

# OFFICE OF STUDENT AFFAIRS

**SERVICE** : **FOREIGN STUDENTS' DESK (ADMISSION INQUIRY)**  
 Schedule : Monday to Friday: 8:00am - 5:00pm (No Noon Break)  
 Clients/Customer : Walk-In Foreign Students  
 Requirements : Scholastic Records & Other Pertinent Documents Related to Immigration Requirements  
 Processing Time : 20 minutes

**HOW TO AVAIL OF THE SERVICE:**

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Foreign Student applicant inquires on admission and visa-conversion procedure	Accommodates and orients the foreign student applicant on admission and visa-conversion requirements	15 minutes	none	Faculty -in-Charge	none
2	Student applicant reports to respective office	Foreign student applicant is advised to report to the Admission Head for the Graduate Program for Graduate Students for evaluation of records	5 minutes	none	Faculty -in-Charge	none

**End of Transaction**

## OFFICE OF STUDENT AFFAIRS

**SERVICE** : **FOREIGN STUDENTS' DESK (IMMIGRATION REQUIREMENTS)**  
 Schedule : Monday to Friday: 8:00am - 8:00pm (No Noon Break)  
 Clients/Customer : Students  
 Requirements : Duly Authenticated Transcript of Records by the Philippines  
 Post in their Country of origin  
 Duly notarized bank Statements  
 Duly Authenticated Police Clearance  
 Passport  
 Processing Time : 40 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Admitted Foreign Student presents and submits documents for evaluation	Evaluates submitted documents	30 minutes	none	Faculty -in- Charge	School Requirements/ Immigration Requirements
2	Student applicant reports to respective office	Foreign student applicant is advised to report to the Admission Head for the Graduate Program for Graduate Students for evaluation of records	5 minutes	none	Faculty -in- Charge	School Requirements/ Immigration Requirements
<b>End of Transaction</b>						

## OFFICE OF STUDENT AFFAIRS

**SERVICE** : **APPLICATION OF IDENTIFICATION CARD (For Lost IDs)**  
 Schedule : Monday to Friday: 8:00am - 8:00pm (No Noon Break)  
 Clients/Customer : Students  
 Requirements : Recent registration form, official receipt, renewal form signed by parent/s and valid parent's ID  
 Processing Time : 10 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Student applies for a replacement of lost ID	Counterchecks if the student's ID is in the Lost and Found section  If not found, asks for the student's registration form for proper identification and checks if he/she is currently enrolled. The name of the student will also be checked if not in the list of students who have offenses and/or not paid their financial assistance. The student will be given application form for renewal of lost ID	5 minutes	none	Faculty -in- Charge	none
2	The student will fill-up the form with his/her parent's signature and presents a photocopy of the	Evaluates form and verifies the signature of the parents.  If ok, stamps	2 minutes	none	Faculty -in- Charge	Application Form

	ID of parents	notation, "Cleared to Apply for New ID" on the application form and gives instructions				
3	The student presents application form, Current registration form and receipt to claim ID	Verifies documents  Releases ID and have the student sign up in the logbook	3 minutes	none	Faculty -in- Charge	Registration form and Official receipt
<b>End of Transaction</b>						

## OFFICE OF STUDENT AFFAIRS

**SERVICE** : **APPLICATION FOR STUDENT ASSISTANCESHIP  
(For Higher Year Students)**

Schedule : Monday to Friday: 8:00am - 8:00pm (No Noon Break)

Clients/Customer : Students

Requirements : Bonafide students, Higher year student, no failing grades during the past semester, not enjoying any scholarship program, with good moral character, physically and mentally fit

Processing Time : 35 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Student applies for student assistanceship	Indexes data about the student applicant and gives instructions	5 minutes	none	Faculty -in- Charge	none
2	Student inquires about the status of his/her application	Assesses if he/she qualifies for student assistanceship. If he/she passed the screening, the students will be given forms to be filled-up and documents to be submitted	15 minutes	none	Faculty -in- Charge	none
3	Student submits requirements	Verifies documents  Assigns area of assignment and schedule of working hours and gives further instruction	10 minutes	none	Faculty -in- Charge	none

		Consolidate all the names and the schedules of student assistants assigned in the various departments of the University. Prepares draft of the Office order.				
4	Student attends orientation program	Organizes and conducts orientation program	5 hours	none	Faculty -in- Charge	none

**End of Transaction**

## OFFICE OF STUDENT AFFAIRS

**SERVICE** : **APPLICATION FOR ACCREDITATION of STUDENTS' ORGANIZATION**

Schedule : Monday to Friday: 8:00am - 8:00pm (No Noon Break)

Clients/Customer : Students

Requirements : Financial Report and Accomplishment Report ( for existing accredited student organization /club) Constitution and By-Laws, List of Officers and Members with their signatures, Proposed Plan and Activities, Advisers' Letter of Acceptance, Letter of Request for Accreditation Addressed to the OSA-Director

Processing Time : 8 hours

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Officers of student organizations will inquire on how their clubs be accredited	Informs the interested organization/s of the requirements needed  Discusses the procedures and requirements on accreditation	20 minutes	none	Faculty -in- Charge	none
2	Submits requirements needed for accreditation	Evaluates documents submitted  If complete, advises that they are to attend the oath-taking ceremony and orientation program If complete, advise them to comply lacking documents	30 minutes	none	Faculty -in- Charge	none

3	Attends the Oath-Taking Ceremony and the Orientation Program	Organizes and conducts oath-taking and orientation program	1 day	none	Faculty -in- Charge	none
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**End of Transaction**



## OFFICE OF STUDENT AFFAIRS

**SERVICE** : **APPLICATION FOR GOOD MORAL CERTIFICATION**  
 Schedule : Monday to Friday: 8:00am - 8:00pm (No Noon Break)  
 Clients/Customer : Students  
 Requirements : Official Receipt, Recent 1.5x1.5 ID picture (colored), TUP ID  
 Processing Time : 18 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Applicant requests for Good Moral Certification	Inquiries the purpose  Verifies if the applicant is currently officially enrolled or had been a student of the university	10 minutes	none	Faculty -in-Charge	none
2	Applicant present receipt	Get necessary information	3 minutes	none	Faculty -in-Charge	Official receipt
3	Applicant gives necessary information	Prints certificate of Good Moral character  Advises the applicant to log-in and proceed to the OSA Director for interview & signing of the certificate.  Advises the applicant to proceed to the Registrar's Office for the dry-sealing of ocuments	5 minutes	none	Faculty -in-Charge	none

