in the operation system of the University.
- » Assist in the inspection of purchased supplies, materials and equipment, and property disposal.

### **SERVICE UNITS/TRANSACTIONS**

- » Issuing supplies, materials, and equipments to end-users.
- » Inspecting purchased supplies, materials and equipments, and property for disposal.
- » Processing of documents to be attached in the disbursement vouchers for payment of purchased goods and equipments.
- » Conducting property inventory.
- » Safekeeping of all records of the University properties.
- » Pre-post Inspection
- » Insurance/Registration of vehicles and properties

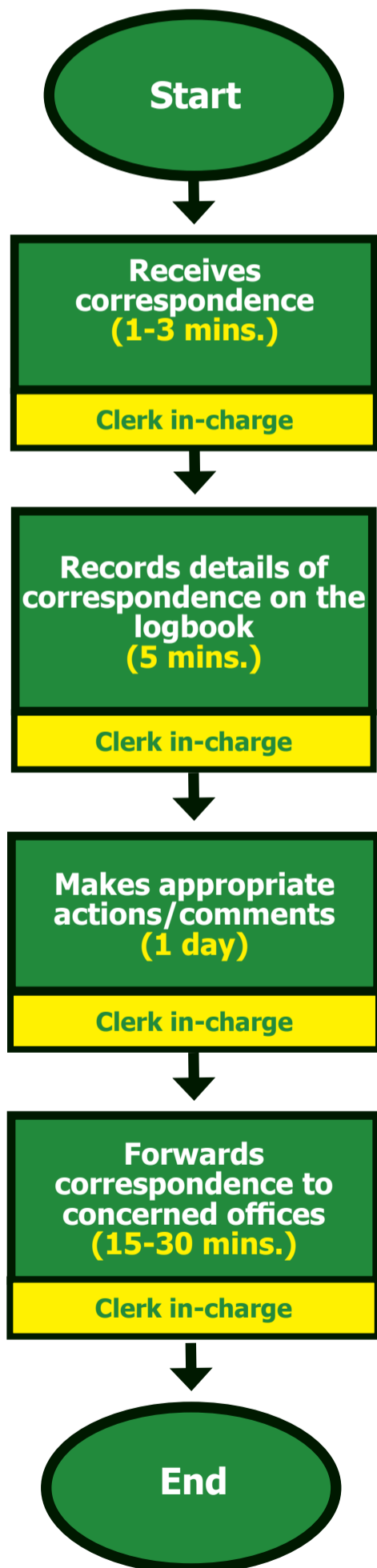
**ROWENA O. PALINES**  
Head, Supply Office



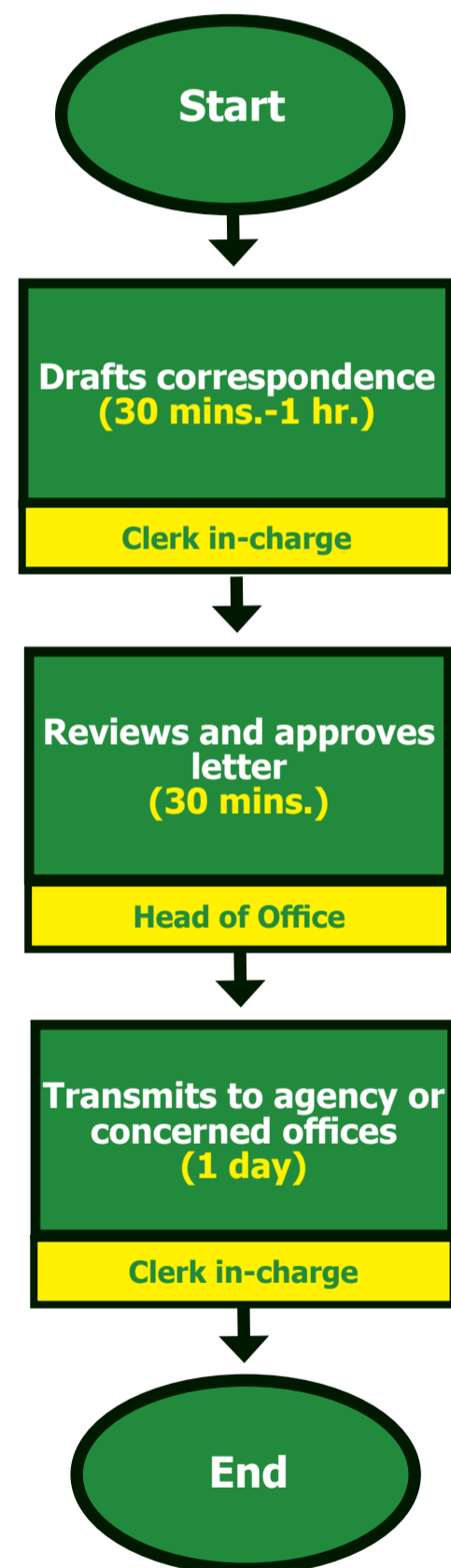
# CITIZEN'S CHARTER

## SUPPLY AND PROPERTY OFFICE

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE



**ROWENA O. PALINES**  
Head, Supply Office  
Former Nakamura Kiddie Center SLSU-Lucban  
Phone No.: (042) 540-7650  
ropalines@yahoo.com

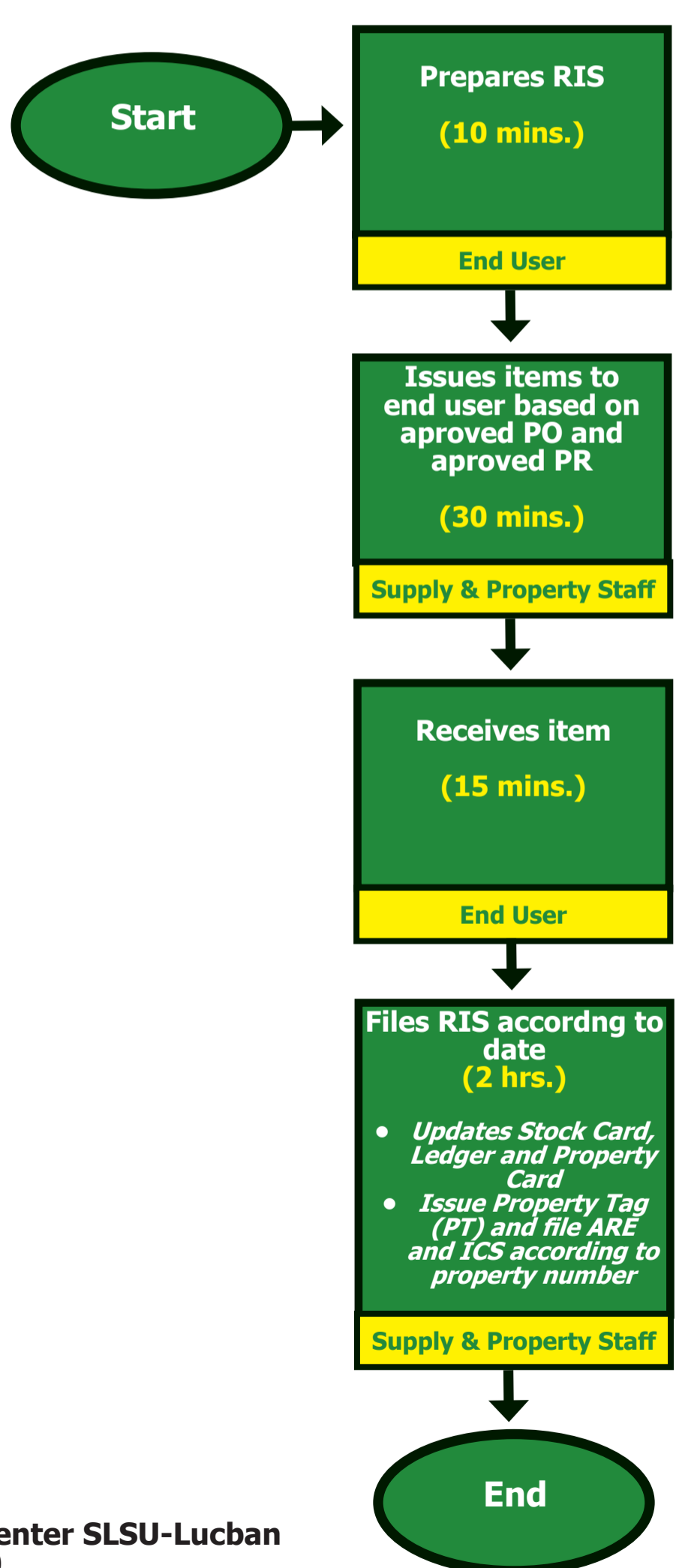
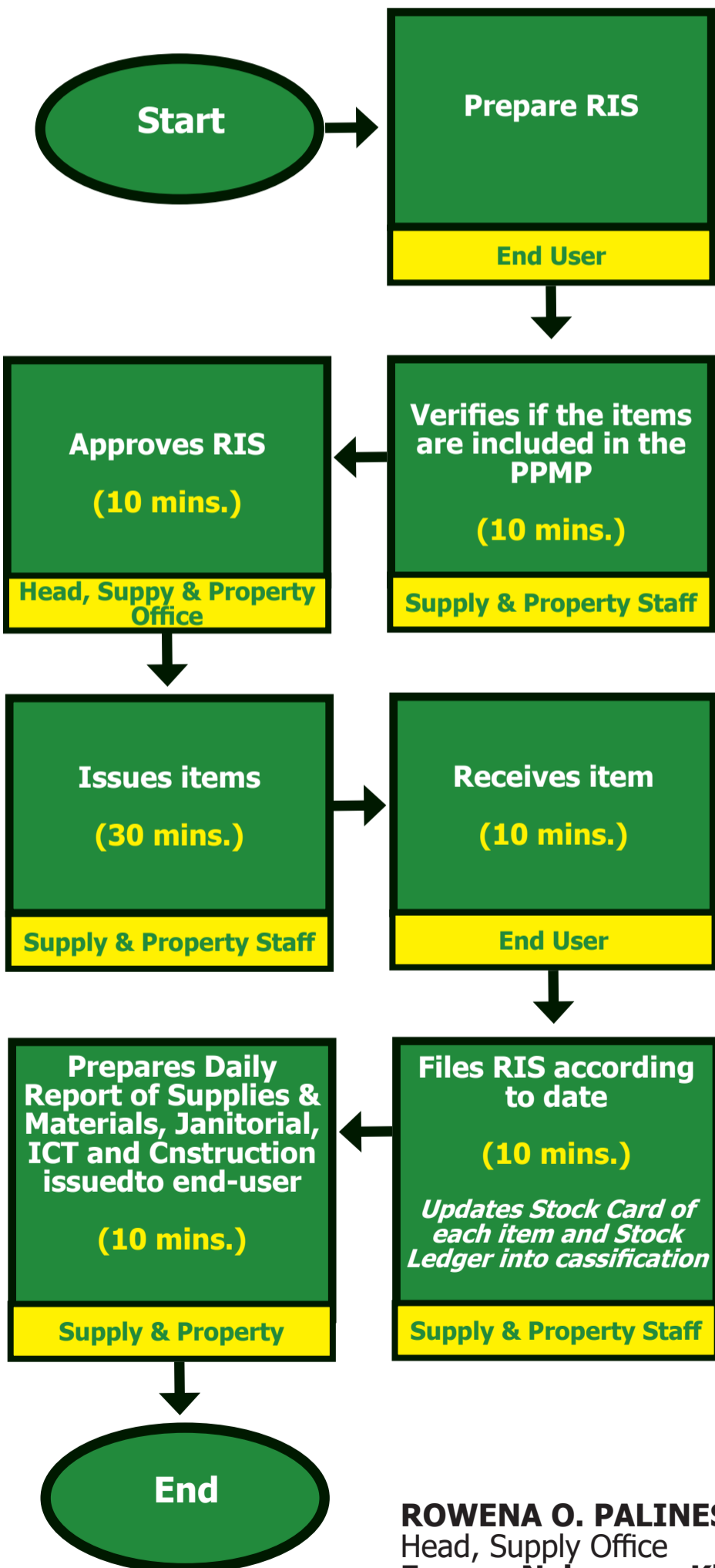


# CITIZEN'S CHARTER

## SUPPLY AND PROPERTY OFFICE

### ISSUANCE OF COMMON USE SUPPLIES (FROM STOCKROOM)

### ISSUANCE OF SUPPLIES AND EQUIPMENT BASED ON APPROVED PURCHASE ORDER



**ROWENA O. PALINES**  
 Head, Supply Office  
 Former Nakamura Kiddie Center SLSU-Lucban  
 Phone No.: (042) 540-7650  
 ropalines@yahoo.com





# CITIZEN'S CHARTER

## PROCUREMENT OFFICE

**1<sup>st</sup> Flr. Hermano Pule Bldg., SLSU-Lucban**  
**Phone Nos.: (042) 540-6519; 540-4087 loc. 148**  
**Email: rossana.4481@gmail.com**

### INTRODUCTION

As a service unit of the University, the Procurement Office is overall in-charge in the acquisition of goods, services, works, equipment and new properties. Its utilization is based planning for the procurement of project requirements; selection of source; schedule of delivery and payment. The Project Procurement Management Plan (PPMP) enables extensive support to the resources requirements of the University by obtaining goods, infrastructures and services from suppliers, contractors and consultants. This strategy helps in the development of the requirements to be used in the consolidation of the Annual Plan (APP) of the University. Procurement management's objectives are also developed using the result analysis of the procurement function and capability.

### OBJECTIVE

- » To understand and continually update on the laws, rules and regulations in order to provide a more efficient and economic acquisition of goods, services, works, equipment and new properties;
- » To design overall plan, implement and evaluate a system of acquisition, disbursement and liquidation of all materials, supplies, tools and equipment;
- » To check and validate requisition deliveries as to the validity and reliability of the documents and corresponding specifications.

### SERVICE UNITS/TRANSACTIONS

- Purchase Request
- Canvass/Quotation
- Purchase Order
- Pick up/Delivery of goods/items

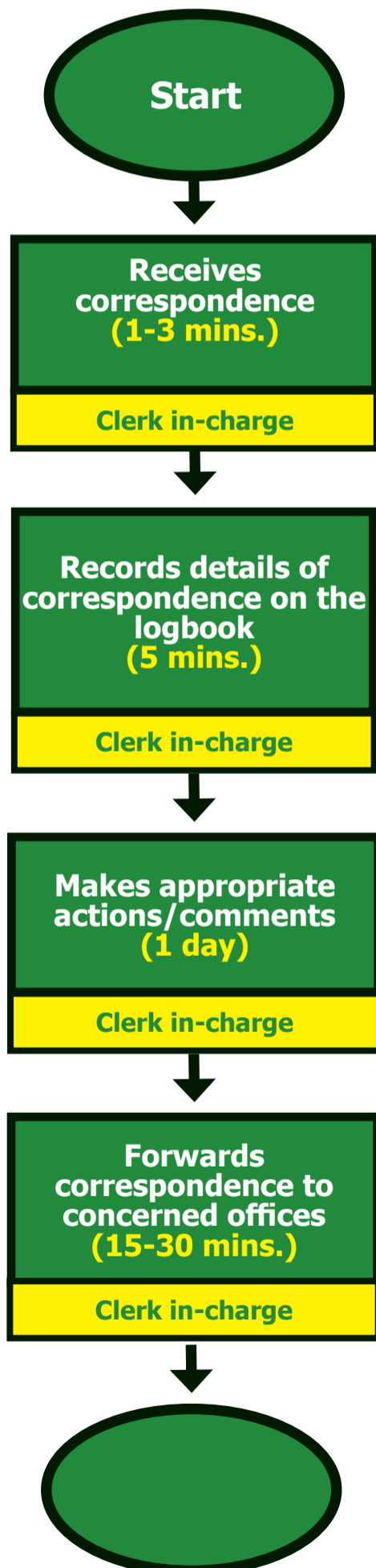
**ENGR. MARIA ROSSANA DL. DE VELUZ**  
Head, Procurement Office



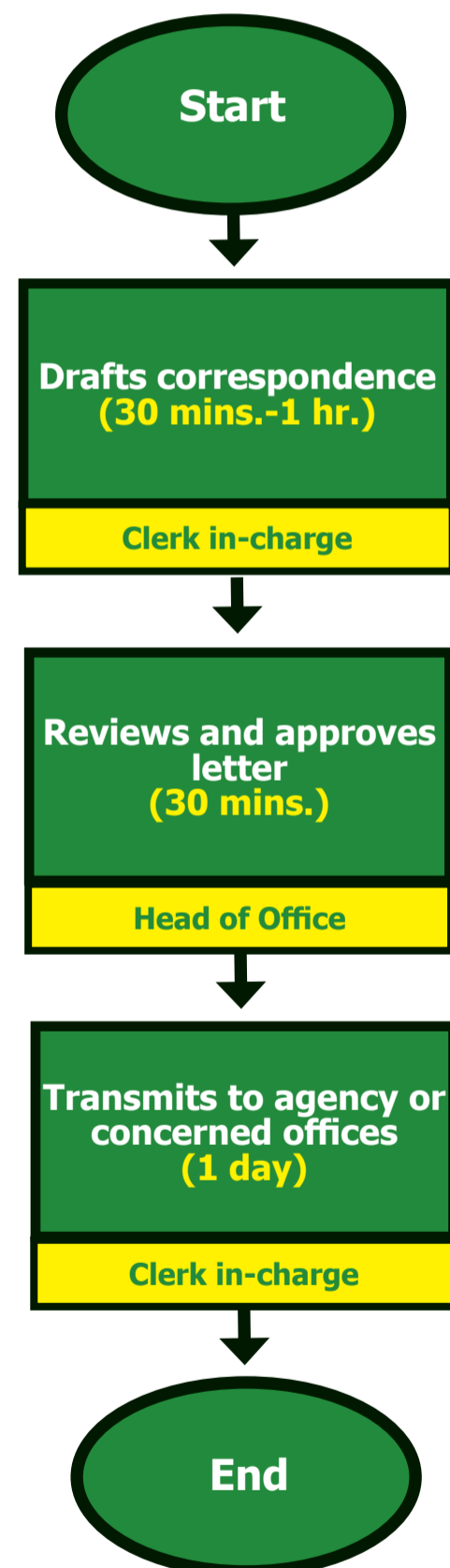
# CITIZEN'S CHARTER

## PROCUREMENT OFFICE

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE

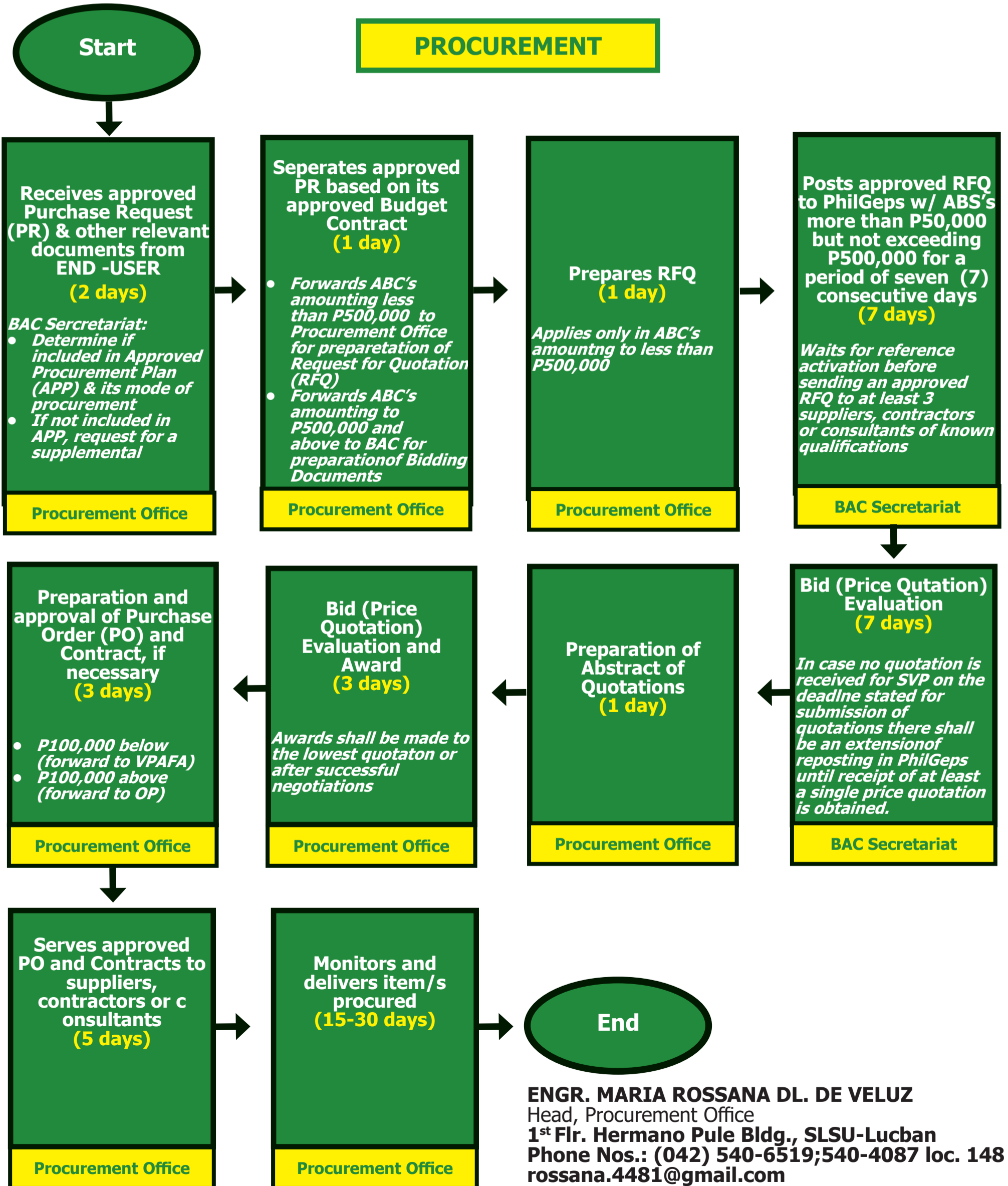


**ENGR. MARIA ROSSANA DL. DE VELUZ**  
Head, Procurement Office  
1<sup>st</sup> Flr. Hermano Pule Bldg., SLSU-Lucban  
Phone Nos.: (042) 540-6519;540-4087 loc. 148  
rossana.4481@gmail.com



# CITIZEN'S CHARTER

## PROCUREMENT OFFICE



**ENGR. MARIA ROSSANA DL. DE VELUZ**  
 Head, Procurement Office  
 1<sup>st</sup> Flr. Hermano Pule Bldg., SLSU-Lucban  
 Phone Nos.: (042) 540-6519; 540-4087 loc. 148  
 rossana.4481@gmail.com



# CITIZEN'S CHARTER

## BUSINESS AFFAIRS OFFICE

2<sup>nd</sup> Flr., New CBA Bldg., SLSU-Lucban

Phone No.: 540-2597

Email: slsuhotel@gmail.com

### INTRODUCTION

The Business Affairs Office (BAO) was created to improve the resource generations of the University. This was caused by the diminishing budget provided for State Colleges and Universities (SUCs). SUCs are expected to be efficient, relevant, productive and competitive in their operation as stipulateAd in the Higher Education Modernization Act of 1997. To meet these expectations SLSU in pursuit of its mandate to provide higher quality education at least cost possible was encouraged and authorized under this act to undertake Income Generating Projects (IGPs).

### OBJECTIVES

- » As a business activity, these projects have to deal with common business concepts, such as type of market and market share, production levels, overhead costs and profitability.
- » As a learning activity, IGPs should be designed and operated in such a way as to provide maximum hands-on-experience to students taking up related subjects.

### SERVICE UNITS/TRANSACTIONS

#### SLSU Hotel - Business Resource Center

##### Lease/Rental/Permit Services

- » Facilities (i.e. Gymnasium, Audio Visual Rooms, Open Field, Electricity and Water etc.)
- » Space Rentals (i.e. Photocopiers, Food Stalls and the like)
- » Dormitory Rentals
- » Training Centers
- » Others (i.e. tables, chairs, sound systems, parking, gatepass and the like)

##### Printing Services

- » Printing Press
- » Printshop
- » ID Printing
- » Book Sales
- » Bookbinding

##### Garments Production and Sales

- » School Uniforms
- » PE Uniforms
- » T-shirts Printing
- » Graduation Caps and Gowns
- » Others

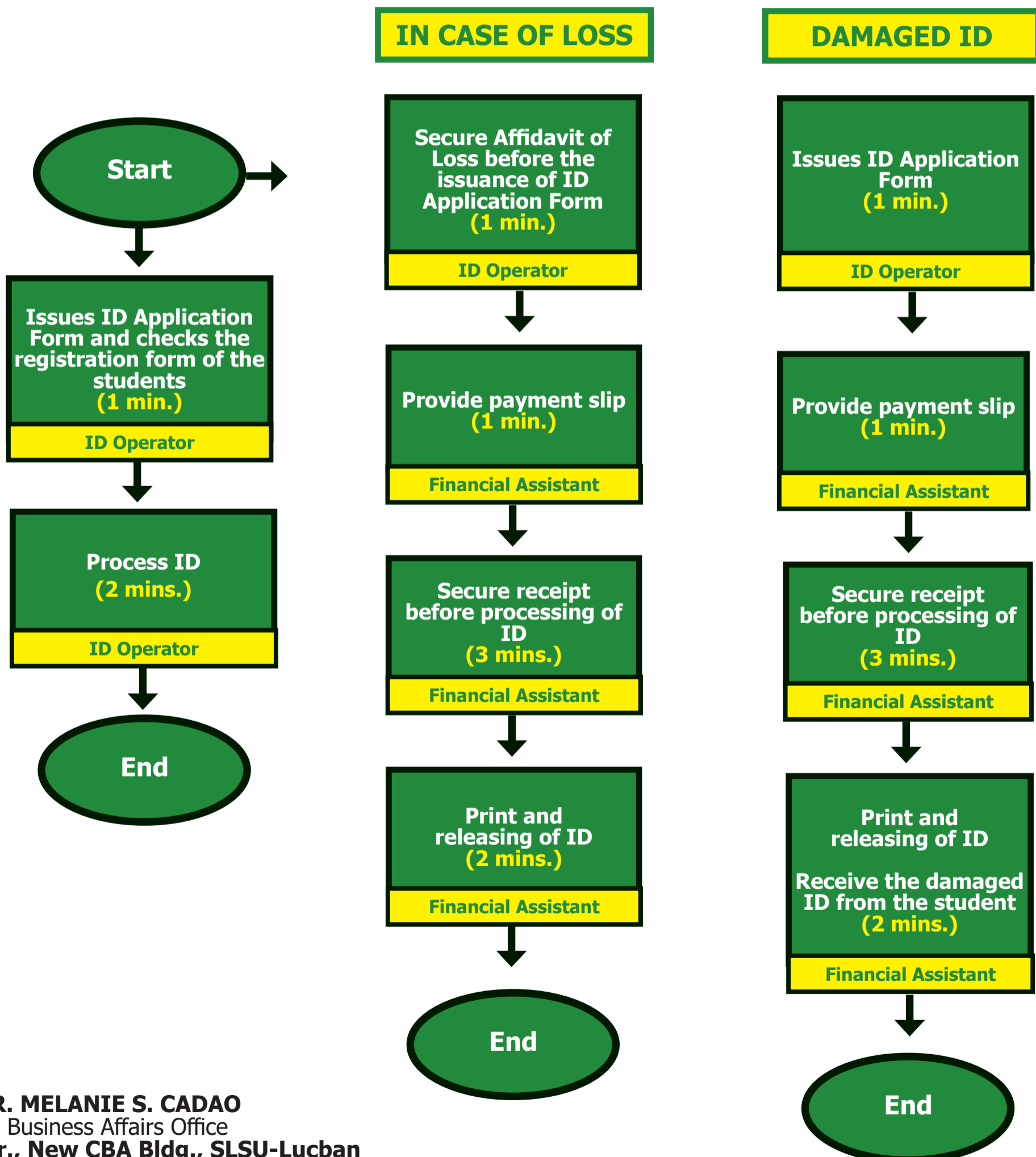
**ENGR. MELANIE S. CADA0**  
Head, Business Affairs Office



# CITIZEN'S CHARTER

## BUSINESS AFFAIRS OFFICE

### APPLICATION, PROCESSING AND ISSUANCE OF IDENTIFICATION CARD



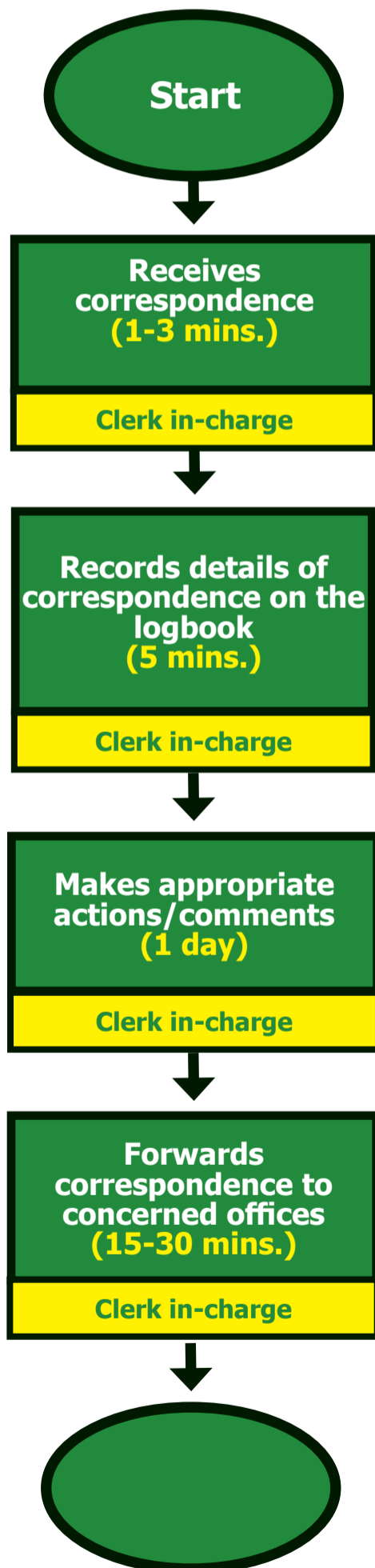
**ENGR. MELANIE S. CADA0**  
Head, Business Affairs Office  
2<sup>nd</sup> Flr., New CBA Bldg., SLSU-Lucban  
Phone No.: 540-2597  
slsuhotel@gmail.com



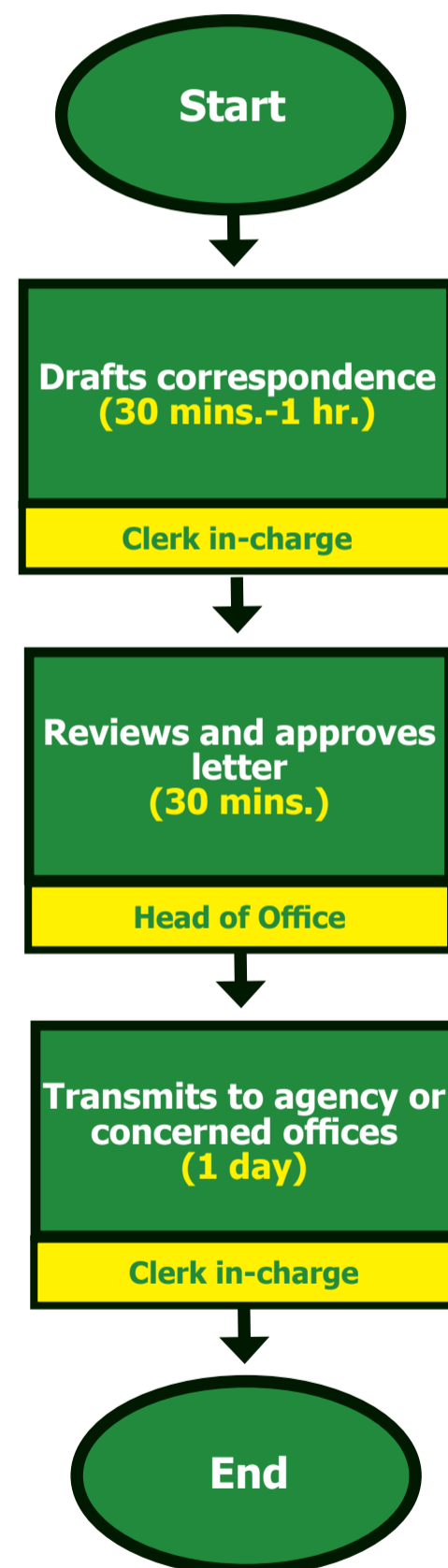
# CITIZEN'S CHARTER

## BUSINESS AFFAIRS OFFICE

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE

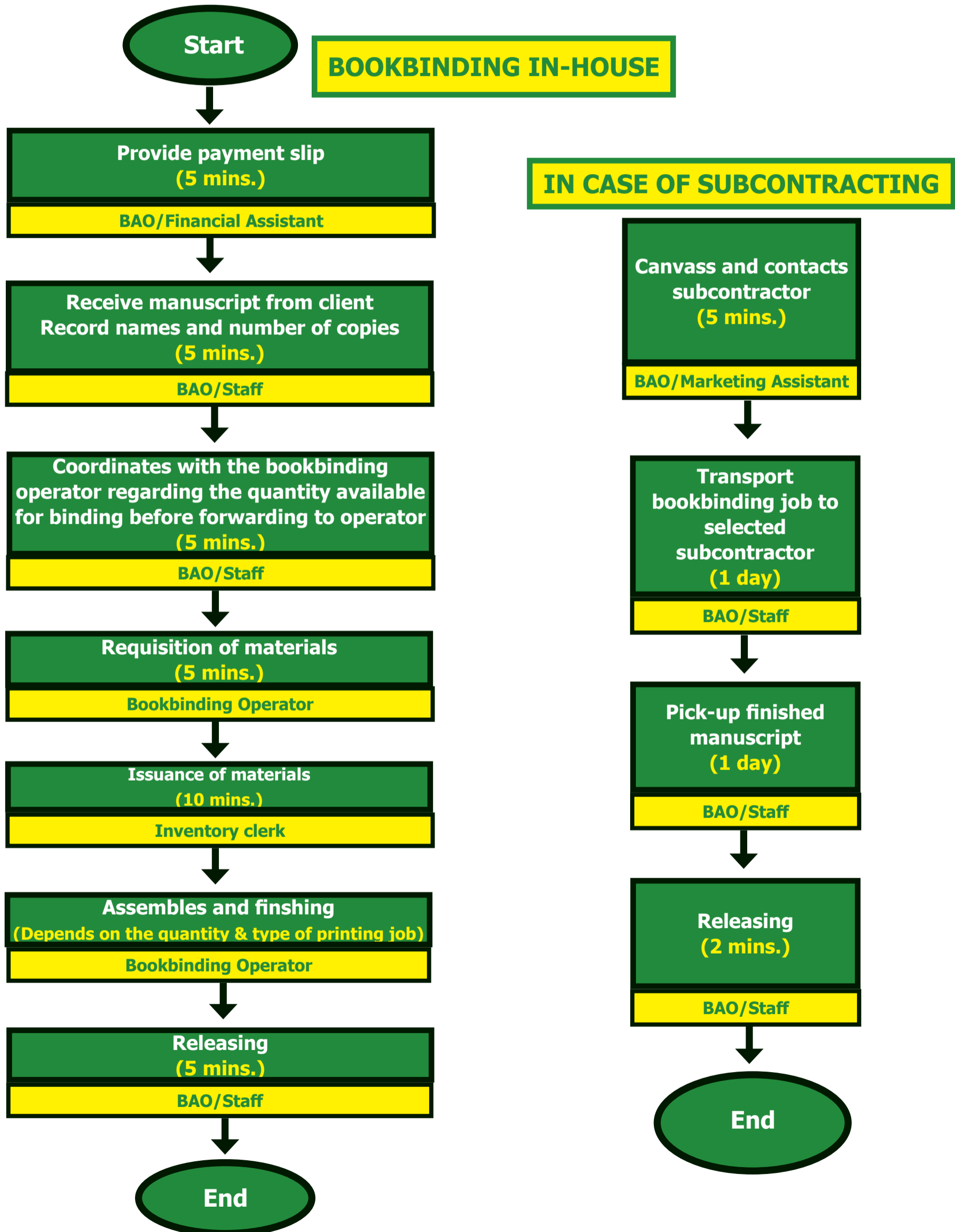


**ENGR. MELANIE S. CADA O**  
Head, Business Affairs Office  
2<sup>nd</sup> Flr., New CBA Bldg., SLSU-Lucban  
Phone No.: 540-2597  
slsuhotel@gmail.com



# CITIZEN'S CHARTER

## BUSINESS AFFAIRS OFFICE





# CITIZEN'S CHARTER

## UNIVERSITY HEALTH SERVICES

G/F New CBA Bldg., SLSU-Lucban

Phone No.: (042) 540-8637

Email: ma.ging\_cuarto@yahoo.com

### INTRODUCTION

Health is defined as a state of complete physical, mental and social well-being and not merely the absence of disease. Our goal has always been to promote health not only among students but also among our employees. Towards this end, the health services unit engaged the SLSU populace in activities such as health assessments, health education and health related physical activities.

Health promotion in school for students and personnel should be well planned, organized, practiced and implemented. We have established guidelines and timelines for the various activities, that we offer and provide at the health services unit, i.e. the initial assessment of freshmen, the periodic medical examination of employees as part of screening for chronic illnesses, the special physical examination of students for training and hospital affiliations. The data from these activities serve as baseline for monitoring, evaluating and identifying possible illnesses undetected and other health hazards exposure. Health services also created and implemented programs for the well being of laboratory school children as well as school staff (teaching and non-teaching).

### OBJECTIVES

- » To provide SLSU students and employees outpatient medical assistance in case of illness.
- » To ensure the health of students and employees.
- » To provide prompt first aid or medical response in case of emergency.
- » To provide assistance to the victim to prevent further injury.
- » To promote health and wellness among teaching and non teaching staff.

