CAVITE STATE UNIVERSITY – CCAT CAMPUS

OFFICE OF STUDENT AFFAIRS AND SERVICES

External and Internal Services



1. Application Procedure for Admission of Incoming First Year

This procedure aims to define the system on how to assist all applicants who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All incoming first year students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Application form for Admission	OSAS and CvSU website downloadable at www.cvsu.edu.ph
Photocopy of G-11 report card	Senior High School
Certification that the applicant is currently enrolled as G-12 indicating the strand to be signed by the School Principal/ Class Adviser	Senior High School
2 pcs. 1x1 picture with white background	Applicant
1 short ordinary folder	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in at CvSU website www. cvsu.edu.ph		None	15 Minutes	Admission Officer
2. Submit the required documents at the Office.Online transaction: Submit the required	Review and receive the required documents at the Office. Online transaction: Receive the required documents through online.	None	5 Minutes	Admission Officer



documents online (link to be announced)				
Receive admission exam permit.	3.1. Schedule the date of examination and release admission exam permit			
Online: Receive email notification re acknowledgment receipt of application.	Online: Send email notification re acknowledgment receipt of application	None	5 Minutes	Admission Officer
	4.1. Administer Admission Examination.			
4. Take the admission examination as scheduled.	4.2. Release the result of the admission examination via official website and official facebook page of the University.	None	*1 Hour	Guidance Counselor or Psychometrician
5. For applicants				
seeking admission to the BS Nursing, BS				
Medical Technology,				
Diploma in Midwifery,				
BS Criminology, Education Courses,				
Engineering Courses,				
BS Psychology, BS				
Hospitality Management, and				
BS Tourism				
Management, the				
applicant is required to undergo interview				
to undergo interview				



Gets interview form.	5.1. Release Notice for Interview or Evaluation form. Online: Forward interview/evaluation slip to the respective College for the grade evaluation of the application	None	2 Minutes	Admission Officer
 Undergo interview at the college (where the applied course is under). 	5.2. Conduct the interview.	None	10 Minutes	College Registrar/ Department Chair / Program Head
Online: Attend to the online interview set by the college evaluator				
 Return to OSAS and submit accomplished interview form. 	5.3. Receive the accomplished interview form.	None	2 Minutes	Admission Officer
6. Receive the NOA. Online: Receive the result by logging-in to	6.1 Issue Notice of Admission (NOA) and log the NOA number and name of student and sign the logbook under the column "Released by".	None	5 Minutes	Admission Officer
the online admission system.	Online: Release the result of the application through online admission system			
7. Present the NOA to the University Health Services unit/ for	7.1 Receive the NOA assist the student for medical examination	None	2 Minutes	University Health Services Unit

medical examination.				
	TOTAL:	None	*1 hour and 46 minutes	



2. Application Procedure for Admission of Transferees from Other School

This procedure aims to define the system on how to assist all transferees from other schools who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All students who preferred to transfer to the University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Application form for Admission	OSAS and CvSU website (downloadable at www.cvsu.edu.ph)
Photocopy of transfer credentials	Applicant's previous school
Photocopy of NBI clearance or Police clearance	National Bureau of Investigation or Police station
2 pcs. 1x1 picture with white background	Applicant
1 short ordinary folder	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in at CvSU website www. cvsu.edu.ph		None	15 Minutes	Admission Officer
Submit credentials (application form and copy of grades) for initial evaluation. Online: Submit the initial required documents	2.1 Receive the initial required documents (application form and copy of grades). Online: Print the submitted	None	5 Minutes	Admission Officer
(application form and copy of grades) online (link to be announced)	application form and copy of grades from the online			



