



**ILOILO STATE COLLEGE  
OF FISHERIES**

Brgy. Tiwi, Barotac Nuevo, Iloilo  
Tel. No. 033-3612-417

**CITIZEN'S  
CHARTER**

Heading

# PERFORMANCE PLEDGE

We the Officials and Employees of the Iloilo State College of Fisheries, commit to:

Serve you promptly, efficiently, and with utmost courtesy by authorized personnel with proper identification from Mondays to Fridays, 8:00 am to 5:00 pm.

Embrace proper work values and ethics and deliver services with integrity and consistency at all times;

Promote harmony, efficiency, academic excellence, responsiveness, and total commitment at all times; and

Respond to complaints about our services the soonest through our complaint and assistance desk and take corrective measures.

All these we pledge,  
Because YOU deserve the best service.

# *FEEDBACK AND REDRESS MECHANISM*

Please let us know how we have served you by:

Accomplishing our Feedback Form available at the Complaint and Assistance desk and drop in the Drop Box:

Sending you feedback via e-mail at: [iscof\\_hrmo@yahoo.com](mailto:iscof_hrmo@yahoo.com) or call us at tel. no. (033) 3612-417 loc. 111

Talking to our Officer of the Day at the public Assistance and Complaint Desk.

Your verbal/written feedback will be very beneficial for the improvement of our service.

Thank you!!!

## **Mandate**

The Iloilo State College of Fisheries provides professional and advanced studies in the fisheries and marine sciences, agriculture, education and technology, and promotes research, extension works and production in these areas.

## **Vision**

The Iloilo State College of Fisheries shall become the Iloilo State University and shall have been identified as the center of excellence in fisheries and marine sciences, agriculture, education and technology in Western Visayas.

## **Mission**

The Iloilo State College of Fisheries will produce graduates who will become leaders in teaching, research and extension in the basic and advanced fisheries and marine sciences, agriculture, education and technology in Western Visayas. These graduates will also be globally competitive, dynamic and vibrant and will have developed wholesome and socially acceptable values, attitudes and skills with ethics for service and high standard of professionalism.

# **FRONTLINE SERVICES**

## **ENROLLMENT**

- First year and transferees
  - Old and returning students
- Changing, adding and dropping subjects

## **REGISTRAR'S OFFICE**

- Appraisal of students records and grades
  - Issuance of certifications
  - Authentication of school records
  - Issuance of certification, authentication, verification (CAV) of records
  - Issuance of Transcript of Records
  - Issuance of Diploma and Certificates
  - Issuance of transfer eligibility/honorable dismissal
  - Issuance of certificate of good moral character
  - Issuance of certificate of enrolment
- Issuance of Form 137(Laboratory School Permanents)

## **STUDENT AFFAIRS' OFFICE**

- Admission and Testing
  - Guidance and Counseling
  - Application of Scholarship Grants
  - Certification of Student Scholarship
  - Accreditation of Student Organization/s and Clubs
  - Retention of Student Organization and Clubs
- Issuance and processing of SAFE loans

## **OFFICE OF THE DEANS**

- Interview applicants for admission
- Process enrollment of students
- Sign clearance of Students
- Verifies and checks student records
- Receive changing, adding and dropping of subjects

# **FRONTLINE SERVICES**

## **CASHIERS OFFICE**

- Issues statement of Accounts and students account balance
  - Issue certification
  - Issue examination permit
  - Process scholarship grants and benefits of students
  - Receive payment of tuitions and other fees
  - Receive payment for income and other income generating projects
- Prepare and release checks of clients and suppliers

## **LIBRARY**

- Lend/release books
  - Accept returned books
  - Validate library card of students
- Conduct library Orientation to students

## **MEDICAL AND DENTAL**

- Issue referral slip to students
- Medical and dental consultation
- Oral prophylaxis, tooth extractions and filling.
- Dispense medicine
- Physical Examination

## **EXTENSION SERVICE**

- Conduct training requested by partners in the community
- Receive proposals submitted by partners in the community