### SERVICE UNITS

- » Medical Unit
- » Dental Unit
- » Outpatient medical and dental consultation
- » Emergency medical treatment and assistance
- » Others - OJT training hospital, Duty/affiliation, renewal of contract, athletic competition

**MA. GENEVIEVE L. CUARTO, M.D.**  
Head, University Health Services

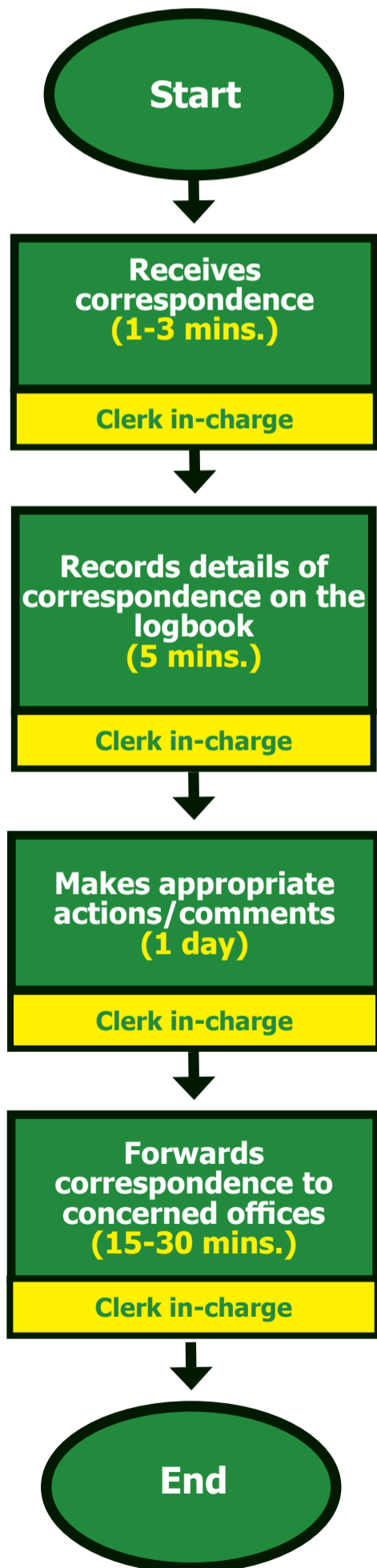




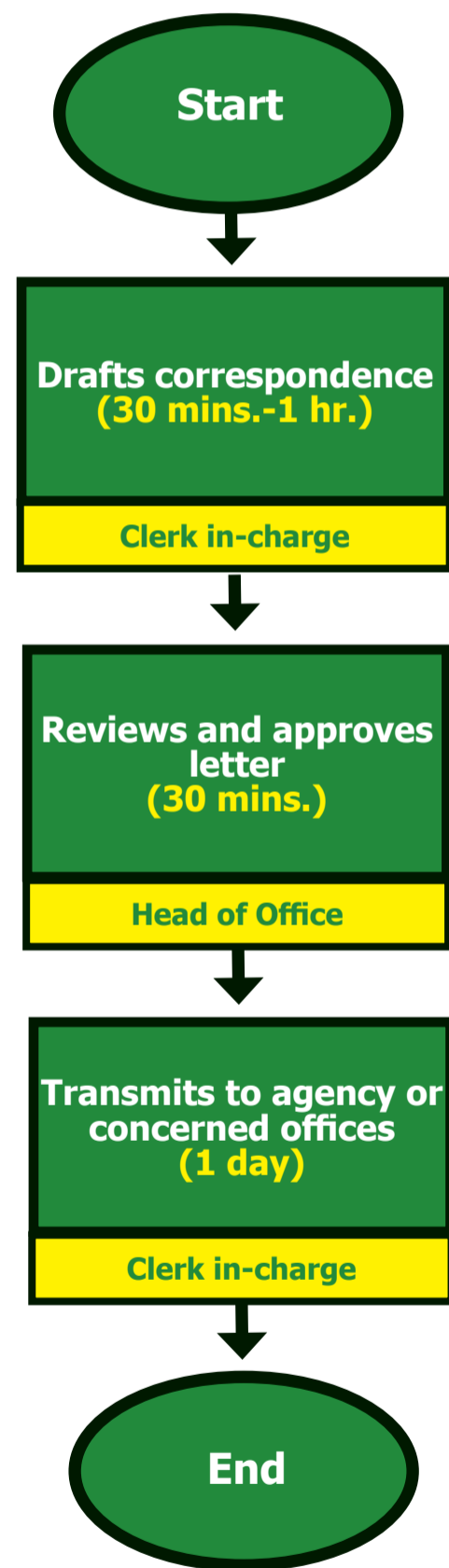
# CITIZEN'S CHARTER

## UNIVERSITY HEALTH SERVICES

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE



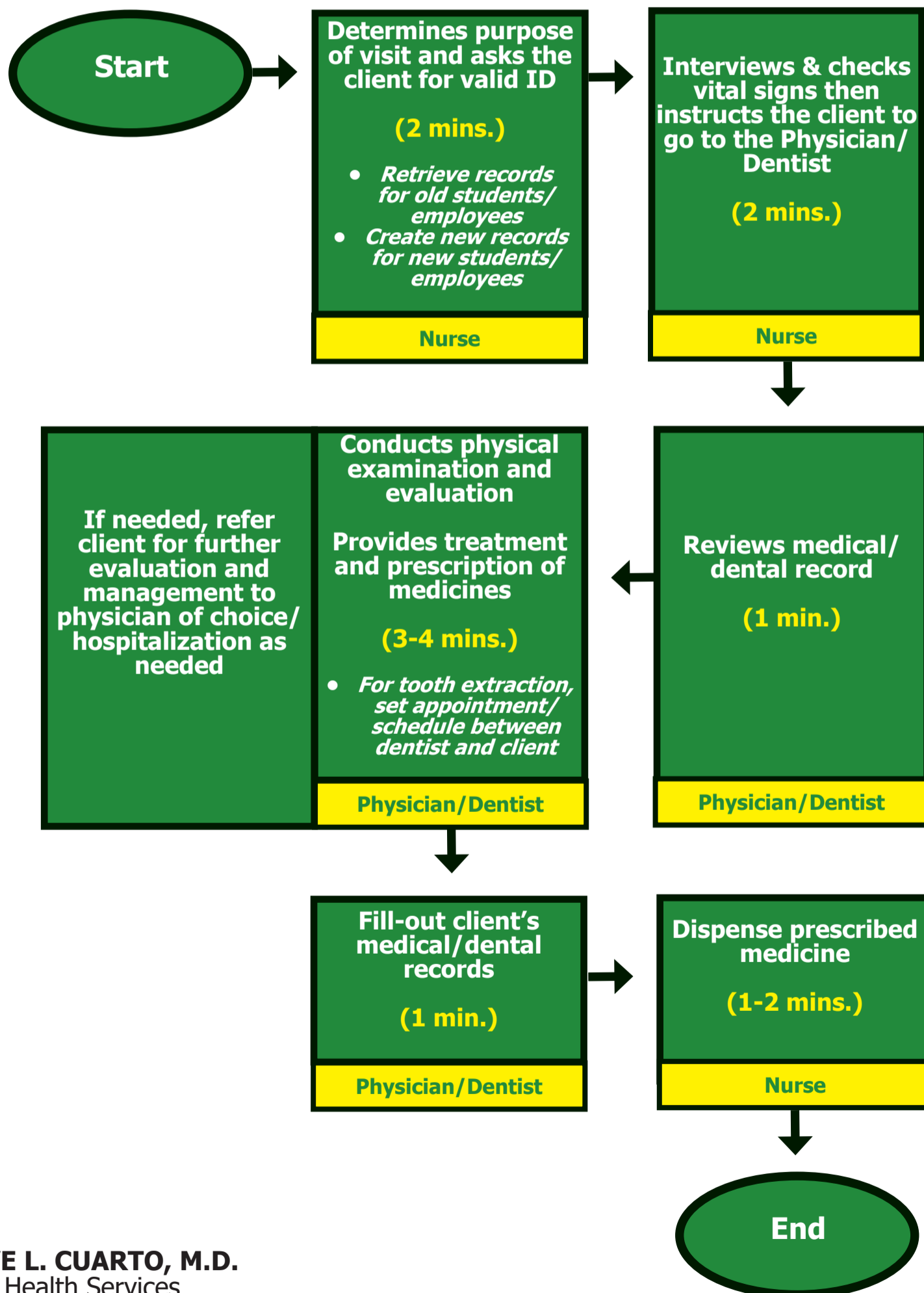
**MA. GENEVIEVE L. CUARTO, M.D.**  
Head, University Health Services  
G/F New CBA Bldg., SLSU-Lucban  
Phone No.: (042) 540-8637  
ma.ging\_cuarto@yahoo.com



# CITIZEN'S CHARTER

## UNIVERSITY HEALTH SERVICES

### OUTPATIENT MEDICAL AND DENTAL CONSULTATION



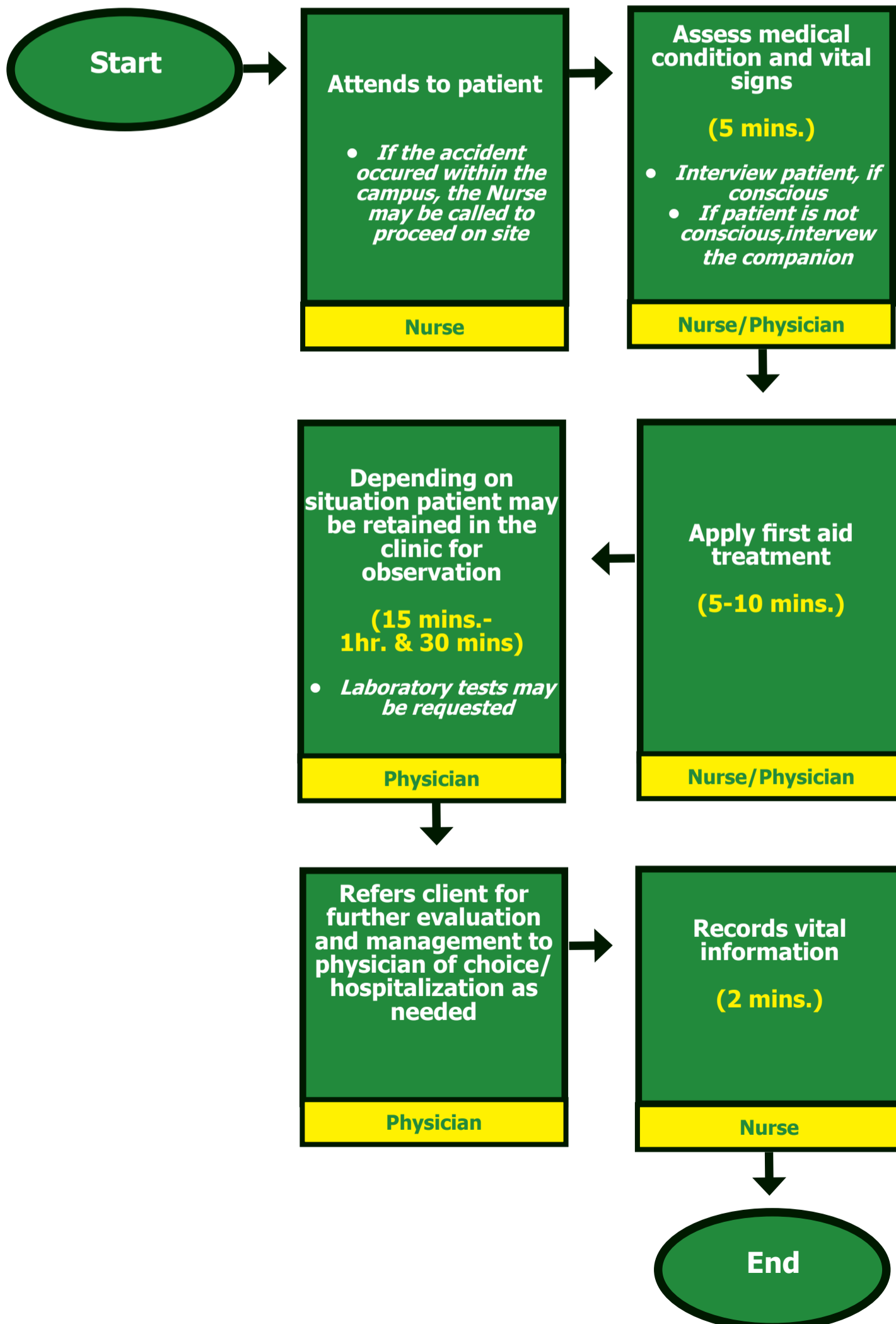
**MA. GENEVIEVE L. CUARTO, M.D.**  
Head, University Health Services  
G/F New CBA Bldg., SLSU-Lucban  
Phone No.: (042) 540-8637  
ma.ging\_cuarto@yahoo.com



# CITIZEN'S CHARTER

## UNIVERSITY HEALTH SERVICES

### EMERGENCY MEDICAL TREATMENT AND ASSISTANCE





# CITIZEN'S CHARTER

## PHYSICAL PLANT AND FACILITIES

G/F Emilio S. Aguinaldo Bldg., SLSU-Lucban  
Phone No.: (042) 540-4087 loc. 144  
cora\_abejo2002@yahoo.com

### INTRODUCTION

The Physical Plant and Facilities Office provides a wide range of services to the SLSU community and is proud to ensure the Safe Operation, Maintenance and Development of the university.

### OBJECTIVES

To serve the SLSU community by maintaining into two categories:

1. Overarching goals that encompass everything we do. These overarching goals center around safety and employee welfare.
2. Functional goals that keep us focused on fulfilling our mission state as described above

### SERVICE UNITS/TRANSACTIONS

- » Building Services
- » Landscape and Ground Services
- » Electrical Services
- » Mechanical and Transportation Services
- » Janitorial Services

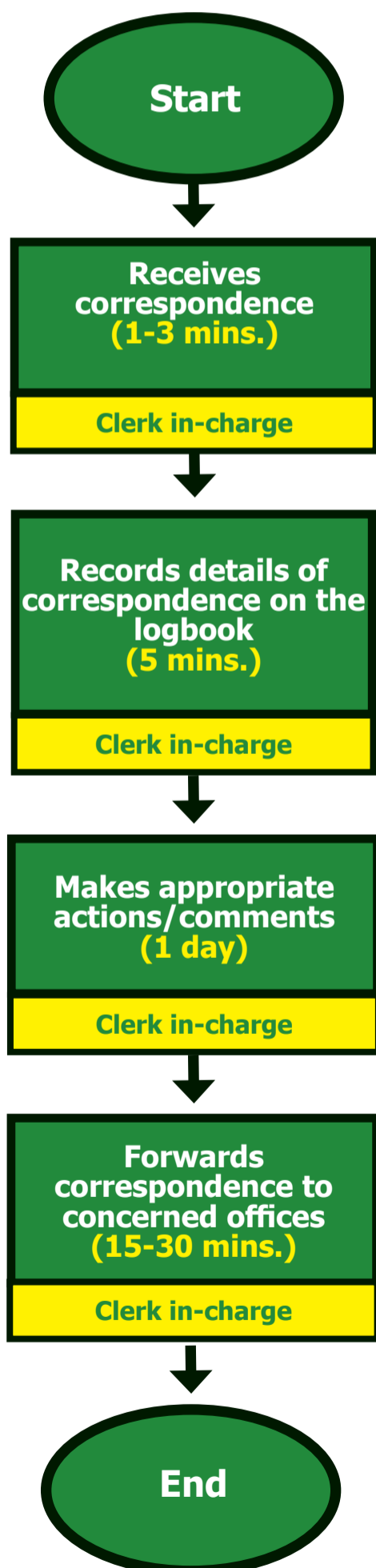
**ENGR. MARIA CORAZON B. ABEJO**  
Head, Physical Plant and Facilities



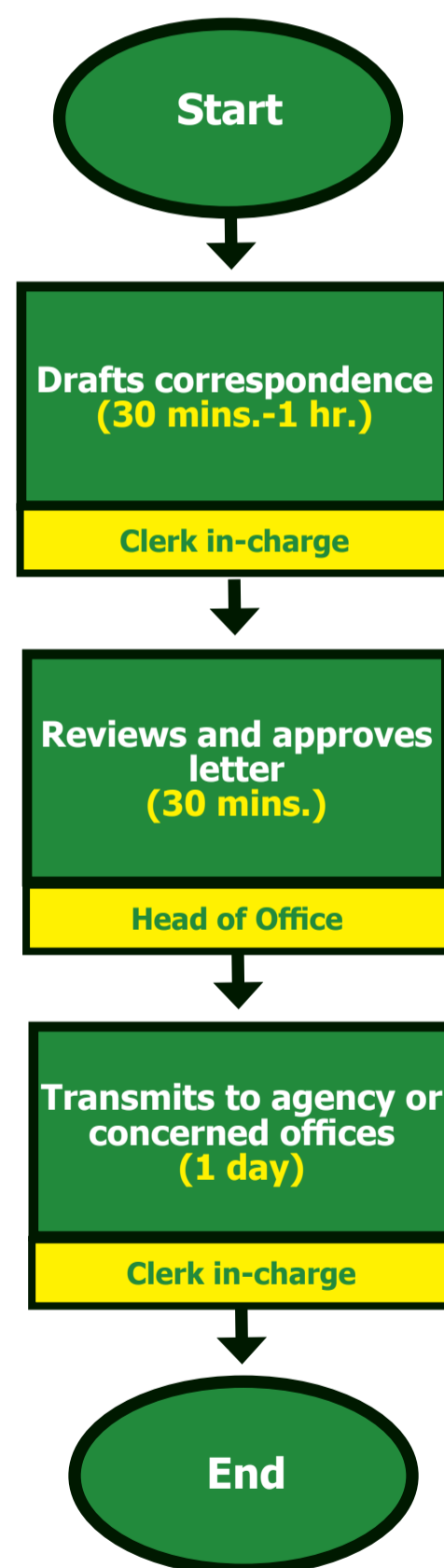
# CITIZEN'S CHARTER

## PHYSICAL PLANT AND FACILITIES

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE

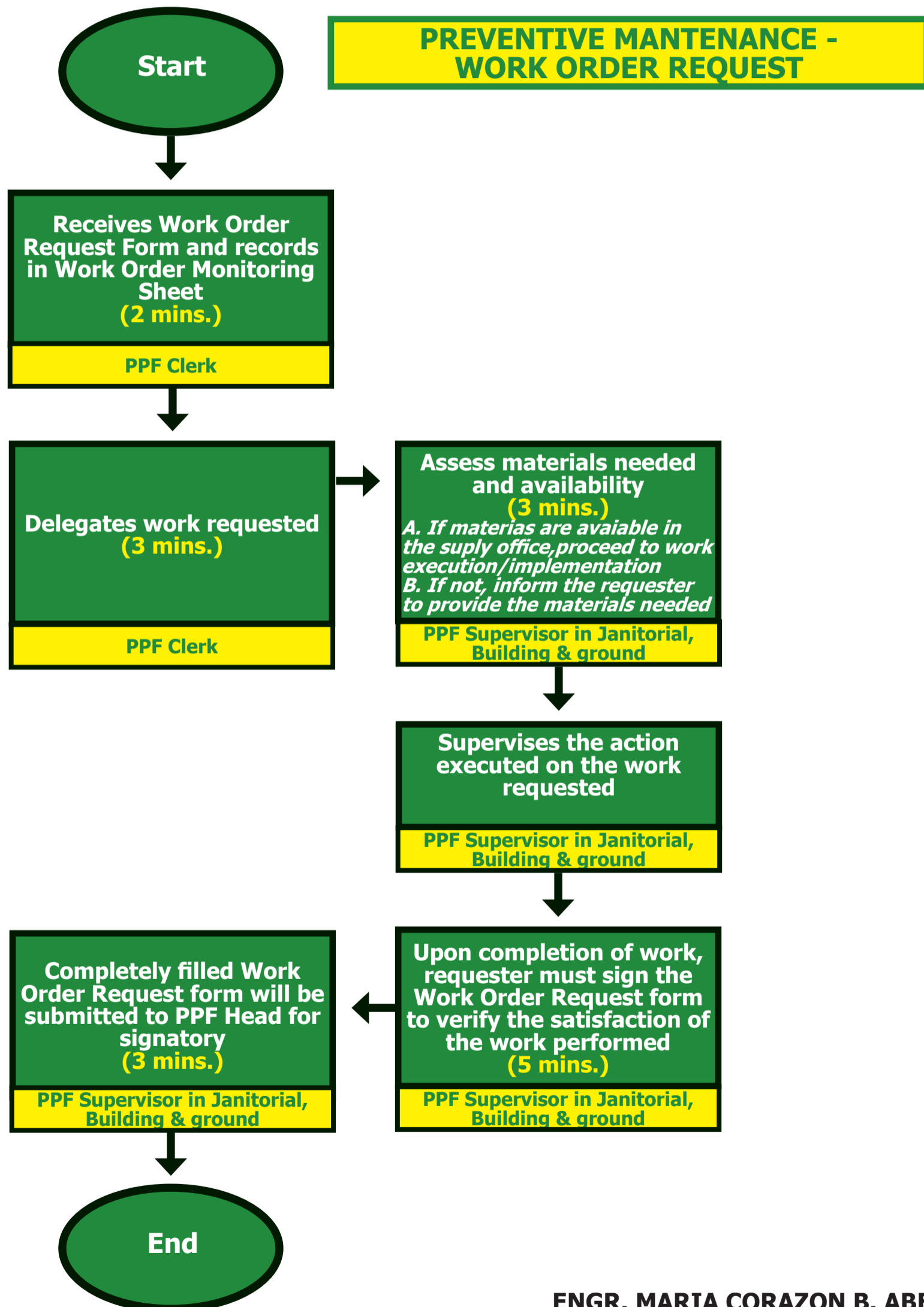


**ENGR. MARIA CORAZON B. ABEJO**  
Head, Physical Plant and Facilities  
G/F Emilio S. Aguinaldo Bldg., SLSU-Lucban  
Phone No.: (042) 540-4087 loc. 144  
cora\_abejo2002@yahoo.com



# CITIZEN'S CHARTER

## PHYSICAL PLANT AND FACILITIES



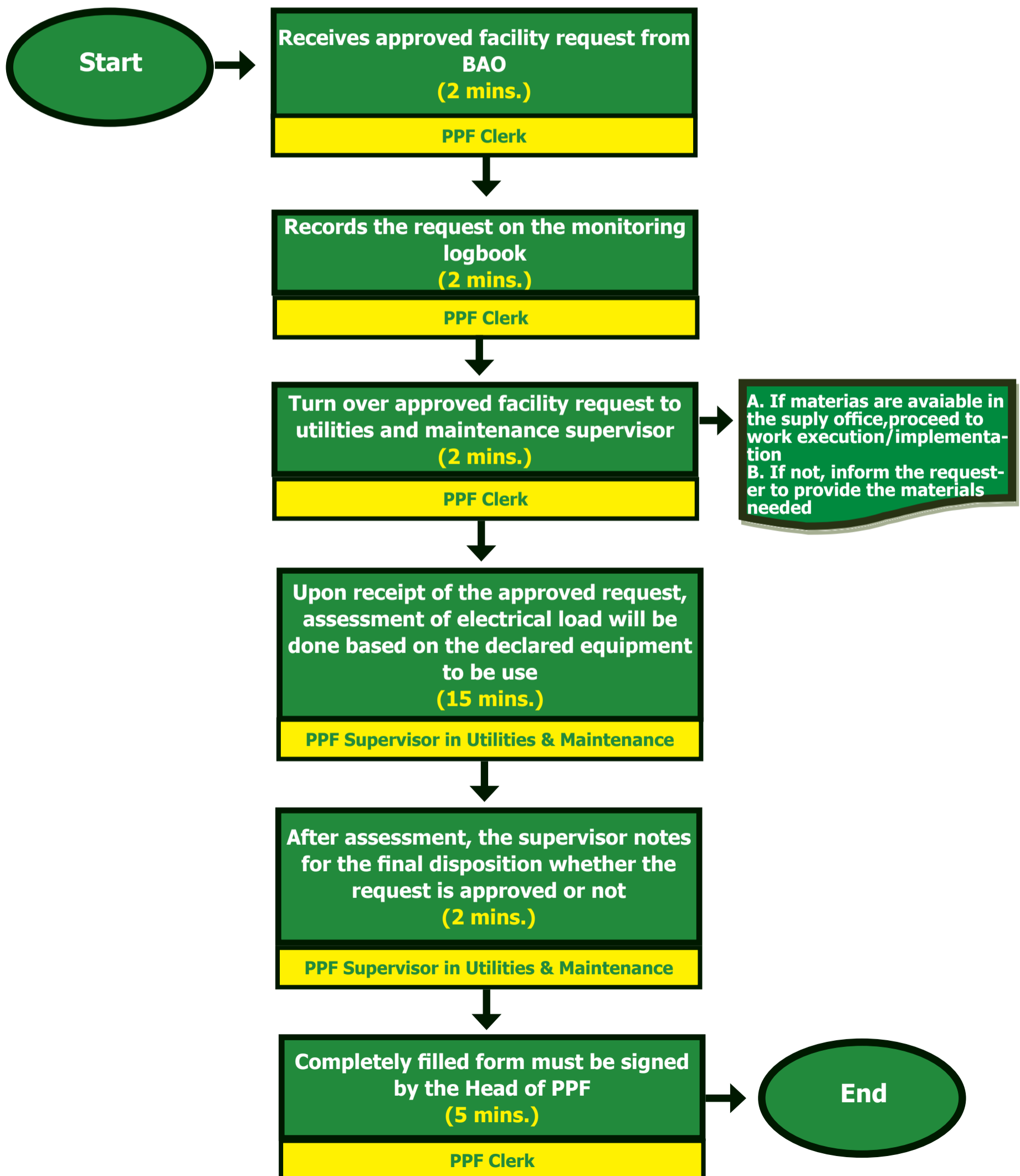
**ENGR. MARIA CORAZON B. ABEJO**  
Head, Physical Plant and Facilities  
G/F Emilio S. Aguinaldo Bldg., SLSU-Lucban  
Phone No.: (042) 540-4087 loc. 144  
cora\_abejo2002@yahoo.com



# CITIZEN'S CHARTER

## PHYSICAL PLANT AND FACILITIES

### REQUEST OF VENUE - FACILITY USE REQUEST





# CITIZEN'S CHARTER

## ACADEMIC AFFAIRS

The Academic Affairs (AA) shall be responsible for encouraging and promoting new programs, evaluation and improvement of existing programs, educational change and innovation, and for providing leadership and guidance in all the academic areas in the university.

### VICE-PRESIDENT

**DR. MARISSA C. ESPERAL, RP, RGC, Rpm**

Email: [mlcadao@slsu.edu.ph](mailto:mlcadao@slsu.edu.ph)

Phone Numbers: (042) 540-4087 loc. 122 or 108

3<sup>rd</sup> Flr. RightWing, Admin. Bldg. SLSU-Lucban

### DEANS

#### COLLEGE OF AGRICULTURE

**DR. AMALIA E. ALMAZOL**

Email: [mallalmazol@yahoo.com](mailto:mallalmazol@yahoo.com)

Phone Number: (042) 540-4653

2<sup>nd</sup> Flr. Agriculture Bldg., Brgy. Ayuti, SLSU-Lucban

#### COLLEGE OF ALLIED MEDICINE

**DR. EVANGELINE B. MECIJA**

Email: [evangeline\\_mecija@yahoo.com](mailto:evangeline_mecija@yahoo.com)

Phone Number: (042) 540-6638

G/F Left Wing, Melchora Aquino Bldg., SLSU-Lucban

#### COLLEGE OF ARTS AND SCIENCES

**DR. MARI JANE A. LEE**

Email: [jongjanelee@yahoo.com.ph](mailto:jongjanelee@yahoo.com.ph)

Phone Number: (042) 540-4087 loc. 139

G/F Left Wing, Jose Rizal Bldg., SLSU-Lucban

#### COLLEGE OF BUSINESS ADMINISTRATION

**DR. JOANNA PAULA A. ELLAGA**

Email: [joannaellaga@gmail.com](mailto:joannaellaga@gmail.com)

2<sup>nd</sup> Flr. Right Wing, New CBA Bldg., SLSU-Lucban

#### COLLEGE OF ENGINEERING COLLEGE OF INDUSTRIAL TECHNOLOGY

**ENGR. EFREN D. VILLAVERDE**

Email: [edvillaverde@slsu.edu.ph](mailto:edvillaverde@slsu.edu.ph)

Phone Number: (042) 540-4271

(CEN) 3<sup>rd</sup> Flr., M.H. Del Pilar Bldg., SLSU-Lucban

(CIT) 2<sup>nd</sup> Flr. Left Wing, GAB Bldg., SLSU-Lucban

#### COLLEGE OF TEACHER EDUCATION

**DR. NILO H. DATOR**

Email: [nilohdator@gmail.com](mailto:nilohdator@gmail.com)

Phone Number: (042) 540-4087 loc. 137

2<sup>nd</sup> Flr. Right Wing, GAB Bldg., SLSU-Lucban

#### INSTITUTE OF HUMAN KINETICS

**PROF. EMELITA N. CADA**

Email: [emelitacada@gmail.com](mailto:emelitacada@gmail.com)

Phone Number: (042) 540-4087 loc. 136

G/F University Gymnasium, SLSU-Lucban

#### STUDENT SERVICES

**ESPIRIDION G. CANINO**

Email: [JAKE\\_CANINO@yahoo.com](mailto:JAKE_CANINO@yahoo.com)

Phone Number: (042) 540-4087 loc. 126

1<sup>st</sup> Gate SLSU Lucban

#### Laboratory High School

**PROF. LORENA S. SALES**

Email: [lorie\\_1201@yahoo.com](mailto:lorie_1201@yahoo.com)

Phone Number: 540-7576

1<sup>st</sup> Flr., J. Luna Bldg., SLSU-Lucban

#### Instruction and Quality Assurance Office

**DR. RICARYL CATHERINE P. CRUZ**

Email: [drrcp.cruz88@gmail.com](mailto:drrcp.cruz88@gmail.com)

Phone Number: (042) 540-4087 loc. 155

2<sup>nd</sup> Flr. Left Wing, Admin. Bldg., SLSU-Lucban

#### University Library

**DR. GILLIAN PORTIA P. DIMARANAN**

Email: [librarysln@gmail.com](mailto:librarysln@gmail.com)

Phone Number: 540-7468 ; (042) 540-4087 loc. 140

G/F University Library, SLSU Lucban

#### University Registrar

**ENGR. REYNALDO M. IGNACIO**

Email: [rmignacio@slsu.edu.ph](mailto:rmignacio@slsu.edu.ph)

Phone Number: 540-4763 ; (042) 540-4087 loc. 153

G/F Gomburza Bldg., SLSU-Lucban

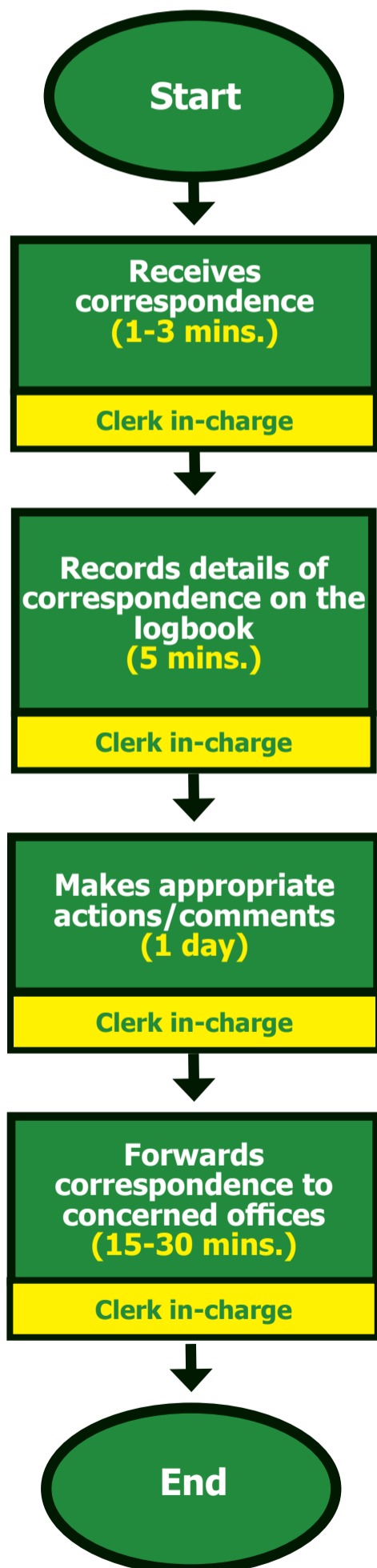




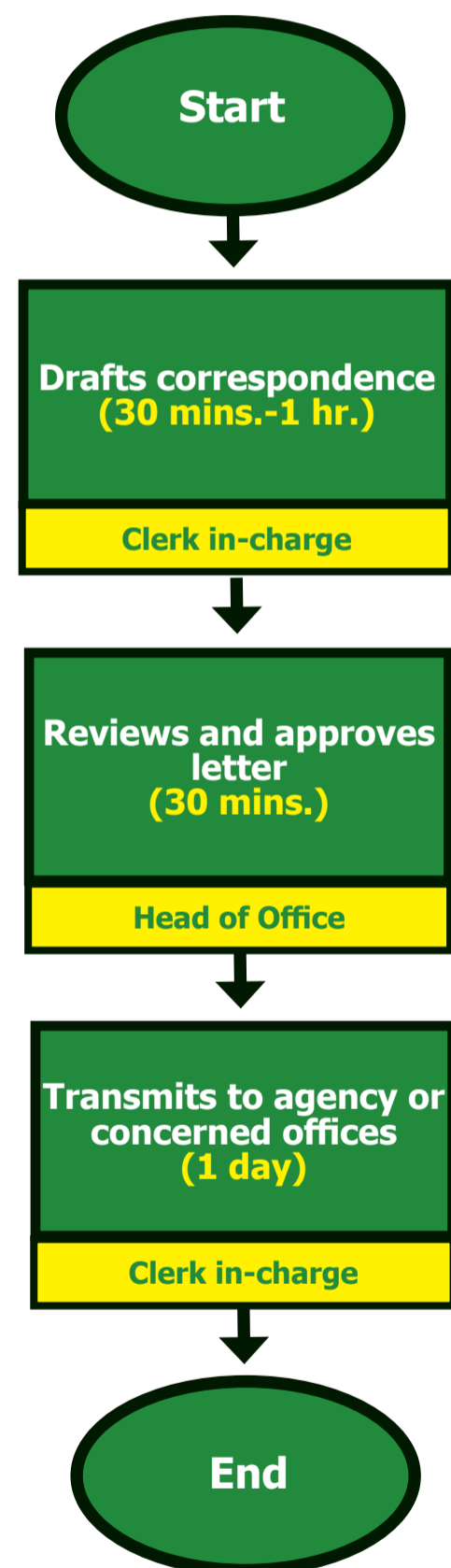
# CITIZEN'S CHARTER

## OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE



**DR. MARISSA C. ESPERAL, RP, RGC, Rpm**  
3<sup>rd</sup> Flr. Right Wing, Admin. Bldg., SLSU-Lucban  
Phone Nos.:(042) 540-4087 loc. 122 or 108  
mlcadao@slsu.edu.ph



# CITIZEN'S CHARTER

## INSTRUCTION AND QUALITY ASSURANCE OFFICE

2<sup>nd</sup> Flr. Right Wing, Admin. Bldg., SLSU-Lucban  
Phone No.: (042) 540-4087 loc. 155  
Email: [drrcp.cruz88@gmail.com](mailto:drrcp.cruz88@gmail.com)

### INTRODUCTION

The Instruction and Quality Assurance Office serves the administration, faculty, employees and students, parents, and stakeholders by looking at institutional performance in terms of quality programs in the university.

### OBJECTIVES

The main function of the Instruction and Quality Assurance office are divided into two department objective. The Instruction Office which is responsible for curriculum review and revision, instructional materials and textbook being utilize by faculty and student of the university. On the other hand, the Quality Assurance Office looks into the cycle of planning, implementation, review and enhancement of programs and systems that give quality outcome in order to develop the university into mature institution.