**End of Transaction**

## OFFICE OF STUDENT AFFAIRS

**SERVICE** : **CONDUCT OF STUDENT ELECTION**  
**Creation of Commission of Student Election (COMSELEC)**  
 Schedule : Monday to Friday: 8:00am - 8:00pm (No Noon Break)  
 Clients/Customer : Students  
 Requirements : Bonafide students with good grades, Non-Partisan, Physically and Mentally Fit, No Failing Grades, Committed and Willing to Change  
 Processing Time : 27 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Interested student enlists his/her name for COMSELEC Volunteers	Gives forms to be filled up	2 Minutes	none	Faculty -in- Charge	none
2	Student submits filled-up forms	Accepts filled-up forms and schedules final interview	1 minute	None	Faculty -in- Charge	Application Form
3	Students reports on designated schedule of interview	Interviews the student and evaluates filled-up form  If the student passes the interview, instructs to attend the general ssembly of all the COMSELEC Volunteers	20 minutes	none	Faculty -in- Charge	none
4	Student attends the general assembly of all the COMSELEC Volunteers	Organizes & conducts general assembly for COMSELEC Volunteers	4 hours	none	Faculty -in- Charge	none
<b>End of Transaction</b>						

## OFFICE OF STUDENT AFFAIRS

**SERVICE** : **SCHOLARSHIP APPLICATION**  
 Schedule : Monday to Friday: 8:00am - 8:00pm (No Noon Break)  
 Clients/Customer : Students  
 Requirements : Scholarship Application Form, High School Report Card (Freshmen)/Evaluation Checklist (Higher Year) Birth Certificate, Certificate of Good Moral Character, W-2/ITR/Affidavit of Income Essay  
 Processing Time : 53 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	The student inquires all available scholarship opportunities	Accommodates scholarship inquiries and issues application forms	5 minutes	none	Faculty -in- Charge	none
2	The student applicant receives and fills up the scholarship application form and submit the same	Receives filled-up form and evaluates the submitted documents, if with complete documents applicant is subjected to interview. If incomplete advised to submit lacking documents prior to interview	15 minutes	none	Faculty -in- Charge	Scholarship application form
3	The scholarship applicant reports for interview	Assesses students applicant's manner of answering questions	15 minutes	none	Faculty -in- Charge	Scholarship Requirements

4	The student applicant inquires on status of application	Careful evaluation and selection of the pool of qualified applicants	1 hour deliberation	None	OSA Director/ Faculty-in-Charge	none
5	The student applicants receives information on application status and report for final interview with the sponsoring agency	Arrange meeting with scholarship sponsor for the final screening and selection	15 minutes	none	Faculty -in-Charge	none
5	The student applicants reports to confirm disseminated information	Posting of successful applicants for Scholarship	2 minutes	none	Faculty -in-Charge	none

**End of Transaction**

# OFFICE OF STUDENT AFFAIRS

**SERVICE** : **HOW TO AVAIL OF THE SCHOLARSHIP PRIVILEGE FOR EXTERNAL SCHOLARSHIP**

Schedule : Monday to Friday: 8:00am - 8:00pm (No Noon Break)

Clients/Customer : Qualified Scholarship Applicants

Requirements : Current Registration Form/Tuition Fee Receipt

Processing Time : 15 minutes

**HOW TO AVAIL OF THE SERVICE:**

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Current scholar inquires on how to avail his/her scholarship	Attends to inquiries and orients scholar on scholarship privilege	5 minutes	none	Faculty -in-Charge	none
2	Current scholar receives the information and submits the necessary documents	Receives and checks submitted documents and orients on the procedure related to processing of his/her scholarship privilege  Endorses documents to the accounting office for processing	10 minutes	none	Faculty -in-Charge	Photocopy of Current Registration Form and Receipt
<b>End of Transaction</b>						

## OFFICE OF STUDENT AFFAIRS

**SERVICE** : **SCHOLARSHIP AVAILMENT DURING ENROLLMENT  
(Tuition & Other School Fees Availment)**

Schedule : Monday to Friday: 8:00am - 8:00pm (No Noon Break)

Clients/Customer : Current Scholars

Requirements : Registration Form/Rating Slips & Other Related Documents to the Claim

Processing Time : 8 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	The student-grantee/scholar inquires/reports and presents required documents	Counter – checks the name and the scholarship to be availed	3 minutes	none	Faculty -in- Charge	Registration Form/Rating Slip/Related documents
2	The student grantee/scholar receives his/her registration form with scholarship notation.	Recording and the stamping of the scholarship notation corresponding the availed privilege (discount on school fees and billed fees) and release the documents	5 minutes	none	Faculty -in- Charge	Registration Form

**End of Transaction**

## OFFICE OF STUDENT AFFAIRS

**SERVICE** : **SCHOLARSHIP SPONSORSHIP**  
 Schedule : Monday to Friday: 8:00am - 8:00pm (No Noon Break)  
 Clients/Customer : Students  
 Requirements : Letter of Intent/Memorandum of Agreement  
 Processing Time : 30 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Scholarship Sponsors signifies intention to offer scholarship to TUP Students	Accommodates inquiries related to scholarship offerings/ Sponsorship Procedures	15 minutes	none	OSA Director & Faculty -in-Charge	none
2	Scholarship sponsor receives vital information related to offering scholarship	Provides materials and sample of Memorandum of Agreements for Scholarship	15 minutes	none	OSA Director & Faculty -in-Charge	samples MOA's
3	Scholarship sponsor confirms and schedules meetings for the purpose	Constantly communicate with scholarship sponsors	As the need arises	none	Faculty -in-Charge	none
4	Scholarship sponsor schedules the signing of the Memorandum of Agreement for Scholarship	Signing of MOA	As the need arises	none	Authorized Officials	Finalized MOA

5	Receives signed MOA	Implements the program	As time required	none	OSA Director & Faculty -in- Charge	Finalized MOA
<b>End of Transaction</b>						