3. Secure the Notice for Interview or Evaluation form and proceed to concerned College for their evaluation. Online: Receive email notification re acknowledgment receipt of application.	3.1 Issue Notice for Interview or Evaluation form. Online: Attach interview form in the application and forward the application to the respective College for evaluation	None	5 Minutes	Admission Officer
4. Undergo interview with respective college.Online: Attend to the online interview set by the college evaluator.	4.1 Conduct the interview.	None	10 Minutes	College Registrar/ Department Chair / Program Head
5. Return to OSAS and submit the accomplished Notice for Evaluation form.	 5.1 Receive the accomplished Notice for Interview or Evaluation form from the College. Online: Receive the accomplished Notice for Interview or Evaluation form from the College. 	None	2 Minutes	Admission Officer
 6. If qualified from the evaluation of the College/Department, submit the following documents: a. Photocopy of Certificate of Grades b. Photocopy of Certificate of Good Moral c. Photocopy of Honorable Dismissal 	6.1 Receive the required documents and issue Notice of Admission (NOA). Online: Notify applicant about accessing the result of evaluation in the online admission system	None	5 Minutes	Admission Officer



 7. Receive the NOA. Online: Confirm slot in the admission system. 8. Present the NOA to the University Health Services Unit for medical examination. 	the column "Released by". Online: release the result of application through the online admission system 8.1 Receive the NOA assist the student for medical examination.	None None	5 Minutes 2 Minutes	Admission Officer University Health Services Unit
e. Short Folder Online: Received email notification about the result of evaluation in the online admission system.	7.1 Log the NOA number and name of student and sign the logbook under the column "Released by"			



3. Application Procedure for Admission of Second Courser

This procedure aims to define the system on how to assist all second coursers who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students who are already a graduate of a bachelor's degree and wanted to pursue another program

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Application form for Admission	OSAS and CvSU website (downloadable at www.cvsu.edu.ph)
Photocopy of transfer credentials	Applicant's previous school
2 pcs. 1x1 picture with white background	Applicant
1 short ordinary folder	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in at CvSU website www.cvsu.edu.ph		None	15 Minutes	
Present credentials (application form and copy of grades) for initial evaluation. Online: Submit the	2.1 Review and receive the initial required documents (application form and copy of grades) Online: Print the submitted application form	None	5 Minutes	Admission Officer
initial required documents (application form and	and copy of grades from the online			



copy of grades) online (link to be announced).				
3. Get Notice for Evaluation/ Interview form and proceed to concerned college / department for their evaluation. Online: Receive email notification re acknowledgement receipt of application.	3.1 Issue Notice for Evaluation/ Interview form. Online: Attach Notice for Evaluation/ Interview form in the application and forward the application to the respective College for evaluation.	None	5 Minutes	Admission Officer
4. Undergo interview with respective college/ department. Online: Attend to the online interview set by the College evaluator.	4.1 Conduct the Interview.	None	10 Minutes	College Registrar/ Department Chair / Program Head
 Return to OSAS and submit the accomplished Notice for Evaluation form. Online: Wait for email notification. 	5.1 Receive the accomplished interview form. Online: Receive the accomplished Notice for Evaluation/ Interview form from the respective college.	None	2 Minutes	Admission Officer
For qualified applicants: 6. Submit the following documents to OSAS:	6.1 Receive the required documents.	None	5 Minutes	Admission Officer



 a. Photocopy of Transcript of Records b. Photocopy of Honorable Dismissal c. 2 copies of 1x1 ID Picture d. Short Folder Online: Submit the remaining required documents through online. 	Online: Receive the required documents through online submission.			
7. Receive the NOA. Online: Receive result by logging-in to the online admission system and confirm slot.	7.1 Log the NOA number and name of student and sign the logbook under the column "Released by".Online: Release the result of application through online admission system.	None	2 Minutes	Admission Officer
8. Present the NOA to the University Health Services Unit for medical examination.	8.1 Receive the NOA assist the student for medical examination.	None	2 Minutes	University Health Services Unit
	TOTAL:	None	46 minutes	



4. Issuance of Certificate of Good Moral Character

This procedure shows how to assist bonafide students and graduates who would want to secure Certificate of Good Moral Character.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All bonafide students and graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished University Clearance	Applicant's concerned college
Official Receipt for Certification of Good Moral Character	Cashier's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pay for the Certification of Good Moral Character at the Cashier's Office.	1.1 Receive payment and issue an official receipt.	Php 45.00 (PhP 30.00 is for documentary stamp as required)	2 Minutes	Cashier
Present the required documents to the Office of Student Affairs.	2.1 Receive and check the required documents.	None	5 Minutes	OSAS Staff
Fill out the request form for Good Moral Certificate Sheet.	3.1 Prepare and release the Certificate of Good Moral Character.	None	5 Minutes	OSAS Staff

	TOTAL:	Php 45.00	17 minutes		
Receive the Certificate Good Moral Character.	4.1 Sign Good Moral Certificate Sheet under the column "Released by".	None	5 Minutes	OSAS Staff	



5. Consultation Procedure for Parents

This procedure shows how the OSAS assists parents in identifying problems of their students, their causes, and possible alternatives or solutions.