### SERVICE UNITS

#### A. Instruction

- » Curriculum Development (Planning , Implementation Monitoring and Evaluation)
- » Instruction Materials Development

#### B. Quality Assurance/Accreditation

##### B.1. Academic

- » Program Accreditation - Local - AACUP
- » Government Recognition/Certificate of Program Compliance
- » COD/COE Accreditation

##### B.2. Institutional

- » ISA Accreditation
- » ISO Accreditation

##### B.3. Non-Academic

- » Document processing for presentation, compliance review to evaluation, certification and approval

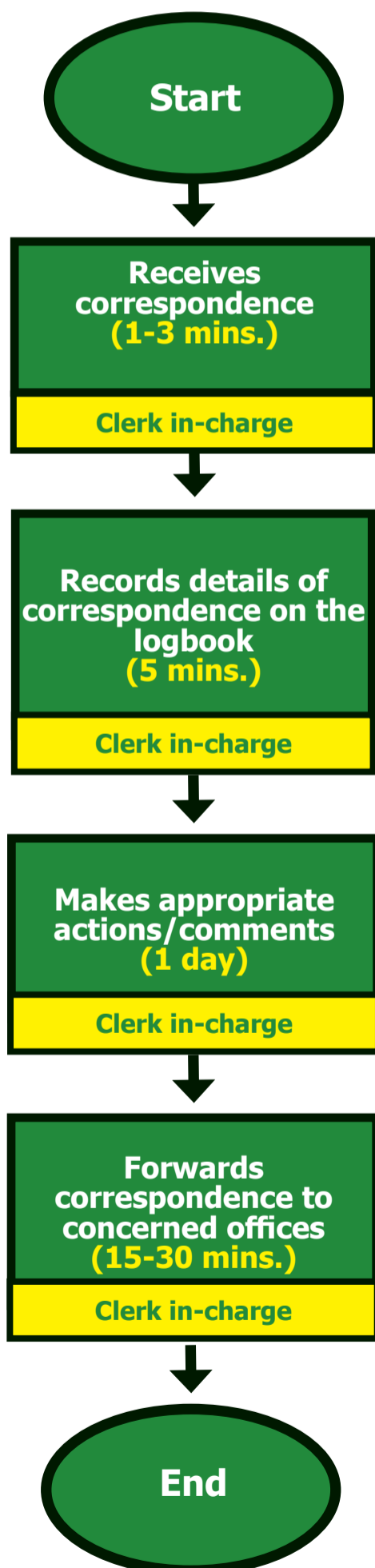
**DR. RICARYL CATHERINE P. CRUZ**  
Director, Instruction & Quality Assurance



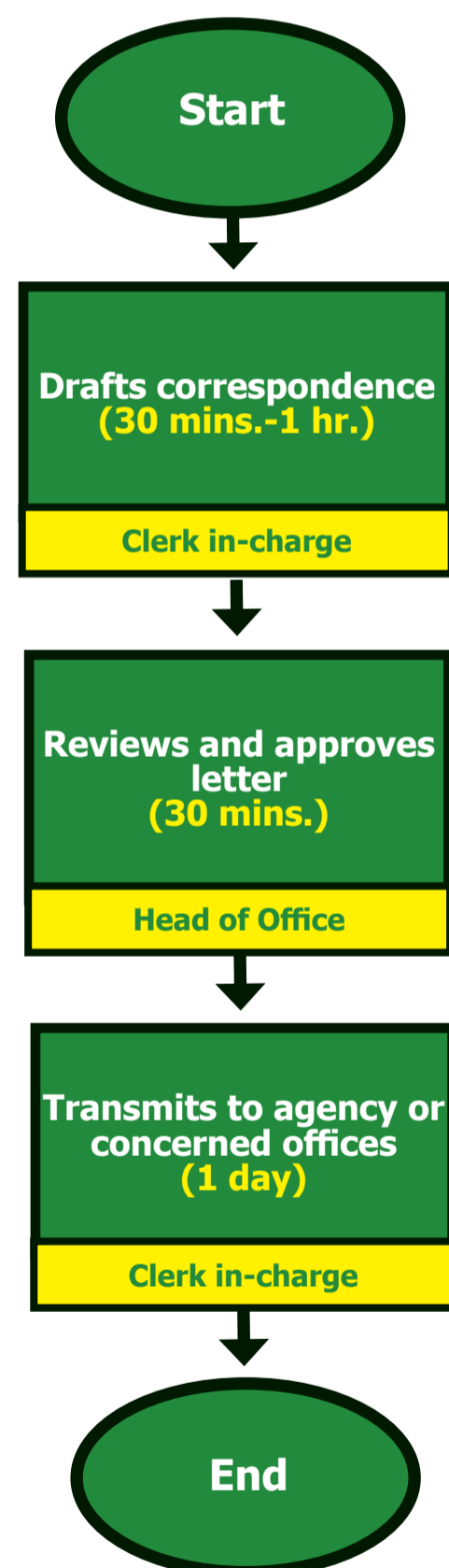
# CITIZEN'S CHARTER

## INSTRUCTION AND QUALITY ASSURANCE OFFICE

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE

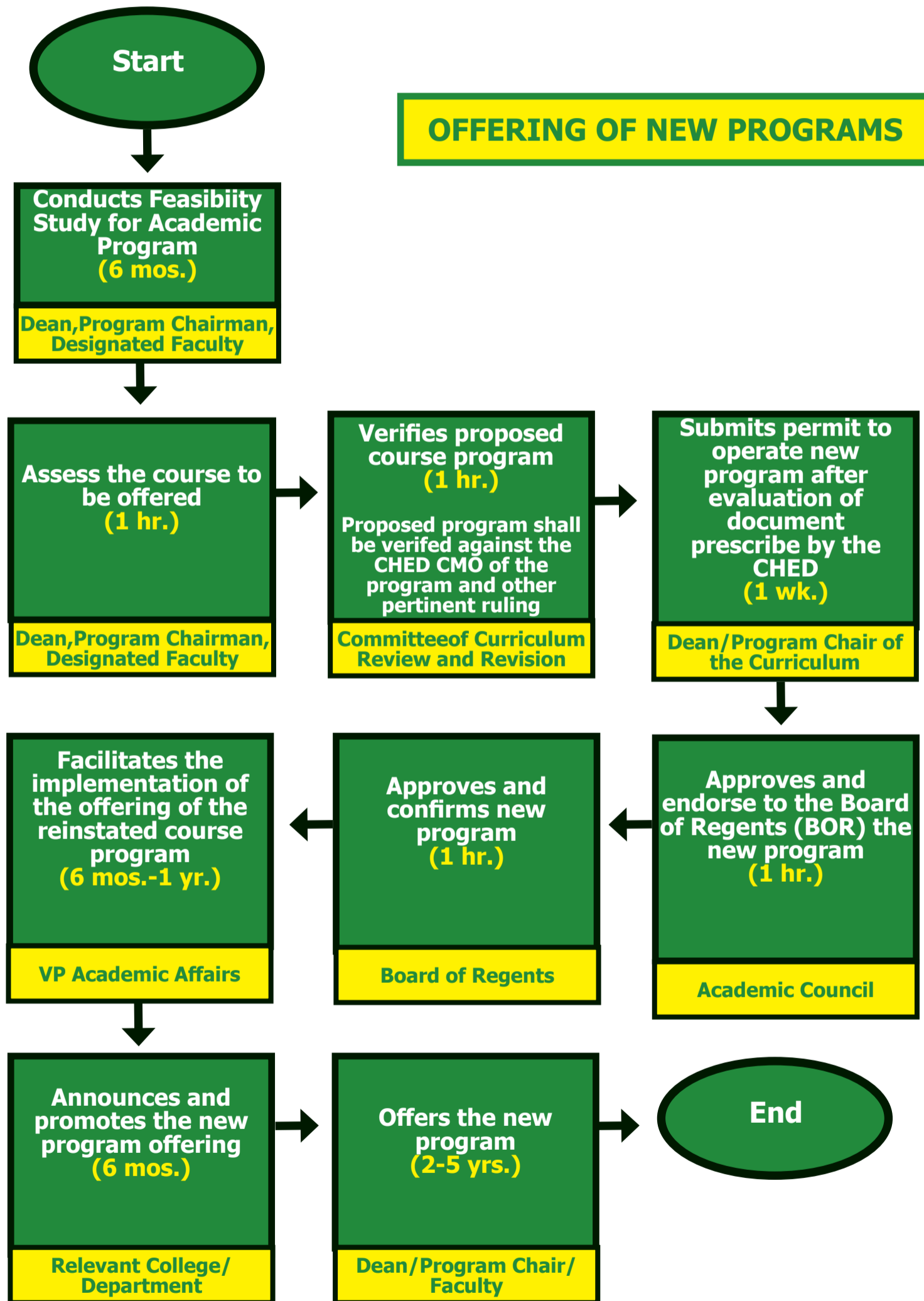


**DR. RICARYL CATHERINE P. CRUZ**  
Director, Instruction & Quality Assurance  
2<sup>nd</sup> Flr. Right Wing, Admin. Bldg., SLSU-Lucban  
Phone No.: (042) 540-4087 loc. 155  
drrcp.cruz88@gmail.com



# CITIZEN'S CHARTER

## INSTRUCTION AND QUALITY ASSURANCE OFFICE

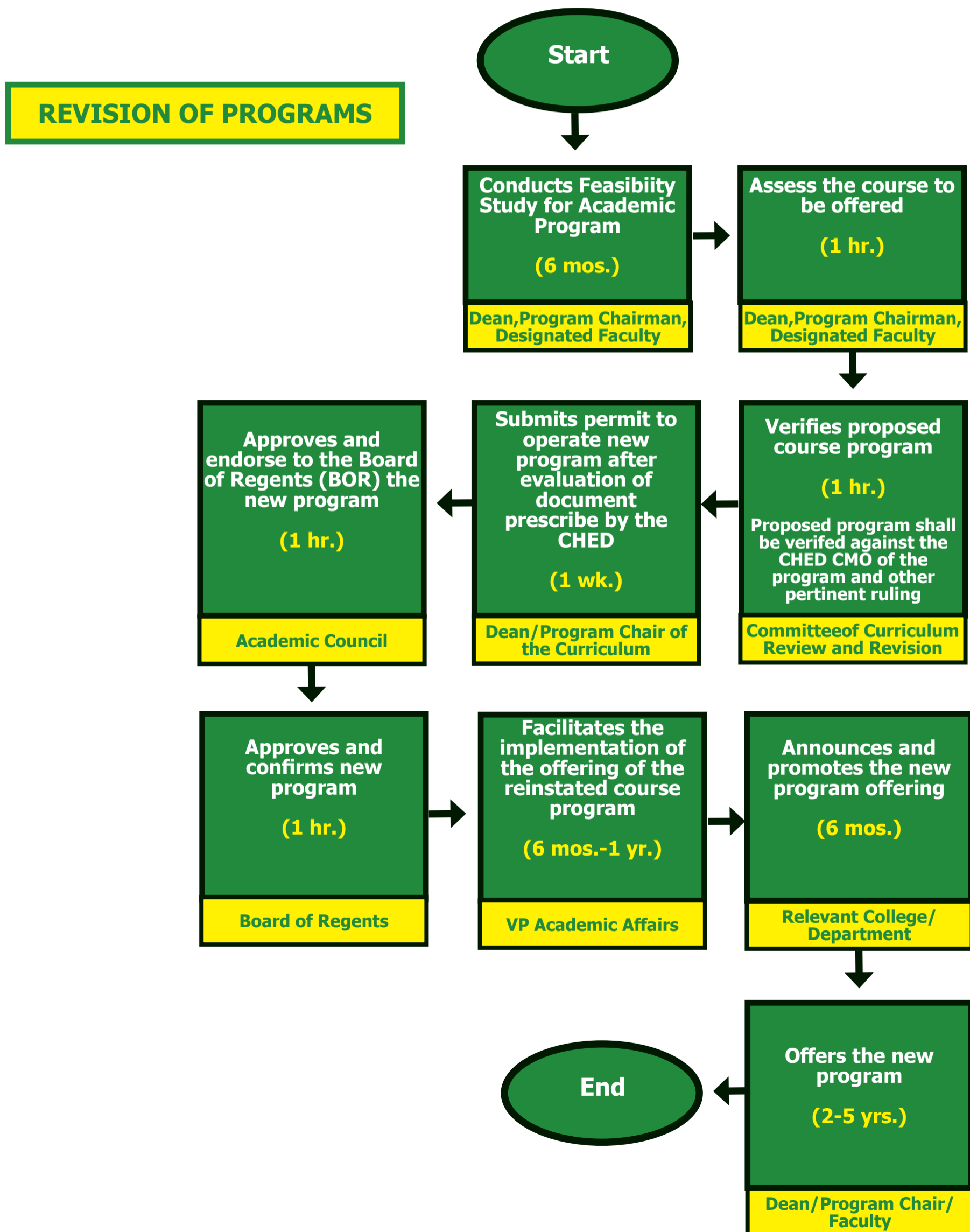


**DR. RICARYL CATHERINE P. CRUZ**  
 Director, Instruction & Quality Assurance  
 2<sup>nd</sup> Flr. Right Wing, Admin. Bldg., SLSU-Lucban  
 Phone No.: (042) 540-4087 loc. 155  
 drrcp.cruz88@gmail.com



# CITIZEN'S CHARTER

## INSTRUCTION AND QUALITY ASSURANCE OFFICE





# CITIZEN'S CHARTER

## INSTRUCTION AND QUALITY ASSURANCE OFFICE

### SUSPENSION OF PROGRAMS





# CITIZEN'S CHARTER

## OFFICE OF STUDENT AFFAIRS AND SERVICES

2<sup>nd</sup> Flr. Left Wing, New CBA Bldg., SLSU-Lucban  
Phone Nos.: (042) 540-3775 ; 540-4087 loc. 152  
Email: slsu\_osa@yahoo.com

### INTRODUCTION

The Office of Student Affairs and Services builds supportive and inclusive communities that promote social responsibility, encourage discussion and debate, recognize accomplishments, and foster a sense of belongingness among their members. It forges educational partnership that advances student learning, creates learning environment that emphasizes the institution's desired educational outcomes for students, engages students in active learning, helps students develop coherent values and ethical standards, uses systematic inquiry to improve students, and institutes and communicates high expectations for learning.

### SERVICE UNITS/TRANSACTIONS

#### Dean, Student Affairs and Services

- » Approval/Recommending approval of student activity/ies; field trip, seminar, plant visit and other related academic and extra-curricular activities.
- » Facilitate insurance accident of the students.
- » Facilitate CHED-SAFE Student loan.

#### Student Aid and Scholarships

- » Facilitate Student Scholarships during enrollment.
- » Screen and recommend students' application to sponsors for approval.
- » Prepare billing of scholarships and forward it to the Accounting office.
- » Collect cheques from sponsors and forwards it to the Cashier office.
- » Facilitate refund to scholars as needed and submit reports to concerned grants.

#### Guidance, Counseling and Testing Center

- » Assist and provide information to students regarding enrolment.
- » Application for Entrance Exam (P150)
- » Issuance of good moral certificate (P50)
- » Appraisal Counseling

#### Student Placement

- » Matching of jobs to graduating students.
- » Forward job vacancies to colleges.
- » Collect data of student internships.
- » Endorse students to companies for placement through Job Fairs.
- » Conduct career enhancement seminar for all graduating students.
- » Facilitate Memorandum of Agreement (MOA) for On-the-Job (OJT).

#### Student Organization

- » Receive application for new student organization.
- » Accreditation of student organization
- » Recommending approval of the accredited student activity/ies

#### Student Housing and Residential Services

#### Student Publication

#### Recreation, Sports and Cultural

**EDSEL P. PAROAN**

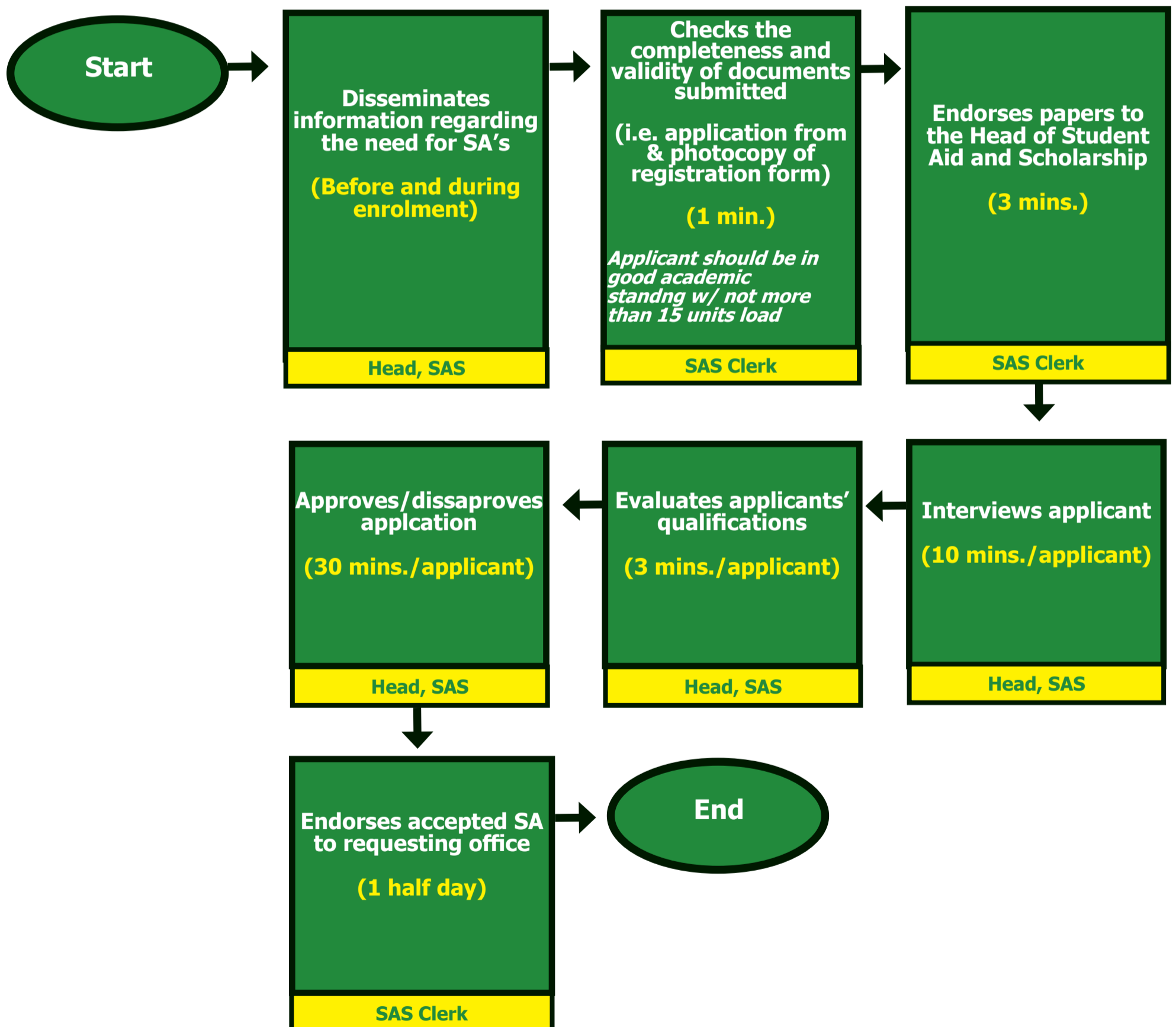
Dean, Student Affairs and Services



# CITIZEN'S CHARTER

## OFFICE OF STUDENT AFFAIRS AND SERVICES STUDENT AID AND SCHOLARSHIP UNIT

### APPLICATION FOR STUDENT ASSISTANSHIP



**PROF. FIDES JOYCE LLEGADO**  
Head, Student Aid and Scholarship Unit  
2<sup>nd</sup> Flr. Right Wing, New CBA Bldg., SLSU-Lucban  
Phone Nos.: (042) 540-3775 ; 540-4087 loc. 152  
slsu\_osa@yahoo.com

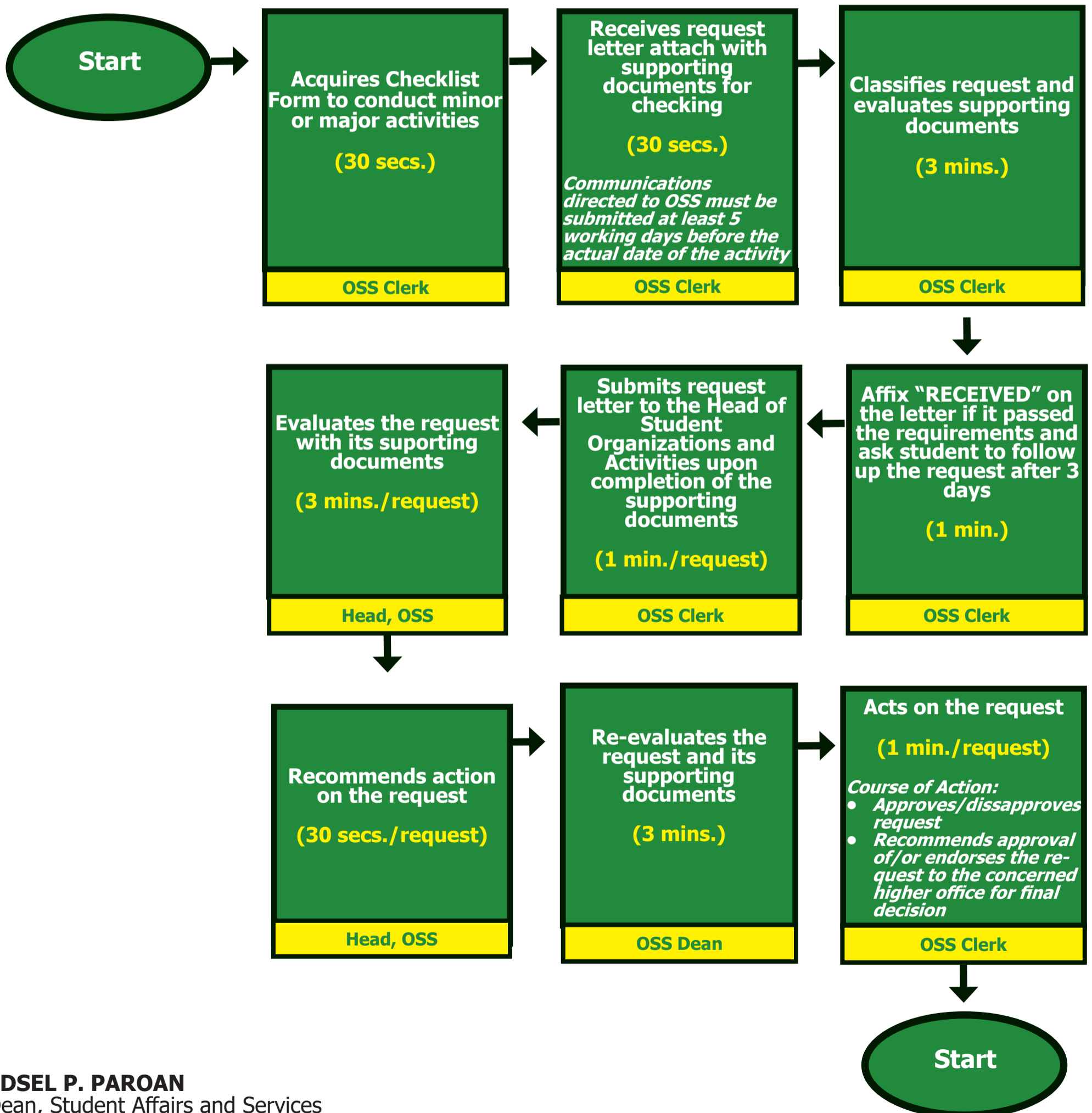




# CITIZEN'S CHARTER

## OFFICE OF STUDENT AFFAIRS AND SERVICES STUDENT ORGANIZATION AND ACTIVITIES UNIT

### REQUESTING PERMISSION TO CONDUCT AN ACTIVITY

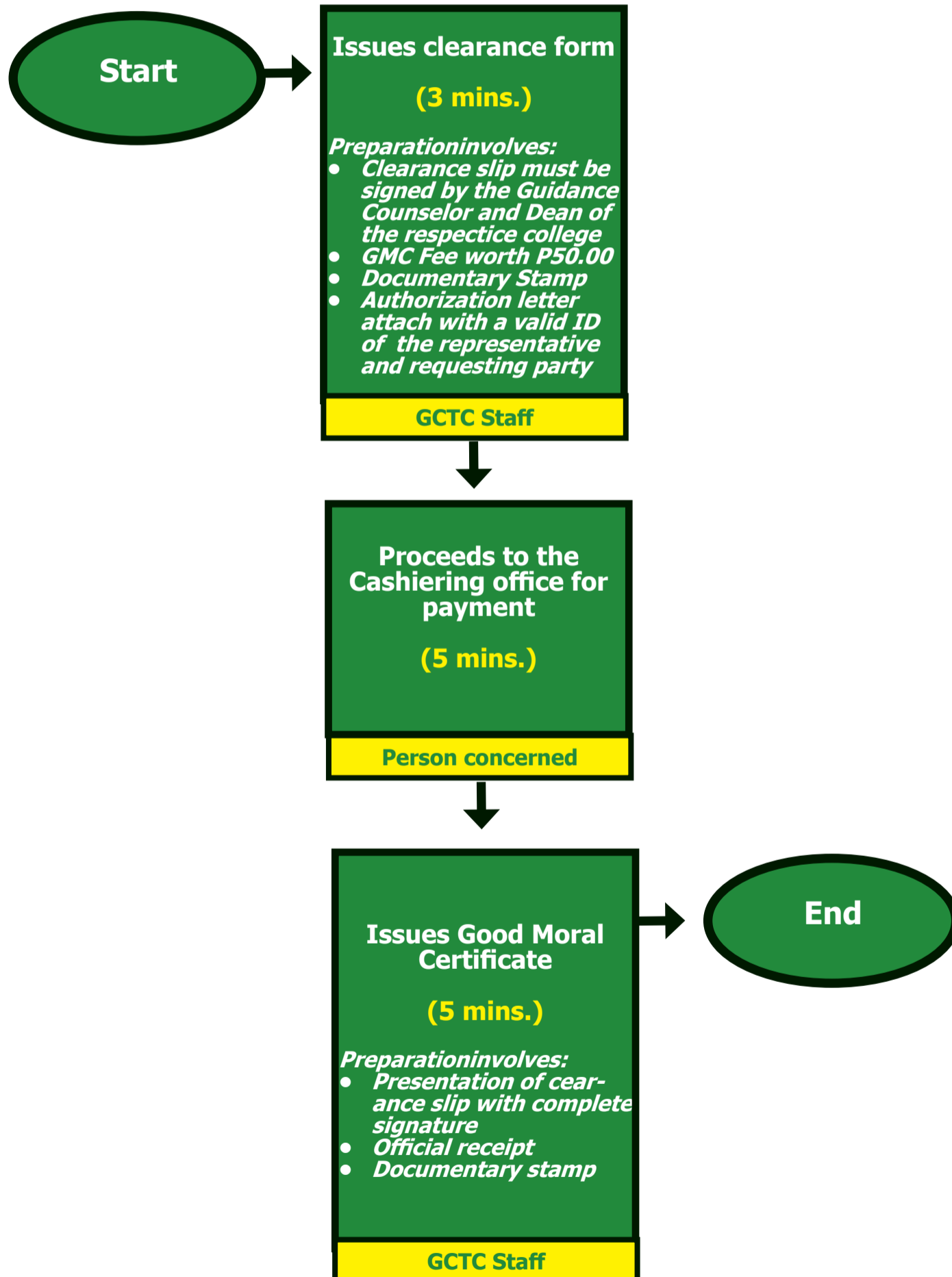




# CITIZEN'S CHARTER

## OFFICE OF STUDENT AFFAIRS AND SERVICES GUIDANCE, COUNSELING AND TESTING CENTER

### ISSUANCE OF GOOD MORAL CERTIFICATE



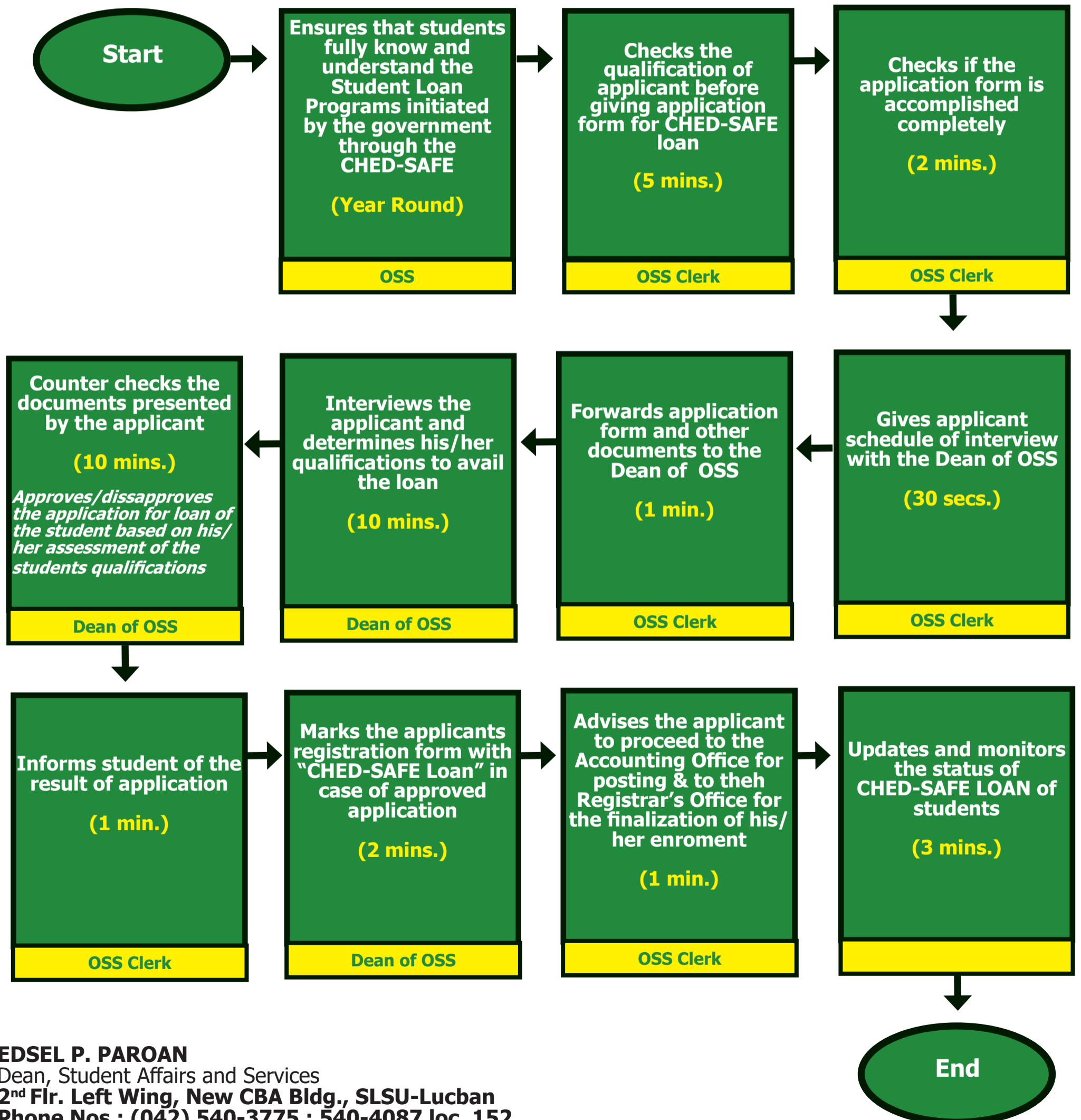
**DR. HELENE D. DAYA, RGC**  
Head, Guidance, Counseling & Testing Center  
2<sup>nd</sup> Flr. Left Wing, New CBA Bldg., SLSU-Lucban  
Phone No.: (042) 540-3949  
slsu\_osa@yahoo.com



# CITIZEN'S CHARTER

## OFFICE OF STUDENT AFFAIRS AND SERVICES

### PROCESSING OF STUDENT LOAN

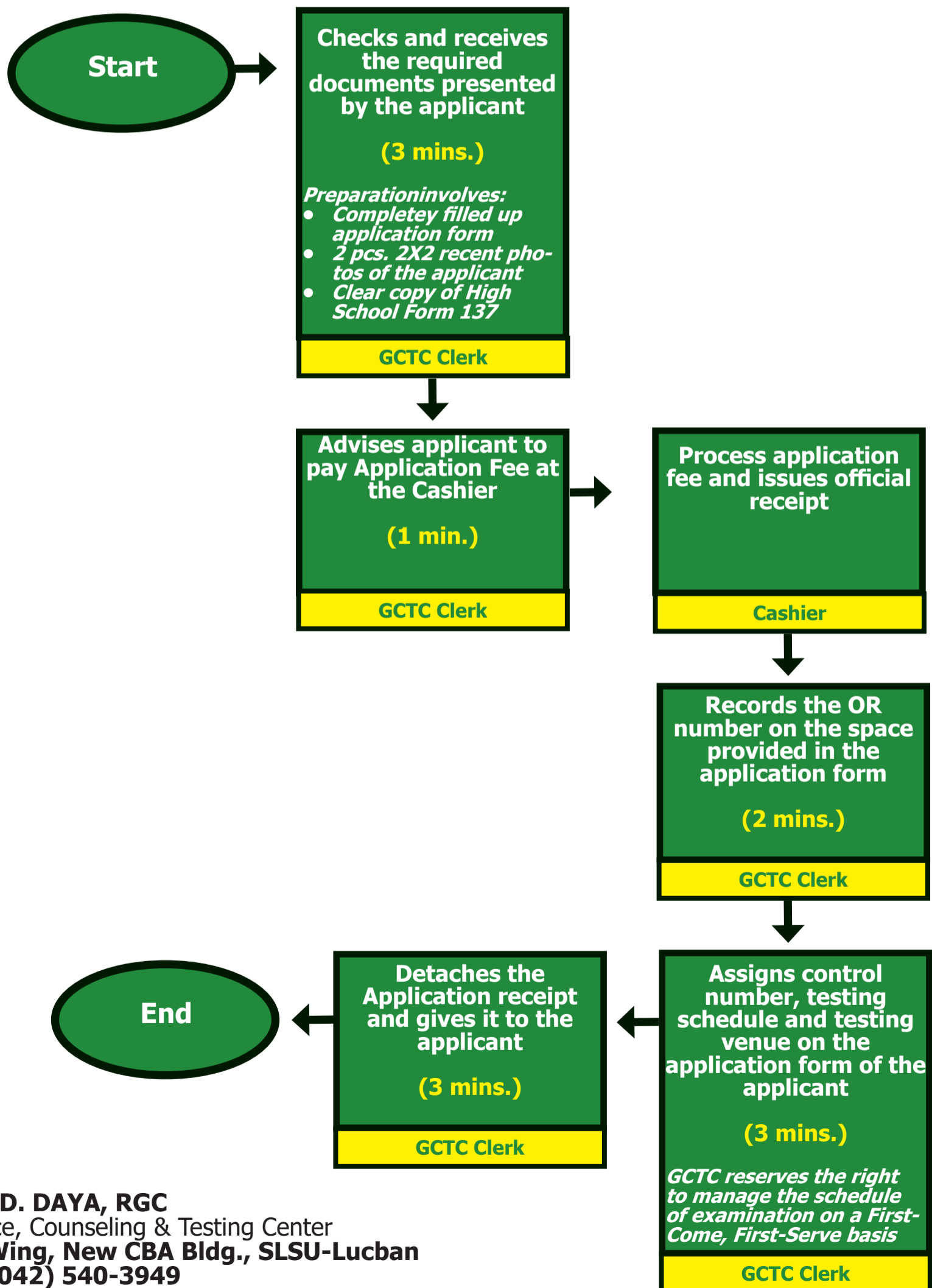




# CITIZEN'S CHARTER

## OFFICE OF STUDENT AFFAIRS AND SERVICES GUIDANCE, COUNSELING AND TESTING CENTER

### ADMISSION PROCESS



**DR. HELENE D. DAYA, RGC**  
Head, Guidance, Counseling & Testing Center  
2<sup>nd</sup> Flr. Left Wing, New CBA Bldg., SLSU-Lucban  
Phone No.: (042) 540-3949  
slsu\_osa@yahoo.com



# CITIZEN'S CHARTER

## UNIVERSITY LIBRARY

G/F University Library Bldg., SLSU-Lucban  
Phone Nos.: (042) 540-7468 ; 540-4087 loc. 140  
Email: libraryslsu@gmail.com

### INTRODUCTION

The present University Library building is a three-storey building. It is SLSU's center of knowledge and houses different sections of the library such as an audio-visual room, stack area, librarian's offices, internet room and spacious lobby. It has a total collection of 20,181 volumes of books, journals for different core subjects and non-print materials, and it has a fully automated system.

### OBJECTIVES

- » To support the University's graduate and undergraduate programs in its instructional, research and information needs
- » To provide resources, facilities and services to the SLSU academic community as a means to achieve the University goals and objectives
- » To collect library materials in all formats and update all collections to meet the needs of the SLSU programs to support the various aspects of the university : Instruction, Research and Extension
- » To develop, enrich and maintain the library collection in terms of course offered and programs of the college
- » To provide current library materials and database that support the academic curriculum

### SERVICE UNITS/TRANSACTIONS

- » E-Library Services: virtual class room, Wi-Fi, e-books, E-Journals, Internet.
- » Teaching Services
- » Readers Services - General Circulation, Periodical, Thesis
- » Referral Services
- » Current Awareness Services
- » Audio Visual Room - RPN Hall
- » Give permission to outside students and researches who present a letter seeking permission to research and use the library facilities.
- » Give students, faculty , staff and researchers permission to access the collection and assist them in locating materials
- » Assist in handling the charging out and return of books for overnight and library use.
- » Process referral letter request from any member of the faculty, staff and students who want to use the library of other institutions
- » Signing of Clearance

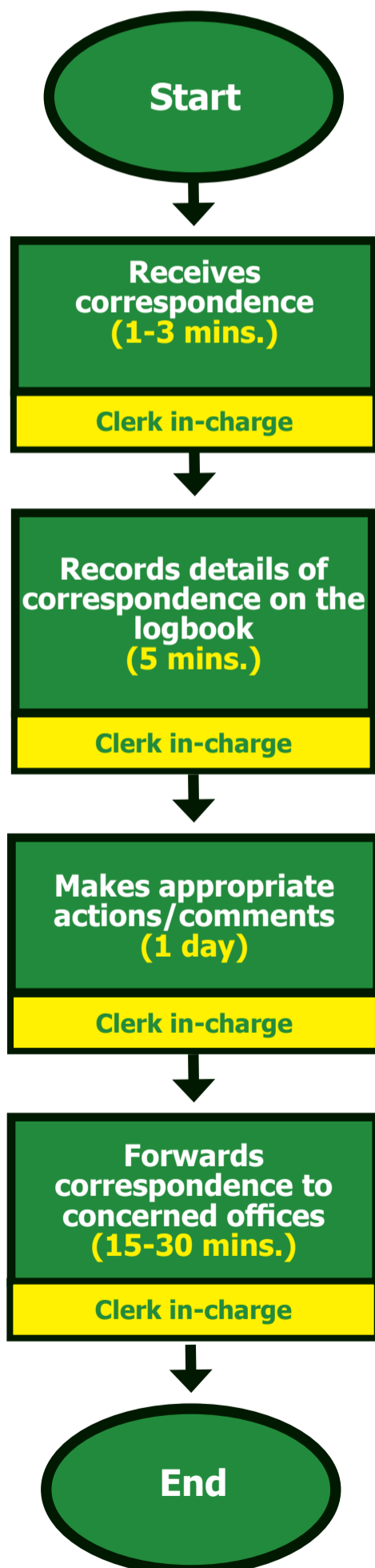
**DR. GILLIAN PORTIA P. DIMARANAN**  
University Librarian



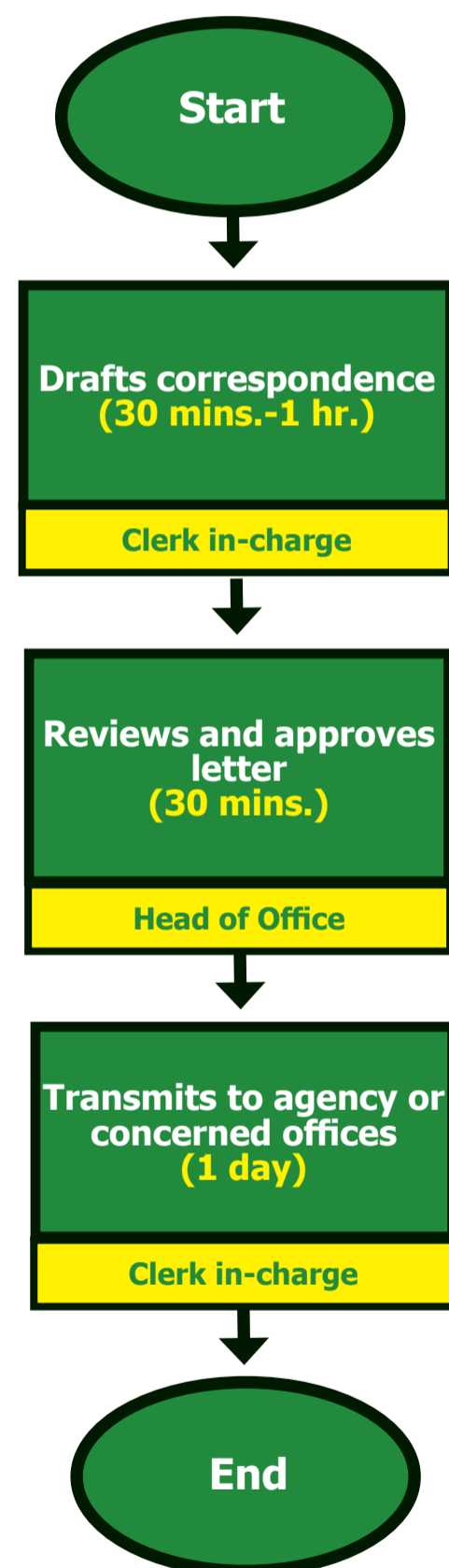
# CITIZEN'S CHARTER

## UNIVERSITY LIBRARY

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE

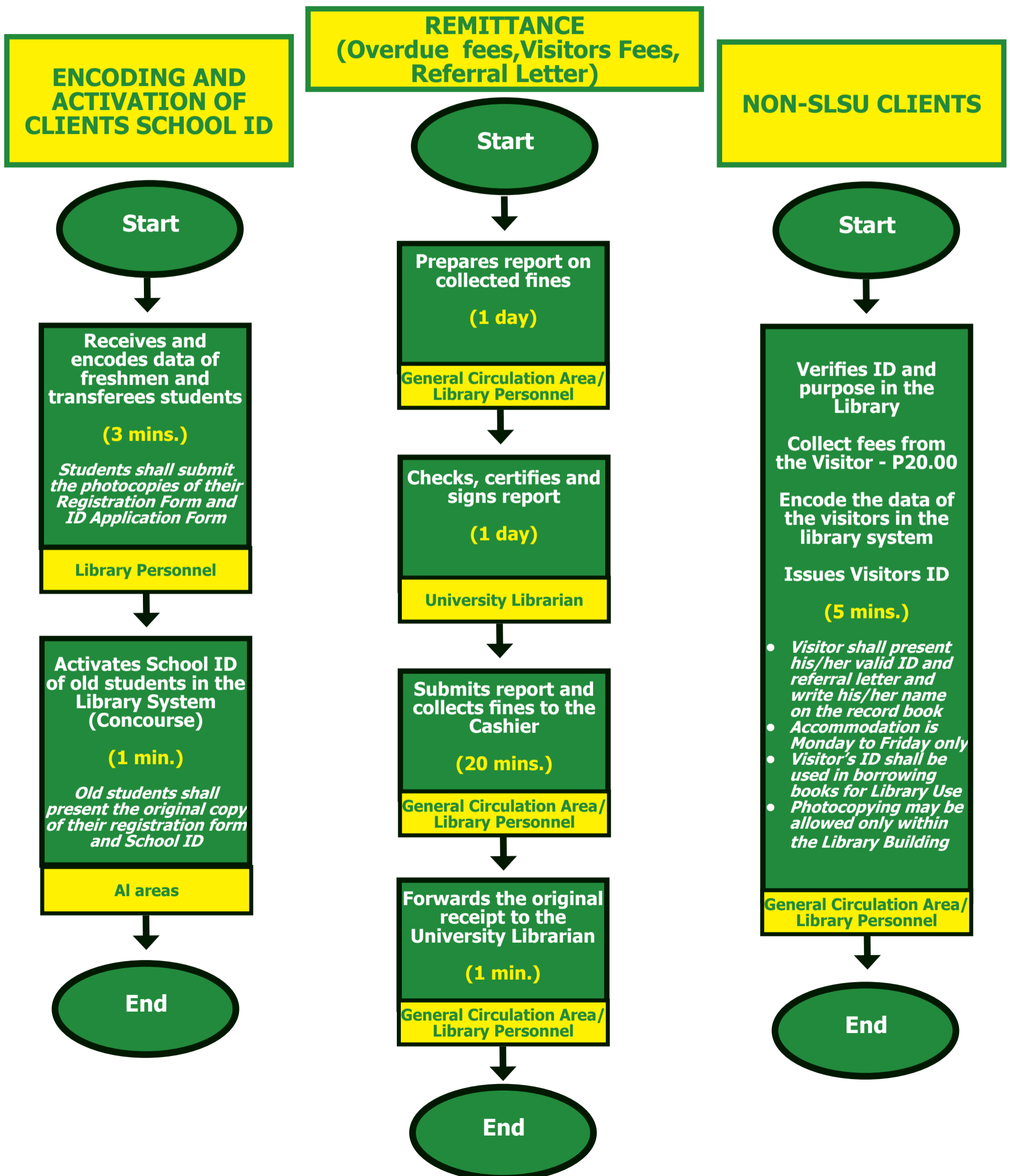


**DR. GILLIAN PORTIA P. DIMARANAN**  
University Librarian  
G/F University Library Bldg., SLSU-Lucban  
Phone Nos.: (042) 540-7468 ; 540-4087 loc. 140  
libraryslsu@gmail.com