## **MIS OFFICE**

- Taking picture of applicants for admission
  - Print ID number in the application form
  - Release admission form to student for admission
  - Printing of new ID
- Printing of ID replacement



# *Registrar's Office*

**SERVICE: Students Records Services**

Schedule:

Client/Applicant: Students (quitters, transferees, graduate students and cross enrollees)

Requirements:

Processing time: 6 minutes

Procedure:

**A. Enrollment:**

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Present RF to enrollment staff in the Office of the Registrar	Staff review completeness of requirement for enrollment	2 minutes	Registrar/Staff	none	Pre-registration form, Registration form, Official Receipt, Student Clearance, Students credentials, NSO birth certificate, student background info(new), copy of grades
		Staff encoded students identification number	1 minute	Registrar/Staff	none	
		Staff reviews subject enrolled by student for the current year	1 minute	Registrar/Staff	none	
		Staff collates student's credentials and confirms enrollment of student	1 minute	Registrar/Staff	none	
2	Proceed to MIS for picture taking	Staff stamp student's RF "enrolled" and retains registrar's copy	1 minute	Registrar/Staff	none	
<i>end of transaction</i>						



**SERVICE: Students Records Services**

Schedule: Announced after enrollment  
Students (quitters, transferees, graduate students and cross

Client/Applicant: enrollees)

Requirements: Adding, Changing or Dropping

slip

Processing time: One half to one day

Procedure: Secure Adding, changing or dropping slip from the office of the Registrar

**B. Editing of subjects: Adding, Dropping, Changing and Withdrawal of Subjects**

Steps	Applicant/ Client	Service Provider	Duration	Person In Charge	Fees	Form
1		Review form presented by student	1 minute	Registrar/Staff	none	
		Encode students ID No. and edit subjects enrolled	2 minutes	Registrar/Staff	none	
		Confirm subjects taken and stamp RF "enrolled" and retains RF Registrar's copy	1 minute	Registrar/Staff	none	
2	Submit Adding/ Dropping Slip	Sign Registrar's copy and retain cashier's copy	1 minute	Cashier	none	Adding/ Dropping slip
3	Submit Adding/ Dropping Form	Receive dean's copy of adding/dropping form	30 seconds	Dean's Office Clerk		Adding/ Dropping form
<i>end of transaction</i>						

**SERVICE: Students Records Services**

Schedule:

Students (quitters, transferees, graduate students and

Client/Applicant: cross enrollees)

Requirements:

Processing time: 6 minutes

Procedure:

C. Completion of incomplete grades

Steps	Applicant/ Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Submit request	Evaluate student's record in the computer	1 minute	student	none	Completion form for incomplete grades
		Validate appropriate subject/ subjects to be compiled to include units earned and taken from other schools	2 minutes	Staff	none	
		Sign forms validated and issue form to student for processing	1 minute	Staff	none	
2		c/o Dean's Office: Professor concerned and department Head	1 minute		none	
3		Receive/Encode completed grades, stamped completion form "encoded" and retain registrar's file		Student/ Staff		
4		c/o Dean's Office	1 minute		none	
<i>end of transaction</i>						

**SERVICE: Students Records Services**

Schedule:

Students (quitters, transferees, graduate students and

Client/Applicant: cross enrollees)

Requirements:

Processing time: 9 minutes

Procedure:

D. Submission and Encoding of Faculty Grade Sheets

Steps	Applicant/ Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Grade sheets noted by Deans and Department Heads	c/o Deans Office			none	Grade sheets
2	Accomplish grade sheets report from and submit the same including grade sheets to the Registrar's Office	Receive, check and record faculty grade sheets.	2 minutes	Registrar/Staff	none	Grade sheet report
		Retain registrar file of grade sheet report, file the same and sign faculty clearance	2 minutes	Registrar/Staff	none	
		Encode faculty grade sheets	5 minutes	Registrar/Staff	none	
3	Submit copy of grade sheets received by Registrar's to Deans Office	c/o Deans Office				
<i>end of transaction</i>						