Office or Division:	Office of Student Affairs and Services	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All parents whose children are enrolled in the University	

CHECKLIST OF REQUIREMENTS Anecdotal Form		WHERE TO SECURE		
		OSAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in and log in the visitor's information logbook. Online: contact the Guidance Counselor through online (email, or text message, or other access) for consultation.	1.1 Accommodate the parent or guardian (face-to-face or online).	None	5 Minutes	Guidance Counselor
Undergo initial interview and assessment (face-to-face or online)	2.1 Conduct initial interview (face-to-face or online).	None	30 Minutes	Guidance Counselor
3. As referred and necessary, parent/ guardian is referred to concerned college/ department for more appropriate intervention or action	3.1 Write letter of referral to college/department. Online: Send online communication of referral to the concerned college/department for appropriate	None	15 Minutes	Guidance Counselor

intervention or action.			
TOTAL:	None	50 Minutes	



6. Application Procedure for Transferees from CvSU System

This procedure aims to define the system on how to assist all transferees from CvSU system who will submit requirements and ensure that they will be guided in seeking admission to the University in their desired program.

Office or Division: Office of Student Affairs and Services

Classification: Simple

Type of Transaction: G2C – Government to Citizen

Who may avail: All students who preferred to transfer to the University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Accomplished Application form for Admission	OSAS and CvSU website (downloadable at www.cvsu.edu.ph)	
Photocopy of transfer credentials	Applicant's previous school	
2 pcs. 1x1 picture with white background	Applicant	
1 short ordinary folder	Applicant	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in at CvSU website www. cvsu.edu.ph		None	15 Minutes	
Present credentials (application form and copy of grades) for initial evaluation. Online: Submit the initial required documents (application form and copy of grades) online (link to be announced).	2.1 Receive initial documents. Online: Print the submitted application form and copy of grades from the online submission.	None	5 Minutes	Admission Officer



3. Get Notice of Evaluation/ Interview Form and Proceed to concerned college/department for their evaluation. Online: Receive email notification re acknowledgement receipt of application.	3.1 Issue Notice of Evaluation/ Interview Form. Online: Attach Notice of Evaluation/ Interview Form in the application and forward the documents to the College for evaluation.	None	5 Minutes	Admission Officer
4. Undergo interview with respective college/ department. Online: attend to online interview set by the College evaluator.	4.1 Conduct the interview.	None	10 Minutes	College Registrar/ Department Chair/ Program Head
5. Return to OSAS and submit the accomplished interview form.Online: wait for email notification about the result from Admission Office.	5.1 Receive the accomplished interview form.Online: Receive the accomplished Notice of Evaluation/ Interview form from the respective college.	None	2 Minutes	Admission Officer
6. If qualified from the evaluation of the College, submit the following documents to OSAS: a. Photocopy of Certificate of Grades b. Photocopy of Certificate of Good Moral c. Photocopy of Honorable Dismissal	6.1 Receive and file the documents.	None	5 Minutes	Admission Officer



d. 2 copies of 1x1 ID Picture e. Short Folder				
7. Receive the NOA. Online: Received email notification from Admission office about passing the evaluation and the process of confirming slot for admission.	 7.1 Issue Notice of Admission (NOA) and log the NOA number and name of student and sign the logbook under the column "Released by". Online: Release the result of application through the online system. 	None	5 Minutes	Admission Officer
8. Present the NOA to the University Health Services Unit for medical examination.	8.1 Receive the NOA assist the student for medical examination.	None	2 Minutes	University Health Services Unit
	TOTAL:	None	49 minutes	