# CITIZEN'S CHARTER

## UNIVERSITY LIBRARY

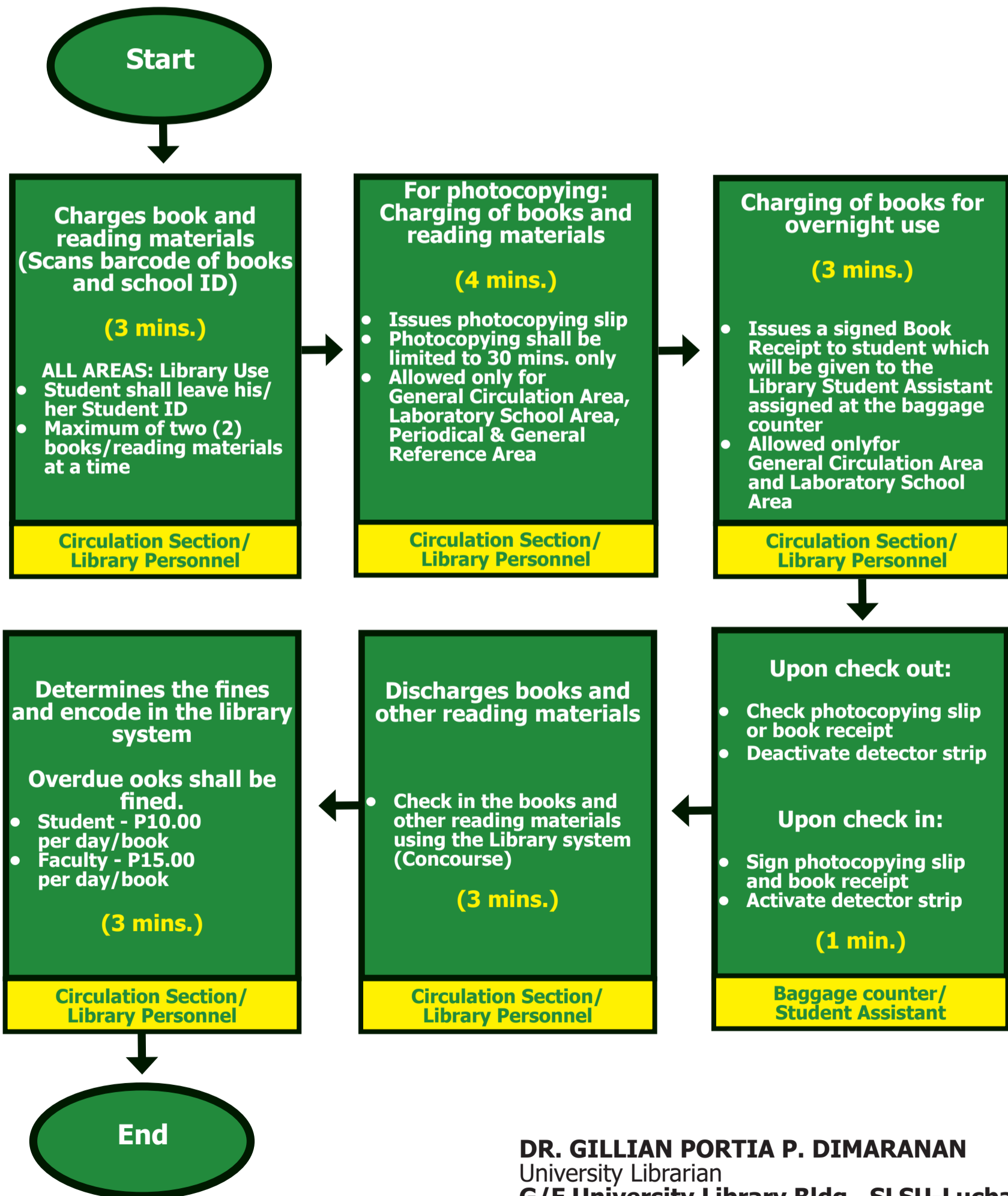




# CITIZEN'S CHARTER

## UNIVERSITY LIBRARY

### LENDING OF BOOK(S) AND OTHER LIBRARY MATERIALS



**DR. GILLIAN PORTIA P. DIMARANAN**

University Librarian

G/F University Library Bldg., SLSU-Lucban

Phone Nos.: (042) 540-7468 ; 540-4087 loc. 140

libraryslsu@gmail.com





# CITIZEN'S CHARTER

## OFFICE OF THE UNIVERSITY REGISTRAR

G/F Gomburza Bldg., SLSU-Lucban

Phone Nos.: (042) 540-4763 ; 540-4087 loc. 153

Email: [rmignacio@slsu.edu.ph](mailto:rmignacio@slsu.edu.ph)

### INTRODUCTION

The Office of the University Registrar (OUR), a group of conscientious and committed individuals, shall primary provide its clientele's required/needed services. It is committed to compliment/support the University for the effective and efficient realization of its Vision and Mission.

The OUR way and commitment is to be:

- » Service-Oriented
- » Service-Effective
- » Service-Efficient
- » Clientele-Friendly
- » Honest
- » Trustworthy

### OBJECTIVES

- » Efficient and effective management of student records.
- » Total quality service to the students and other academic community stakeholders.

### SERVICE UNITS

- » Receiving and Releasing Section
- » Encoding Section
- » Evaluation Section
- » Record Section

### SERVICE TRANSACTIONS

- » Enrolment/Registrations
- » Adding, Changing, Dropping of Subjects
- » Student Accounting for Graduation
- » Processing and Issuance of Transcript of Records and other student's credentials (i.e. various certificates, transfer credentials, CAV, etc...)
- » Evaluation of Student Records
- » Records Management
- » Curriculum Information Dissemination
- » Issuance of Various certifications
- » Issuance of Transfer Credentials

**ENGR. REYNALDO M. IGNACIO**  
Head, University Registrar



# CITIZEN'S CHARTER

## OFFICE OF THE UNIVERSITY REGISTRAR

### GUIDELINES ON THE 7/14/30 DAYS PROCESSING TIME OF REQUESTS AND EXPRESS LANE

#### PROCESSING TIME OF REQUESTS

PROCESSING TIME (UNWC)	COVERED TRANSACTIONS	CLAIM DATE COMPUTATION
7 DAYS	a. Authentication of documents (TOR, Official Registration Form, etc.) not more than 10 sets b. CAV c. Certifications (Enrolment, Graduation...) d. Copy for... TOR	i.e. date of request + 7 days e.g. date of request: 8 <sup>th</sup> day of the month claim date: 15 <sup>th</sup> day of the month
14 DAYS	a. Transfer credentials of student who had graduated b. Second copy of TOR and CWA c. Authentication of document/s (more than 10 sets)	i.e. date of request + 14 days e.g. date of request: 5 <sup>th</sup> day of the month claim date: 19 <sup>th</sup> day of the month
30 DAYS	a. Graduation credentials (i.e. TOR & Certificate of Graduation) b. CWA c. Second Copy of Diploma d. Multiple requests (i.e. requesting for several documents) e.g. PD 907 documents e. Evaluation/Accounting of student's academic standing f. Transfer credential of undergraduate student	i.e. date of request + 30 days e.g. date of request: 1 <sup>st</sup> day of the month claim date: 1 <sup>st</sup> day of the ff. month  <i>*If request month has only 30 days then claim date is the same date of the following month, and if request month has 31 days then claim date is date request minus on of the following month            e.g. date of request: January 25            claim date: February 24</i>

**NOTE:**

- If the "claim date" falls on a holiday then "claim date" shall be on the next working day following the holiday/s
- If the "claim date" falls on a Saturday/Sunday then "claim date" shall be on Monday following said Saturday & Sunday

#### EXPRESS LANE (FEE: Php 300)

PROCESSING TIME	COVERED TRANSACTIONS	REMARKS
Within the day	a. Authentication of documents (not more than 6 sets) b. Second Copy of TOR c. Certification of Enrolment d. Certification of Units Earned e. Transfer Credentials of student who had graduated	<ul style="list-style-type: none"> <li>Filing of request done before 11 o'clock a.m.</li> <li>Releasing time between 4 o'clock &amp; 5 o'clock p.m.</li> <li>The University Registrar is at the office</li> </ul>
Within 7 days	a. Authentication of documents (more than 6 sets) b. First copy of an undergraduate TOR (i.e. have not graduated) c. Transfer Credentials of undergraduate student d. CARMA e. CWA of a student who had graduated	<b>NOTE: OUR will only cater to a maximum of 12 requests/day</b>



# CITIZEN'S CHARTER

## ENROLMENT PROCEDURE

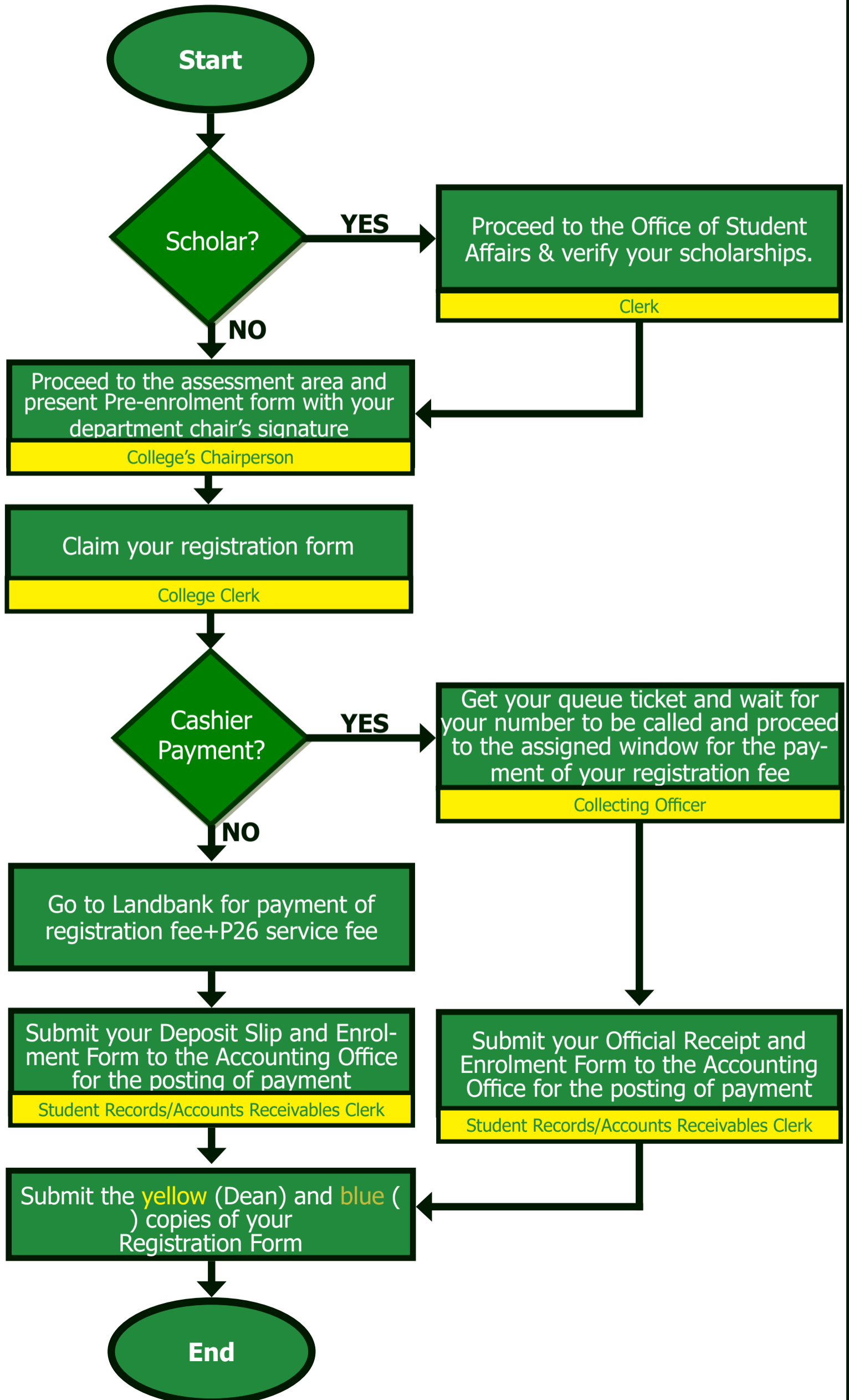
### STUDENTS WITH BALANCES:

- Unpaid Balances will appear on your registration form
- Unpaid Balances should be settled before you can pay for your current Enrolment fee

### PAYMENT THRU LANDBANK

Note: Only FULL PAYMENT of Enrolment Fees are accepted in ALL LANDBANK Branches in CALABARZON

1. Photocopy your registration form
2. Ask for an ONCOLL PAYMENT SLIP
3. Fill out three(3) copies of the slip completely and legibly. (Merchant/ Agency Name: SLSU Enrollment Account Number: 3652 2220 04)
4. On the Reference Number 1, write your name (format: Lastname, Firstname MI.)
5. On the Reference Number 2, write student number (from your reg. form)
6. Fill-up the Printed Name and Signature of Payor/Depositor/Representation Section
7. Write the Amount to be paid
8. Fill-up the cash breakdown at the back
9. Make the deposit and get two copies of the validated slip
10. Attached one copy of the validated slip with your photocopied registration form and submit it to the teller
11. Attached one copy of the validated slip to your enrolment form. This will serve as your proof of payment.





# CITIZEN'S CHARTER

## OFFICE OF THE UNIVERSITY REGISTRAR

### REQUEST FOR ISSUANCE OF TRANSCRIPT OF RECORDS (TOR)

**Schedule of Availability of Service:** Regular working days (Monday to Friday from 8:30 am to 4:30 pm)

**Who can avail:** Students or duly authorized representative

**What are the requirements:**

1. Duly accomplished request form
2. Duly signed clearance (if needed)
3. Receipt of Payment
4. Necessary number of documentary stamp/s
5. Authorization letter (if request is made thru a representative)
6. Original and photocopies of a valid ID of the student and representative

**Duration:** 14 days (UNWC)

**Location of the Unit/Office:** Office of the University Registrar and Cashier's Office

**How to Avail of the Service:**

Step	What Applicant/ Client should do	Office Involved	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Proceed to the OUR Window 1. Ask for forms.	Office of the University Registrar (OUR) - Receiving and Releasing System	2 min.	Registrar's Clerk		Request Form (RF) and Clearance Form (CF)
2	Accomplish RF completely & correctly					Request Form
3	Accomplish signing of clearance (if needed)	Respective College/ Office of Student Affairs and Services/Library/ Accounting Office	5 min. per office	Head of office or duly authorized personnel		Clearance Form
4	Pay fee	Cashier's Office	3 min.	Cashier's Clerk	<b>Php 100</b> (First Two pages) <b>Php 60</b> (additional page/ TOR)	Official Receipt (OR)
5	Submit duly accomplished forms and OR. Get claim stub	OUR	2 min.	Registrar's Clerk		RF, CF, OR and Claim Stub
6	Follow up status of request (optional)	OUR	2-3 min.	Registrar's Clerk		
7	Return to OUR on/ before Claim Date to claim TOR (present authorization letter & valid ID if representative)	OUR	9 min	Registrar's Clerk		Claim Stub & TOR
8	Acknowledge receipt of TOR	OUR	4 min	Registrar's Clerk		RF and Logbook



# CITIZEN'S CHARTER

## REQUEST FOR ISSUANCE OF CAV

**Schedule of Availability of Service:** Regular working days (Monday to Friday from 8:30 am to 4:30 pm)

**Who can avail:** Graduate and undergraduate students or duly authorized representative

### What are the requirements:

1. Duly accomplished request form
2. Official receipt of payment
3. Original TOR and diploma for graduates / Original TOR (partial) for undergraduate students
4. Clear and clean photocopies of TOR and diploma (i.e. laser copies using at least a "Substance 20" paper
5. Necessary number of documentary stamps
6. Authorization letter (if request is made thru a representative)
7. Original and photocopies of a valid ID's of student and representative

**Duration:** 7 days (UNWC)

**Location of the Unit/Office:** Registrar's Office and Cashier's Office

### How to Avail of the Service:

Step	What Applicant/ Client should do	Office Involved	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Ask for Request Form (RF)	Office of the University Registrar (OUR) - Window 1	1 min	Registrar's Clerk		Request Form (RF)
2	Accomplish RF correctly and completely					Request Form (RF)
3	Pay request fee	Cashier's Office	3 min	Cashier's Clerk	Php 200	Official Receipt (OR)
4	Submit RF, original & photocopies of TOR and diploma, OR and other requirements. Get claim stub	OUR	24 min	Registrar's Clerk		Request Form (RF), Official Receipt (OR) & Claim Stub
5	Present Claim Stub to claim CAV (present authorization letter & valid ID if representative)	OUR Window 1	6 min	Registrar's Clerk		Claim Stub, CAV
6	Acknowledge receipt of CAV	OUR	4 min	Registrar's Clerk		RF and Logbook



# CITIZEN'S CHARTER

## REQUEST FOR ISSUANCE OF GRADUATE'S CREDENTIALS

**Schedule of Availability of Service:** Regular working days (after the commencement exercises)

**Who can avail:** New graduates or their duly authorized representative

**What are the requirements:**

1. Duly accomplished request form
2. Duly signed clearance (if needed)
3. Receipt of payment for graduation fees & receipt for any additional fees
4. Certification of submission of bound thesis copies
5. Necessary number of documentary stamps
6. Other requirements not yet submitted to the OUR (e.g. F137, 2x2 pictures w/ nametag, NSO Birth Certificate, etc.)
7. Letter of explanation of non-attendance to commencement exercises duly noted by apparent and the College Dean
8. Student's University ID
9. Authorization Letter (if request is made thru a representative)
10. Original & photocopies of a valid ID of student (and representative)

**Location of the Unit/Office:** Office of the University Registrar, Respective College and Cashier's Office

**How to Avail of the Service:**

Step	What Applicant/ Client should do	Office Involved	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Ask for Request Form (RF)	Office of the University Registrar (OUR) Window 1	2 min	Registrar's Clerk		Request Form (RF)
2	Accomplish RF completely & correctly					Request Form
3	Pay fee	Cashier's Office	3 min	Cashier's Clerk	<b>Php 100</b> (First Two pages) <b>Php 60</b> (additional page/TOR) Php 100 (additional certification)	Official Receipt (OR)
4	Submit duly accomplished forms and OR. Get claim stub	OUR	24 min	Registrar's Clerk		RF, CF, OR and Claim Stub
5	Follow up status of request (optional)	OUR	2-3 min	Registrar's Clerk		
6	Return to OUR on/ before Claim Date to claim requested documents (present authorization letter & valid ID if representative)	OUR	9 min	Registrar's Clerk		Claim Stub & TOR
7	Acknowledge receipt of requested documents	OUR	4 min	Registrar's Clerk		RF and Logbook



# CITIZEN'S CHARTER

## REQUEST AND ISSUANCE OF CERTIFICATE OF WEIGHTED AVERAGE (CWA/CWA-HS)

**Schedule of Availability of Service:** Regular working days (Monday to Friday - 8:30 am to 4:30 pm)

**Who can avail:** Students or their duly authorized representative

### What are the requirements:

1. Duly accomplished request form
2. Duly signed clearance (if needed)
3. Official Receipt
4. Necessary number of documentary stamps
5. Authorization Letter (if request is made thru a representative)

**Duration:** 14 days (UNWC)

**Location of the Unit/Office:** Office of the University Registrar and Cashier's Office

### How to Avail of the Service:

Step	What Applicant/ Client should do	Office Involved	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Ask for Request Form (RF)	Office of the University Registrar (OUR) Window 1	2 min	Registrar's Clerk		Request Form (RF)
2	Accomplish RF completely & correctly					Request Form
3	Pay fee	Cashier's Office	3 min	Cashier's Clerk	<b>Php 100</b>	Official Receipt (OR)
4	Submit duly accomplished forms and OR. Get claim stub	OUR	24 min	Registrar's Clerk		RF, CF, OR and Claim Stub
5	Follow up status of request (optional)	OUR	2-3 min	Registrar's Clerk		
6	Return to OUR on/ before Claim Date to claim requested documents (present authorization letter & valid ID if representative)	OUR - Window 1	9 min	Registrar's Clerk		Claim Stub & CWA
7	Acknowledge receipt of requested documents	OUR	4 min	Registrar's Clerk		RF and Logbook



# CITIZEN'S CHARTER

## AUTHENTICATION OF DIPLOMA/TOR

**Schedule of Availability of Service:** Regular working days (Monday to Friday - 8:30 am to 4:30 pm)

**Who can avail:** Students or their duly authorized representative

### What are the requirements:

1. Duly accomplished request form
2. Official Receipt
3. Necessary number of documentary stamps
4. Authorization Letter (if request is made thru a representative)
5. Original and photocopies of a valid ID's of student and representative
6. Clear and clean photocopies of document/s to be authenticated with the original copies

**Duration:** 7 days (UNWC) reckon with filing date

**Location of the Unit/Office:** Office of the University Registrar and Cashier's Office

### How to Avail of the Service:

Step	What Applicant/ Client should do	Office Involved	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Ask for Request Form (RF)	Office of the University Registrar (OUR) Window 1	2 min	Registrar's Clerk		Request Form (RF)
2	Accomplish RF completely & correctly					Request Form
3	Pay fee	Cashier's Office	3 min	Cashier's Clerk	<b>Php 50</b>	Official Receipt (OR)
4	Submit duly accomplished forms and OR. Get claim stub	OUR	24 min	Registrar's Clerk		RF, CF, OR and Claim Stub
5	Follow up status of request (optional)	OUR	2-3 min	Registrar's Clerk		
6	Return to OUR on/ before Claim Date to claim requested documents (present authorization letter & valid ID if representative)	OUR - Window 1	9 min	Registrar's Clerk		Claim Stub & Authenticated documents
7	Acknowledge receipt of requested documents	OUR	4 min	Registrar's Clerk		RF and Logbook





# CITIZEN'S CHARTER

## REQUEST AND ISSUANCE OF VARIOUS CERTIFICATIONS (I.E. ENROLMENT, UNITS EARNED, CARMA)

**Schedule of Availability of Service:** Regular working days (Monday to Friday - 8:30 am to 4:30 pm)

**Who can avail:** Students or their duly authorized representative

### What are the requirements:

1. Duly accomplished request form
2. Duly signed clearance (if needed)
3. Official Receipt
4. Necessary number of documentary stamps
5. Authorization Letter (if request is made thru a representative)
6. Original & photocopies of a valid ID's of student & representative
7. Photocopy of registration form last semester of attendance
8. Dean's certification of passing the comprehensive examinations for CARMA

**Duration:** 7 days (UNWC)

**Location of the Unit/Office:** Office of the University Registrar and Cashier's Office

### How to Avail of the Service:

Step	What Applicant/ Client should do	Office Involved	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Ask for Request Form (RF) and Clearance Form (CF)	Office of the University Registrar (OUR) Window 1	2 min	Registrar's Clerk		Request Form (RF) and Clearance Form (CF)
2	Accomplish RF completely & correctly					Request Form
3	Pay fee	Cashier's Office	3 min	Cashier's Clerk	Php 100/ certification	Official Receipt (OR)
4	Submit duly accomplished forms and OR. Get claim stub	OUR	24 min	Registrar's Clerk		RF, CF, OR and Claim Stub
5	Follow up status of request (optional)	OUR	2-3 min	Registrar's Clerk		
6	Return to OUR on/ before Claim Date to claim requested certifications (present authorization letter & valid ID if representative)	OUR - Window 1	9 min	Registrar's Clerk		Claim Stub & Requested certifications
7	Acknowledge receipt of requested documents	OUR	4 min	Registrar's Clerk		RF and Logbook



# CITIZEN'S CHARTER

## REQUEST AND ISSUANCE OF STUDENT ACCOUNTING/EVALUATION PRIOR TO APPLICATION FOR GRADUATION

**Schedule of Availability of Service:** Regular working days (Monday to Friday - 8:30 am to 4:30 pm)

**Who can avail:** Prospective graduating students or their authorized representative

**What are the requirements:**

1. Duly accomplished request form
2. Official Receipt
3. Authorization Letter (if request is made thru a representative)
4. Original and photocopies of a valid ID's of student and representative
5. Course/program prospectus of curriculum

**Duration:** 30 days (UNWC)

**Location of the Unit/Office:** Office of the University Registrar and Cashier's Office

**How to Avail of the Service:**

Step	What Applicant/ Client should do	Office Involved	Duration of Activity*	Person Responsible	Fees	Form to Use/ Document to Obtain
1	Ask for Request Form (RF)	Office of the University Registrar (OUR) Window 1	2 min	Registrar's Clerk		Request Form (RF)
2	Accomplish RF completely & correctly					Request Form
3						
4	Pay fee	Cashier's Office	3 min	Cashier's Clerk	<b>Php 100</b>	Official Receipt (OR)
5	Submit duly accomplished forms and OR. Get claim stub	OUR	24 min	Registrar's Clerk		RF, CF, OR and Claim Stub
6	Return to OUR on/ before Claim Date to claim requested documents (present authorization letter & valid ID if representative)	OUR - Window 1	9 min	Registrar's Clerk		Claim Stub & Requested documents
7	Acknowledge receipt of requested documents	OUR	4 min	Registrar's Clerk		RF and Logbook



# CITIZEN'S CHARTER



## GRADUATE SCHOOL

G/F, Marcelo H. del Pilar Bldg., SLSU Lucban

Email address: [graduateschool@slsu.edu.ph](mailto:graduateschool@slsu.edu.ph)

### INTRODUCTION

Graduate School aimed primarily at molding young professionals through a challenging but rewarding depth of learning and intensity of instruction. The quality of the learning experience and the environment within which learning takes place are also of paramount importance in the SLSU-Graduate School. With the eminent mission of our university of building people, providing quality education and promoting a healthy environment, Graduate School prepares students in their chosen field of study as it instills the skills and knowledge required for success through a variety of progressive approaches including workshops, simulations and the traditional methods of lectures and seminars.

### OBJECTIVES

- ◇ Update and enrich student's content knowledge in a specific subject area or professional area.
- ◇ Enhance and expand student's theoretical and technical knowledge for a specific subject or professional area.
- ◇ Develop the student's research capabilities for replicating, verifying, validating, contextualizing, and/or applying theoretical and practical knowledge about the different aspects of the educational process.
- ◇ Instill the spirit of cooperation through a meaningful and dynamic approach to extension work and community services.

**RICARYL CATHERINE P. CRUZ, Ed.D.**  
Dean, Graduate School



# CITIZEN'S CHARTER



## GRADUATE SCHOOL

Melchora Aquino Bldg. SLSU, Brgy. Kulapi, Lucban Quezon

### PROGRAMS

**Doctor of Business Administration**  
**Master of Arts in Business Administration**

**DR. JOANNA PAULA A. ELLAGA**  
Dean, College of Business Administration  
E-mail: joannaellaga@gmail.com  
2<sup>nd</sup> Floor New CBA Bldg. SLSU-Lucban

**Master of Arts in Applied Linguistics**

**DR. MARI JANE A. LEE**  
Dean, College of Arts and Sciences  
E-mail: jongjanelee@yahoo.com  
Phone No.: 540-3961 ; (042) 540-4087 loc. 139  
1<sup>st</sup> Floor Jose Rizal Bldg. SLSU Main

**Ph.D. in Educational Management**  
**Ph.D. in Development Education**  
**Ph.D. in Science Education**  
**Master of Arts in Educational Management**  
**Master of Arts in Mathematics Education**  
**Master of Arts in Teaching English**  
**Master of Arts in Science Education**  
**Master of Arts in Education Specialization in Elementary Education**

**DR. NILO H. DATOR**  
Dean, College of Teacher Education  
Email: nilohdator@gmail.com  
Phone Nos.: 540-7677 ; (042) 540-4087 loc. 138  
2<sup>nd</sup> Floor Gat Andres Bonifacio Bldg. SLSU-Lucban

**Master of Arts in Nursing major in Medical Surgical Nursing**

**DR. EVANGELINE B. MECIJA**  
Dean, College of Allied Medicine  
Email: evangeline\_mecija@yahoo.com  
Phone Nos.: 540-6638 ; (042) 540-4087 loc. 145  
G/F Melchora Aquino Bldg. SLSU-Lucban

**Master of Science in Environmental Science**  
**Master in Forestry**

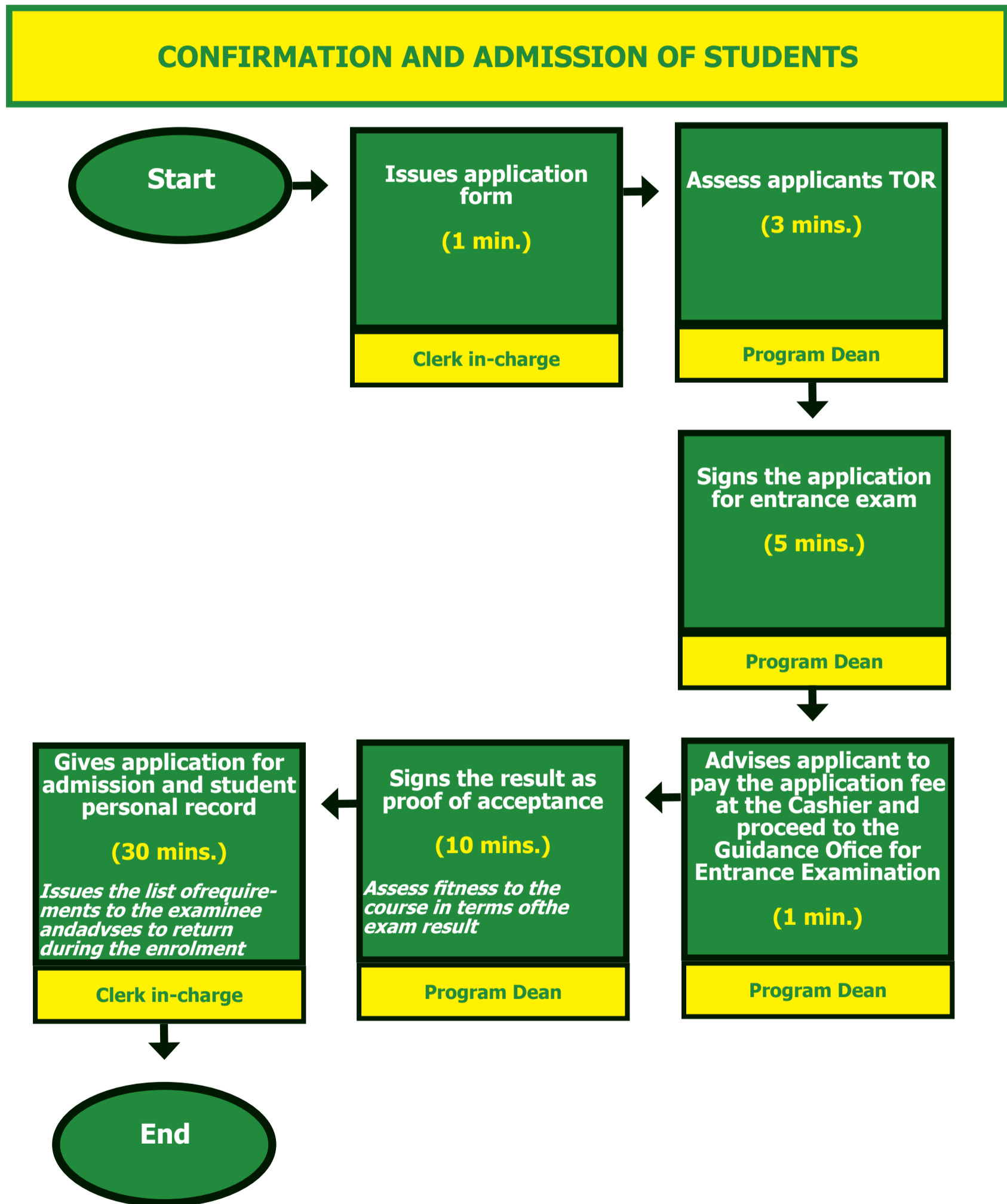
**DR. AMALIA A. ALMAZOL**  
Dean, College of Agriculture  
E-mail: mallalmazol@yahoo.com  
Phone No.: 540-4653  
SLSU-Ayuti, Brgy. Ayuti Lucban, Quezon



# CITIZEN'S CHARTER

## GRADUATE SCHOOL

### CONFIRMATION AND ADMISSION OF STUDENTS





# CITIZEN'S CHARTER



## COLLEGE OF AGRICULTURE

2nd Flr. Agriculture Bldg., Brgy. Ayuti, SLSU-lucban

Phone No.: (042) 540-4653

Email: [mail\\_almazol@yahoo.com](mailto:mail_almazol@yahoo.com)

### INTRODUCTION

The College of Agriculture serves as the Provincial Institute of Agriculture in Quezon province. Its mission is to provide the highest level of education and training in the fields of Agriculture, Forestry and Environmental Science, as these serve as the backbone of the nation's survival and development. The College produces competent and productive graduates armed with knowledge, skills and passion for service and excellence.

### OBJECTIVES

- ◇ To produce academically equipped and reputable technical personalities in the field of Agriculture, Forestry and Environmental Science;
- ◇ To develop and promote state-of-the-art technologies that are economically, physically and socially feasible; and
- ◇ To develop graduates who are not only technically competent but also intellectually and culturally matured capable of assuming roles of leadership in an increasingly complex society.

### PROGRAMS

- Bachelor of Science in Agriculture
- Bachelor in Agricultural Technology
- Bachelor of Science in Environmental Science
- Bachelor of Science in Forestry

**DR. AMALIA E. ALMAZOL**

Dean, College of Agriculture

**PROF. JUANITA T. SAN JOSE**

OIC - Program Chair, Agriculture

**PROF. FRANCISCO N. BELTRAN**

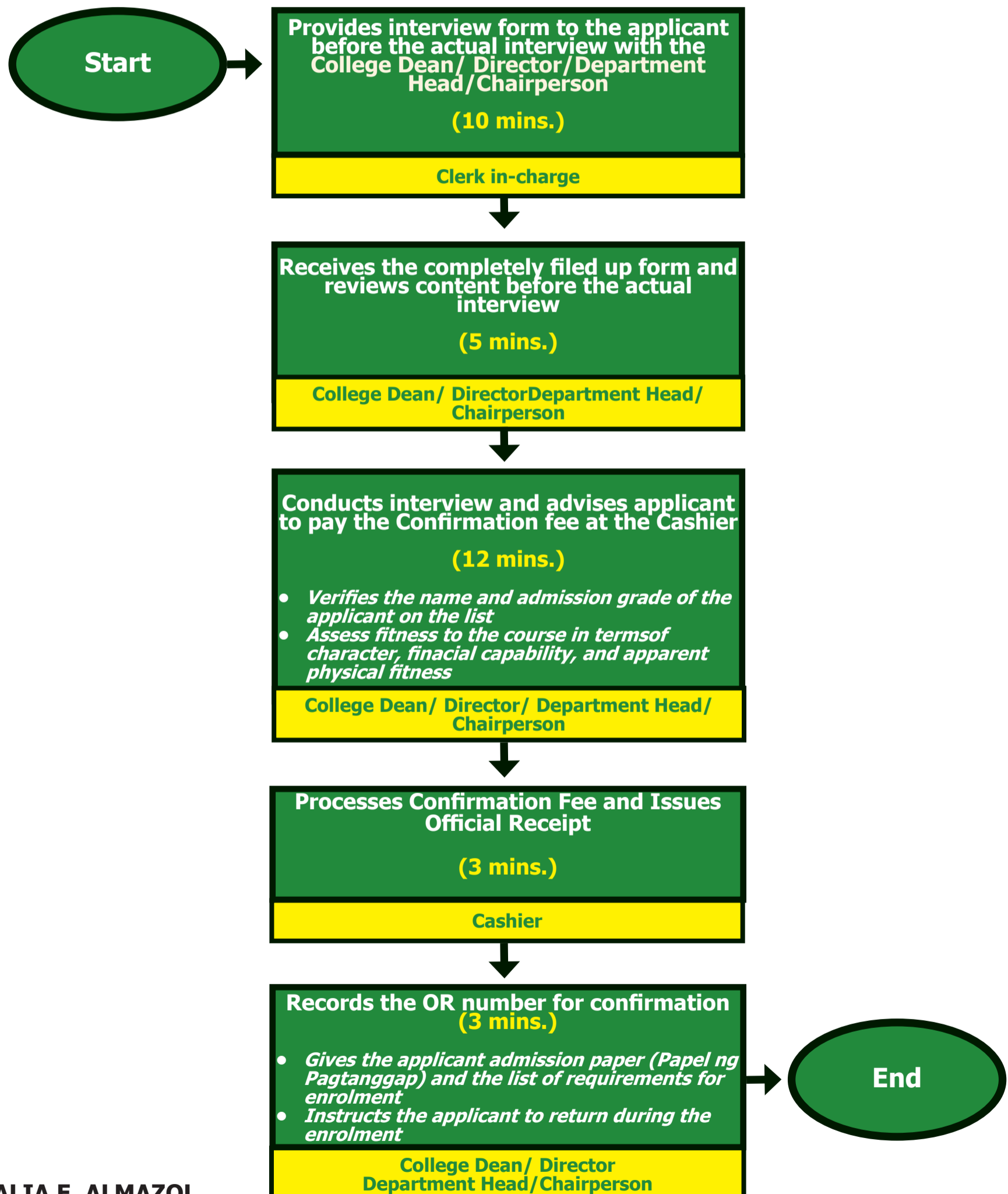
OIC - Program Chair, Forestry and Environmental Science



# CITIZEN'S CHARTER

## COLLEGE OF AGRICULTURE

### CONFIRMATION AND ADMISSION OF STUDENTS



**DR. AMALIA E. ALMAZOL**  
Dean, College of Agriculture  
2nd Flr. Agriculture Bldg., Brgy. Ayuti, SLSU-Lucban  
Phone No.: (042) 540-4653  
mall\_almazol@yahoo.com



# CITIZEN'S CHARTER



## COLLEGE OF ALLIED MEDICINE

G/F Left Wing, Melchora Aquino Bldg., SLSU-Lucban

Phone No.: (042) 540-6638

Email: [evangeline\\_mecija@yahoo.com](mailto:evangeline_mecija@yahoo.com)

### INTRODUCTION

The College of Allied Medicine with its avowed and unwavering focus on quality services, through the years, gained the trust and respect of the community due to its excellence in nursing and midwifery education. With its humble beginning in 1982 serves as the inspiration of the CAM community in producing quality graduates. There are challenges surpassed by the pillars of CAM prior to attaining CAM's success.