## CAREER GUIDANCE AND TESTING CENTER

**SERVICE** : **CLEARANCE**  
 Schedule : Monday to Friday: 8:00am - 8:00pm (No Noon Break)  
 Clients/Customer : TUP Graduate Student/Transferring Student  
 Requirements : Clearance Form from Registrar, TUP Student ID, Guardian's valid ID, Exit Interview Form or Transfer Form  
 Processing Time : 10 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Student requests for clearance	Validates, Issues an exit interview form for graduates/ transfer form for transferring student	5 minutes	none	Guidance Counselor/ Student Assistant	Exit Interview for graduates/ Transfer form for transferring student
2	Receives and fill-out form	Receives and validates the filled up form	3 minutes	none	Guidance Counselor/ Student Assistant	Exit Interview for graduates/ Transfer form for transferring student
3	<b>For Graduates</b> Surrender TUP student's ID & present authorization letter in the absence of the owner <b>For Transferees</b> *Surrender TUP student's ID *Present parent's valid ID *Submit transfer form with photocopy of parent's valid ID	Receives all documents and countersign on the clearance and advises to proceed to the Office of Student Affairs	2 minutes	none	Guidance Counselor/ Student Assistant	none

**End of Transaction**

## CAREER GUIDANCE AND TESTING CENTER

**SERVICE** : **DROPPING ALL SUBJECTS (WITHDRAWAL)**  
 Schedule : Monday to Friday: 8:00am - 8:00pm (No Noon Break)  
 Clients/Customer : TUP Student  
 Requirements : Letter of Intent to drop all subjects (Withdrawal), TUP Student ID, Parent/Guardian's valid ID  
 Processing Time : 15 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Make queries on the requirements	Briefs the student on the service and its requirements	5 minutes	none	Guidance Counselor	none
2	Presents letter of intent to withdraw with valid reason/s addressed to the college dean involved.	Validates the letter and advises the student to photocopy documents: a. Letter of Intent b. Students valid ID c. Parent's valid ID Signs and issue dropping form	5 minutes	none	Guidance Counselor	Dropping Form
3	Receives and fill out dropping form	Instructs students to proceed to the Registrar, Accounting, and Dean of College concerned. Release all the documents.	5 minutes	none	Guidance Counselor	Dropping form, photocopied documents
4	Receive and disseminate documents to the concerned offices					
<b>End of Transaction</b>						

## CAREER GUIDANCE AND TESTING CENTER

**SERVICE** : **DROPPING ALL SUBJECT/S**  
 Schedule : Monday to Friday: 8:00am - 8:00pm (No Noon Break)  
 Clients/Customer : TUP Student  
 Requirements : Letter of Intent to drop all subjects (Withdrawal), TUP Student ID, Parent/Guardian's valid ID  
 Processing Time : 10 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Prepares a letter of intent to drop the subject/s with valid reason/s addressed to the college dean concerned.	Validates the letter and advises the student to photocopy documents such as: a. Letter of Intent b. Student's valid ID c. Parent's valid ID Signs and issues dropping form	5 minutes	none	Guidance Head/Staff	Dropping Form
2	Receives and fill out dropping form	Advises to disseminate the dropping form together with the other documents to the concerned offices.	5 minutes	none	Guidance Head/Staff	Dropping form, photocopied documents
3	Disseminate documents.					
<b>End of Transaction</b>						

## CAREER GUIDANCE AND TESTING CENTER

**SERVICE** : **FINANCIAL ASSISTANCE (LOAN GRANT)**  
 Schedule : Monday to Friday: 8:00am - 8:00pm (No Noon Break)  
 Clients/Customer : Qualified TUP Student  
 Requirements : Application form for loan, Recent Registration form with assessment, rating slip of the past semester, TUP Student ID, Parent/Guardian's valid ID  
 Processing Time : 20 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Student secures application form from the office.	Check if the student is enrolled with regular load and with good grades. Interview, explain the process of financial assistance, and issue application form.	5 minutes	none	Guidance Counselor	Loan application form
2	Accomplish application form to be signed by the student applicant, parent/guardian and department head. Presents recent registration form, parent and student's valid ID	Review all documents, evaluates and verifies. If qualified advises student to proceed to the USG office for recommendation. Returns all documents.	5 minutes	none	Guidance Counselor	Application form, recent registration form
3	Receives documents and secure letter of recommendation from the USG					

4	Once approved, return to the Guidance office and submit Original and Photocopies of the following: *filled-up application form *registration form *parent and student's ID *endorsement letter from USG	Receives the required documents and affixes the word "approved" as proof of grant. Return original documents. Advises to proceed to the Registrar's Office.	10 minutes	None	Guidance Counselor	Photocopied documents
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**End of Transaction**

## CAREER GUIDANCE AND TESTING CENTER

<b>SERVICE</b>	<b>:</b>	<b>GRADUATE PROGRAM AND ETEEAP ENTRANCE EXAMINATION</b>
Schedule	:	Monday to Friday: 8:00am - 8:00pm (No Noon Break)
Clients/Customer	:	Graduate Program Applicant/ETEEAP Applicant
Requirements	:	Application form/Test Permit from respective dean of college or director of the said office, Official Receipt for testing fee, Photocopy of Test permit/application form and official receipt
Processing Time	:	10 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Applicants' presents' receipt of payment, application form (AF) from concerned college with the signature of the dean (for graduate program applicants). Under the ETEEAP scheme the signatory is the director of the said office.	Receives and reviews application form and other documents. Advises student applicant to photocopy the papers (2x).	5 minutes	none	Guidance Head/Staff	Application form from the concerned college, under ETEEAP application form from the ETEEAP Director
2	Receives and photocopy documents	Schedule the date and time of examination. For those who are ready and willing to take the exam on the same date, examination is administered.	3 minutes	none	Guidance Head/Staff	Test permit from the Graduate Program and ETEEAP

3	Prepares all the paraphernalia needed.	*Administers the entrance test. <ul style="list-style-type: none"><li>• Results will be forwarded to the concerned dean/graduate program director.</li><li>• Advises the examinees to proceed to the concerned college.</li></ul>	2 hours   10 Minutes	none	Guidance Head/Staff	Psychological Test, Answer Sheet, Scraeth paper
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**End of Transaction**