7. Application/Renewa	al Procedure for Scholarship				
This procedure shows how	OSAS assists applicants in the availment/ rene	ewal of scholarship	financial assistanc	e.	
Office or Division:	Office of Student Affairs and Services				
Classification:	Simple	Simple			
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All students who are qualified to apply or re	enew for scholarshi	p/ financial assista	nce	
CHECKLIST OF RE	QUIREMENTS FOR NEW APPLICANT	V	VHERE TO SECUI	RE	
Accomplished Application f	lished Application form for Scholarship OSAS and CvSU website (downloadable at www.cvsu.edu.ph)			<u>ı</u>)	
Photocopy of certification of grades in the previous semester		Concerned College Registrar			
Photocopy of the registration form in the current semester		Concerned College Registrar			
1 pc. 1x1 picture with white background		Applicant	Applicant		
1 short ordinary folder		Applicant			
CHECKLIST OF RE	QUIREMENTS FOR OLD APPLICANT	V	VHERE TO SECUI	RE	
Photocopy of certification of	f grades in the previous semester	Concerned Colle	ege Registrar		
Photocopy of the registration	on form in the current semester	Concerned Colle	ege Registrar		
Certificate of Scholarship in the previous semester		Applicant			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the required documents.	1.1. Review and receive and evaluate the required documents.	None	5 Minutes	Scholarship Coordinator	
Online: Submit the	1.2. Issue of Certificate of Scholarship.				



required documents thru email at: osasmain.scholarship@cv su.edu.ph				
Receive the Scholarship Certification.	2.1. Sign the logbook under the column "Released by".2.2. Advise the student to proceed to the Registrar / Cashier's Office for reassessment of fees.	None	5 Minutes	Scholarship Coordinator
3. New and old scholars submit Certification of Scholarship to the Registrar's Office and Cashier Office for the reassessment of fees.	3.1 Receive the Certification of Scholarship and reassess fees accordingly.	None	5 Minutes	Registrar / Cashier
	TOTAL:	None	15 minutes	



8. Recognition and Accreditation Procedure for Student Organizations

This procedure aims to assist the students, enumerate the requirements, and facilitate the recognition and accreditation student organizations.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All student's organization who applied for University Organization Recognition

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List of Officers	Applicant
Calendar of Activities	Applicant
Resume/CV of the Adviser (s)	Applicant
Latest Certificate of Grades of the Officers	Office of University Registrar (https://cvsu-rosario.edu.ph/) / Campus Registrar/ Adviser
Picture of the Officers with caption identifying the individual position	Applicant
Constitution-and By-Laws approved by the Officers and the Advisers	Applicant
Updated list of members	Applicant
Bio data of the Organization Officers	Applicant
Certificate of Good Moral of the Officers	College Guidance Facilitator / Counselor / Campus Department
Acceptance Letter from the Adviser	SDS Unit – OSAS
*Additional Requirements for Old Organization	
Accomplishment report	Applicant
Financial report	Applicant



Previous plan of activities		Applicant		
Certificate of audit		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements for initial evaluation. Online: submit requirements thru email at osasmain.studentdevelop ment@cvsu.edu.ph	1.1 Receive and evaluate the required documents. Online: Receive and evaluate the required documents thru email at osasmain.studentdevelopment@cvsu.e du.ph	None	10 Minutes	SDS Head or OSAS Staff
Receive notice of submitted documents are complete. Online: received notice of document thru email from osasmain.studentdevelop ment@cvsu.edu.ph	2.1 Issue notice of completion of requirements. Online: Issue notice of completion of requirements thru email at osasmain.studentdevelopment@cvsu.e du.ph	None	5 Minutes	SDS Head or OSAS Staff
3. Receive the Notice of Completion. Online: received the notice of completion thru email from osasmain.studentdevelop ment@cvsu.edu.ph	3.1 Conduct the recognition and accreditation program of student organizations and induction of officers for the entire school year. Online: Conduct the recognition and accreditation program of student organizations and induction of officers for the entire school year thru online platforms.	None	15 Minutes	SDS Head or OSAS Staff
4. Attend the recognition and accreditation program.	4.1 Document the program.	None	15 Minutes	SDS Head or OSAS Staff



recognition. Online: attend the recognition and accreditation program thru online platforms (facebook/googlemeet/zoom)	recognized student organizations. Online: File the submitted documents of the recognized student organizations thru google drive.			
	TOTAL:	None	45 minutes	