**SERVICE: Student Records Services**

Schedule:

Client/Applicant: Students

Requirements:

Processing time:

Procedure:

**E. Request for Students Academic Record**

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
	1 Submit request	Locate student record in the computer or in the filing room area	2 minutes	student	none	Request form for school records
		Check the subjects taken and total credits	2 minutes	Staff	none	
		Check requirements, scheduled request and issue claim stub to client	1 minute	Staff	none	
	2 Claimed requested document	Released Academic record to student and record documents in the log book with corresponding date and signature of students a. OTR, certification, good moral character b. Diploma	1 minute	Staff	none	
<i>end of transaction</i>						

**SERVICE: Student Records Services**

Schedule:

Client/Applicant: Students

Requirements:

Processing time: 9 minutes

Procedure:

F. Preparation of student Academic Record

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Present School ID and other requirement	Receive requirements submitted and assess school credentials	1 minute	Staff	none	
		Evaluate records to include subjects taken from other schools and other required subjects. c/o Cashier	2 minutes	Staff	none	
2	Payment of fees to Cashier intended for school records				fees intended for school records	receipt of payment made
3	Present Official Receipt of payment	Prepare requested documents	5 minutes	Staff	none	
		Process documents for signature of the Registrar	1 minute	Registrar/Staff	none	
4	Claim Academic Records	Release academic records				
<i>end of transaction</i>						

**SERVICE: Student Records Services**

Schedule:

Client/Applicant: Students

Requirements:

Processing time: 8 minutes

Procedure:

G. GRADUATION: Appraisal of student academic records (graduating students)

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Present ID for verification of name in the official list of candidates for graduation If not included in the official list:	Check name in the official list of candidates for graduation	1 minute	Staff	none	appraisal form
2	Fill up application for graduation/appraisal form	Receive/encode application form and checks subjects credited and taken to include subjects taken from other schools	3 minutes	Staff	none	appraisal form, application form for graduation
3	Receive copy of appraisal form	Release student copy of subjects appraised with signature of staff concerned Include name in the official list of graduation for graduation (if graduates)	3 minutes	Staff	none	
4	Proceed to Dean's Office	c/o Dean	1 minute	Staff	none	
<i>end of transaction</i>						

**SERVICE: Student Records Services**

Schedule:

Client/Applicant: Students

Requirements:

Processing time: 4 minutes

Procedure:

H. Student Records Authentication

Steps	Applicant/ Client	Service Pro- vider	Duration	Person In Charge	Fees	Form
1	Present photo copy of school re- cords	Receive photo copy of docu- ments and checks original copy  Stamp certified copy with dry seal and proc- ess signing of documents	1 minute	Staff	none	appraisal form
2	Receive documents	Records docu- ment in the log- book with client signature and date of release	3 minutes	Staff	none	appraisal form, ap- plication form for graduation
end of transaction						

**SERVICE: Student Records Services**

Schedule:

Client/Applicant: Students

Requirements:

Processing time: 10 minutes

Procedure:

I. Issuance of transfer credentials

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Present exit clearance and surrender school ID	Receive School ID and check exit clearance	1 minute	Staff	none	Certificate of transfer credentials
2	Proceed to Cashier for payment	c/o cashier	1 minute		fee for TC	
3	Present official receipt of payment to the registrar	Prepare Transfer credentials and process signing	5 minutes	Registrar/staff	none	
4	Receive transfer credentials	Log and release Transfer credentials with OR no. and student ID no.	3 minutes	Staff	none	
<i>end of transaction</i>						



**SERVICE: Student Records Services**

Schedule:

Client/Applicant: Students

Requirements:

Processing time: 4 minutes

Procedure:

J. Issuance of CAV (Certification of authentication and verification) for graduated students seeking employment abroad

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Present photo copy of school records for authentication	Receive photo copy of school records and check completeness of requirements	1 minute	Staff		CAV
2	Proceed to Cashier for payment of fees	c/o cashier			fee intended for CAV issuance	
3	Present official receipt of payment	Check receipt and prepare CAV and prepare masterlist of graduates for DFA	1 minute	Staff	none	Masterlist of graduates
		Process/signing of documents and log documents for release	1 minute	Registrar/ staff	none	
4	Claim Documents	Release documents to client	1 minute	Staff	none	
<i>end of transaction</i>						

**SERVICE: Student Records Services**

Schedule:

Client/Applicant: Students

Requirements:

Processing time: 4 minutes

Procedure:

K. Preparation of certifications (Certification as graduate, certification of grades, good moral, as bonafide student,

Certification for complete academic requirements, certification of total units enrolled, etc.)

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Submit request	Receive requirements and checks records of students Advised student to pay to Cashier	1 minute	Staff		Certification
2	Give receipt to staff at the Registrar	Receive receipt and prepare certification and process signing of the same	2 minutes	Registrar/Staff		
3	Accept certification	Record certification and release certification to the student	1 minute	Staff	none	
<i>end of transaction</i>						

**SERVICE:** ENROLLMENT; REQUEST FOR EXCUSE SLIP; STUDENT EXIT CLEARANCE

**SCHEDULE:** 8:00 a.m. -12:00 a.m. ; 1:00pm - 5:00pm

**CLIENT/APPLICANT:** Staff  
Students, Parents, Faculty and

**REQUIREMENTS**

**A. ENROLLMENT**

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Payment of testing fee	payment received and OR issued	3 minutes/student	Collecting Officer	80	
2	Present OR to the OSAS	Accepts OR and administer entrance exam Posting of Examination results	3 minutes/student	Guidance Counselor		
3	Fill-up enrollment route slip					
4	Undergo medical examination	Administer Medical examination	15 minutes/student	Physician		
5	Interview, assessment of subjects and get registration form	Interview students, assessed subjects and provide registration form	15 minutes/student	Deans/ staff		Registration Form
6	Payment of Insurance and Council Fee	payment received and OR issued	3 minutes/student	CSSC Staff	60	
7	Payment of NSTP(NROTC/CWTS)	payment received and OR issued	3 minutes/student	NSTP Staff	150	
8	Present Registration form to the Registrar	Approves Registration	3 minutes/student	Registrar/ Staff		
9	Go to Accounting Office	Assessed fees	3 minutes/student	Accountant/ Staff		



*STUDENT'S  
AFFAIRS  
SERVICES*

10	Payment of Tuition and Misc. Fees	payment received and OR issued	2 minutes	Cashier		
11	Submit RF to the Registrar for confirmation	Encodes subjects, signatories sign the RF, give back to student copy	2 minutes	Registrar/Staff		
12	Present RF to enrollment staff in the Office of the Registrar	Confirms enrollment	2 minutes	Registrar/Staff		
13	Present RF to enrollment staff in the Office of the Registrar	Staff reviews completeness of requirements for enrollment	2 minutes	Registrar/Staff		Registration Form
		Staff reviews completeness of requirements for enrollment	2 minutes	Registrar/Staff		Official receipts, Student Clearance, Student credentials
		Staff collates student's credentials and confirms enrollment of student	2 minutes	Registrar/Staff		NSO Birth Certificate, Student background information (new), copy of grades
		Staff stamps student's RF "enrolled" and retains registrar's copy	1 minute	Registrar/Staff		
14	Present RF to OSAS	Accepts Personal Data Information	1 minute/student	SAS		Personal Data Sheet
<i>end of transaction</i>						

**B. REQUEST FOR EXCUSE SLIP**

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Present letter signed by parent and medical certificate	Examine the authenticity of the letter and/or medical certificate	3 minutes/student	SAS	none	Excuse slip form
2	Fill excuse slip	Check and verify the reason stated	3 minutes/student	SAS	none	
3	Get excuse slip	Sign excuse slip	3 minutes/student	SAS	none	
<i>end of transaction</i>						