### OBJECTIVES

- ◇ Be aware of himself/herself physically, socio-culturally, emotionally and practice caution in handling clients thru application of the laws governing nursing practice and compliance to the Nursing/Midwifery Code of Ethics.
- ◇ Apply the knowledge, skills and attitudes in handling preventive, promotive, curative and rehabilitative aspects of health care using nursing process.
- ◇ Observe desirable values such as love of God and country. Commitment to service especially to the most needy ones in the community, hospitals, schools and other institution.
- ◇ Develop the essence/sense of being productive and competitive both locally and globally.
- ◇ Be an agent in the promotion of environment and ecological sustainability through the use of natural resources in health care practice.
- ◇ Utilize knowledge in researches and apply into skills making simple researches applicable to nursing practice.

### PROGRAMS

- Bachelor of Science in Nursing
- Diploma in Midwifery

**DR. EVANGELINE B. MECIJA**  
Dean, College of Allied Medicine

**DR. SANDRA D. ELMA**  
OIC - Program Chair, Midwifery

**DR. DULCE RAÑESES**  
OIC - Program Chair, Nursing

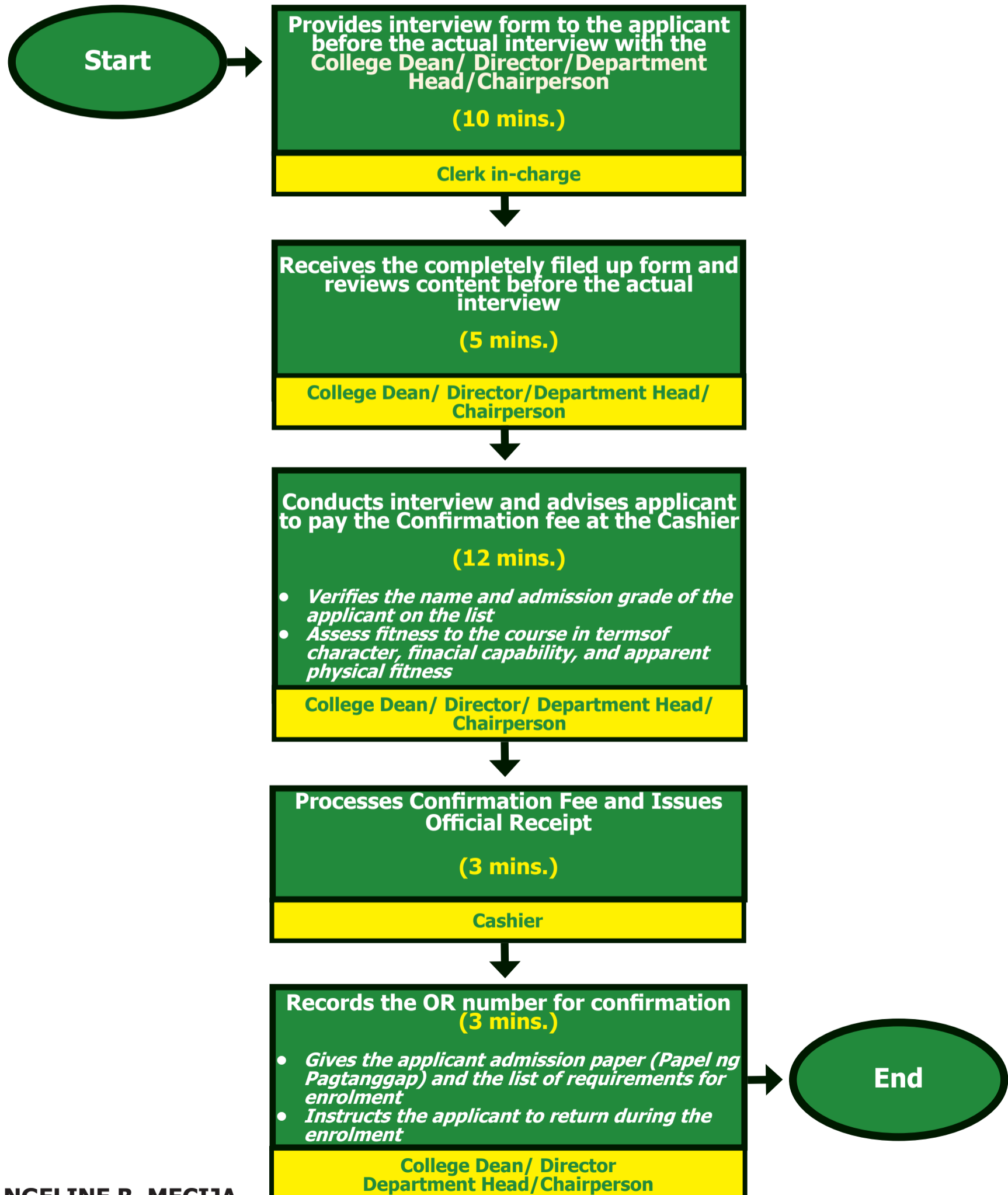




# CITIZEN'S CHARTER

## COLLEGE OF ALLIED MEDICINE

### CONFIRMATION AND ADMISSION OF STUDENTS



**DR. EVANGELINE B. MECIJA**  
Dean, College of Allied Medicine  
G/F Left Wing, Melchora Aquino Bldg., SLSU-Lucban  
Phone No.: (042) 540-6638  
evangeline\_mecija@yahoo.com



# CITIZEN'S CHARTER



## COLLEGE OF ARTS AND SCIENCES

G/F Left Wing, Jose Rizal Bldg., SLSU-Lucban

Phone No.: (042) 540-4087 loc. 139

E-mail: [jongjanelee@yahoo.com](mailto:jongjanelee@yahoo.com)

### INTRODUCTION

The College of Arts and Sciences fulfills its mission to produce graduates equipped with knowledge, skills and values that enable them to become productive, globally prepared, morally upright and ecologically conscious citizens. The College offers five different programs, each achieves its own goals to help attain the vision of SLSU.

### OBJECTIVES

- ◇ Provide holistic development of students by making them understand and appreciate ways of knowing the self, environment, society and the world.
- ◇ Give students opportunities to become mature and responsible persons with the values embodied in the University's mission statement evident in their innovative and active response to the socio-cultural, psychological and political challenges of the times.
- ◇ Enhance students' appreciation of the arts and sciences to develop in them the passion for research and discovery of new knowledge in the service of the Filipino people, its ASEAN counterpart, and the international community.
- ◇ Produce young professionals who are skilled and competent for jobs that involve training, testing, and research, and become professional practitioners in psychology and related disciplines.
- ◇ Produce effective mass media and communication professionals, and practitioners in allied fields who are capable of providing quality services to the community, the nation, and the rapidly changing world.
- ◇ Provide a wide variety of introductory and advanced courses that will introduce students to the ways in which historians recreate the past, and to build skills in historical analysis, writing and research.
- ◇ Provide students with knowledge, skills and attitude that will enable them to think critically and logically, convey mathematical concepts and solutions to real-world problem through research, exhibit positive attitude and values toward the discipline, and environment, and have an appropriate set of professional skills to ensure a productive career
- ◇ Train students to become equipped and competent in the field of biology and related disciplines
- ◇ Provide students with advanced knowledge and skills in finding and solving language-related issues and problems in society

### PROGRAMS

- Bachelor of Arts in History
- Bachelor of Arts in Psychology
- Bachelor of Science in Mathematics
- Bachelor of Arts in Communication
- Bachelor of Science in Biology

#### **DR. MARI JANE A. LEE**

Dean, College of Arts and Sciences

#### **PROF. JUDEIMAR A. UNGRIANO**

Department Head Social Sciences  
Program Chair, History

#### **DR. MA. ELNA R. COSEJO**

Program Chair, Psychology

#### **PROF. JOSEPHINE A. CAMSON**

Program Chair, Mathematics

#### **PROF. BRIAN D. VILLAVERDE**

Program Chair, Communication

#### **PROF. KATHLEEN O. PORNOBI**

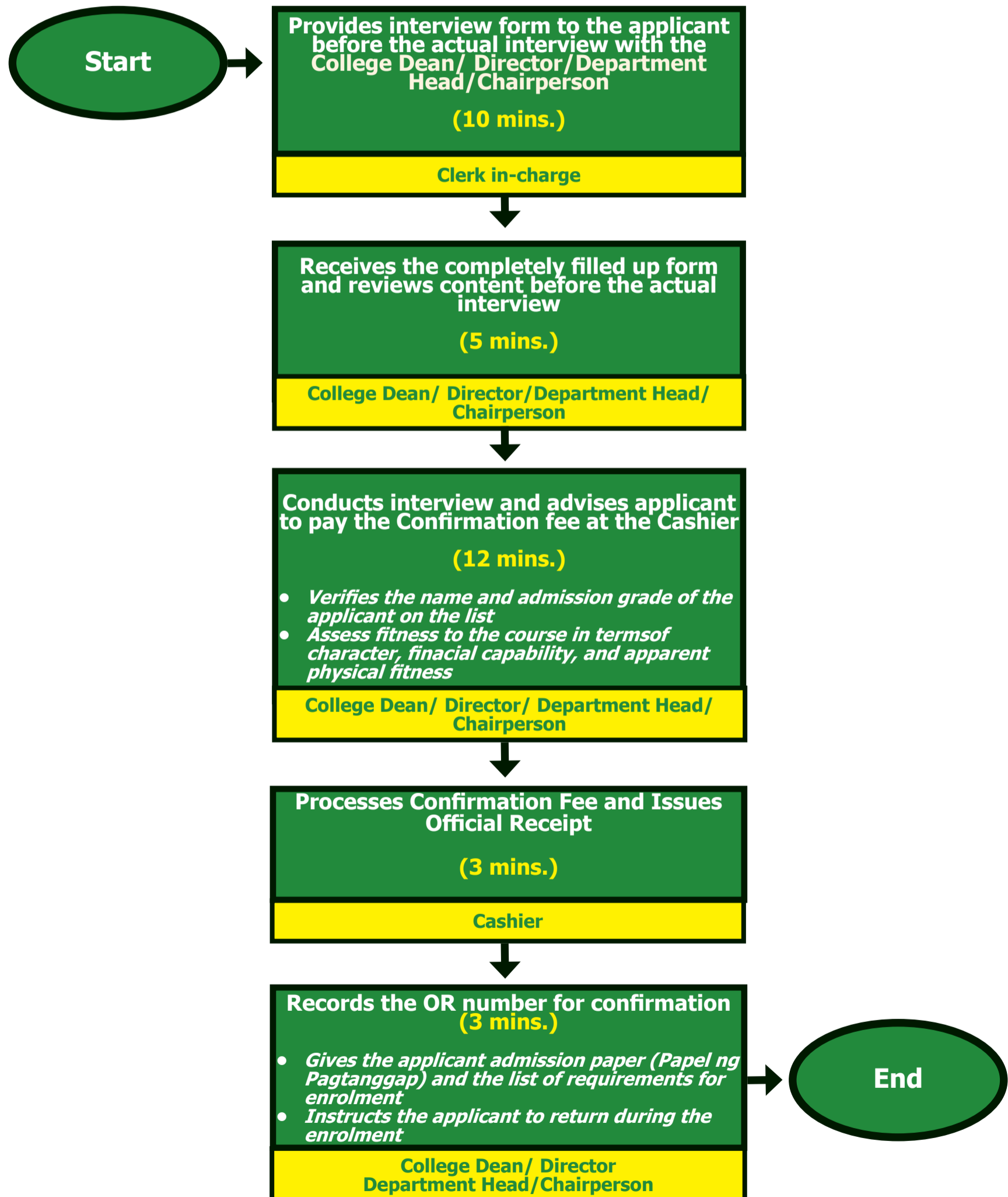
Program Chair, Biology



# CITIZEN'S CHARTER

## COLLEGE OF ARTS AND SCIENCES

### CONFIRMATION AND ADMISSION OF STUDENTS



**DR. MARI JANE A. LEE**  
Dean, College of Arts and Sciences  
G/F Left Wing, Jose Rizal Bldg., SLSU-Lucban  
Phone No.: (042) 540-4087 loc. 139  
jongjanelee@yahoo.com



# CITIZEN'S CHARTER



## COLLEGE OF BUSINESS ADMINISTRATION

2<sup>nd</sup> Flr. Right Wing, New CBA Bldg., SLSU-Lucban

Email: [joannaellaga@gmail.com](mailto:joannaellaga@gmail.com)

### INTRODUCTION

Southern Luzon State University had its humble beginnings as National High School in the early 60's. Known as the Lucban as the Lucban National High School and later as Lucban Community College, it rose to become the Lucban National College offering degree and non-degree courses and had the first batch of Bachelor of Science in Commerce graduates in 1980. LNC was converted into a state college known as SLPC by virtue of Batas Pambansa Blg. 145 on February 8, 1982. The Two-Year Junior Secretarial course which was started on 1975 and the BSC degree were among its offerings.

Four years after its conversion, the College of Trade and Industry of the seven schools in SLPC was later named School of Business Administration. It continued to offer BSC majors in Accounting, Management and Marketing as well as the Secretarial Course. In 1985, the school had its first Certified Public Accountant (CPA) and from then on it as continuously produced board passers some of whom are now globally positioned.

The Bachelor of Science in Commerce major in Accounting program was revised as Bachelor of Science in Accountancy in 1990 and was approved under SLPC Board of Trustees (BOT), Res. No. 270, series 2000. The program was again revised implementing CHED Memorandum Order (CMO) No. 26, series 2001 under BOT Res. No. 508, series 2005. Like wise, the BSC majors in Management and Marketing was revised in 1997 to Bachelor of Science in Business Management (BSBM) majors in Entrepreneurial/Cooperative Management (MKMN) with the same Board approval. The BSBM program was modified and implemented under BOT Res. No. 158 series 2005. The modification has been largely due to realignment of general education subjects being offered by SLSU for the academic year 2005-2006.

Under CHED Memorandum Order No. 3, series 2007 issued on August 27, 2007, it again issued the Policies and Standards for Bachelor of Science in Accountancy (BSA). The BSBM proper was also modified under the CHED Memorandum No. 39. Both were passed and approved by the Academic Council through Resolution No. 127, series 2007 and the Board of Regents of SLSU. At present, the College of Business Administration is offering two programs, namely, Bachelor of Science in Accountancy and Bachelor of Science in Business Administration with majors in Financial Management, Marketing Management, and Human Resource Development Management.



# CITIZEN'S CHARTER



## COLLEGE OF BUSINESS ADMINISTRATION

2<sup>nd</sup> Flr. Right Wing, New CBA Bldg., SLSU-Lucban

Email: [joannaellaga@gmail.com](mailto:joannaellaga@gmail.com)

### OBJECTIVES

- ◇ To produce competent, values oriented and globally competitive professionals in the field of accountancy and business administration.
- ◇ To provide students with relevant curricular programs through dedicated, committed and proficient faculty, and relevant facilities.
- ◇ To expose students to the actual corporate environment through industry immersion or work integrated learning in their field of specialization.
- ◇ To develop morally upright, socially and politically aware, research and extension service-oriented, and environment conscious students.

### PROGRAMS

- Bachelor of Science in Accountancy
- BSBA Financial Management
- BSBA Human Resource Development Management
- BSBA Marketing Management
- Bachelor of Science in Hotel and Restaurant Management
- Bachelor in Public Administration

#### **DR. JOANNA PAULA ELLAGA**

Dean, College of Business Administration

#### **MARIBETH B. VILLON, CPA, MBA**

Program Chair, Accountancy

#### **DR. CHONA V. CAYABAT**

Program Chair, Business Administration

#### **PROF. CLAIRE ANN M. YAO**

Program Chair, Hotel & Restaurant Management

#### **DR. ERIBERTO A. CASIÑO**

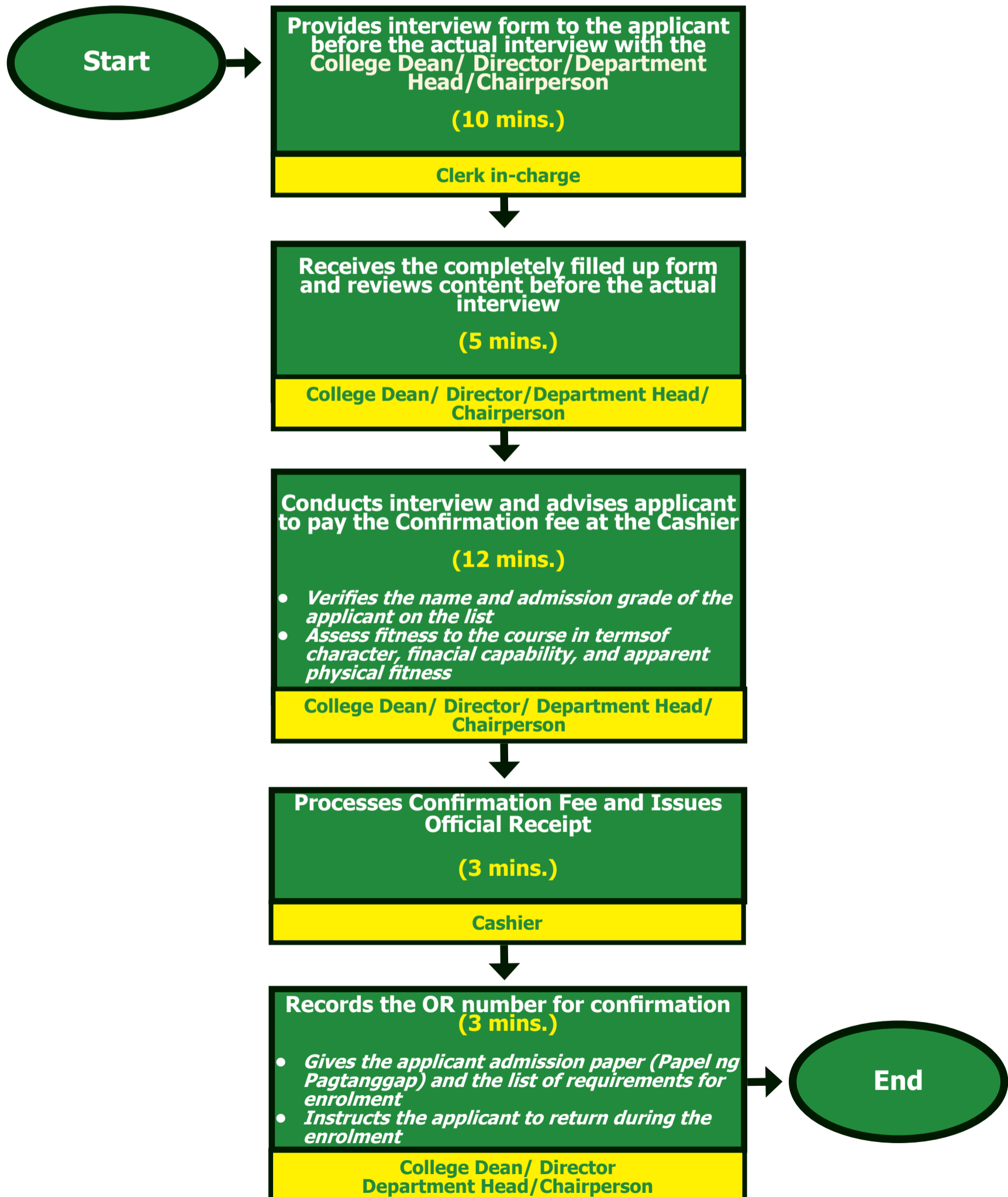
Program Chair, Public Administration



# CITIZEN'S CHARTER

## COLLEGE OF BUSINESS ADMINISTRATION

### CONFIRMATION AND ADMISSION OF STUDENTS



**DR. JOANNA PAULA ELLAGA**  
Dean, College of Business Administration  
2<sup>nd</sup> Flr. Right Wing, New CBA Bldg., SLSU-Lucban  
joannaellaga@gmail.com



# CITIZEN'S CHARTER



## COLLEGE OF ENGINEERING

3<sup>rd</sup> Flr. Marcelo H. Del Pilar Bldg., SLSU-Lucban

Phone No.: (042) 540-4271

Email: [edvillaverde@slsu.edu.ph](mailto:edvillaverde@slsu.edu.ph)

### INTRODUCTION

The then School of Engineering came into being in 1982, upon the conversion of Lucban National College into Southern Luzon Polytechnic College. The courses offered then were Electrical Engineering, Mechanical Engineering and Associate in Surveying. Through the years, there were changes and addition to the program offerings; testament to the fact that the College is responding to the changing needs of the industry. To date, the College is now offering Civil Engineering, Computer Engineering, Electrical Engineering, Electronics Engineering, Industrial Engineering and Mechanical Engineering. SLSU College of Engineering has been producing topnotch Engineers and have garnered citations/awards as top performing schools during board examinations. This results to increase in enrolment, making the College the most populous in the University. Today, the College of Engineering is preparing our students for greater mobility in the advent of globalization, and equipping them for their practice of profession under one global community.

### OBJECTIVES

- ◇ To develop committed, competitive, competent, and ethical professionals in the field of Engineering.
- ◇ To prepare students for their career as Engineers by providing relevant and responsive curricular programs, dedicated and proficient faculty, and advanced facilities.
- ◇ To educate students with good moral values, entrepreneurial capability and sense of responsibility in sustaining a healthy environment.

### PROGRAMS

- Bachelor of Science in Civil Engineering
- Bachelor of Science in Computer Engineering
- Bachelor of Science in Electrical Engineering
- Bachelor of Science in Electronics Engineering
- Bachelor of Science in Industrial Engineering
- Bachelor of Science in Mechanical Engineering

**ENGR. EFREN D. VILLAVERDE**  
Dean, College of Engineering

**ENGR. DELIA EVANGELISTA**  
Program Chair, Civil Engineering

**DR. RENATO MAALIW**  
Program Chair, Computer Engineering

**ENGR. JOHN V. ELLA**  
Program Chair, Electrical Engineering

**ENGR. CRESENCIA RAIT**  
Program Chair, Industrial Engineering

**ENGR. JOHN E. TAN**  
Program Chair, Mechanical Engineering

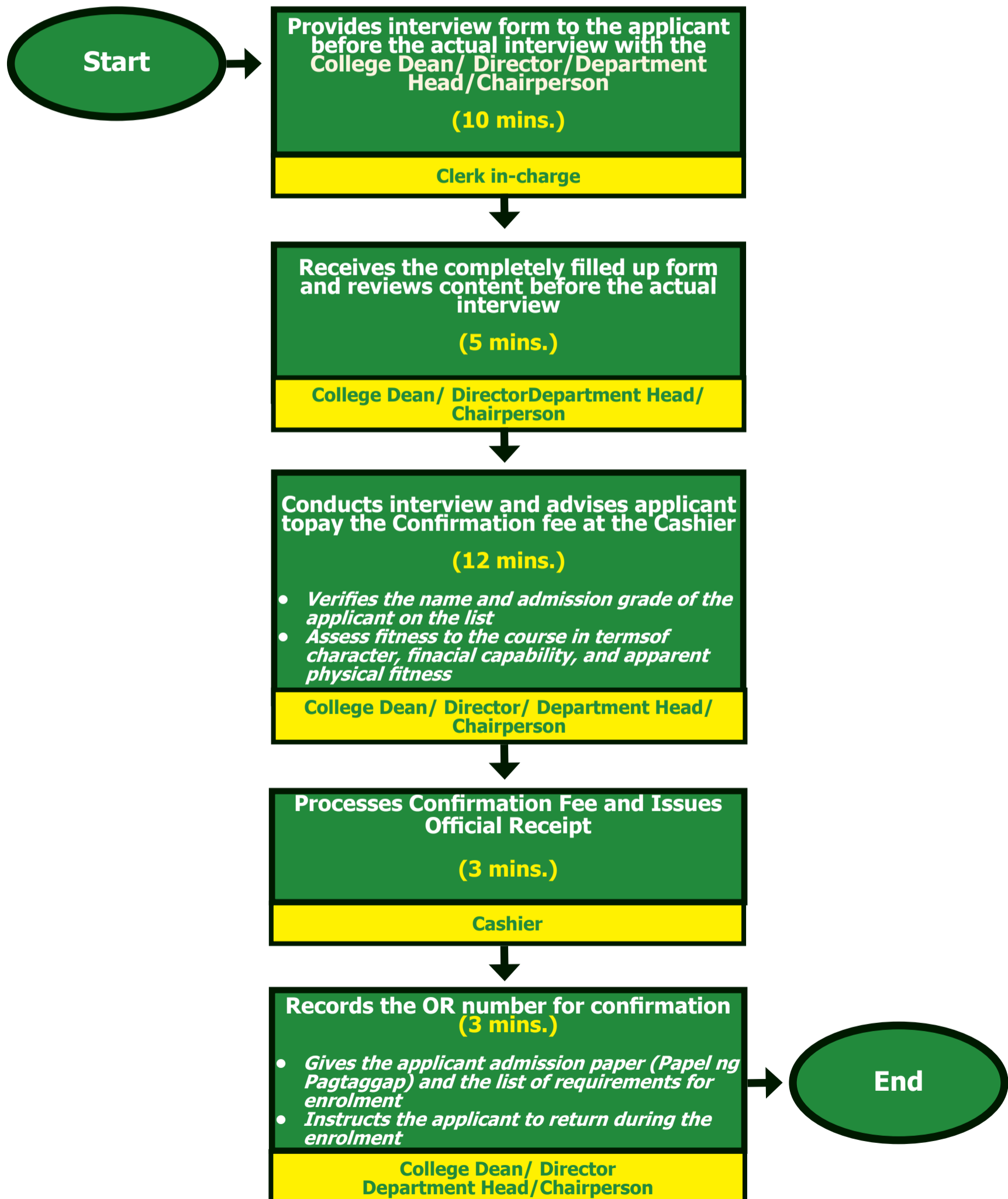
**ENGR. MAURINE PANERGO**  
Program Chair, Electronics Engineering



# CITIZEN'S CHARTER

## COLLEGE OF ENGINEERING

### CONFIRMATION AND ADMISSION OF STUDENTS



**ENGR. EFREN D. VILLAVERDE**  
Dean, College of Engineering  
3<sup>rd</sup> Flr. Marcelo H. Del Pilar Bldg., SLSU-Lucban Quezon  
Phone No.: (042) 540-4271  
edvillaverde@slsu.edu.ph





# CITIZEN'S CHARTER



## COLLEGE OF INDUSTRIAL TECHNOLOGY

2<sup>nd</sup> Flr. Left Wing, Gusaling Andres Bonifacio, SLSU-Lucban

Phone No.: (042) 540-4087 loc. 133

Email: [edvillaverde@slsu.edu.ph](mailto:edvillaverde@slsu.edu.ph)

### INTRODUCTION

The College of Industrial Technology envisioned to support primarily the industrialization program of the region as well as the national and global community. It is our goal to develop graduates that are highly responsive to the needs of the global market and sustain the fast changing trends in technology and research.

The College offers Bachelor of Science in Industrial Technology manned by competent and dedicated faculty aided by adequate facilities and backed-up by strong industry linkages to provide the students with the needed competencies and global competitiveness.

### OBJECTIVES

Produce world-class professionals equipped with the industrial education and technical competencies as leaders, job providers and industry game changers.

### PROGRAMS

- **BSIT Automotive Technology**
- **BSIT Computer Technology**
- **BSIT Electrical Technology**
- **BSIT Electronics Technology**
- **BSIT Food Technology**
- **BSIT Mechanical Technology**
- **BSIT Industrial Design Technology**

**ENGR. EFREN D. VILLAVERDE**  
Dean, College of Industrial Technology

**PROF. ANGELITO L. MANGUBAT**  
Program Chair,  
Automotive Technology  
Mechanical Technology  
Food Technology  
Industrial Design Technology

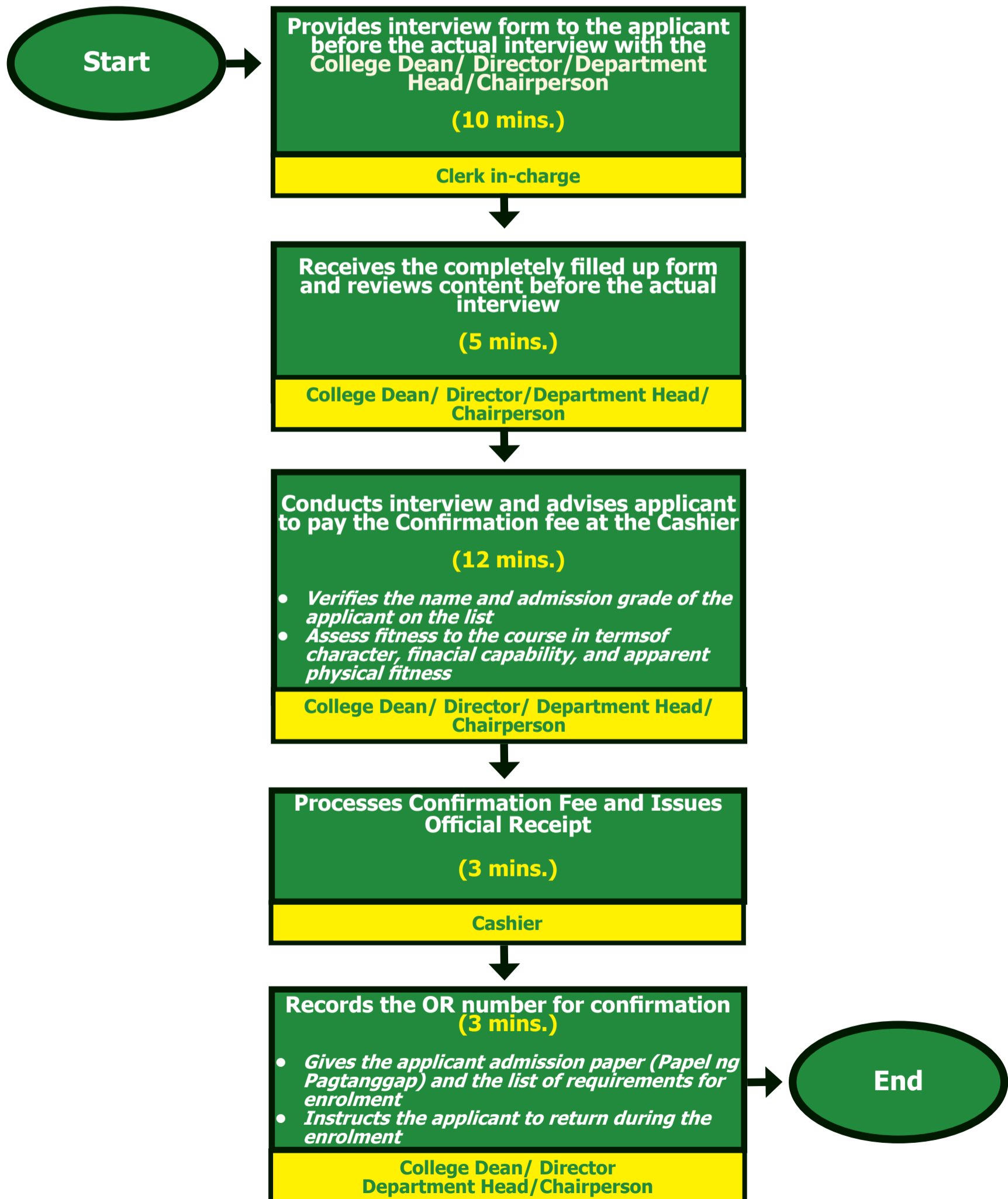
**PROF. DEVIE S. BELLO**  
Program Chair,  
Electrical Technology  
Electronics Technology  
Computer Technology



# CITIZEN'S CHARTER

## COLLEGE OF INDUSTRIAL TECHNOLOGY

### CONFIRMATION AND ADMISSION OF STUDENTS



**ENGR. EFREN D. VILLAVERDE**  
Dean, College of Industrial Technology  
2<sup>nd</sup> Flr. Gusaling Andres Bonifacio, SLSU-Lucban  
Phone No.: (042) 540-4087 loc. 133  
edvillaverde@slsu.edu.ph



# CITIZEN'S CHARTER



## COLLEGE OF TEACHER EDUCATION

2<sup>nd</sup> Flr., Gusaling Andres Bonifacio, SLSU-Lucban

Phone No.: (042) 540-4087 loc. 137

Email: nilohdator@gmail.com

### INTRODUCTION

The College of Teacher Education has continuously sought to achieve the objectives in line with the vision and mission of the University. The University's academic enterprise is also reinforced by the College's co-curricular and extra-curricular activities. Such program for instruction provides its clientele the holistic development needed to develop their potentials. For the past years, it synergized its community of faculty, staff and students to fulfill the network of instruction, extension, research and production. Likewise, its co-curricular and extra-curricular pursuits are geared to these four-fold tasks. The CTE's four-fold tasks are all based on the nature of the College's existence. As its instruction component is centered on developing future professional educators, the faculty focuses on employing different teaching-learning strategies that these education students may utilize in their pre-service teaching to their actual professional practice. Inspired by passing the Level III Accreditation, CTE has started its journey towards becoming the first College in the region known for being the "Center of Development" in giving quality instruction and training for globally competitive and skilled would be-teachers.

### OBJECTIVES

#### Instruction

- ◇ Produce responsive, functional, values oriented and globally competitive educators by providing deep and principled understanding of the teaching-learning process.
- ◇ Develop effective and creative future educators through exposure to meaningful experiential learning.
- ◇ Mould analytical and critical thinking educators through experience with varied innovative teaching-learning approaches.

#### Research

- ◇ Generate pertinent research endeavors to enhance and develop teaching and learning practice.
- ◇ Initiate investigations to help intensify innovative programs and projects for alternative learning system for community development.
- ◇ Conduct studies documenting the community's socio-political and cultural practices to enrich cultural heritage.

### PROGRAMS

#### Bachelor of Secondary Education Major in:

- Technology & Livelihood Education (TLE)
- Music, Arts, Physical Education & Health (MAPEH)
- Physical Science
- Social Studies
- English
- Filipino
- Mathematics

#### DR. NILO H. DATOR

Dean, College of Teacher Education

#### DR. AILEEN V. ELARCO

Program Chair, Elementary Education

#### DR. ARSENIA A ABUEL

Program Chair, Secondary Education

#### Bachelor of Elementary Education with specialization in:

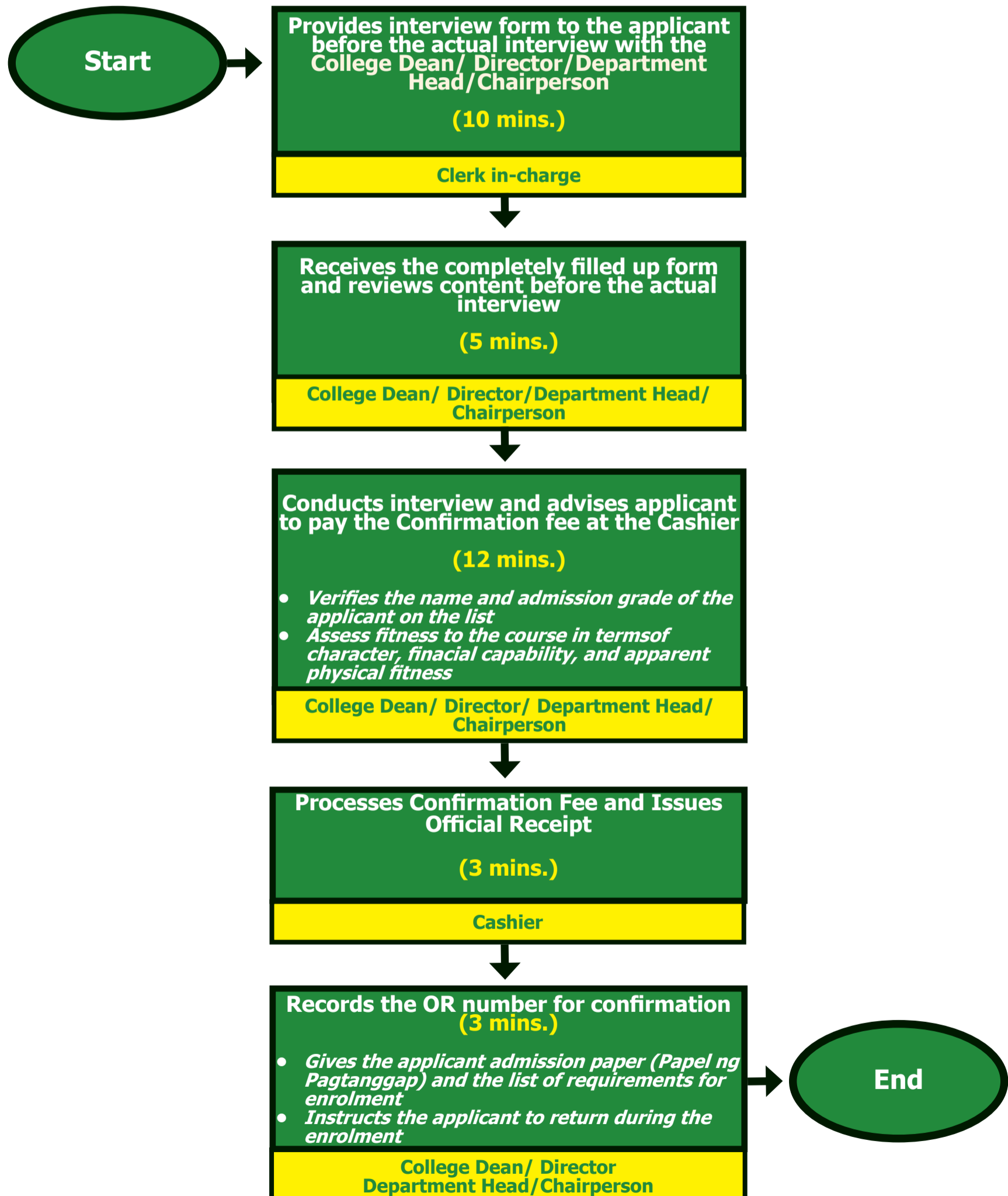
- Pre-School Education
- General Education
- Special Education



# CITIZEN'S CHARTER

## COLLEGE OF TEACHER EDUCATION

### CONFIRMATION AND ADMISSION OF STUDENTS



**DR. NILO H. DATOR**  
Dean, College of Teacher Education  
2<sup>nd</sup> Flr., Gusaling Andres Bonifacio, SLSU-Lucban  
Phone No.: (042) 540-4087 loc. 137  
nilohdator@gmail.com



# CITIZEN'S CHARTER

## **INSTITUTE OF HUMAN KINETICS**

**G/F University Gymnasium, SLSU-Lucban**

**Phone No.: (042) 540-4087 loc. 136**

**Email: emelitacada@gmail.com**

### **INTRODUCTION**

In line with the conversion of the college to University, Physical Education Department was changed to Institute of Human Kinetics (IHK), the center that is envisioned to produce science-oriented sports, dance and recreation, and wellness specialists.