## CAREER GUIDANCE AND TESTING CENTER

**SERVICE** : **LEAVE OF ABSENCE**  
 Schedule : Monday to Friday: 8:00am - 8:00pm (No Noon Break)  
 Clients/Customer : TUP Student  
 Requirements : Letter of Intent of Leave of Absence (LOA), TUP student ID,  
 Parent or guardian's valid ID  
 Processing Time : 20 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Prepares a letter of intent of Leave of Absence (LOA) signed by the parent, addressed to the college dean, indicating the reason/s of the leave of absence.	Interviews and study the reason and advises student to submit documents needed for the purpose.	10 minutes	none	Guidance Head/Staff	none
2	Present the following documents: a.medical certificate for health reasons b.valid ID of parent c.rating slip for the past semester (for old student)	Review all documents and issue dropping form, if enrolled.	5 minutes	none	Guidance Head/Staff	Dropping form, if enrolled
3	Receives and fill-out form and returned the same together with the photocopies of documents.	Checks the documents to be disseminated	5 minutes	none	Guidance Head/Staff	Photocopied documents



4	Disseminates documents to the concerned offices					
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**End of Transaction**

## CAREER GUIDANCE AND TESTING CENTER

**SERVICE** : **ON PROBATION STATUS**      **Re: Enrolment Period**  
 Schedule : Monday to Friday: 8:00am - 8:00pm (No Noon Break)  
 Clients/Customer : TUP Student  
 Requirements : Checklist/Rating Slip form the Registrar, Final Warning Agreement form (FWA Form)  
 Processing Time : 20 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Make queries on the requirements.	Briefs and advises student on the service and its requirements	10 minutes	none	Guidance Head/Staff	none
2	Presents the checklist/rating slip earned during the previous semester	Validates rating slip/checklist and issue a "Final Warning Agreement" Form (FWA Form)	5 minutes	none	Guidance Head/Staff	Final Warning Agreement Form (FWA Form)
3	Fill out and accomplish the form. Secure the signature of the following persons: a.Parent/guardian b.Guidance head c.University Registrar d.Dean/director of student affairs *Photocopy (3x)all documents together with student's and submit all	Accepts and affixes seal of office, record, and file documents. Returns original documents for submission to other offices.	5 minutes	none	Guidance Head/Staff	Final Warning Agreement form (FWA Form) and photocopied documents

	documents to the Career Guidance and Testing Center Staff (GCTC)					
4	Receives and submits photocopied documents to respective offices					

**End of Transaction**

## CAREER GUIDANCE AND TESTING CENTER

**SERVICE** : **RETURNING STUDENTS**  
 Schedule : Monday to Friday: 8:00am - 8:00pm (No Noon Break)  
 Clients/Customer : TUP Student  
 Requirements : Rating slip/Checklist, Readmission Form (RA Form), TUP Student ID, Parent or guardian's valid ID  
 Processing Time : 20 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Make queries on the requirements	Briefs and advises student on the service and its requirements	5 minutes	none	Guidance Head/Staff	none
2	Presents checklist/rating slip earned during the previous semester.	Validates rating slip/checklist & issue a "Readmission Agreement" Form (RA Form)	5 Minutes	none	Guidance Head/Staff	Readmission form (RA Form)
3	Fill out and accomplish the RA Form and secure the signature of the following: e.Student concerned f.Parent/guardian g.Adviser/head/dean h.Guidance head	Reviews and instructs student to photocopy (3x) the documents needed. Return documents.	5 minutes	none	Guidance Head/Staff	Filled up readmission form
4	Accepts and photocopy all papers needed and submits to the Guidance Office	Signs, affixes seal of Office. Keep records for filinf & returns original documents. Advises to disseminate to the concerned offices.	5 minutes		Guidance Head/Staff	Photocopied documents
<b>End of Transaction</b>						

## ADMISSION OFFICE

**SERVICE** : **SECURING FOR TEST PERMIT**  
 Schedule : Monday to Friday: 7:00am - 7:30pm (No Noon Break)  
 Clients/Customer : Students  
 Requirements :  
 Processing Time : 12 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Secure Application Forms	Provide the client with a short briefing on the specific requirements and course offering	5 minutes	none	Guidance Head Admin.Aide IV	Test Permit Form
2	Submit accomplished Application Form	Review accomplished form. If ok stamp ok for payment and advise the applicant to pay the testing fee of Php375.00 to the cashier	2 minutes	none	Guidance Head Admin. Aide IV	Test Permit Form
3	Copy the OR# and date to the space provided in the application form and secure for test permit	Receive and stamp the room, date and time on the permit. Advise the applicant on what to do and bring on examination day.	5 minutes	none	Guidance Head Admin. Aide IV	Test Permit Form
<b>End of Transaction</b>						

# ADMISSION OFFICE

**SERVICE** : **SECURING FOR NOTICE OF ADMISSION**  
 Schedule : Monday to Friday: 7:00am - 7:30pm (No Noon Break)  
 Clients/Customer :  
 Requirements : Students  
 Processing Time : 12 minutes

## HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
<b>A. Freshmen Students</b>						
1	Submit test permit	Check if their names are among the qualified students and issue their individual test result.	5 minutes	none	Admin. Aide IV	Test Permit
2	Submit the following: 1. Certificate of Good Moral Character 2. Evidence of grade (Form 138/137, TOR)	Copy the grades in Math, Science and English. Validate if their test scores and their interest correlate by asking some questions. If ok issue the notice of admission and advice the applicant to secure medical certificate and follow the enrollment procedure	15 minutes	none	Guidance Head and Faculty representatives of different colleges	Certificate of Good Moral F138/137 TOR
<b>B. Continuum Program</b>						
1	Inquire on the procedure and requirements for continuum program	Provide the applicants with the specific requirements for the different continuum	5 minutes	none	Admin. Aide IV	none

		programs. Advise them to proceed to their respective colleges for evaluation.				
2	Secure application form	Review if they are in the list of the qualified applicant submitted by their heads/deans. Issue application form.	5 minutes	none	Guidance Head and Faculty representatives of different colleges	none
3	Accomplished the application form and submit together with their Xerox of TOR/Checklist with the approval of the dean.	Review accomplished form. If ok stamp "ok for payment" and advise the applicant to pay the testing fee of php375.00 to the Cashier.	5 minutes	none	Admin. Aide IV	none
4	Copy the OR# and date to the space provided in the application form and secure for notice of admission.	Received and issue notice of admission. Advise the applicant to secure medical certificate from the university clinic and follow the enrollment procedure.	5 minutes	none	Guidance Head	None
<b>End of Transaction</b>						