**C. STUDENT EXIT CLEARANCE**

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Present exit clearance for signing	Receive exit clearance of student and process signing of the same	1 minute	OSAS/ Staff	none	student exit clearance
		Check/sign student exit clearance a. Dean's signature b. Cashier's Signature c. Librarian Signature	2 minutes	OSAS/ Staff	none	
2	Receive student copy	Released signed exit clearance	1 minute	OSAS/ Staff	none	
<i>end of transaction</i>						

**SERVICE:** **GUIDANCE SERVICES:** **ORIENTATION; CUMMULATIVE RECORDS;INVENTORY TESTING; COUNSELING; CONSULTATION;**

**SCHEDULE:** 8:00 a.m. -12:00 a.m. ; 1:00pm - 5:00pm

**CLIENT/APPLICANT:** Students, Parents, Faculty and Staff

#### **REQUIREMENTS**

Freshmen and transferees:

1 pc 2 x 2 recent picture (Studio Shot)

Registration Form

2nd year to 5th year students

Photocopy of all class cards/ print out of grades from the registrar in the students enrolled

Accomplished Student Cumulative Record

Counselling report, Anecdotal record for referral form from the subject teachers, employees, peers and friends, call in slip for students

Narrative Report of the Nature of concerns being consulted

Registration form/Receipt (for downpayment)

Medical Certificate (Excuse slip)

**A. ORIENTATION SERVICE**

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Come on scheduled date of orientation program	Accept, checks, monitor and documented applicants applying to different courses	5 minutes/student	Guidance Counselor	none	
2	Attend and participate in the orientation program	Refer to the Registrar to check the authenticity of documents submitted	3 hours & 30 minutes	Guidance Counselor	none	
3	Sign out in the registration area after the program	Issue Cashier's slip and instruct the applicant to pay the registration fee and registration photo ID	15 minutes	Guidance Counselor	none	

**B. UPDATING OF STUDENT CUMMULATIVE RECORD SERVICE**

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Present RF and picture ( First year and transferes)	Check the name of student in the official list	2 minutes	Guidance Counselor	none	
	Submit photocopy of class cards (2nd to 4th years)					
2	Fill up students Cumulative record	Check the entries in the SCR and attach needed documents	2 minutes	Guidance Counselor	none	Student cumulative record



### C. TESTING/INVENTORIES SERVICES

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Come on scheduled time of testing	Administer the needs assessment and personality assessment	1 hour	Guidance Counselor	none	Needs assessment survey
2	Return to the Guidance Counselor	Guidance Counselor reads and interprets results	30 minutes	Guidance Counselor	none	

### D. COUNSELING SERVICE (Group/Individual)

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Approaches the guidance Counselor for Counseling session	Welcomes and accomodates the counselee and use the counseling room	5 minutes	Guidance Counselor	none	Counseling form
2	Opening up the counselee express concerns to the counselor	Listen attentively to the concerns of the counselee and fill-up the counseling form	20 minutes / student	Guidance Counselor	none	Counseling form
3	Listen to the response of the counselor	Synthesize, clarifies and analyze the problem of the counselee	20 minutes / student	Guidance Counselor	none	Counseling form
4	Discerns and decides on the proper course of action to be taken regarding the problem	Affirms, encourages or discourages the suggested alternatives or options towards the solution to his/her problem	10 minutes / student	Guidance Counselor	none	Counseling form
5	Request for follow-up schedule of another counseling session as the needs arises	Provides the follow-up counseling schedule as needed	5 minutes	Guidance Counselor	none	Counseling form

**E. CONSULTATIONSERVICE (Group/individual) (Career, Academic, Personal, Family)**

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Approaches the guidance Counselor for Cnsultation	Welcomes and accomodates the counselee	5 minutes	Guidance Counselor	none	Counseling form
2	Clientele stating the issue to be consulted	Listen attentively to the concerns of the counselee	10 minutes / student	Guidance Counselor	none	Counseling form
3	Listen to the response of the counselor	Clarifies and analyze the issue being consulted	10 minutes / student	Guidance Counselor	none	Counseling form
4	Course of action to be done by the clientele	Intervention to the issue and setting schedule for follow-up	5 minutes/ student	Guidance Counselor	none	Counseling form