To expand the program and to provide better service to the community, the office with the approval of the CHED Memorandum Order No. 23 s. 2011 and the Board of Regents, now offers Bachelor of Physical Education major in Sports and Wellness Management, a four-year program for corporate industry focused on sports and wellness courses and the RQUAT Accreditors suggested that last year to offer another major which was also included in the same CHED Memorandum which is the Bachelor in Physical Education major in School Physical Education (BPE-SPE)

Likewise, the office encourages research and extension for the creation of a quality program that provides technical assistance and expertise to other departments and community.

### **OBJECTIVES**

- ◇ To develop the movement potentials of each individual to an optimum level basic understanding, and appreciation of human movement; optimal physical fitness and functionality of the individual; skills, knowledge and attitudes basic to voluntary participation in satisfying, enjoyable physical activity experience and personally rewarding as well as social acceptable behaviors through participation in varied movement activities for a lifetime.
- ◇ Provide technical assistance to agencies and organizations in the promotion of physical education, sports, dance and recreation programs.
- ◇ Improve staff competence through pursuit of advance degree and of hiring experience trainer and consultants.
- ◇ Establish strong linkages with other colleges learning institution in the region and other countries.
- ◇ Promote, preserve and disseminate Philippine folk dances and indogenous games.
- ◇ Perform such other functions as maybe directed by higher authorities.

### **PROGRAMS**

Bachelor in Physical Education  
(Sports and Wellness Management)

**PROF. EMELITA N. CADA**  
Head, Institute of Human Kinetics

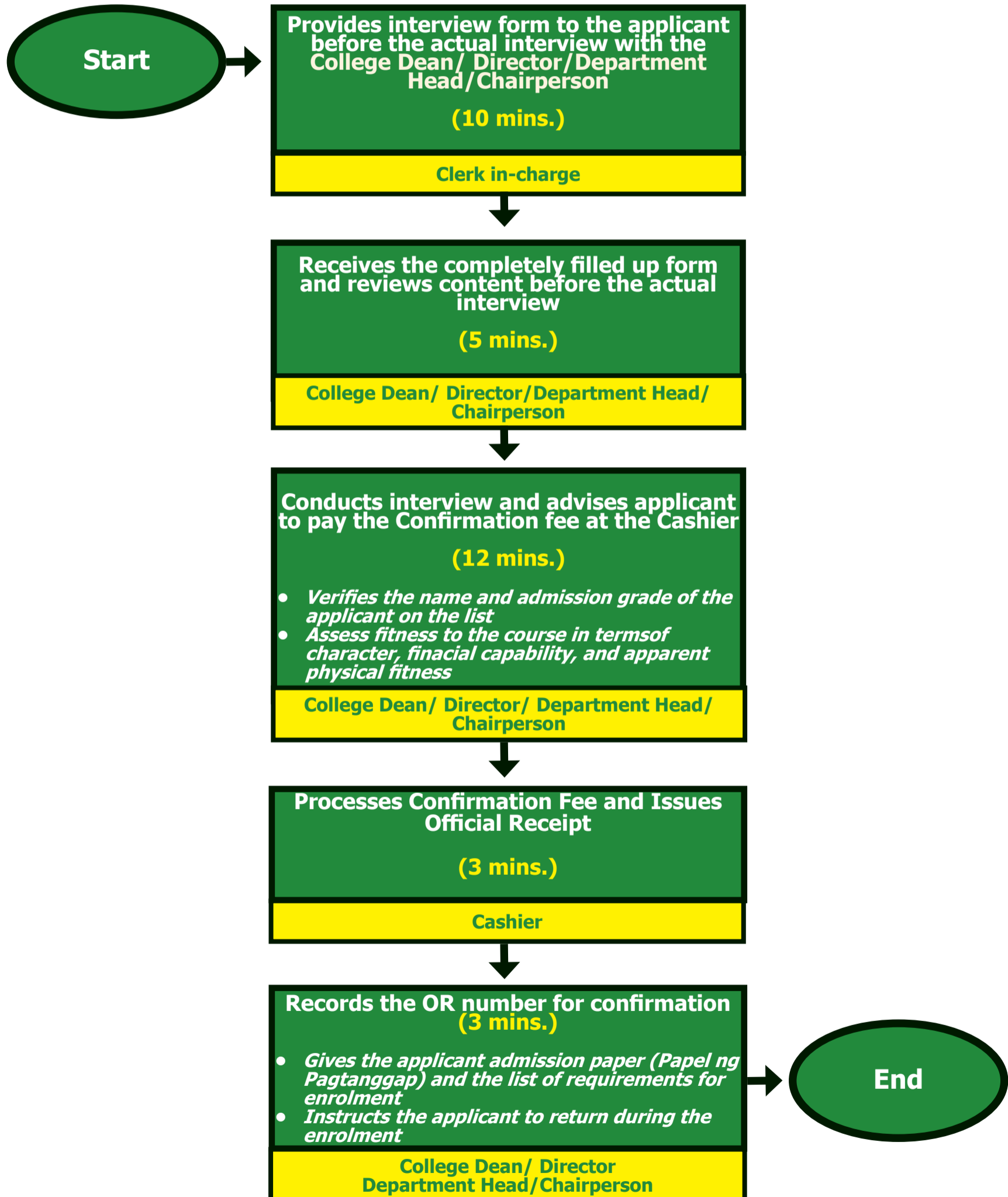
**FELIX O. BENTAYEN, JR.**  
Chairman, General Physical Education



# CITIZEN'S CHARTER

## INSTITUTE OF HUMAN KINETICS

### CONFIRMATION AND ADMISSION OF STUDENTS



**PROF. EMELITA N. CADA**  
Head, Institute of Human Kinetics  
G/F University Gymnasium, SLSU-Lucban  
Phone No.: (042) 540-4087 loc. 136  
Email: emelitacada@gmail.com



# CITIZEN'S CHARTER



## LUCENA CAMPUS

**Brgy. Red-V, Lucena City Quezon**

**Phone Nos.: (042) 373-0710/660-8924**

**Email: ericvilla5275@yahoo.com**

### INTRODUCTION

Being one of the campuses of the Southern Luzon State University (SLSU), the SLSU Lucena Dual Training and Livelihood Center, Lucena Campus shall support the university and primarily provide higher technological, professional, occupational, vocational, instructions and training in the Applied Arts and Sciences. It shall also provide Applied Research, and programs for leadership in its area of specialization.

The School had its humble beginning from the used objects and properties donated by the Home Development and Mutual Fund (PAGIBIG) on August 26, 1996. It was recommended by the Regional Manager Cesar V. Almendras of Region IV and approved by the President and Chief Executive Officer of PAGIBIG Fund; Mrs. Zorayda Amelia Alonzo. These properties were computers, air conditioners, stand fans, folding chairs, sofas, computer tables, working tables, whiteboards and vehicles.

SLPC Lucena started under the directorship of Prof. Wilfredo P. Barron, with 111 students; 16 in Automotive, 10 in Civil, 8 in Electrical, 18 in Electronics and 59 AB students. On its second year, three more specialization were offered namely: Food and Beverage Technology, Welding and Fabrication Technology and Computer Technology.

For more than a year, this training center has been equipped with the modern tools, equipment, books and references necessary for the learning of the students. Through continuous support of the proponents working hand in hand on a meaningful undertaking of the faculty and employees as well as the cooperation of the students, the vision of this institution came into reality.

### PROGRAMS OFFERED

Bachelor in Industrial Technology major in Computer Technology

Three-Year Automotive Technology

Three-Year Civil Technology

Three-Year Electrical Technology

Three-Year Electronics Technology

Three-Year Food Technology

Three-Year Mechanical Technology



# CITIZEN'S CHARTER



## LUCENA CAMPUS

**Brgy. Red-V, Lucena City Quezon**  
**Phone Nos.: (042) 373-0710/660-8924**  
**Email: ericvilla5275@yahoo.com**

### HISTORY

The Southern Luzon State University (formerly Southern Luzon Polytechnic College) Lucena Dual Training and Livelihood Center was opened on June 1996 through the joint effort of Honorable Ramon Y. Talaga Jr., Mayor, Lucena City, "Sangguniang Panglungsod" Lucena City; Honorable Marcial C. Punzalan Jr., Congressman, 2nd District Quezon Province; PBMIT, Batangas City and SLPC Lucban, Quezon.

A Resolution No. 4237 was passed on November 9, 1992, requesting the Southern Luzon Polytechnic College, Lucban, Quezon to put up a branch in Lucena City. The said resolution was introduced by Hon. Teodoro Emralino, Coun. Leonora Papa-Medua, Atty. Romeo Villanueva, Vice-Mayor Bernard Tagarao and the late Virgilio V. Marquez.

A Resolution No. 4305 dated January 25, 1993, authorized the Mayor of Lucena City to enter into a Memorandum of Agreement with the Southern Luzon Polytechnic College represented by its president, Dr. Joselito B. Jara regarding the establishment, maintenance and the operation of a branch school of the Southern Luzon State University in Lucena City.

On August 20, 1995, a letter of accommodation and Memorandum of Agreement was sent to Dr. Joselito B. Jara in establishing a Southern Luzon Polytechnic College Dual Training and Livelihood Center in Lucena City.

A Resolution No. 5066 dated January 16, 1996 ratified the Memorandum of Agreement entered into, by and between the City Government of Lucena and Southern Luzon Polytechnic College.

A Resolution No. 5188 dated September 9, 1996, requesting His Excellency, President Fidel V. Ramos to recognize SLPC Dual Training and Livelihood Center, City of Lucena as a branch of SLPC Lucban, Quezon.

### HOW YOU CAN REACH US

**Dr. FREDERICK T. VILLA**  
Director, SLSU Lucena Campus  
Email: erickvilla5275@yahoo.com

**Dr.ROLAND A. CALDERON**  
Program Chair, DIT  
Email:

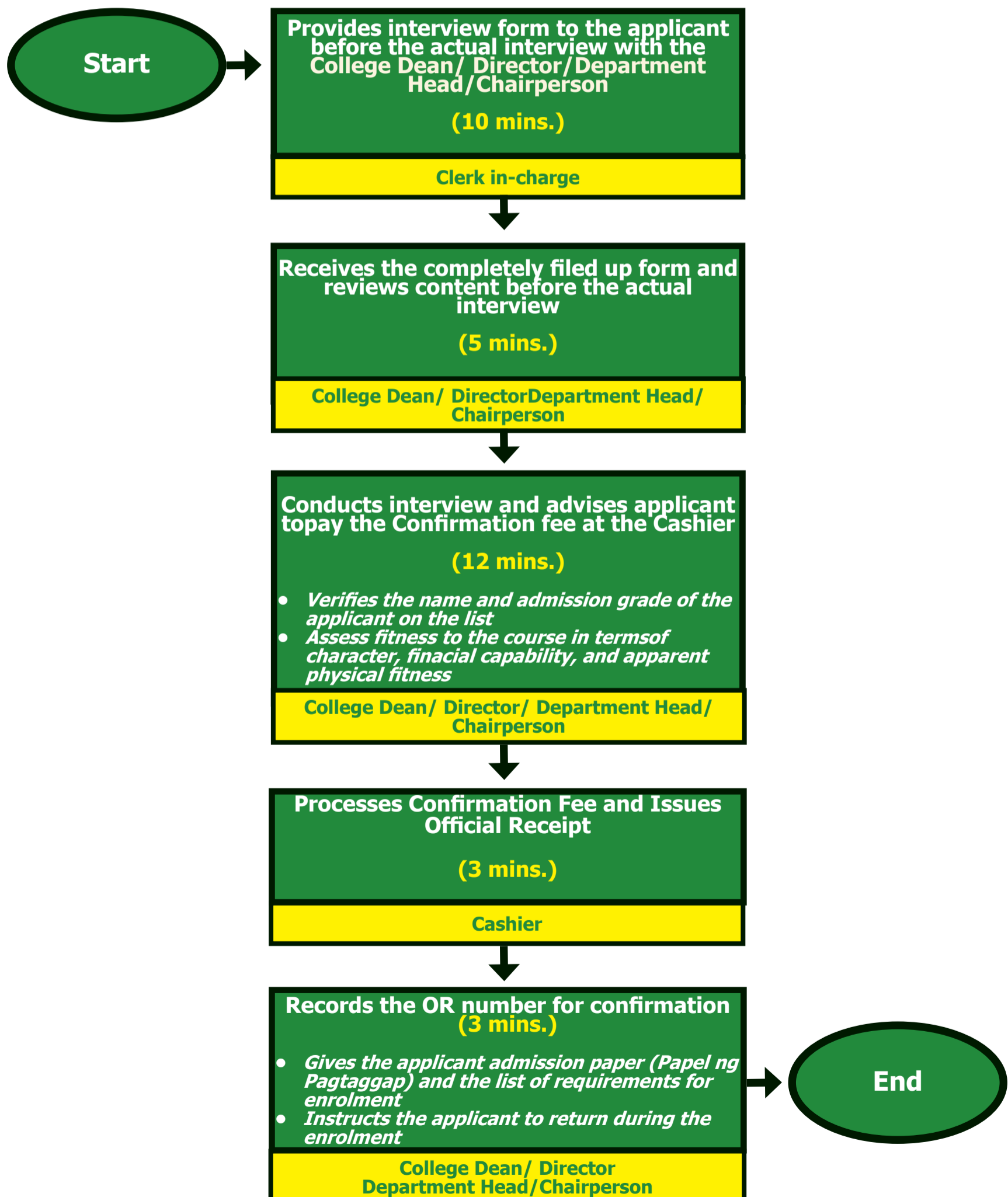




# CITIZEN'S CHARTER

## LUCENA CAMPUS

### CONFIRMATION AND ADMISSION OF STUDENTS





# CITIZEN'S CHARTER



## TIAONG CAMPUS

Kilometer 101, Brgy. Lagalag, Tiaong Quezon, 4325

Phone No.: (042) 545-6243

Email : jnrrio\_25@yahoo.com

### INTRODUCTION

Southern Luzon State University is the only state university in Quezon province, which evolved from Junior Municipal High School into a national school and to a DECS-run college. By the virtue of Regional Memo No. 133, series of 1977, Lucban National High School was converted to Lucban National College, through Batas Pambansa Blg. 145 on February 8, 1982. Through RA No. 9395, SLPC was converted into Southern Luzon State University which opened more doors for the students of the university. As of now, there are nine competitive SLSU satellite campuses where SLSU-Tiaong is included.

The Southern Luzon State University Tiaong Campus is strategically located in Barangay Lagalag, Tiaong, Quezon inside the 49.3 hectare government institutions such as Quezon Agricultural Experiment Station (QAES), Regional Swine Production and Breeding Center site is located 101 kilometers south of Manila along the national road going to Bicol province. It was established on June 27, 2005 by virtue of Board Resolution No. 505, Series 2005 and through the initiative of Congressman Proceso J. Alcala of the 2nd District of Quezon, Mayor Raul S. Umali of Tiaong, and Dr. Cecilia N. Gascon, the SLSU President.

### PROGRAMS

Bachelor of Science in Industrial Technology major in Computer Technology

Bachelor in Elementary Education major in General Education

Bachelor in Agricultural Technology

Basic Engineering Course

Diploma in Agricultural Technology

Diploma in Industrial Technology

Two-Year Basic Engineering

### HOW YOU CAN REACH US

**ENRICO S. SAJUL**

Director, SLSU Tiaong Campus

Email: [essajul@slsu.edu.ph](mailto:essajul@slsu.edu.ph)

**FERDINAND L. RELLOROSA**

Program Chair, Education

Email:

**SALVO O. SALVACION**

Program Chair, Agriculture

Email:

**JULIUS PERIE I. MAGCAWAS**

Program Chair, Technology and Engineering

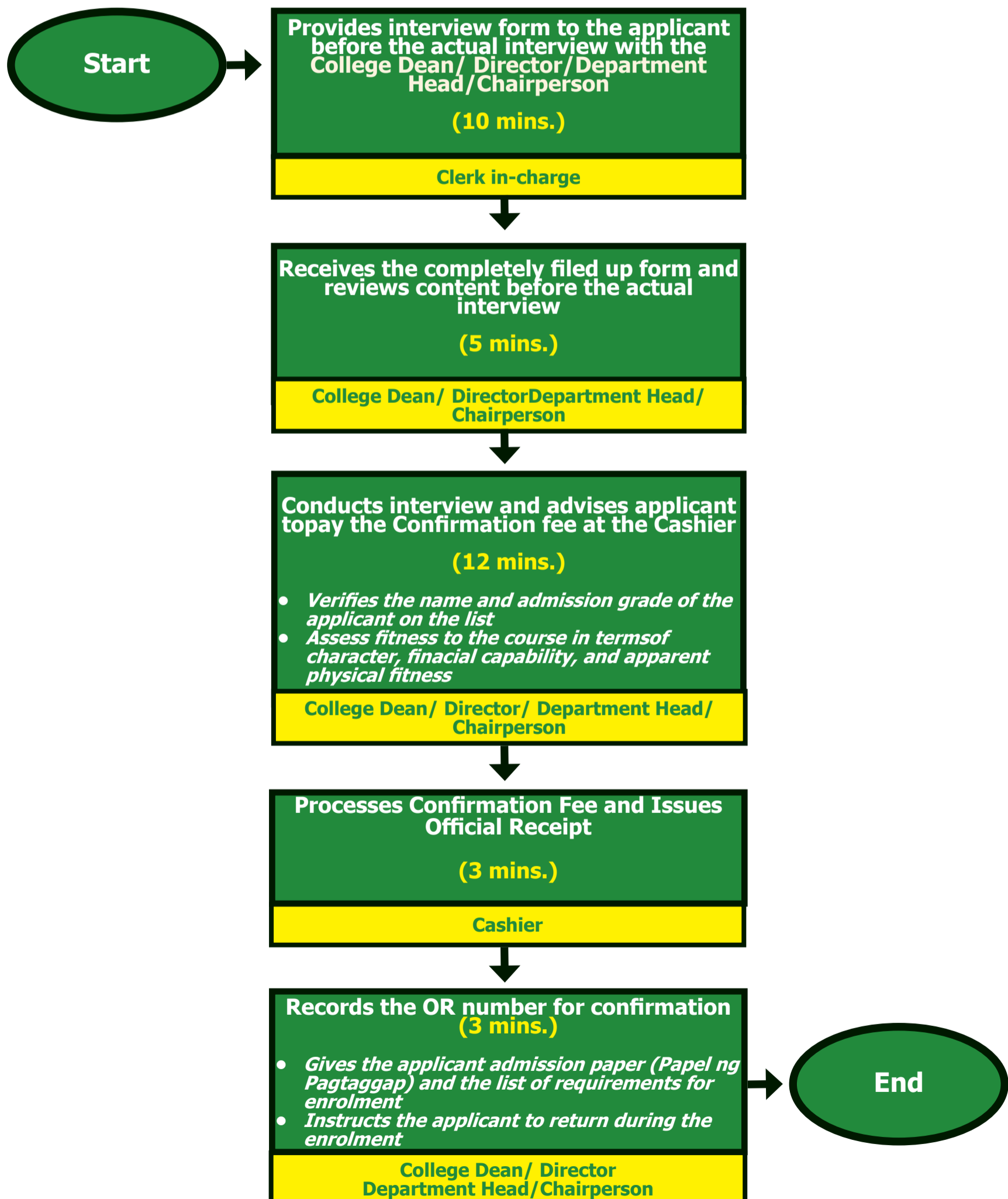
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# CITIZEN'S CHARTER

## TIAONG CAMPUS

### CONFIRMATION AND ADMISSION OF STUDENTS





# CITIZEN'S CHARTER



## **POLILLO CAMPUS**

**Brgy. Sibulan, Polillo Quezon, 4339**

**Phone No.: (042) 314-8143**

**Email: violeto\_cornacion@yahoo.com**

### **INTRODUCTION**

Polillo is located about 18 miles of the Eastern coast of Luzon bounded by municipality of Panukulan in the North and partly by the municipality of Burdeos in the East. Lamon Bay bounds it at the South, East and West. Moderate to strong typhoons visit Polillo almost every year causing extensive damages to crops and causing economic dislocation among its people. It can be reached by motor boats three hours via Real-Polillo and a little bit shorter via Infanta-Polillo.

Southern Luzon State University-Polillo Campus is the only tertiary institution in Polillo Group of Islands which is composed of five municipalities. Most of the students belong to low income families who cannot afford to study in more far places. Aside from two-year vocational courses, Electrical Technology and Automotive Technology, the campus also offers a full four year Bachelor of Elementary Education courses, which is subsidized by the Local Government Unit (LGU) of Polillo. The Bachelor of Arts Major in Public Administration is now on its final year of offering as it was suspended 3 year ago due to some reasons.

The campus has long been a trusted partner of the community in all town affairs. The school is now more involved in community activities such as joining the community clean-up, tree planting, facilitating and attending seminars and trainings. The Parents, Instructors and Sponsors Association (PISAN) also played a vital support to the institution through their projects.

The joint efforts of the personnel and staff of this school and concerned individuals were of great help in the progress of the tertiary education in the island that cater the needs of the community.

### **PROGRAMS**

Bachelor of Elementary Education

Two-Year Diploma in Automotive Technology

Two-Year Diploma in Electrical Technology

### **HOW YOU CAN REACH US**

**Dr. VIOLETO N. CORONACION**

Director, SLSU Polillo Campus

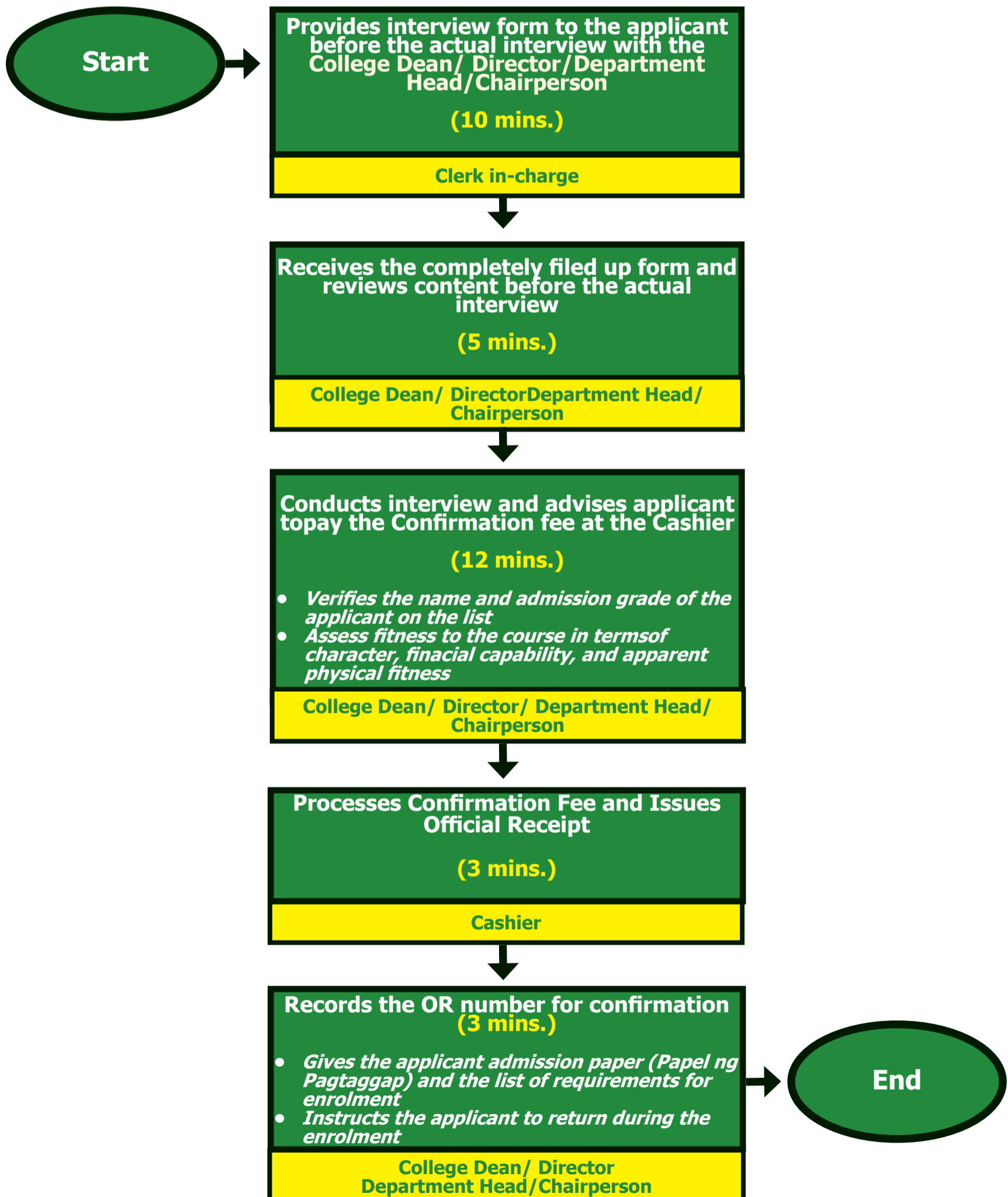
Email: violeto\_coronacion@yahoo.com



# CITIZEN'S CHARTER

## POLILLO CAMPUS

### CONFIRMATION AND ADMISSION OF STUDENTS





# CITIZEN'S CHARTER



## GUMACA CAMPUS

Barangay Tabing Dagat, Gumaca, Quezon 4307

Phone No. (042) 312-7813

Email: jimsonoliveros12@yahoo.com

### INTRODUCTION

The SLSU Gumaca Campus was established thru the efforts of the Provincial Government of Quezon, the Local Government of Gumaca and the Southern Luzon State University primarily to cater the youths of Gumaca, Quezon and the nearby municipalities towards uplifting the economic condition of the people of Quezon Province and the nation in general which can be achieved through quality tertiary education.

### PROGRAMS

- Bachelor of Secondary Education Major in Mathematics
- 2-year Bachelor of Science in Accountancy
- 3-Year Diploma in Industrial Technology  
Majors: Computer Technology  
Mechanical Technology

### HOW YOU CAN REACH US

#### JIMSON F. OLIVEROS

Director, SLSU Gumaca Campus

Email: jimsonoliveros12@yahoo.com

#### KRISH BERNADETTE P. PALAY

Program Chair

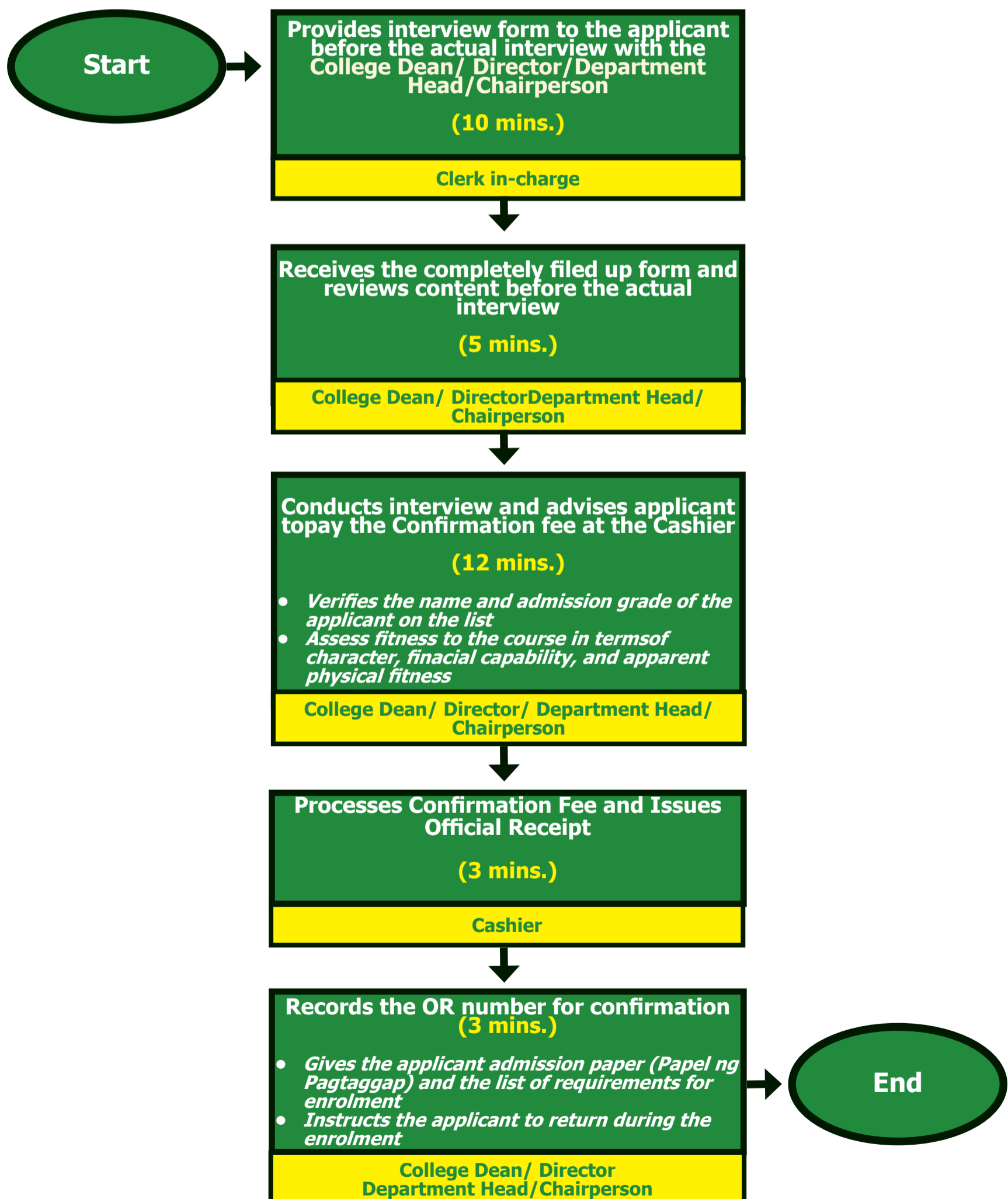
Email: krish0787\_palay@yahoo.com



# CITIZEN'S CHARTER

## GUMACA CAMPUS

### CONFIRMATION AND ADMISSION OF STUDENTS





# CITIZEN'S CHARTER

## **VICE PRESIDENT FOR RESEARCH, EXTENSION, PRODUCTION AND DEVELOPMENT**

The Research, Extension, Production and Development (PREPD) shall plan, manage and supervise the various services, offices and units of the Research, Extension, Production and Development and Intellectual Property Management. The office shall coordinate each activity of the said services and units with the concerned academic and non-academic services of the University.

### **VICE-PRESIDENT**

**DR. GONDELINA A. RADOVAN**

Email: garadovan@slsu.edu.ph

Phone Number: (042) 540-4087 loc. 107

3<sup>rd</sup> Flr. Right Wing, Admin. Bldg., SLSU-Lucban

### **DIRECTORS**

#### **RESEARCH**

**EDITHA E. DE JESUS**

Phone Number: (042) 540-8506

2<sup>nd</sup> Flr., PREPD Center, Digitel Bldg., SLSU-Lucban

#### **PRODUCTION**

**LOURDES A. QUEVADA**

Email: engr.lour@yahoo.com

Phone Number: (042) 540-8506

2<sup>nd</sup> Flr., PREPD Center, Digitel Bldg.,  
SLSU-Lucban

#### **EXTENSION**

**FELINO J. GUTIERREZ, Jr.**

Email: extensionservices@slsu.edu.ph

Phone Number: (042) 540-8506

1<sup>st</sup> Flr., PREPD Center, Digitel Bldg., SLSU-Lucban

#### **PROGRAM/PROJECT PLANNING & ADMINISTRATIVE SERVICES**

**REY M. JOLONGBAYAN**

Phone Number: (042) 540-8506

2<sup>nd</sup> Flr., PREPD Center, Digitel Bldg., SLSU-Lucban

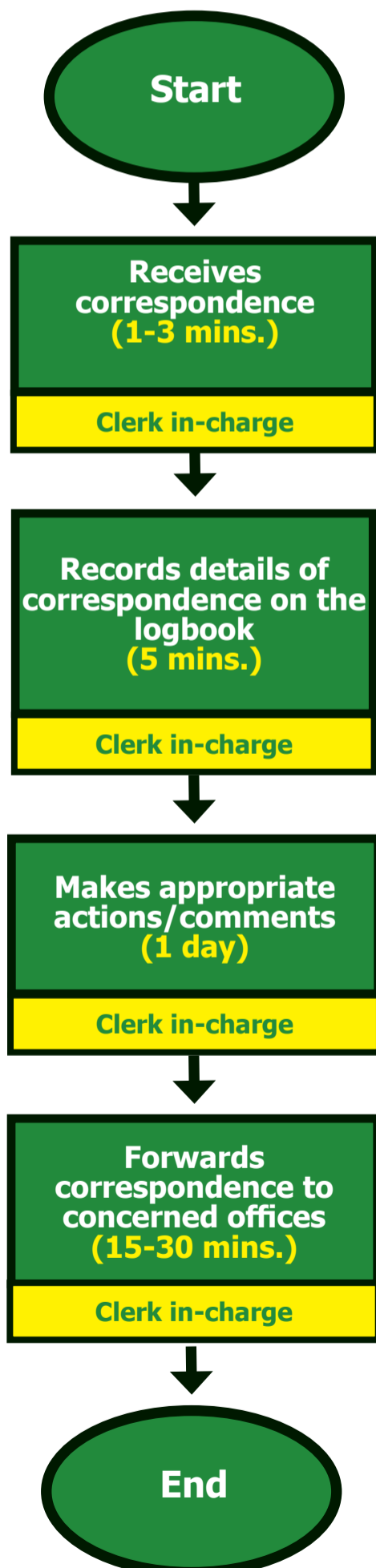




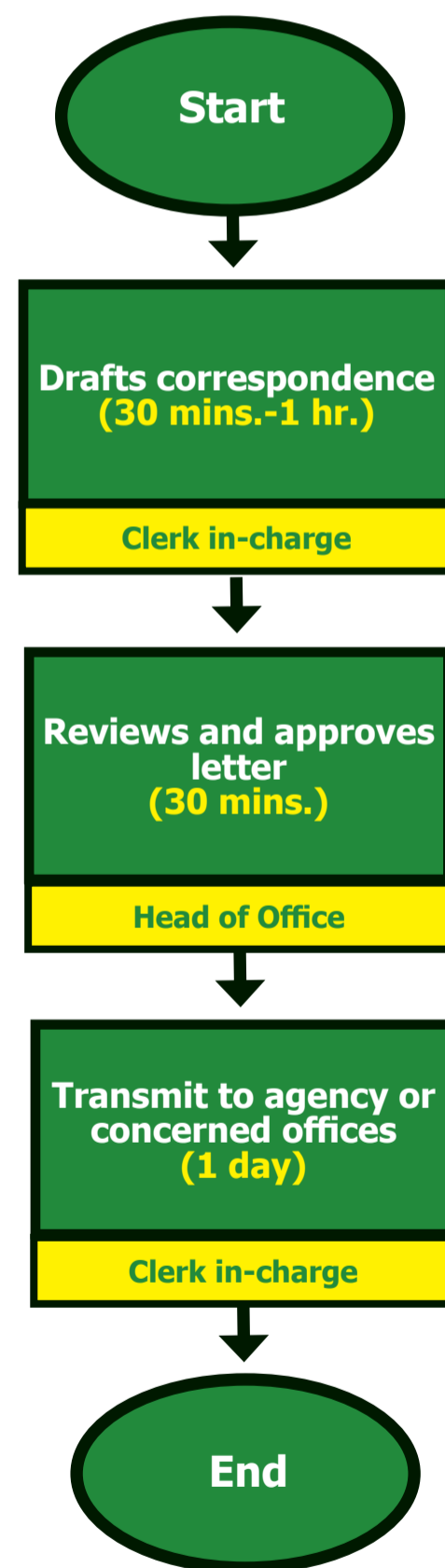
# CITIZEN'S CHARTER

## VICE PRESIDENT FOR RESEARCH, EXTENSION, PRODUCTION AND DEVELOPMENT

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE



**DR. GONDELINA A. RADOVAN**  
Vice President, Research, Extension, Production  
and Development  
3<sup>rd</sup> Flr. Right Wing, Admin. Bldg., SLSU-Lucban  
Phone Number: (042) 540-4087 loc. 107  
garadovan@slsu.edu.ph



# CITIZEN'S CHARTER

## **OFFICE OF THE EXTENSION SERVICES**

**Research, Extension and Production Center  
SLSU, Brgy. Kulapi, Lucban Quezon  
Phone No.: (042) 540-8506**

### **INTRODUCTION**

Extension Services is the arm of the university which focuses on various areas of development through seminars, workshops, trainings, outreach and promotion and commercialization of technology. Its mission revolves in assisting community, enhancing capability and uplifting life quality.

### **OBJECTIVES**

The Office of the Extension Services aims to assist the community in developing their full potentials toward acquiring capability and self-reliance to uplift quality of life. As mandated in Republic Act 9395, the university shall undertake research and extension services and provide progressive leadership in its areas of specialization.