## OFFICE OF THE UNIVERSITY REGISTRAR

**SERVICE** : **PROCESSING & RELEASING OF REQUESTED DOCUMENTS**  
 Schedule : Monday to Friday: 7:00am - 7:00pm (No Noon Break)  
 Clients/Customer : Students  
 Requirements : Form 137A/TOR, picture, documentary stamp  
 Processing Time : 15 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Proceed to the Registrar's Office to secure application form for document/s requested.	Provide the client with an application form and give information on the service and its requirements	2 minutes	None	Admin.Aide VI Asst. Asst. I	Application Form
2	Submit the accomplished application form together with the receipt of payment.	Receive and review application for scheduling of release of requested document/s. Advise client on schedule to claim processed document/s.	5 minutes	None	Admin.Aide VI Asst. Asst. I	Application Form
3		Process the document/s as requested such as Transcript of Records, Certification, Authentication, Checklist/Rating Slip	3 Minutes	None	<b>Encoders:</b> Registrar IV Admin.Aide III Statistician Aide Contractual Admin. Aide IV  <b>Evaluators:</b> Registrar IV Statistician Aide Instructor I Registrar II Registrar III Admin. Aide IV	Final Warning Agreement form (FWA Form) and photocopied documents



4	Receive the documents requested	Release the documents	5 minutes		Admin. Aide IV Asst. Asst. I	Official Receipt xxxxxxx
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**End of Transaction**

## OFFICE OF THE UNIVERSITY REGISTRAR

**SERVICE** : **APPLICATION FOR GRADUATION**  
 Schedule : Monday to Friday: 7:00am - 7:00pm (No Noon Break)  
 Clients/Customer : Students  
 Requirements : Certified True Copy of Birth Certificate and picture (1.5x1.5)  
 Processing Time : 12 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Secure evaluation checklist and application form for graduation	Process application for graduation	5 minutes	None	<b>Evaluators:</b> Registrar IV Statistician Aide Instructor I Registrar II Registrar III Admin. Aide IV	Application Form
2	Process and submit the accomplished application form with the official receipt of fees	Accept accomplished application form for graduation and check receipt of payment	1 minute	None	<b>Evaluators:</b> Registrar IV Statistician Aide Instructor I Registrar II Registrar III Admin. Aide IV	Application Form  Official Receipt
3		Update student's records of grades as teachers submit grading sheets	5 minutes	None	<b>Evaluators:</b> Registrar IV Statistician Aide Instructor I Registrar II Registrar III Admin. Aide IV	
4	Check the posted List of Candidates for Graduation	Release the List of Candidates for Graduation	1 minute	None	University Registrar	

### End of Transaction

NOTE: Compliance to schedule depends on the prompt submission of grades of graduating students by concerned faculty.



# ACCOUNTING OFFICE

**SERVICE** : **CERTIFICATION OF FEES OR ACCOUNTS**  
 Schedule : Monday to Friday: 8:00am - 5:00pm (No Noon Break)  
 Clients/Customer : Students  
 Requirements : none  
 Processing Time : 17 minutes

**HOW TO AVAIL OF THE SERVICE:**

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Present the copy of application form for certification of fees or accounts, and Official receipt of certification.	Receive the copy of application form and Official Receipt of certification.	3 minutes	None	Admin. Asst. II	Application Form Official receipt
2		Very from Registration Form on file and prepare the certification of fees or accounts and forward the documents to the finance director	5 minutes	none	Admin. Assistant II	Registration form
3		Review and sign the certification of fees or accounts and forward the documents to accounting staff in charge.	3 minutes	none	Finance Director	none
4	Receive the certification of Fees or accounts	Release the signed Certification of fees or accounts to the clients	1 minute	none	Admin. Assistant II	None

**End of Transaction**

## ACCOUNTING OFFICE

**SERVICE** : **ASSESSMENT OF SCHOOL FACILITIES AND STALL RENTALS**  
 Schedule : Monday to Friday: 8:00am - 5:00pm (No Noon Break)  
 Clients/Customer : Students  
 Requirements : none  
 Processing Time : 6 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Present billing statement/ Application form	Receive billing statement/Application form and verify from the subsidiary ledger of client the status of payment	3 Minutes	None	Admin. Asst. IV  Information System Analyst I	Application Form
2	Receive billing statement/ Application form and order of payment	Prepare order of payment and issue to client together with the billing statement /Application form	3 Minutes	none	Admin. Assistant II  Information System Analyst I	Application form and order of payment
<b>End of Transaction</b>						

## ACCOUNTING OFFICE

**SERVICE** : **ASSESSMENT OF FEES (COMPUTERIZED ENROLLMENT SYSTEM)**  
 Schedule : Monday to Friday: 8:00am - 5:00pm (No Noon Break)  
 Clients/Customer : Students  
 Requirements : none  
 Processing Time : 3 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Present print-out registration form	Validate the registration form presented	2 Minutes	None	Admin. Asst. II	Registration Form
2	Receive then validated registration form	Initial on the validated registration form and return the accomplished registration form to client	1 Minute	none	Admin. Assistant II	Registration form
<b>End of Transaction</b>						

## ACCOUNTING OFFICE

**SERVICE** : **ASSESSMENT OF HOSTEL FEES**  
 Schedule : Monday to Friday: 8:00am - 5:00pm (No Noon Break)  
 Clients/Customer : Students  
 Requirements : none  
 Processing Time : 6 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Present billing statement/ Hostel Registration form	Receive billing statement/Hostel Registration Form and verify from the subsidiary ledger of client regarding the status of payment	3 Minutes	None	Administrative Officer V	Hostel registration form
2	Receive order of payment and billing statement	Prepare order of payment and issue to client together with the billing statement	3 Minutes	none	Administrative Officer V	Order of payment and billing statement
<b>End of Transaction</b>						

# CASHIER'S OFFICE



# LIBRARY AND LEARNING RESOURCES

**SERVICE** : **APPLICATION OF BORROWER'S CARD**  
 Schedule : Monday to Friday: 8:00am - 5:00 pm (No Noon Break)  
                 : Saturdays : First & Third 7:00am - 4:00 pm  
 Clients/Customer : Students  
 Requirements :  
 Processing Time : 17 minutes