9. Approval of Student Activities Procedure for Student Organizations

This procedure aims to provide avenues to mold students' talents and interest to ensure social and cultural growth and offer leadership trainings to enhance leadership effectiveness of students both at personal and organizational levels.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

Who may avail: All recognized student organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written request letter addressed to the University President, recommended by the adviser/s, Head of SDS, Dean of OSAS and Vice President for Academic Affairs.	
Activity Proposal	Applicant
Copy of the approved Plan of Activities	Applicant
Notarized Parent's Permit if the activity is scheduled on weekends or 6:00 pm onwards.	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request letter for initial evaluation. Online: Submit request letter for initial evaluation thru email osasmain.studentdevelop ment@cvsu.edu.ph	1.1 Evaluate requirements.1.2 Issue notice of completion of requirements.	None	10 minutes	SDS Head or OSAS Staff
2. Receive notice of completion.	2.1 Sign and recommend the request letter to the Dean of OSAS/ Director/Head of OSAS.	None	10 Minutes	SDS Head or OSAS Staff



ment@cvsu.edu.ph	TOTAL:	None	40 Minutes	
4. Submit accomplishment report, financial report, and accomplished evaluation forms. Online: Submit accomplishment report, financial report, and accomplished evaluation forms thru email at osasmain.studentdevelop	4.1 Receive accomplishment report, financial report, and accomplished evaluation forms. Online: Receive accomplishment report, financial report, and accomplished evaluation forms thru email at osasmain.studentdevelopment@cvsu.edu.ph	None	5 Minutes	SDS Head or OSAS Staff
Conduct the event or activity.	3.1 Monitor the event or activity.	None	15 Minutes	SDS Head or OSAS Staff
Online: Receive notice of completion thru email from osasmain.studentdevelop ment@cvsu.edu.ph	 2.2 Endorse to the Vice President for Academic Affairs or Campus Administrator for approval. 2.3 Release the approved letter of request with activity permit to the concerned organization. Online: Release the approved letter of request to the concerned organization thru email at osasmain.studentdevelopment@cvsu.e du.ph 			OVPAA Staff/OSAS Staff



10. Off-Campus Activities Procedure of Student Organizations

This procedure aims to provide avenues to mold students' talents and interest to ensure social and cultural growth and offer leadership trainings to enhance leadership effectiveness of students both at personal and organizational levels.

Office or Division: Office of Student Affairs and Services

Classification: Simple

Type of Transaction: G2C – Government to Citizen

Who may avail: All recognized students organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Request letter from the president of the recognized organization	Applicant		
Activity proposal	Applicant		
Invitation letter from the organizer of the activity	Applicant		
CHED Memorandum	SDS Personnel (downloadable to CHED website)		
List of requirements from CHED	SDS Personnel (downloadable to CHED website)		
*Before the off- campus activities			
Curriculum	Applicant		
Destination	Applicant		
Handbook or manual	Applicant		
Notarized parent's permit	Applicant		
Medical clearance of the students	University Health Services unit/Campus Health Services unit		
Personnel-in-charge (ID's)	Applicant		
First aid kit	Applicant		



Fees/ resources		Applicant		
Mobility of students		Physical Plant and Security Services / Campus Dean		
Insurance		SDS Personnel		
Certificate of compliance		SDS Personnel (downloadable to CHED website)		
*After the off- campus activi	ities			
Learning journals of students	Learning journals of students Applicant			
Assessment report/ evaluation	Assessment report/ evaluation report Applicant			
Expenditure report		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request letter for initial evaluation. Online: submit request letter thru email at osasmain.studentdevelop ment@cvsu.edu.ph	1.1 Evaluate requirements.1.2 Issue notice of completion of requirements.Online transaction: Issue notice of completion of requirements thru email at osasmain.studentdevelopment@cvsu.e du.ph	None	10 Minutes	SDS Head or OSAS Staff