### **THRUSTS AND PRIORITIES**

1. Environmental Protection and Awareness
2. Livelihood and Skills Training
3. Gender and Development
4. Technology Promotion and Commercialization
5. Community Outreach

### **SERVICE UNITS**

1. Program Development, Information and Resource Generation Unit
2. Technology Transfer and Community Development Unit
3. Monitoring, Evaluation and Impact Assessment Unit

### **SERVICE TRANSACTIONS**

1. Community Trainings/Seminars
2. Extension Services

**For. FELINO J. GUTIERREZ, Jr.**

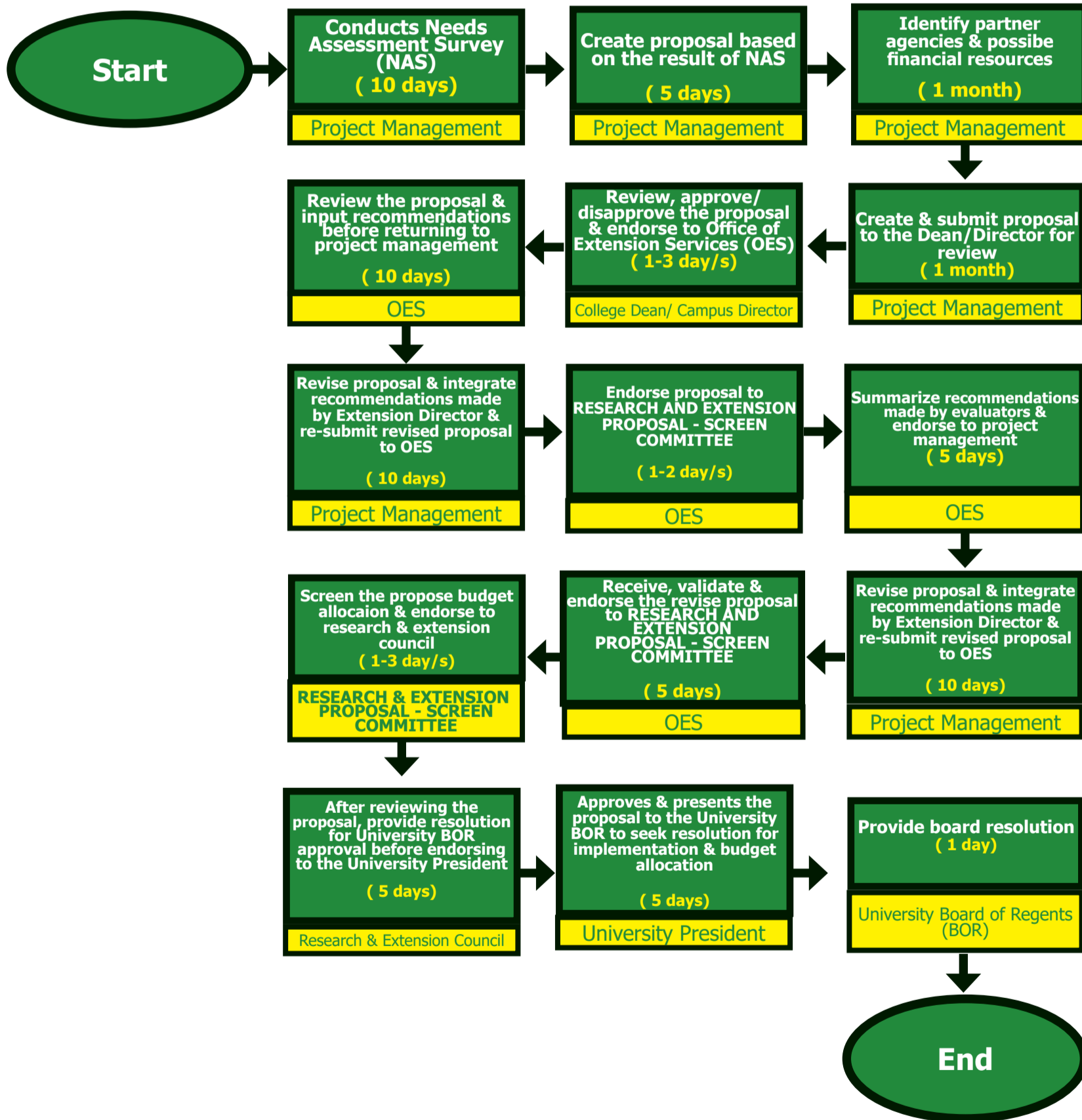
Email: [extensionservices@slsu.edu.ph](mailto:extensionservices@slsu.edu.ph)



# CITIZEN'S CHARTER

## OFFICE OF THE EXTENSION SERVICES

### PROCESSING OF EXTENSION PROGRAM/ PROJECT PROPOSALS

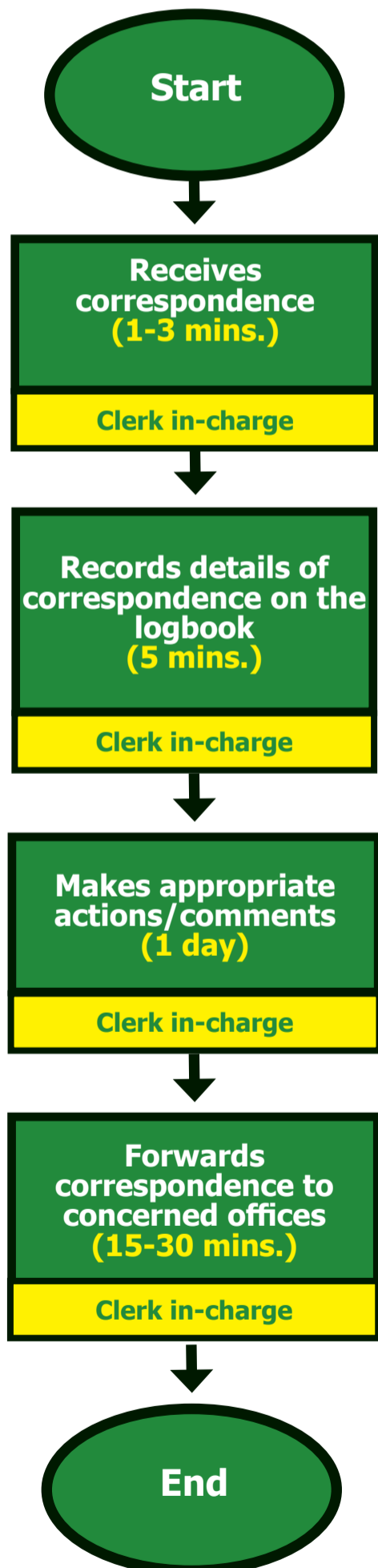




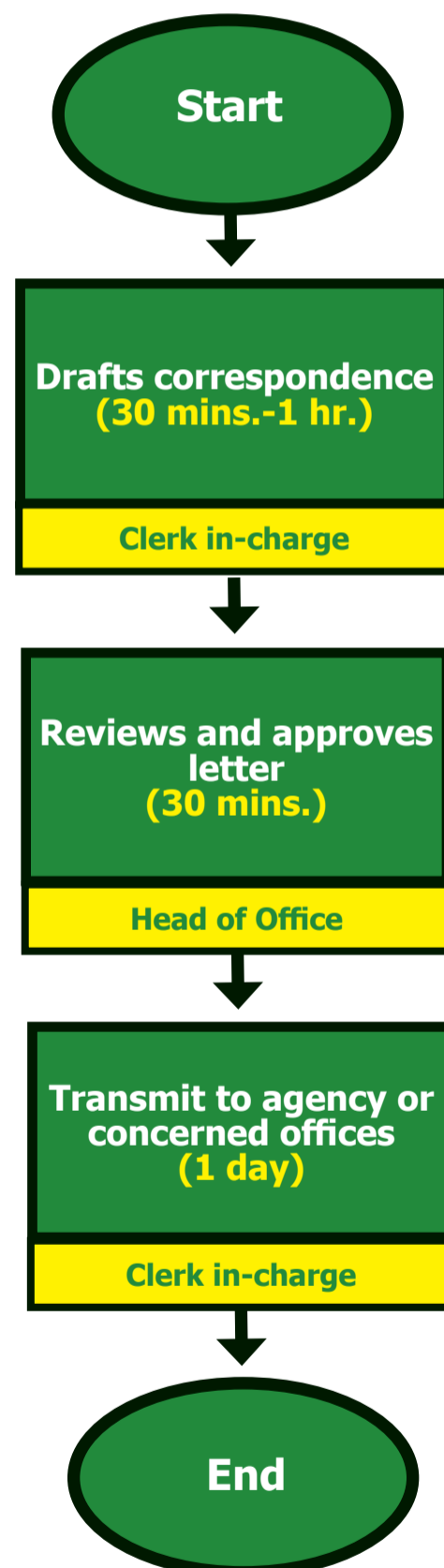
# CITIZEN'S CHARTER

## OFFICE OF THE EXTENSION SERVICES

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE





# CITIZEN'S CHARTER

## **PROGRAM/PROJECT PLANNING AND ADMINISTRATIVE SERVICES**

**Research, Extension and Production Center**

**Phone No.: (042) 540-8506**

**Email: ppas@slsu.edu.ph**

### **INTRODUCTION**

The Office of the Program/Project Planning and Administrative Services is the frontline service unit of the Office of the Vice President for Planning, Research, Extension, Production and Development. Its main function is to enhance the service delivery capacity of the Research, Extension and Production by optimizing resource utilization and minimizing the burden of administrative hindrances while maintaining adherence to universally accepted principles and the rule of law.

PPAS also manages the University's Intellectual properties - a mission critical function which represents potential contributions to economic development.

### **SERVICE TRANSACTIONS**

- » Pre-screening of proposals and support for paper presentations for the Office of the Research, Extension and Production Services
- » Planning and administrative support for ORS, OES and OPS (Periodic)
- » Project Monitoring and Evaluation (Periodic)
- » Application for ISSN/ISBN facilitation
- » Management of Intellectual Properties
  - Patent application
  - Utility model
  - Copyright
  - Trademarks

**REY M. JOLONGBAYAN**

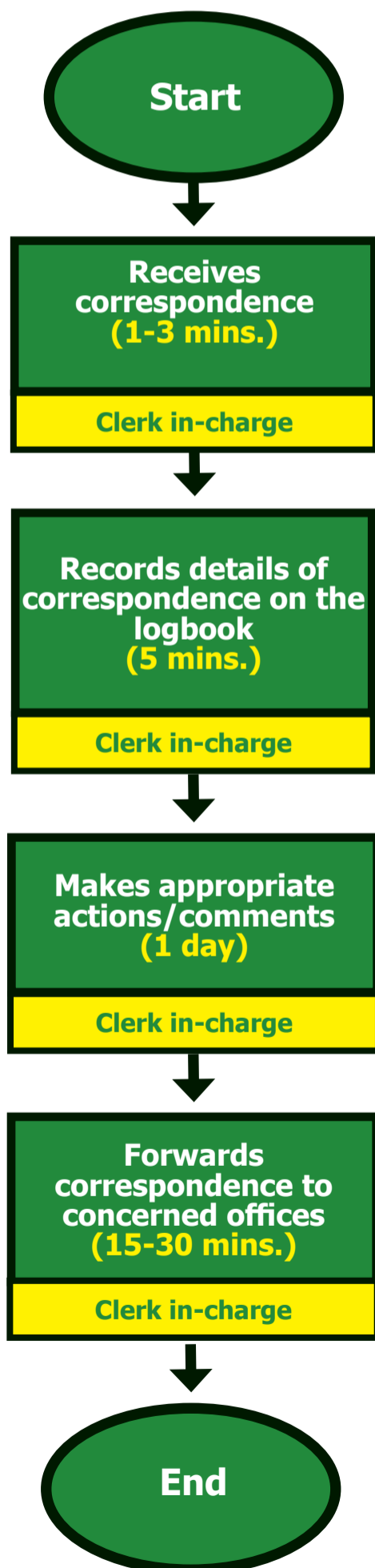
Director, Program/Project Planning &  
Administrative Support



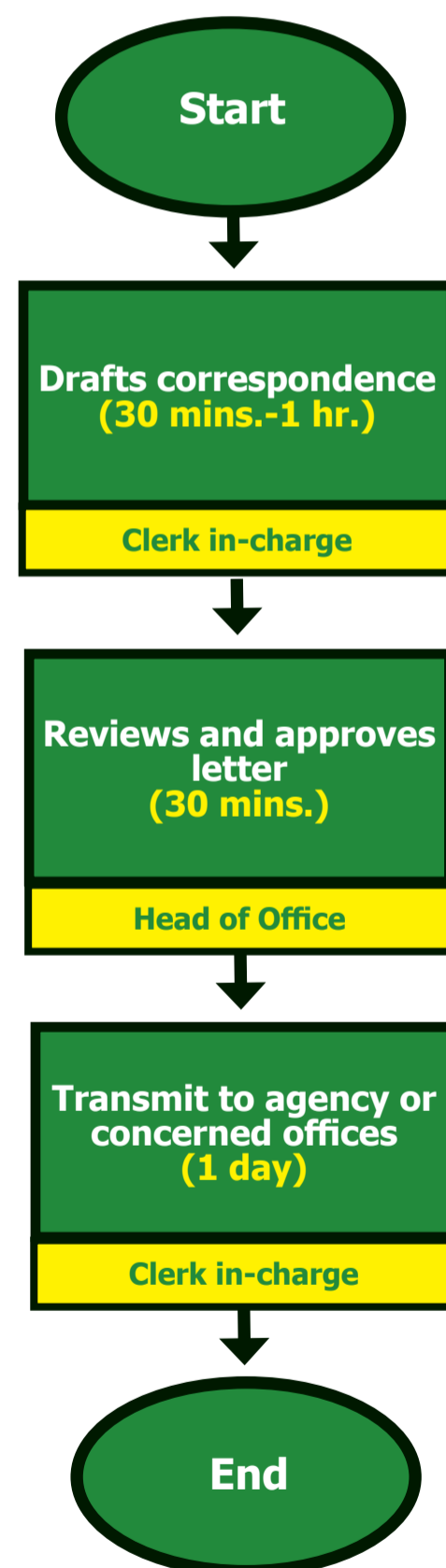
# CITIZEN'S CHARTER

## PROGRAM/PROJECT PLANNING AND ADMINISTRATIVE SERVICES

### HANDLING OF INCOMING CORRESPONDENCE



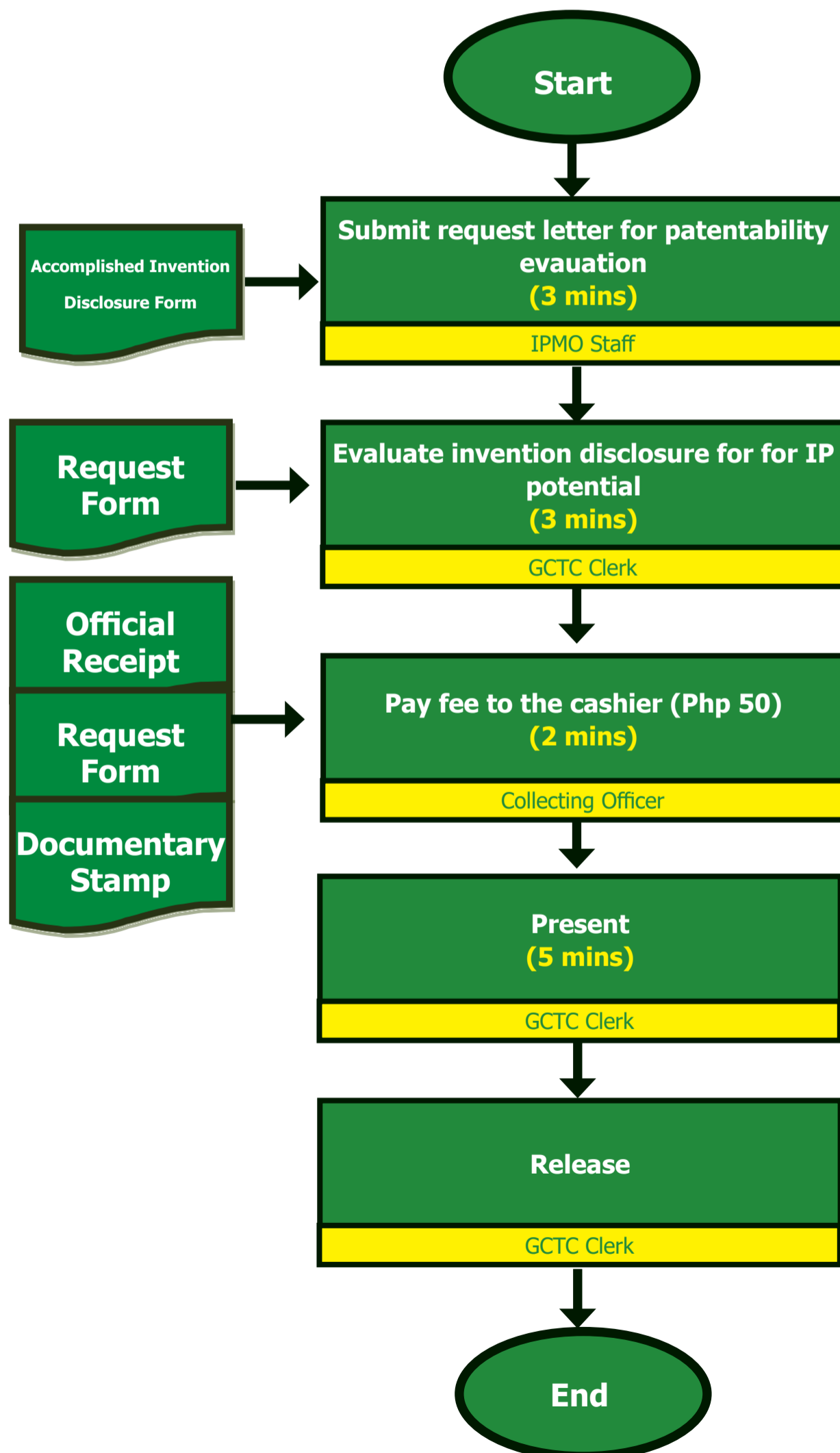
### HANDLING OF OUTGOING CORRESPONDENCE





# CITIZEN'S CHARTER

## PROGRAM/PROJECT PLANNING AND ADMINISTRATIVE SERVICES





# CITIZEN'S CHARTER

## INTERNAL AUDIT SERVICES

2<sup>nd</sup> Flr. Admin. Bldg. SLSU-Lucban  
Phone No.: (042) 540-4087 loc. 147  
Email: [info@slsu.edu.ph](mailto:info@slsu.edu.ph)

### INTRODUCTION

The SLSU Internal Audit Services has the responsibility to ensure compliance with all rules, regulations, policies, and statutes pertaining to the University's physical and financial assets. In addition, the Internal Audit Services provides an independent, objective assurance and consulting activity designed to add value and improve the University operations. Most importantly, the Internal Audit Services helps the University accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, governance process and its environmental advocacy.

### OBJECTIVES

The SLSU Internal Audit Services strives to continually add value and migrate risk through evaluation of the University's operations including environmental awareness. It is a valued resource for financial, operational and control activities.

### SERVICE UNITS/TRANSACTIONS

- » Develop, document, implement, test and maintain a comprehensive internal audit plan and system of internal controls to help provide assurance applicable laws, regulations and University policies and procedures are complied with judiciously;
- » Examine financial transactions for accuracy and compliance with institutional policies and applicable laws and regulations;
- » Evaluate financial and operational procedure to assure adequate internal controls are present;
- » Identify, assess and evaluate the University's risk areas, make appropriate recommendations for improved internal controls and accounting procedures and research and adopt industry best practices where appropriate;
- » Work with the president and senior leadership of the University to identify key business risks, assess does risks and establish risk management procedures and practices based on industry best practices;
- » Identify best practices emerging within the higher education industry which can assist the University in producing accurate and reliable financial reporting informaton;
- » Oversee the administration of the University's whistle blower and timely preparation of the UNiversity's Local Tax Returns;
- » Advise the University's senior management (ADCO) on policy and procedure;
- » Provide expert knowledge with respect to maintaining the University's control system and prepares necessary reports for the office of the University President;
- » Complete other projects and perform other duties as assigned by the University President

**MARITESS O. VILLA**  
OIC-Internal Audit Services

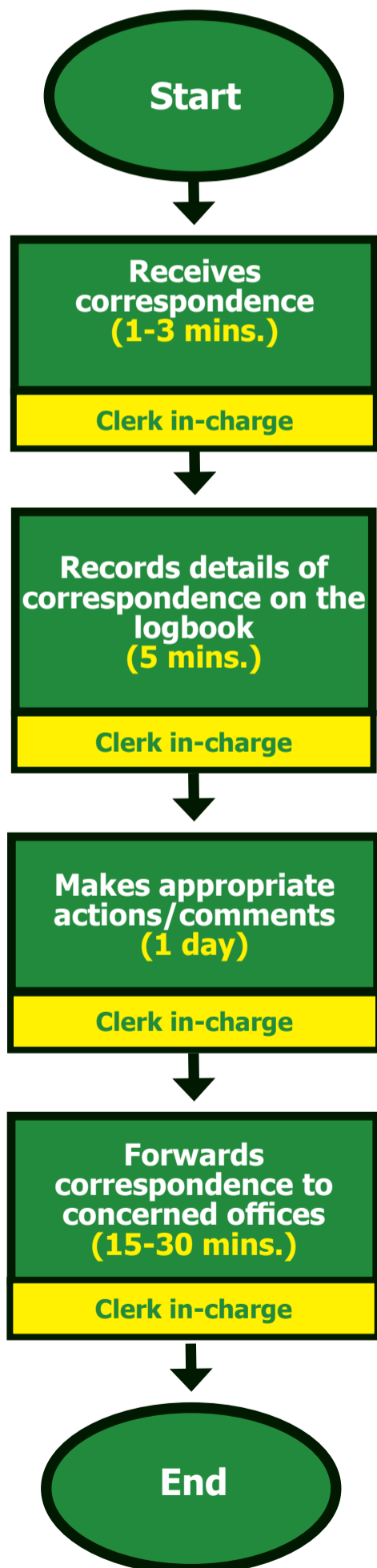




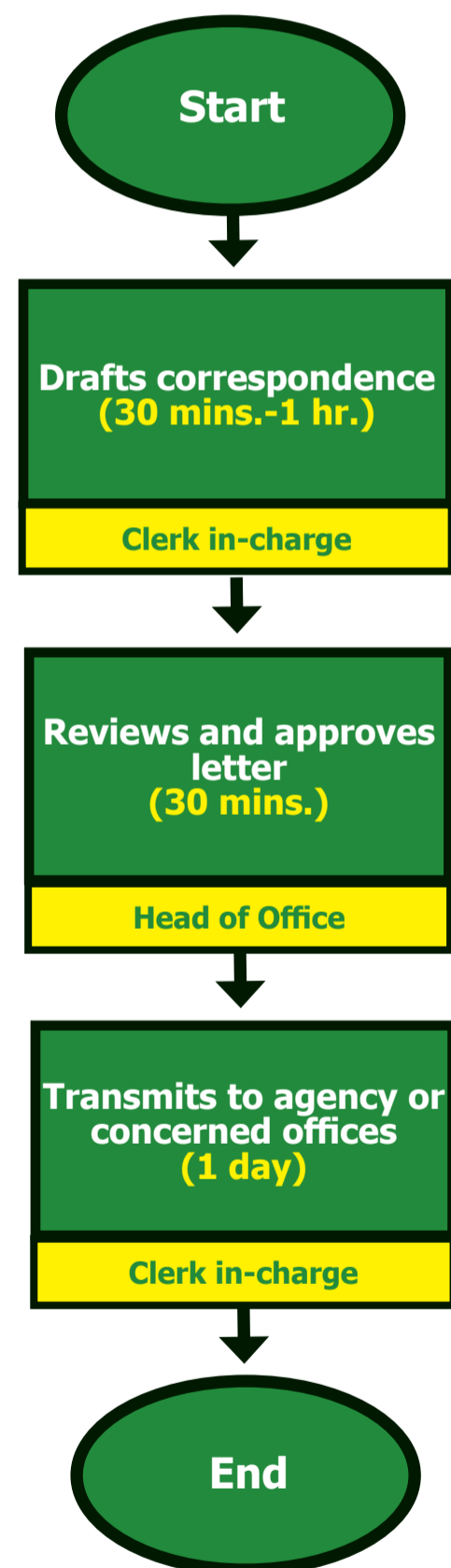
# CITIZEN'S CHARTER

## INTERNAL AUDIT SERVICES

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE



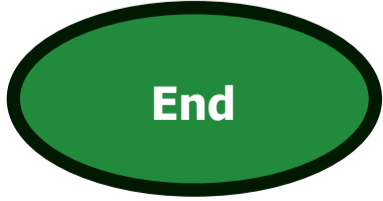
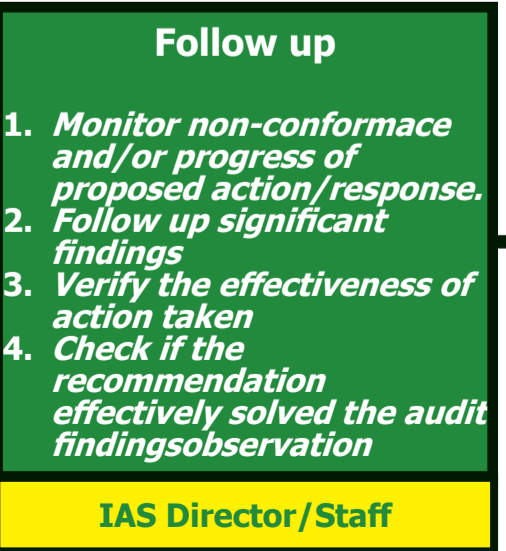


# CITIZEN'S CHARTER

## INTERNAL AUDIT SERVICES



**INTERNAL AUDIT PROCESSES  
(1-4 months)**





# CITIZEN'S CHARTER

## **NATIONAL SERVICE TRAINING PROGRAM**

**Address:**

**Phone No.:**

**Email:**

### **INTRODUCTION**

### **OBJECTIVES**

### **SERVICE UNITS/TRANSACTIONS**

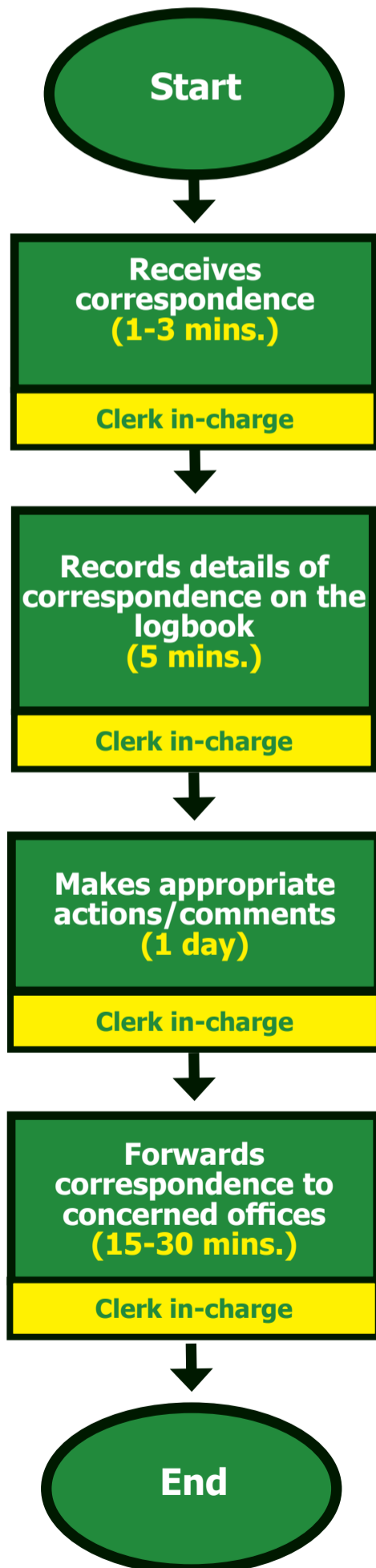
(Head of Office)



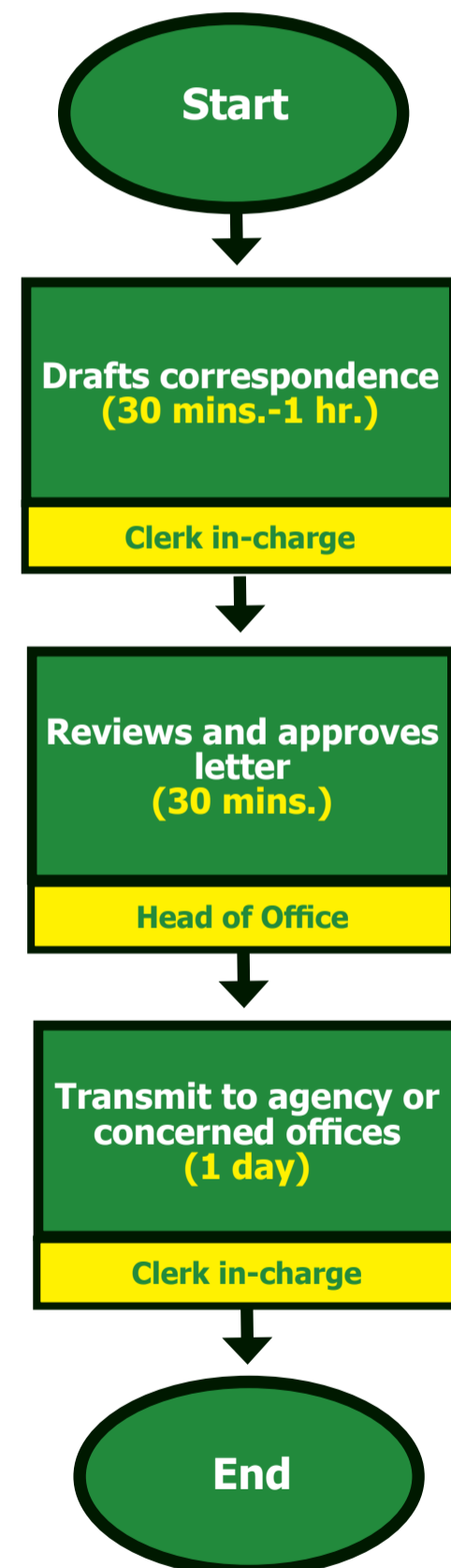
# CITIZEN'S CHARTER

## NATIONAL SERVICE TRAINING PROGRAM

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE

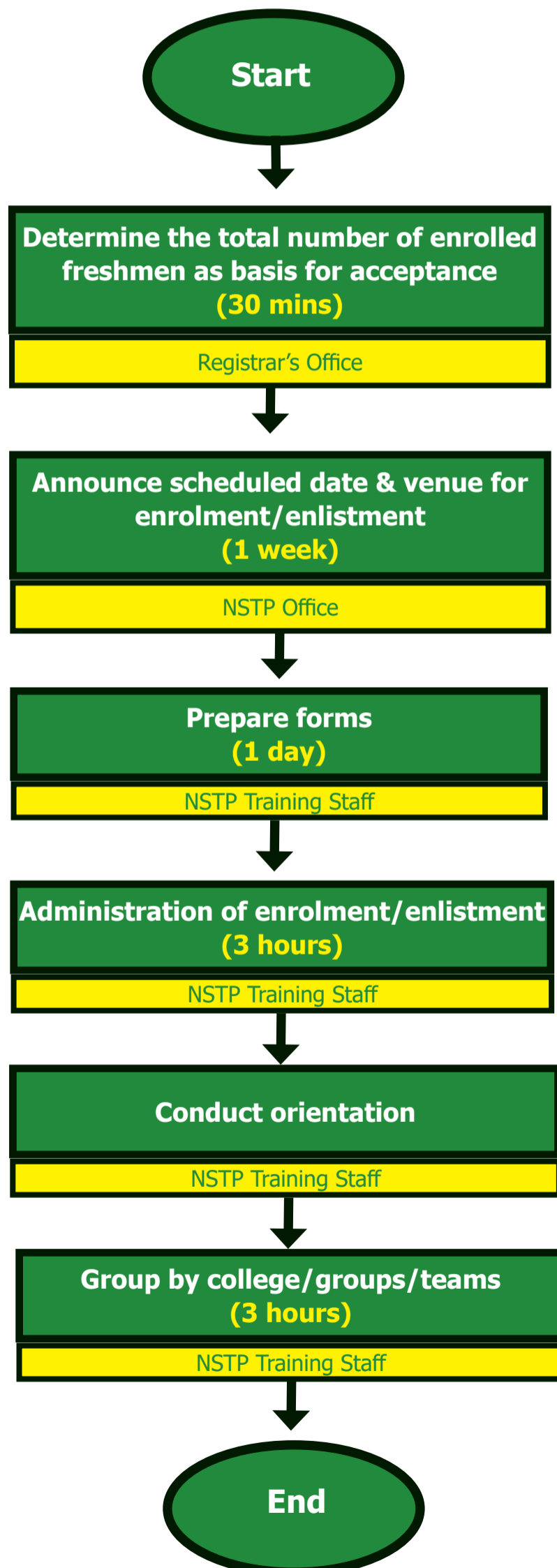




# CITIZEN'S CHARTER

## NATIONAL SERVICE TRAINING PROGRAM

### NSTP ENROLMENT PROCEDURE

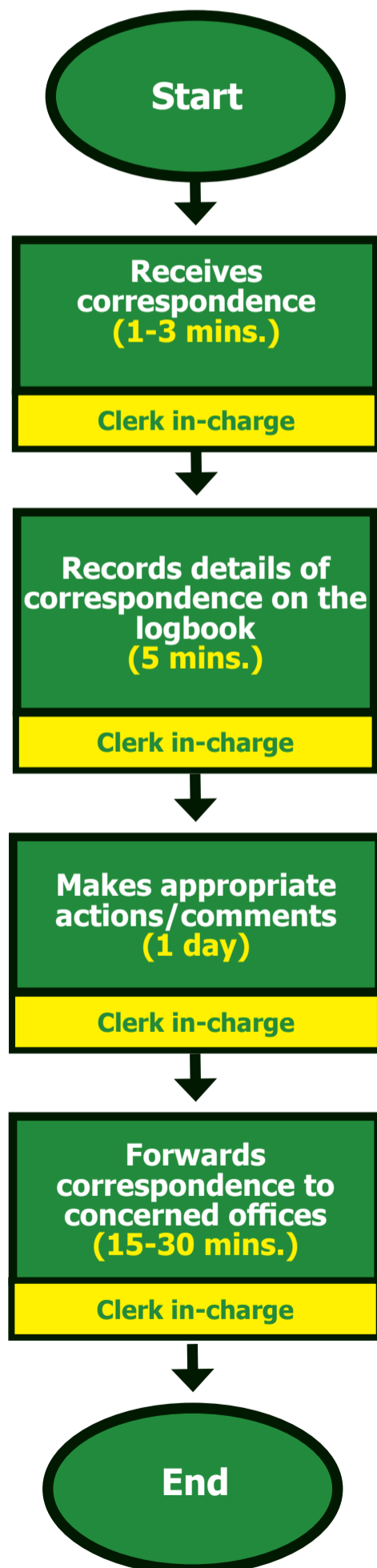




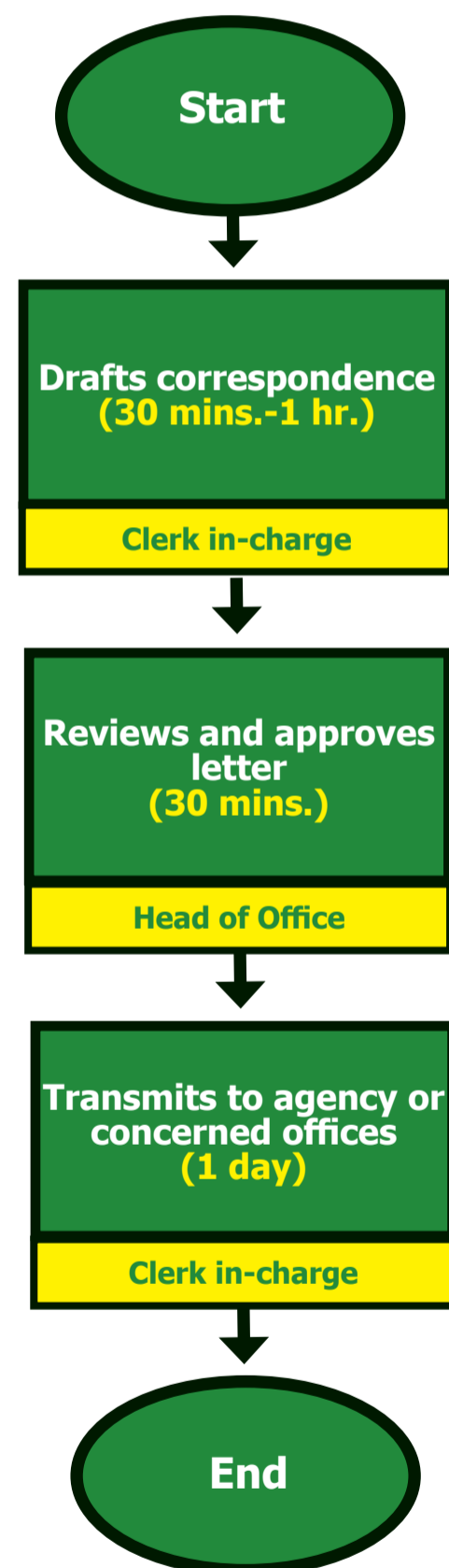
# CITIZEN'S CHARTER

## OFFICE OF THE PRESIDENT

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE



**DR. MILO O. PLACINO**  
University President  
4<sup>th</sup> Flr. Admin. Bldg. SLSU-Lucban  
Phone Number: (042) 540-4087 loc. 156  
Email: [mmplacino@yahoo.com](mailto:mmplacino@yahoo.com)



# CITIZEN'S CHARTER

## PLANNING AND DEVELOPMENT OFFICE

**Address:**

**Phone No.:**

**Email:**

### INTRODUCTION

### OBJECTIVES

### SERVICE UNITS/TRANSACTIONS

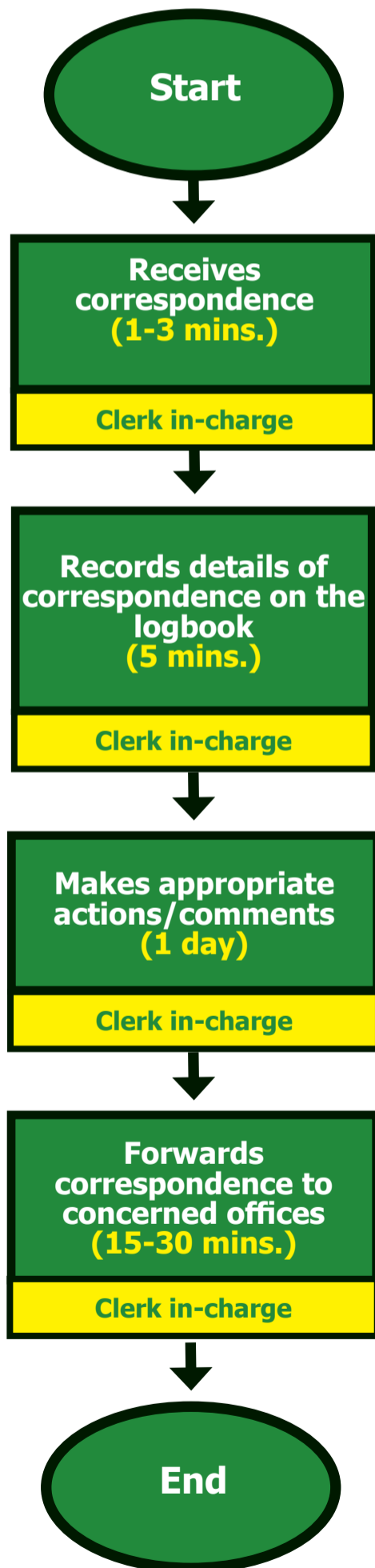
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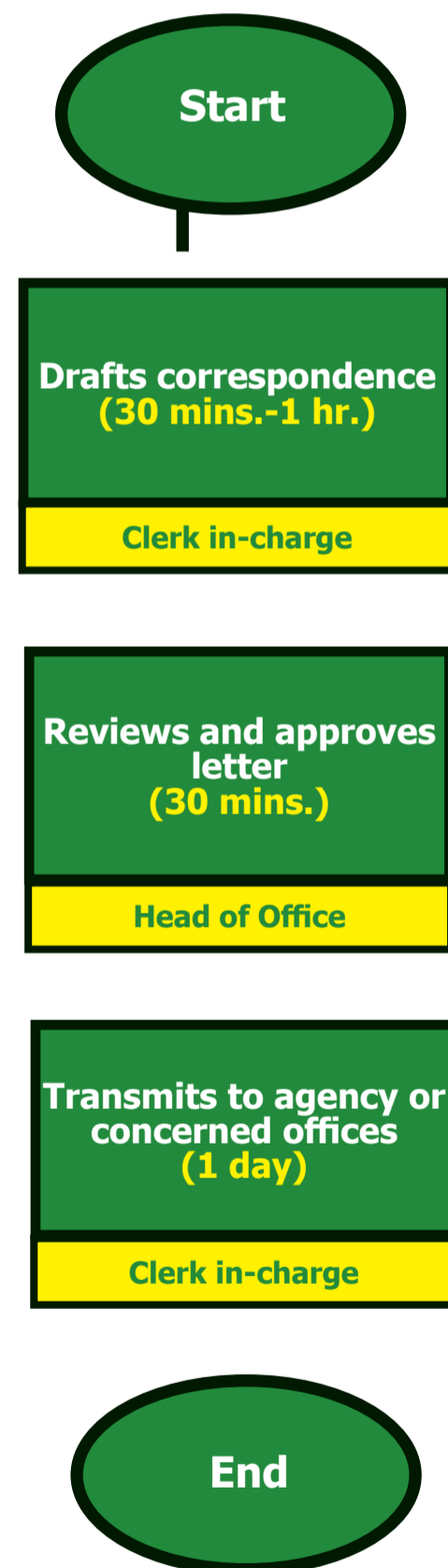
# CITIZEN'S CHARTER