**HOW TO AVAIL OF THE SERVICE:**

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	The student present their 1x1 picture in any plain background together with the registration form	Issue the Library Borrowers' Card and Application Form	5 Minutes	Php 200.00 (include the Library fee)	College Librarian I  Library Aide	Registration Form
2	The students will fill up the Library Borrowers' Card and Application Form and submit the same to the person in charge	Process Borrowers' Card for signature of the University Librarian	10 Minutes		College Librarian IV  College Librarian I  Library Aide	
3	Received the library borrowers' card	Released the signed library borrowers' card	2 Minute		College Librarian I	

**End of Transaction**

## LIBRARY AND LEARNING RESOURCES

**SERVICE** : **VALIDATION OF BORROWERS' CARD**  
**Schedule** : Monday to Friday: 7:00am - 8:00 pm (No Noon Break)  
 Saturdays : First & Third 7:00am - 4:00 pm  
 Fourth & Fifth 8:00am - 5:00pm  
**Clients/Customer** : Students  
**Requirements** : none  
**Processing Time** : 6 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	The students will present the registration form with stamped of officially enrolled by the University Registrar and the Library Borrowers' Card.	Received, stamped borrowers' card to the registration form and attached sticker to the library borrowers ' card	5 Minutes	none	College Librarian I  Library Aide	Library borrowers'c card
2	Received the validated library borrowers' card	Released the validated library borrowers'card	1 Minute	none	College Librarian I  Library Aide	Library borrowers card
<b>End of Transaction</b>						

## LIBRARY AND LEARNING RESOURCES

**SERVICE** : **LOST BORROWERS' CARD**  
**Schedule** : Monday to Friday: 7:00am - 8:00 pm (No Noon Break)  
 Saturdays : First & Third 7:00am - 4:00pm  
 Fourth & Fifth 8:00am – 5:00pm  
**Clients/Customer** : Students  
**Requirements** : none  
**Processing Time** : 8 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	The students request for a payment slip for the lost borrowers' card	Issue the payment slip for the borrowers' card and advice students for payment to the cashier	1 min	Php 100.00	College Librarian I  Library Aide	
2	Students present receipt and 1x1 picture	Issue the library borrowers' card	1 min		College Librarian I  Library Aide	
3	Students fill up the library borrowers' card and return to the person in charge	Attached picture and place barcode and sticker	5 minutes		College Librarian I  Library Aide	
4	Received the library borrowers' card as replacement to the lost BC	Released the library borrowers' card as replacement to the lost BC	1 minute	none	College Librarian I  Library Aide	
<b>End of Transaction</b>						

## LIBRARY AND LEARNING RESOURCES

**SERVICE** : **READER'S SERVICE**  
**Schedule** : Monday to Friday: 7:00am - 8:00 pm (No Noon Break)  
 Saturdays : First & Third 7:00am - 4:00pm  
 Second, Fourth & Fifth 8:00am – 5:00pm  
**Clients/Customer** : Students  
**Requirements** : none  
**Processing Time** : 2 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Students present the library Borrowers' Card.  Foreign Students and Alumni are allowed to use the Library provided they have a valid ID  Students undergoing theses research but not enrolled must present a valid ID and letter from their theses mentor.	Issue the payment slip for the borrowers' card and advice students for payment to the cashier	1 minute	Php 100.00  (For outside researchers)	College Librarian I  Library Aide	
2	Before leaving the Library, the patrons shall surrender their control number.	Return the library borrowers' card	1 minute		College Librarian I  Library Aide  College Librarian IV	
<b>End of Transaction</b>						

## LIBRARY AND LEARNING RESOURCES

**SERVICE** : **ISSUANCE OF CLEARANCE**  
 Schedule : Monday to Friday: 7:00am - 8:00 pm (No Noon Break)  
 Saturdays : First & Third 7:00am - 4:00pm  
 Second, Fourth & Fifth 8:00am – 5:00pm  
 Clients/Customer : Students  
 Requirements : none  
 Processing Time : 3 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	The students present the clearance duly signed by the officials concerned.	Signing of Clearance	2 minutes		College Librarian IV  College Librarian I	
2	The students received the duly signed clearance	Release the Clearance	1 minute		College Librarian I	
<b>End of Transaction</b>						

## LIBRARY AND LEARNING RESOURCES

**SERVICE** : **ISSUANCE OF REFERRAL LETTERS**  
**Schedule** : Monday to Friday: 7:00am - 8:00 pm (No Noon Break)  
 Saturdays : First & Third 7:00am - 4:00pm  
 Second, Fourth & Fifth 8:00am – 5:00pm  
**Clients/Customer** : Students  
**Requirements** : none  
**Processing Time** : 5 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Students request for referral letter.	Prepare and sign referral letter and issue the same to the students	5 minutes		College Librarian IV  College Librarian I	
2	Students receive the referral letter.					

**End of Transaction**

## LIBRARY AND LEARNING RESOURCES

**SERVICE** : **CD COPYING**  
**Schedule** : Monday to Friday: 7:00am - 8:00 pm (No Noon Break)  
 Saturdays : First & Third 7:00am - 4:00pm  
 Fourth & Fifth 8:00am – 5:00pm  
**Clients/Customer** : Students  
**Requirements** : none  
**Processing Time** : 18 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Students present their library borrower's card together with the blank CD-RW	Receive the blank CD-RW	1 minute	none	Library Network Administrator	
2		The Library Network Administrator or the OJT will copy the CD-ROM into the CD-RW	15 minutes	none	Library Network Administrator	
2	Receive the burned CD-RW and the library borrower's card	Release the burned CD-RW and the library borrower's card	2 minutes	none	Library Network Administrator	
<b>End of Transaction</b>						

## LIBRARY AND LEARNING RESOURCES

**SERVICE** : **INTERNET SERVICES**  
 Schedule : Monday to Friday: 7:00am - 5:00 pm (No Noon Break)  
 Clients/Customer : Students  
 Requirements : none  
 Processing Time : 6 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Present library borrower's card and request interest services	Assists students in their research work	5 minutes	none	Library Network Administrator	
2	Students log-out	Release the students borrower's card	1 minute	none	Library Network Administrator	
<b>End of Transaction</b>						