	TOTAL:	None	40 minutes	
evaluation forms. Online: submit accomplishment report, financial report, and accomplished evaluation forms thru email at osasmain.studentdevelop ment@cvsu.edu.ph	evaluation forms. Online transaction: Receive accomplishment report, financial report, and accomplished evaluation forms thru email at osasmain.studentdevelopment@cvsu.e du.ph	None	5 Minutes	SDS Head or OSAS Staff
Submit accomplishment report, financial report, and accomplished	4.1 Receive accomplishment report, financial report, and accomplished			
Conduct the event or activity.	3.1 Monitor the event or activity.	None	15 Minutes	SDS Head or OSAS Staff
ment@cvsu.edu.ph	2.3 Release the approved letter of request to the concern organization. Online transaction: Release the approved letter of request to the concern organization thru email at osasmain.studentdevelopment@cvsu.e du.ph	None	10 Minutes	SDS Head or OSAS Staff
Receive Notice of Completion. Online: Receive thru provided email from osasmain.studentdevelop	2.1 Sign and recommend the request letter to the Dean of OSAS.2.2 Endorse to the Vice President for Academic Affairs for approval.			



11. Counseling Procedure for Students

This procedure shows how to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All students who are enrolled in the University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral Form	OSAS
Counseling Form OSAS	
Appointment/Commitment Slip Informed Consent Form	OSAS
Counseling Completion Form	OSAS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out Counseling Form (through hard copy or online copy) *on line or on site	1.1 Receive counseling form (hardcopy or online copy) for walk-in and referred clients.	None	5 Minutes	Guidance Counselor
2. Undergo initial interview.				
Online: Attend to online interview set by the Guidance Counselor.	2.1 Conduct initial interview (offline or online).	None	10 Minutes	Guidance Counselor
3. Fill out the Appointment/	3.1 Provide Appointment/ Commitment	None	5 Minutes	Guidance



Commitment form (through hard copy or online copy).	form (through hard copy or online copy) for student to fill out.			Counselor
Undergo counseling session. Online: Attend to online counseling set by the Guidance Counselor.	4.1 Conduct counseling/consultation process (through face to face or online) and document the process.	None	*45 minute to one-hour and a- half per session	Guidance Counselor
5. Fill out counselling/ consultation logbook (through hard copy or online copy).	5.1 Accomplish Counseling /Consultation Completion Form after the counseling process.5.2 Advise the student to expect a call or text message for follow up consultation.	None	5 Minutes	Guidance Counselor
	TOTAL:	None	1 Hour 20 Minutes	



12. Follow-up Counseling Procedure for Students

This procedure aims to facilitate positive change in the behavior, feelings, and attitudes of the students to promote academic, personal, social, and career development.

Classification: Simple

Type of Transaction: G2C – Government to Citizen

Who may avail: All students who are enrolled in the University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Contact number Email Address	To be provided by the client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive phone call, text message, e-mail or if necessary, face to face for a follow up consultation meeting.	1.1 Inquire about the current status of the student since prior consultation.	None	5 Minutes	Guidance Counselor
2. Inform OSAS of their current status (face-to-face or if online - through phone call, or text message, or email) and fill out the consultation logbook (hard copy or online copy as provided by the Guidance Counselor).	2.1 Record and file the current status of student for future reference.	None	10 Minutes	Guidance Counselor
	TOTAL:	None	15 Minutes	



13. Complaint on Student and Grievance Procedure

This procedure shows how to assist students, faculty members and employees who have complaints against students.

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Student, faculty member or employee who has a complaint against student

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint letter		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complaint letter.	 1.1. Receive the complaint letter. 1.2. Endorse the letter to the Committee on Misdemeanor. 1.3. Decide whether the complaint has to be acted upon and call for the investigation. 1.4. Issue response letter. 	None	5 Minutes 5 Minutes 1-2 hours	Secretary, Committee on Misdemeanor Committee on Misdemeanor
Receive the response letter and sign the logbook under the column" Received by". *If via online: Send acknowledgment receipt of response letter	2.1 Sign the logbook under the column "Released by".	None	5 Minutes	Secretary, Committee on Misdemeanor

TOTAL:	None	2 Hours 15 Minutes	
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