## PLANNING AND DEVELOPMENT OFFICE

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE



**MOSES T. MACALINAO**  
Head, Planning and Development Office  
1<sup>st</sup> Flr. Emilio Aguinaldo Bldg. SLSU-Lucban  
Phone Number: (042) 540-4087 loc.131  
Email: mosesmacalinao@yahoo.com.ph

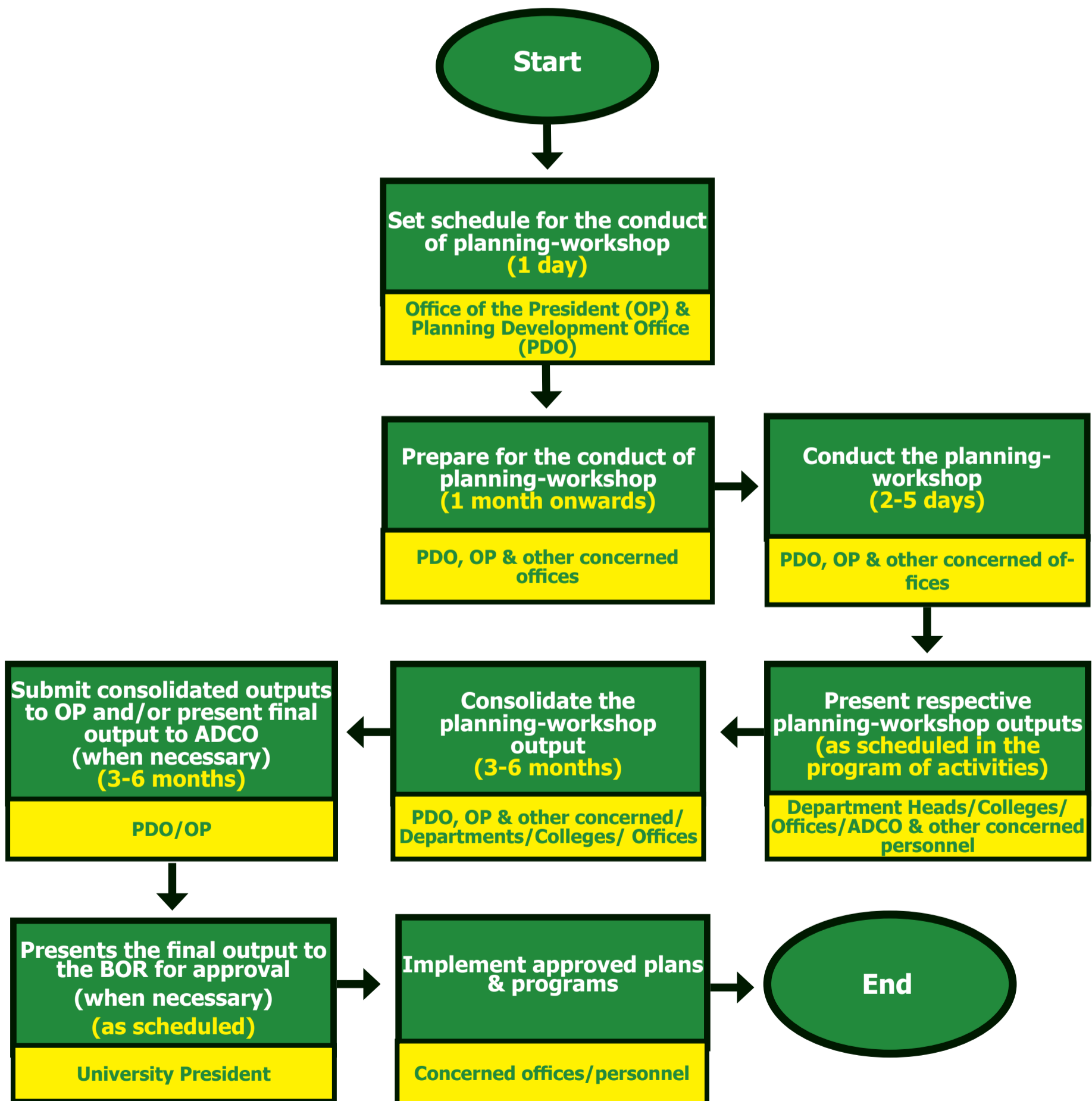




# CITIZEN'S CHARTER

## PLANNING AND DEVELOPMENT OFFICE

PLANNING, REVIEW AND IMPLEMENTATION OF PLANS AND PROGRAMS



**MOSES T. MACALINAO**

Head, Planning and Development Office

1<sup>st</sup> Flr. Emilio Aguinaldo Bldg. SLSU-Lucban

Phone Number: (042) 540-4087 loc.131

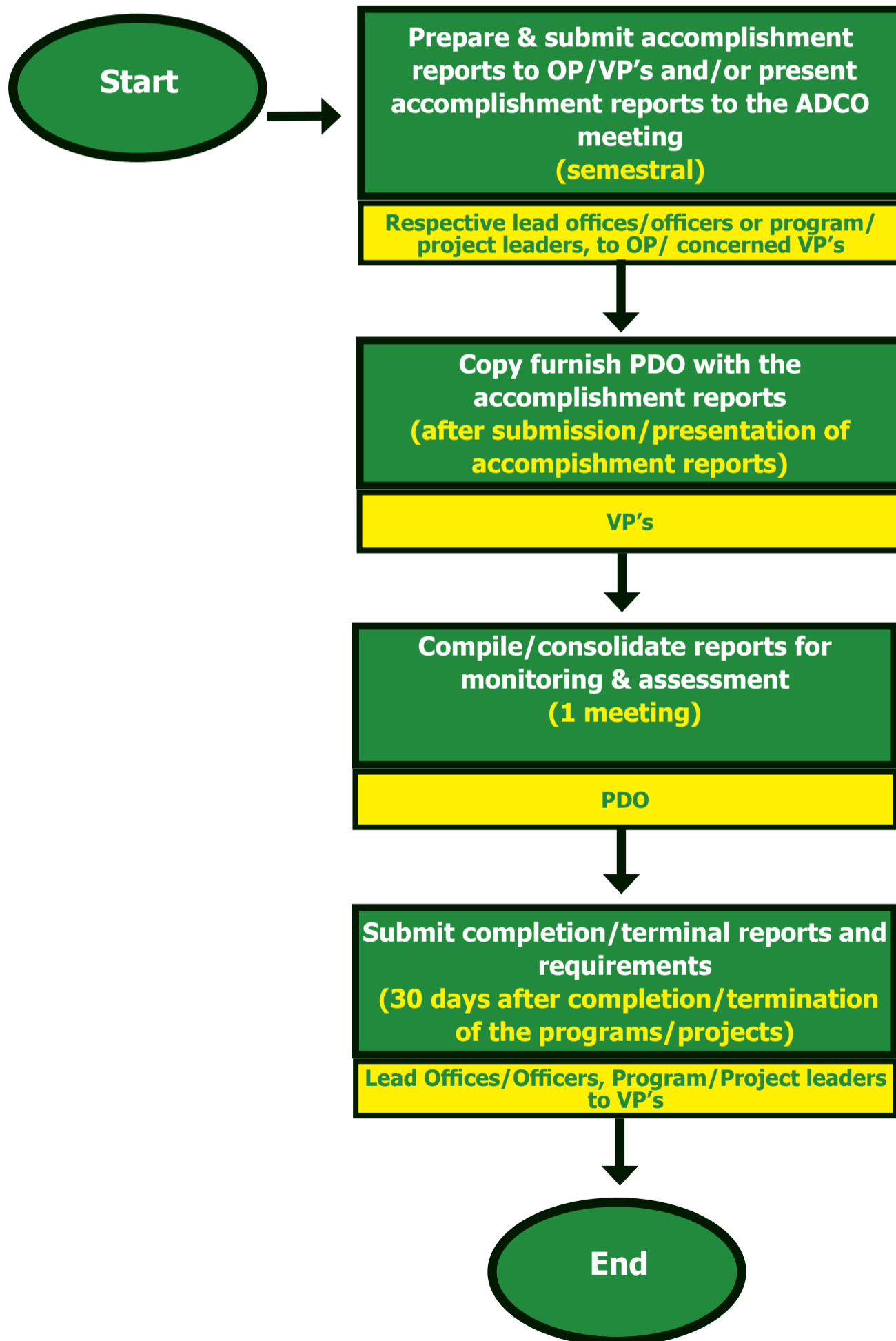
Email: mosesmacalinao@yahoo.com.ph



# CITIZEN'S CHARTER

## PLANNING AND DEVELOPMENT OFFICE

### MONITORING, EVALUATION & ASSESSMENT OF PLANS AND PROGRAMS





# CITIZEN'S CHARTER

## UNIVERSITY AND BOARD SECRETARY

**Address:**  
**Phone No.:**  
**Email:**

### INTRODUCTION

### OBJECTIVES

### SERVICE UNITS/TRANSACTIONS

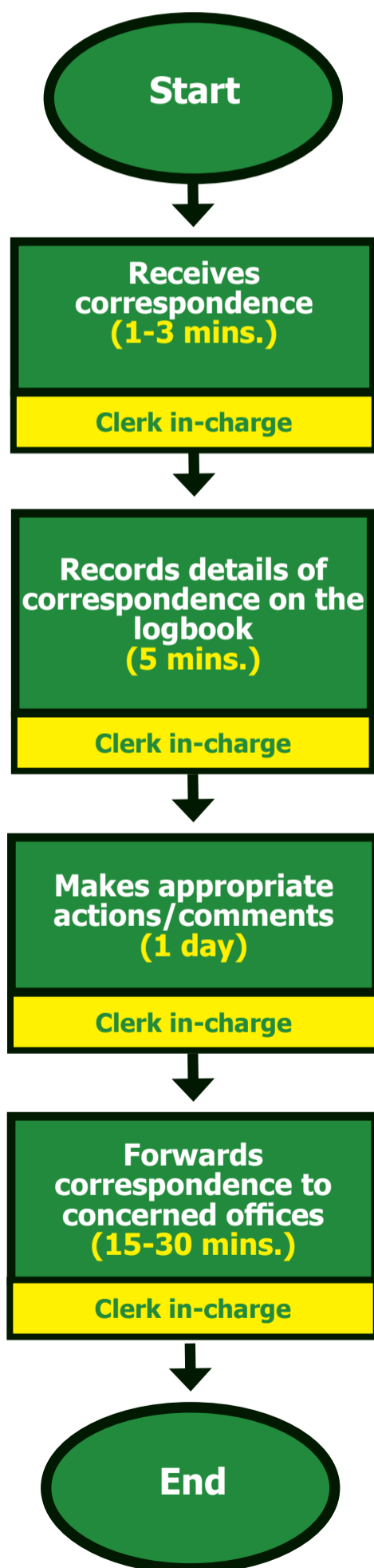
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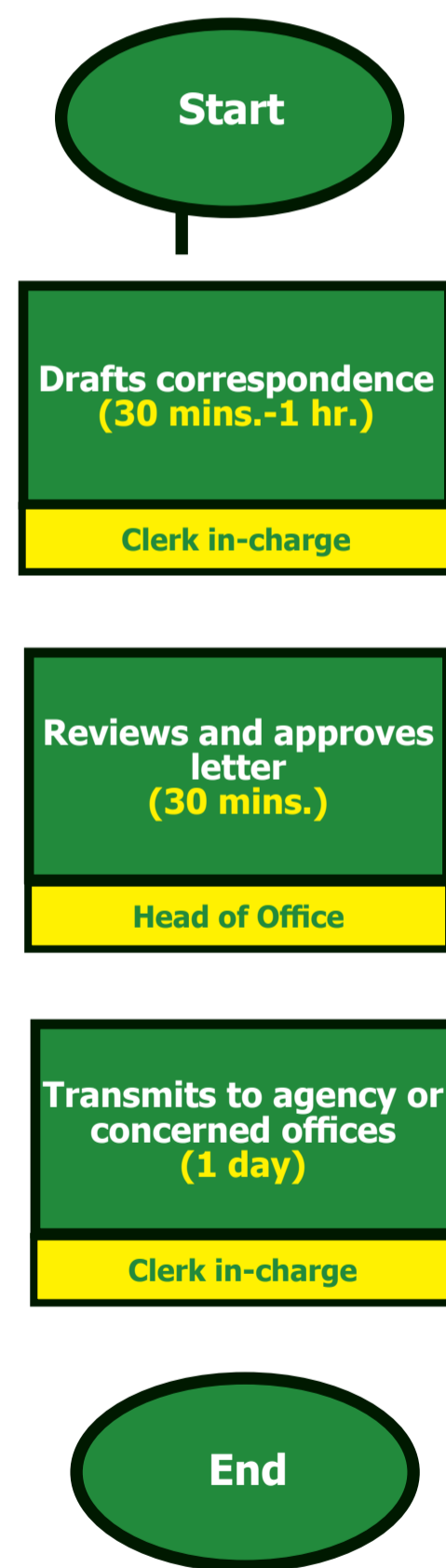
# CITIZEN'S CHARTER

## UNIVERSITY AND BOARD SECRETARY

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE



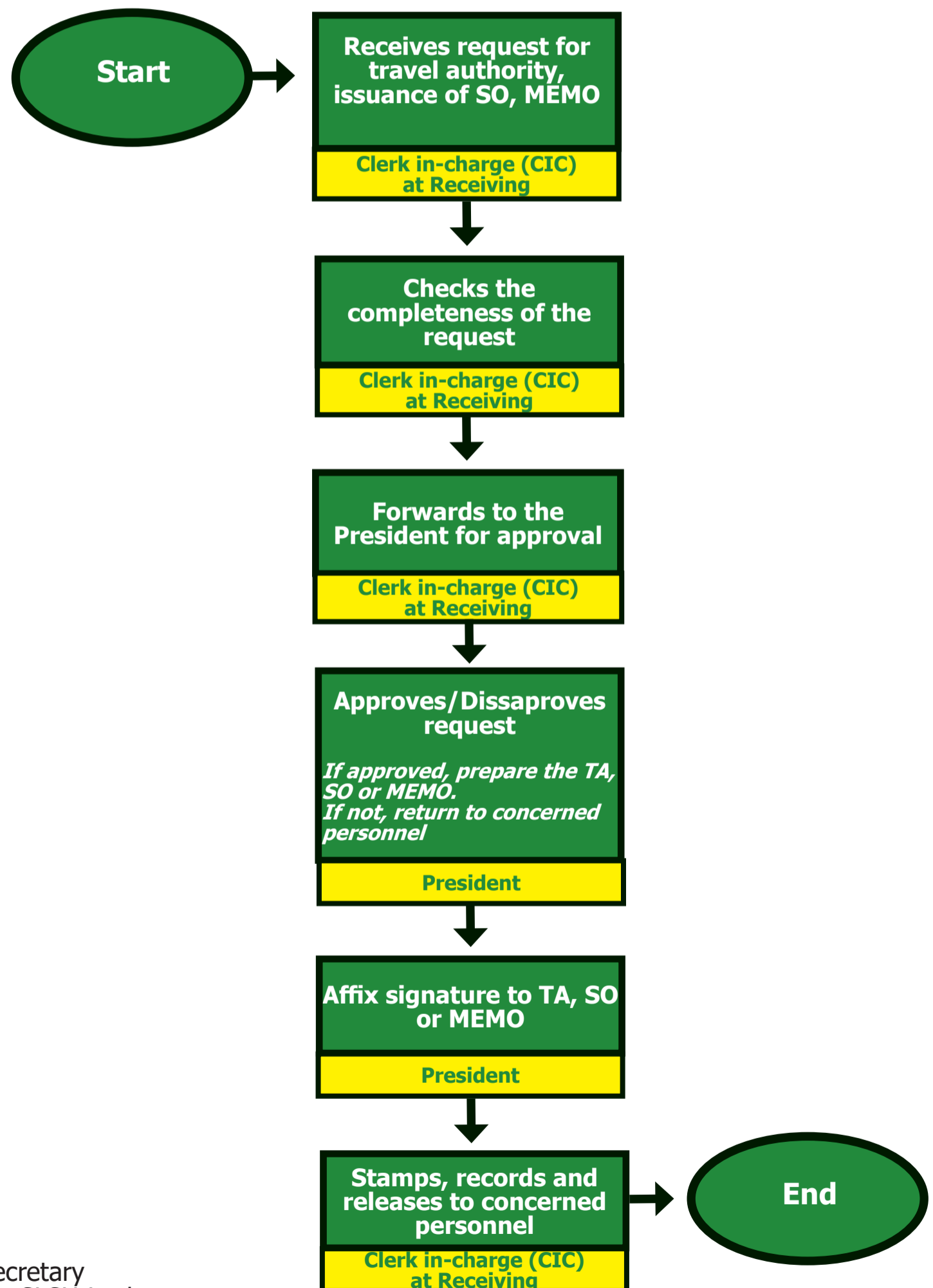
**AURORA L. SUMAGUE**  
Head, University and Board Secretary  
3<sup>rd</sup> Flr. Left Wing, Admin. Bldg., SLSU-Lucban  
Phone Number: (042) 540-4087 loc. 102  
ausumague@yahoo.com



# CITIZEN'S CHARTER

## UNIVERSITY AND BOARD SECRETARY

ISSUANCE OF TRAVEL AUTHORITY, MEMORANDUM, SPECIAL ORDER  
(2 days)



**AURORA L. SUMAGUE**  
Head, University and Board Secretary  
3<sup>rd</sup> Flr. Left Wing, Admin. Bldg., SLSU-Lucban  
Phone Number: (042) 540-4087 loc. 102  
ausumague@yahoo.com



# CITIZEN'S CHARTER

## MANAGEMENT INFORMATION SYSTEM

**Address:**

**Phone No.:**

**Email:**

### INTRODUCTION

### OBJECTIVES

### SERVICE UNITS/TRANSACTIONS

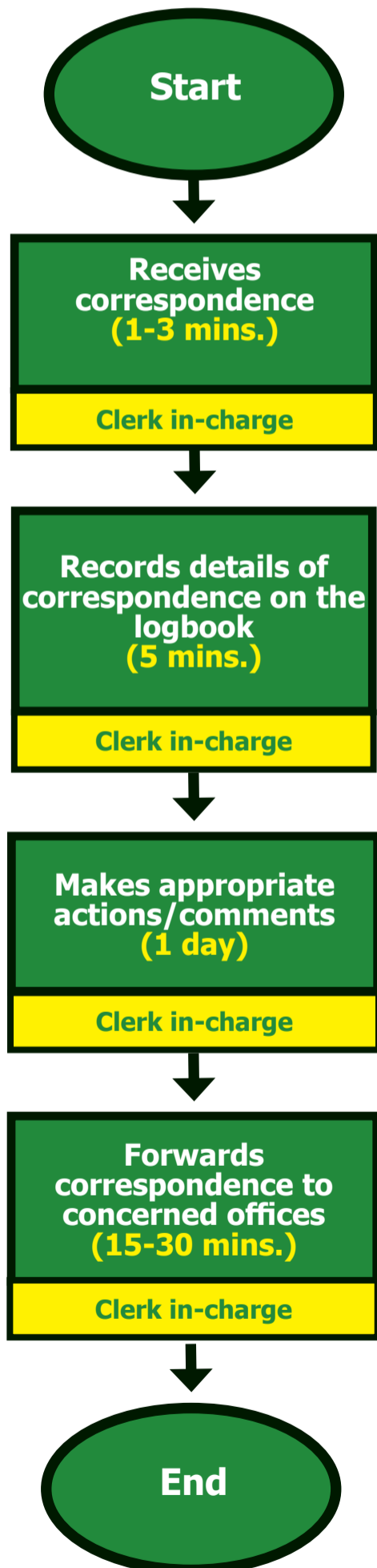
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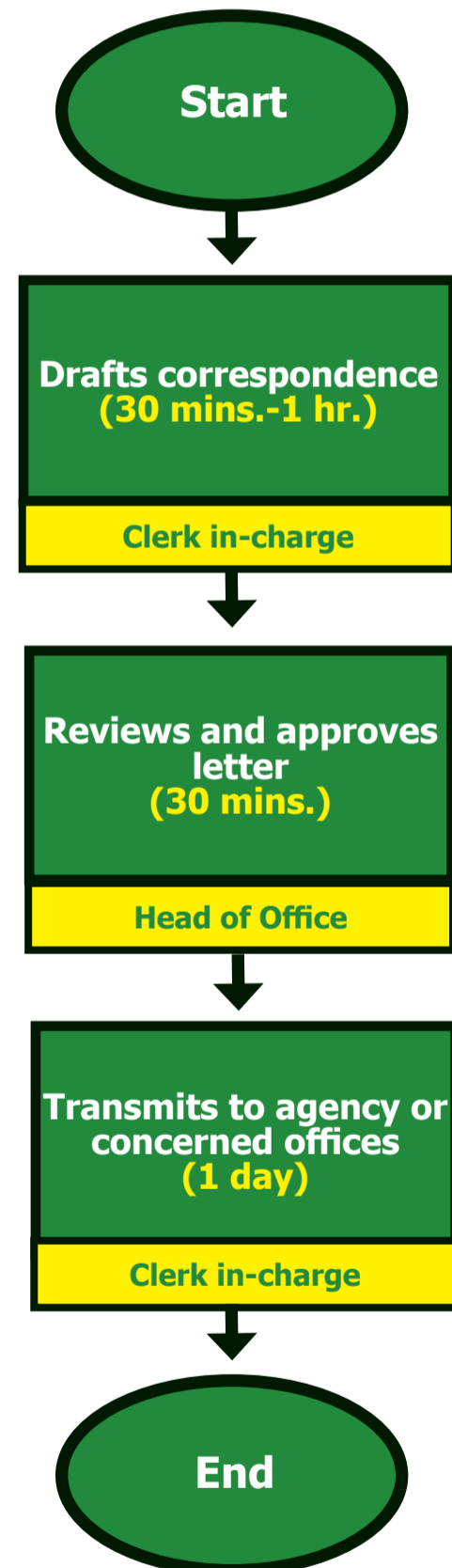
# CITIZEN'S CHARTER

## MANAGEMENT INFORMATION SYSTEM

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE

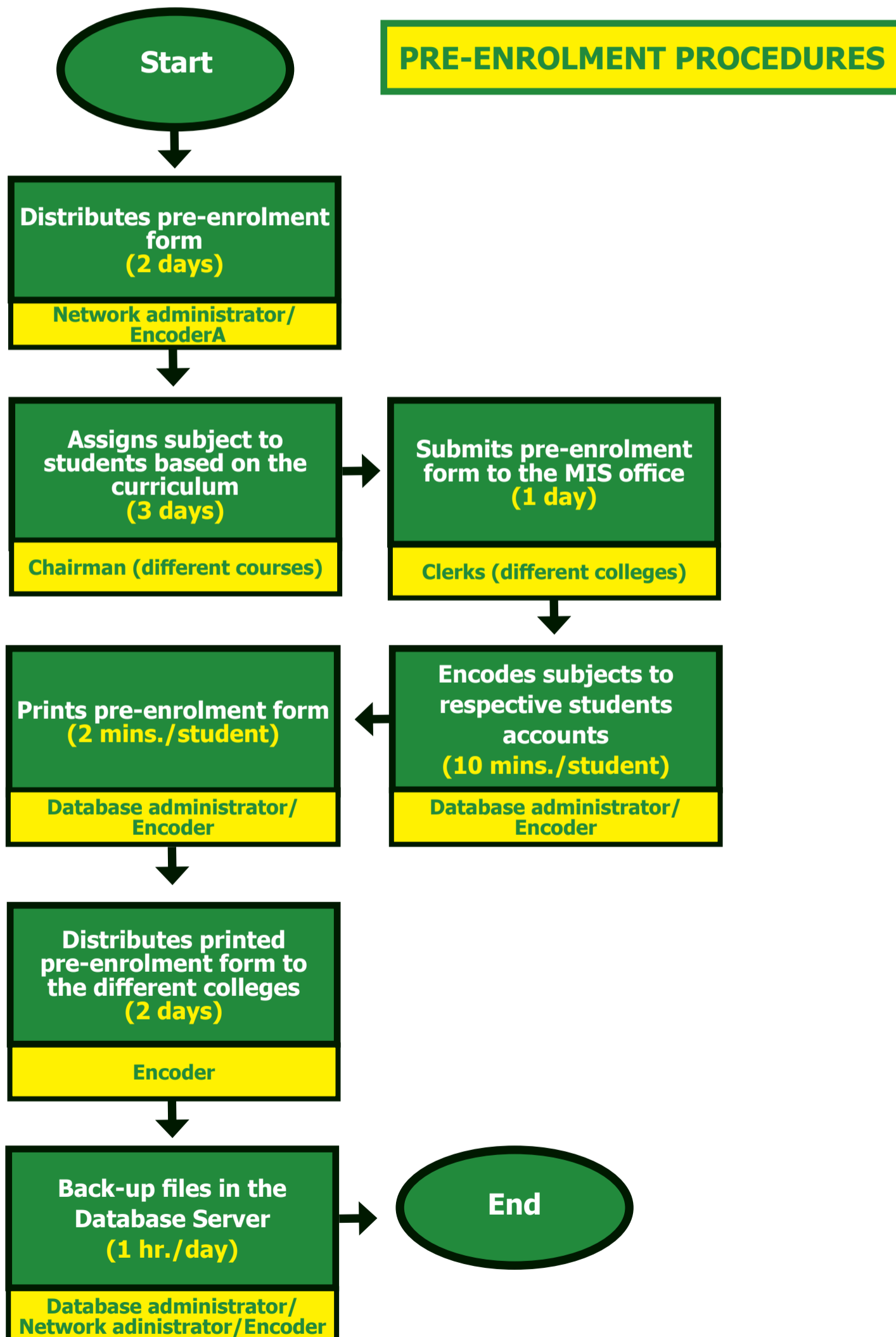


**MARIBETH P. SEÑO**  
Head, Management Information System  
1<sup>st</sup> Flr. Emilio Aguinaldo Bldg., SLSU-Lucban  
mpseno@slsu.edu.ph



# CITIZEN'S CHARTER

## MANAGEMENT INFORMATION SYSTEM



**MARIBETH P. SEÑO**  
Head, Management Information System  
1<sup>st</sup> Flr., Emilio Aguinaldo Bldg. SLSU-Lucban  
mpseno@slsu.edu.ph

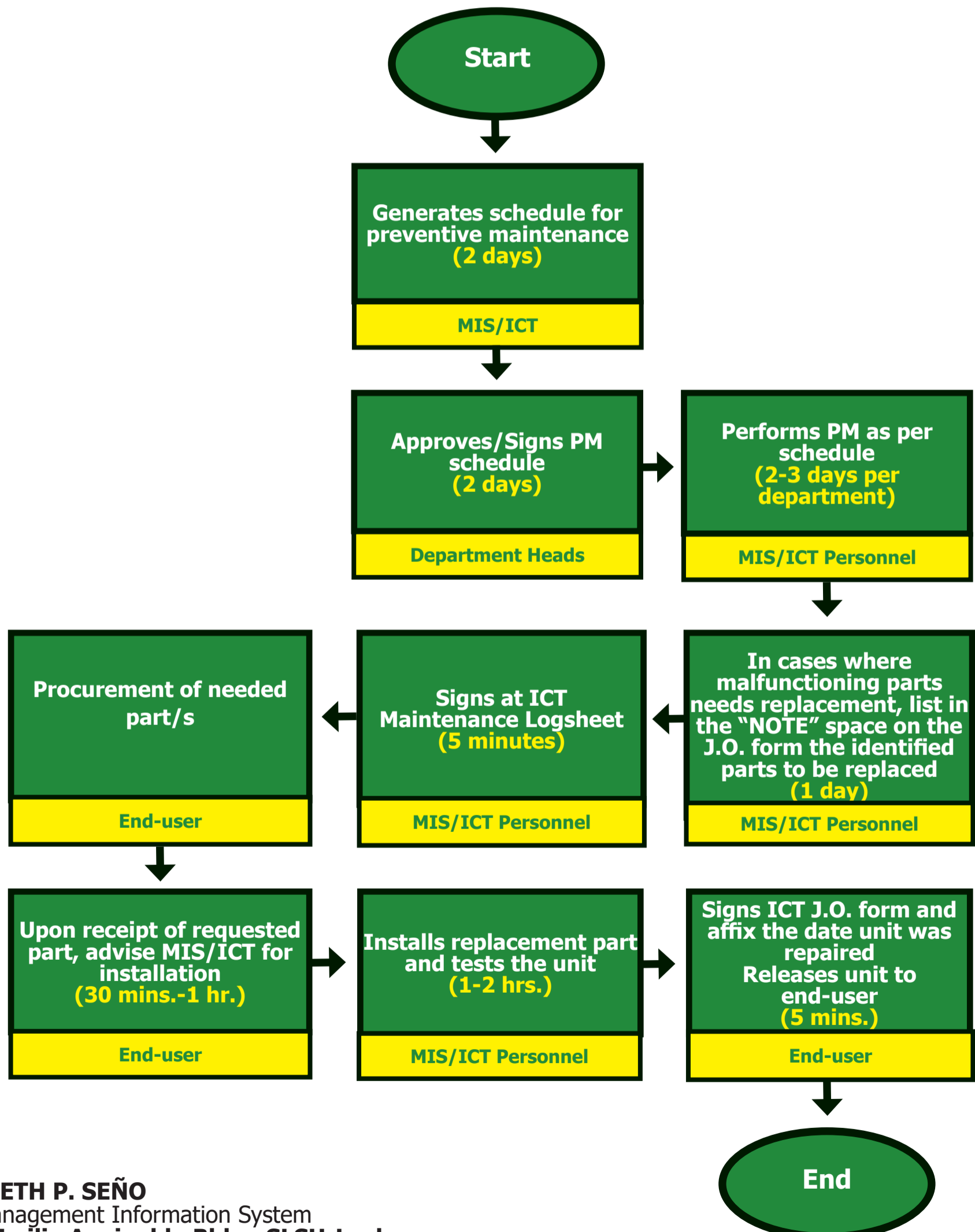




# CITIZEN'S CHARTER

## MANAGEMENT INFORMATION SYSTEM

### PREVENTIVE MAINTENANCE (PM) INTER-OFFICE ICT EQUIPMENT





# CITIZEN'S CHARTER

## OFFICE OF RESEARCH SERVICES

**Research, Extension and Production Center**  
**Phone Nos.: (042) 540- 8506**  
**Email:**

### INTRODUCTION

The research office serves the administration, colleges, satellite campuses, faculty and students thru implementation of policies, rules and regulations, programs, projects and activities pertaining to research works. The office also assist in planning, managing and evaluating the operation of research services, formulate an integrated R and D agenda. It also helps to identify, review and analyze the submitted research proposals, assist the various colleges in the conduct of research and development, coordinate, integrate and analyze research findings for publication and establish linkages with high performing research institutions.

### OBJECTIVES

The Research Services Office shall provide meaningful institutional research and development agenda in the field of instruction, research extension and production.

### SERVICE UNITS/TRANSACTIONS

- » Research units of all Colleges and all Satellite Campuses
- » Student researches
- » Institutional researches
- » Call for research proposal
- » In-house review
- » Writeshop
- » Inter-collegiate Research Conference

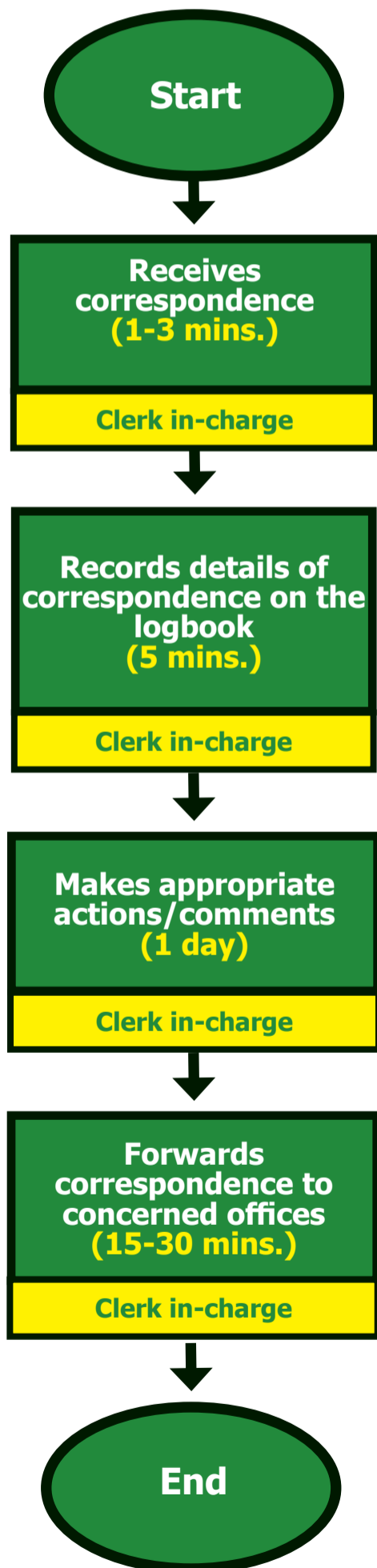
**Head of Office ???**  
**(see special order)**



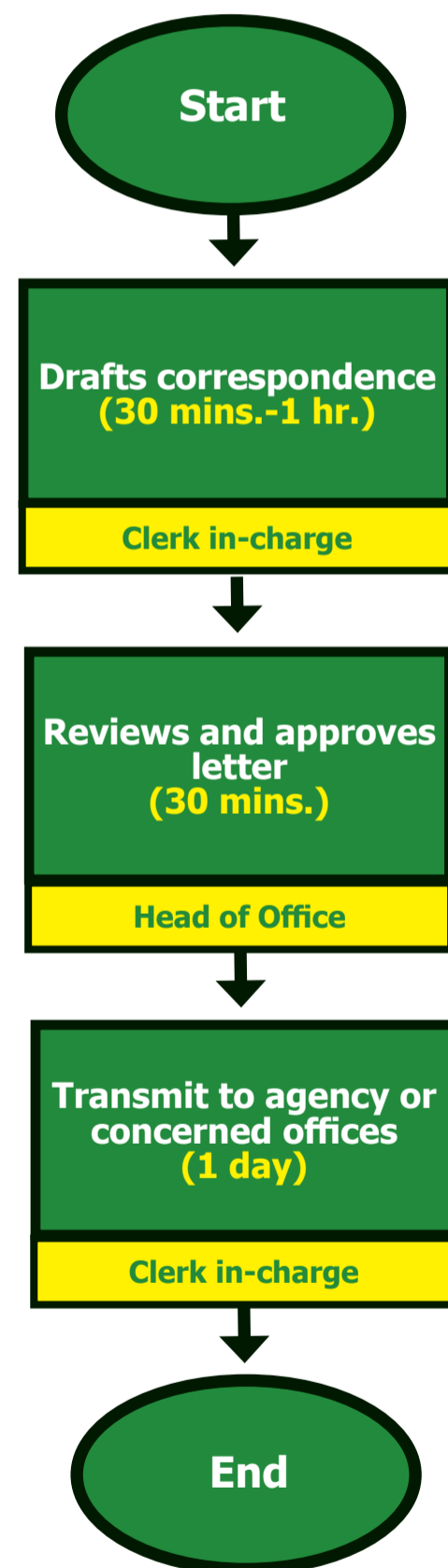
# CITIZEN'S CHARTER

## OFFICE OF RESEARCH SERVICES

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE





# CITIZEN'S CHARTER

## OFFICE OF EXTENSION SERVICES

**Address:**  
**Phone No.:**  
**Email:**

### INTRODUCTION

### OBJECTIVES

### SERVICE UNITS/TRANSACTIONS

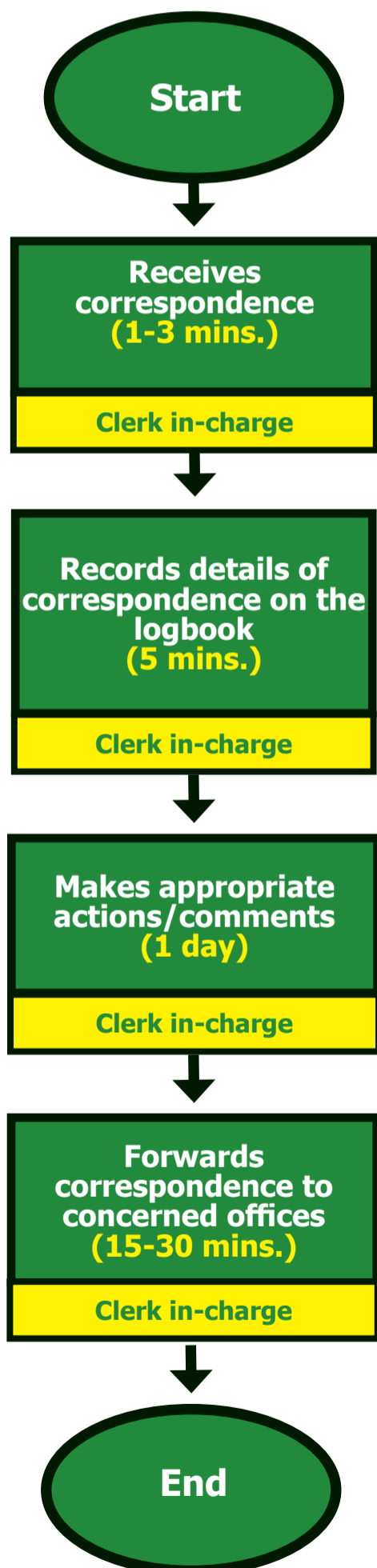
(Head of Office)



# CITIZEN'S CHARTER

## OFFICE OF EXTENSION SERVICES

### HANDLING OF INCOMING CORRESPONDENCE



### HANDLING OF OUTGOING CORRESPONDENCE