## MEDICAL CLINIC

**SERVICE** : **MEDICAL CLINIC CONSULTATION**  
**(Pre-employment/pre-enrolment evaluation/issuance of medical certificate)**

Schedule : Monday to Friday: 7:00am - 9:00pm (No Noon Break)  
 Saturday : 8:00am – 4:00pm (No Noon Break)

Clients/Customer : Students

Requirements : none

Processing Time : 69 minutes (1 hr and 9 minutes)

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Students present registration form, for the newly hired employees present medical certificate form	Provide laboratory request	5 minutes	None	Admin. Aide VI Nurse II	Patient's Health Record
2	Stdudents/newly hired employees present laboratory results Fill-up the medical form and return the same	Provide medical form for students. Review the filled-up medical form and the <i>available laboratory results</i> Refer to NOD 1/ NOD 2	5 minutes	none	Admin. Aide VI Nurse II	Patient's Health Record
3	Clients provide information relevant to inquiries of NOD	Evaluate available laboratory results; Take vital signs of patient; Do a general evaluation of patient's health; Refer to physician	10 minutes	none	Nurse II Nurse IV	Patient's Health Record

4	Clients provide information regarding his/her present health status	Make complete history taking of present illness if any, past medical, personal/social, family histories;  Review of systems and physical examination	30-45 minutes or longer  if applicant has a medical condition requiring further evaluation	none	Medical Officer IV	Patient's Health Record
5		Sign medical clearance  Provide necessary treatment and advise follow-up	2 Minutes or longer depending on nature of applicant's medical condition	none	Medical Officer IV	Patient's Health Record
6	Clients receive the signed registration form/medical certificate	Release registration form/medical certificate duly signed	1 minute	none	Medical Officer IV	Patient's Health Record

**End of Transaction**

## MEDICAL CLINIC

**SERVICE** : **MEDICAL CLINIC CONSULTATION**  
**(Emergency Non-emergency Cases/Follow up consultations)**

Schedule : Monday to Friday: 7:00am - 9:00pm (No Noon Break)  
 Saturday : 8:00am – 4:00pm (No Noon Break)

Clients/Customer : Students

Requirements : none

Processing Time : 50 minutes

**HOW TO AVAIL OF THE SERVICE:**

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Clients submit himself for medical consultation	Fill up data on Medical records  Evaluate condition of patient  Refer patient to physician	5 minutes	None	Admin. Aide VI Nurse II Nurse III	Patient's Health Record
2	Provide information relevant to the inquiries of the physician	Make complete history of present illness, past medical, personal/social. Family histories.  Review of system physical examination	30-45 minutes or longer depending on nature of condition	none	Medical Officer IV	Patient's Health Record
3	Strict compliance to physician's advise	Provide necessary treatment  Advise patient on rationale of management of patient's condition	Depending on nature of condition	none	Medical Officer IV Nurse II Nurse IV	Patient's Health Record

**End of Transaction**

# MEDICAL CLINIC

**SERVICE** : **PRE-ENROLLMENT PRESENTATION**  
 Schedule : Monday to Friday: 7:00am - 7:00pm (No Noon Break)  
 Clients/Customer : Students  
 Requirements : none  
 Processing Time : 12 minutes

**HOW TO AVAIL OF THE SERVICE:**

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Students present registration form	Conduct oral check-up	10 Minutes	None	Dentist III	Dental Record
2	Sign in Logbook	Advise student for Medical Check-up	2 Minutes	none	Dentist III Dentist II	Dental Record

**End of Transaction**

## MEDICAL CLINIC

**SERVICE** : **REGULAR SERVICES**  
 Schedule : Monday to Friday: 7:00am - 7:00pm (No Noon Break)  
 Clients/Customer : Students  
 Requirements : none  
 Processing Time : 65 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Students/ Employees request for dental treatment Fill-up dental form and return the same	Provide dental form. Evaluate the condition of the patient	15 Minutes		Admin. Aide VI Nurse II Nurse III	Dental Record
2	Patients submit themselves for treatment	Administer appropriate dental treatment	45 Minutes		Dentist III Dentist II	Dental Record
3	Sign in (Logbook)	Give necessary prescription and advise	5 Minutes		Dentist III Dentist II	
<b>End of Transaction</b>						

## ID SERVICES

**SERVICE** : **APPLICATION FOR NEW STUDENT IDENTIFICATION CARD**  
 Schedule : Monday to Saturday: 8:00am - 5:00pm (No Noon Break)  
 Clients/Customer : Students  
 Requirements : none  
 Processing Time : 15 minutes and 1 day

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Proceed to the ID room. Secure Application form and make clarificatory requirements	Provide the client with the application form and a short briefing on the service and requirements	5 minutes	none	Technician Operator	Application form
2	Submit the accomplished application form and other required documents such as registration card and official receipt	Receive and review the application and documents	1 minute	none	Technician Operator	Application Form
3		Encodes the information of the applicant. Captures picture and signature. Advice the applicant to wait and review/confirm the encoded information.	3 minutes	none	Technician /Operator	Application Form
4		Signs the	1 minute	none	Technician/ Operator	Application Form

		registration form and advise the applicant on the release of the Identification Card				
5		Print identification card/s of applicants. Make a printed report and submits to the Office of Student Affairs for the releasing	1 day  (Note: depends on the availability of materials)	none	Technician/ Operator  In-charge	Application Form
6	Proceed to the Office of Student Affairs on the scheduled release/issuance of the ID.	Receive the documents and receipts, reviews, record data; release ID to the applicant	5 minutes	none	In-Charge	
<b>End of Transaction</b>						

## ID SERVICES

**SERVICE** : **RENEWAL/REPLACEMENT OF STUDENT IDENTIFICATION CARD**

Schedule : Monday to Saturday: 8:00am - 8:00pm (No Noon Break)

Clients/Customer : Students

Requirements : none

Processing Time : 8 hours and 17 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Proceed to the Office of the Student Affairs. Secure and accomplish form. Make clarificatory requirements	Provide the client with the application form and a short briefing on the service and requirements (affidavit of loss)	5 minutes	none	Employee In-Charge	Application form
2	Submit the accomplished application form and other required documents such as registration card and affidavit of loss	Receive, review and approves the application. Inform the applicant to pay the ID fee to the Cashier's Office	3 minutes	none	Employee In-Charge  OSA Director	Application Form
3	Proceed and present accomplished, approved forms and official receipt to the ID maker	Validates documents presented	1 minutes	none	Technician/ Operator	Application Form
4		Revalidates and updates the data,	3 minutes	none	Technician/ Operator	Application Form



		picture and signature				
5		Print identification card/s of applicants. Make a printed report and submits to the Office of Student Affairs for the releasing	8 hours  (Note: depends on the availability of materials)	none	Technician/ Operator  In-charge	Application Form
6	Proceed to the Office of Student Affairs on the scheduled release/issuance of the ID.  Present necessary documents (registration card and official receipt) and receive the ID	Receive the documents and receipts, reviews, record data; release ID to the applicant	5 minutes	none	In-charge	
<b>End of Transaction</b>						

# GRADUATE SCHOOL PROGRAM

**SERVICE** : **ADMISSION OF STUDENT APPLICANTS IN THE GRADUATE PROGRAM**

Schedule : Monday to Friday: 8:00am - 8:00pm (No Noon Break)

Clients/Customer : Students

Requirements : Application Form, Credentials, etc.

Processing Time :

## HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Walk-in or over the phone inquiry	Provide information regarding admission requirements	10 minutes	none	Director/Coordinator of the Graduate Program	
2	Submit requirements to the OGP	Evaluate submitted documents	30 minutes per applicant	none	Director/Coordinator of the Graduate Program	Application for Entrance Examination
		Informs/notify applicant if qualified	5 minutes			
		Issue application form for Entrance Examination	1 minute			
3	Fill up application form for Entrance Examination	Check form, advise for payment of fee and endorse to the Office of Student Affairs	3 minutes	As assessed	Director/Coordinator of the Graduate Program	
4	Applicants takes the Examination	Wait results from the Admission Office	1 day		Director/Coordinator of the Graduate Program	Application Form

5	Wait for the examination results	Inform the applicant of the results	2 minutes		Director/ Coordinator of the Graduate Program	
6	Get examination results	Issue examination results and endorse to respective college	5 Minutes		Director/ Coordinator of the Graduate Program	
<b>End of Transaction</b>						

## GRADUATE SCHOOL PROGRAM

**SERVICE** : **APPLICATION FOR COMPREHENSIVE EXAMINATION**  
 Schedule : Monday to Friday: 8:00am - 8:00pm (No Noon Break)  
 Clients/Customer : Students  
 Requirements : Application Form, Credentials, etc.  
 Processing Time :

### HOW TO AVAIL OF THE SERVICE:

STEP	CUSTOMER/CLIENT ACTIVITY	SERVICE PROVIDER	DURATION OF ACTIVITY	FEE	PERSON RESPONSIBLE	FORM
1	Inquire schedule and requirements of comprehensive examination	Inform applicant of the schedule and requirements of the comprehensive examination and issue application form	5 Minutes	none	Director/ Coordinator of the Graduate Program	Application for Comprehensive Examination
2	Fill up application form and submit required documents to the Office of the Graduate Program	Evaluate the documents and advise for payment of fee	5 minutes		Director/ Coordinator of the Graduate Program	
3	Submit accomplish form with receipt of payment	Check documents	5 Minutes	As Assessed	Director/ Coordinator of the Graduate Program	Official receipt
4	Take the examination	Administer the examination	2 days		Director/ Coordinator of the Graduate Program	

5	Wait for the examination results	Check examination	1 month		Director/ Coordinator of the Graduate Program/ Graduate program faculty/compr ehensive examination committee	
6	Get examination results	Issue examination results	5 Minutes		Director/ Coordinator of the Graduate Program	

**End of Transaction**



## **Technological University of the Philippines**

- Manila
- Cavite
- Taguig
- Visayas

# **CITIZEN'S CHARTER**

## Vision

The Technological University of the Philippines as a Center of Excellence in Technological and Industrial Education in the country and in the Association of South East Asian Nations (ASEAN)

Being a national university for science and technology, TUP shall endeavor to develop citizen-workers who will be skillful, innovative, competent, knowledgeable, and morally upright, and competitive here and abroad.

## Mission

The University shall provide higher and advanced vocational, technical, industrial technological and professional education and training in industries and technology, and in practical arts leading to certificates, diplomas and degrees.

It shall provide progressive leadership in applied research, developmental studies in technical, industrial, and technological fields and production using indigenous materials; effect technology transfer in the countryside; and assist in the development of small-and-medium scale industries in identified growth centers.

# Performance Pledge

*We, the officials, faculty and employees of the Technological University of the Philippines, commit to:*

**T**each students the knowledge and skills in all technological fields with utmost sincerity and dedication to provide quality education;

**U**nderstand the emotional and sociological needs of students and provide them the personal and career guidance that will make them socially active and economically productive citizens of the Philippines;

**P**rovide students with adequate facilities or instruction, qualified manpower to maximize their potentials in their chosen field of technology education;

**S**erve students promptly, efficiently, and with courtesy by authorized personnel from 8:00 am to 5:00 pm, Monday Friday and Saturday as maybe required;

**Y**ield to valid request of students/parents for humanitarian reason without violation of any policy of the University;

**S**ecure the safety of students by responding immediately to emergencies that may cause risk to lives and loss of property;

**T**rain students to become law abiding citizens and develop in them the right values and work attitudes to live harmoniously as a member of the organization and society in general;

**E**mpower students to help themselves through students' organization to promote their own welfare and the interest of the University;

**M**onitor the efficient delivery of student services and respond promptly to complaints from the clientele and general public.



# Feedback and Redness Mechanisms

Please inform us of the quality of service we have given you by doing any of the following:

- ✓ Accomplish our Feedback Form available in the offices and put in the drop box at the Estudyante Muna in Action Center
- ✓ Send your feedback through website: [www.tup.edu.ph](http://www.tup.edu.ph)
- ✓ Talk to our OFFICER OF THE DAY

If you are not satisfied with our service, your complaints shall immediately be attended to by the Officer of the Day at the Student Assistance and Complaints Desk in the Office of Student Affairs.

THANK YOU for your concern in helping us continuously improve our services.

# MANILA CAMPUS