# *Accounting Office*

**SERVICE:** ISSUANCE OF PROMISSORY NOTE & GUARANTOR'S SLIP

**SCHEDULE:** 8:00 a.m. -12:00 a.m. ;  
1:00pm - 5:00pm

**CLIENT/  
APPLICANT:** Students, Parents, Faculty  
and Staff

**REQUIREMENTS**

**A. ISSUANCE OF PROMISSORY NOTE**

Steps	Applicant/ Client	Service Pro- vider	Duration	Person In Charge	Fees	Form
1	Present Reg- istration form/receipt for downpay- ment	Verify docu- ments pre- sented	3 minutes/ student	Acctg. Staff	none	RF, Promissory note, Guarantor's slip
2	Fill out prom- issory notes/ guarantor's slip	Fill out form	1 minute/ student	Student	none	
3	Scrutinize reason/ evaluate rea- son	Verify	1 minute/ student	Acctg. Staff	none	
4	Sign promis- sory note/ guarantor's slip	Signature of the Account- ant	5 minutes	Acctg. Staff	none	
<i>end of transaction</i>						



# *Cashier's Office*

**SERVICE:** Payment of tuition and miscellaneous fees during enrollment period  
**Schedule:** at the opening of the school year  
 New/Old/Returning students for the  
**Client/Applicant:** school year  
**Requirements:** Registration form  
**Processing time:** 5 minutes  
**Procedure:**

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Present registration form and required amount of down-payment	Receive payment and issue official receipt	5 minutes	Collecting Clerk	required downpayment	Pre-registration Form; Official Receipt
2	Proceed to the Dean's Office	Instruct student to proceed to Dean's Office				

**SERVICE:** Payment of tuition and miscellaneous fees during mid-term/final examination  
**Schedule:** at the opening of the school year  
 New/Old/Returning students for the  
**Client/Applicant:** school year  
**Requirements:** Registration form  
**Processing time:** 5 minutes  
**Procedure:**

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Present registration form, school ID and required amount of payment for mid-term/final examination	Receive payment and issue official receipt	5 minutes	Collecting Clerk	required payment for mid-term/final exam	RF or ID and Official receipt
2	Proceed to the Dean's Office	Instruct student to proceed to Dean's Office				

**SERVICE:** Payment of Examination/  
Testing Fee  
at the opening of the school

Schedule: year

Client/Applicant: New Students

Requirements:

Processing time: 5 minutes

Procedure:

Steps	Applicant/ Client	Service Pro- vider	Duration	Person In Charge	Fees	Form
	1 Fill-up info slip  Proceed to the 2 Office of Stu- dent Affairs	Receive pay- ment and issue official receipt Instruct student to proceed to Office of the Students Affairs for entrance examination	2 minutes	Collecting Clerk	P 80.00	Info slip



*Library*



**SERVICE:** Library Orientation/Instruction  
**Schedule:** at the opening of the school year  
**Client/Applicant:** New students  
 Request to conduct Library orientation/instruction  
**Requirements:**  
**Processing time:**  
**Procedure:**

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
	Deans, English Professor Prepares and gives invitation/request to the librarian to conduct library orientation/instruction to new students	approves the request (The Library Head conducts the orientation if she is available and designates if not)	3 minutes	Librarian	none	
		prepares the topics and materials for orientation.		Librarian	none	
		conducts orientation	2-3 hours	Librarian	none	

**SERVICE:** Releasing of Library Cards  
 Schedule: Daily- Monday to 10:30am-11:30am;  
 Friday 3:30pm - 4:30pm  
 Client/Applicant: Students  
 Requirements: Registration form- evidence to show that a student is officially enrolled  
 Processing time: 1-2 minutes  
 Procedure:

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
	1 Students personal present RF to the Library staff	Receives and locate library card in file	2 minutes	Librarian		Registration form
		recommends for replacement if LC is broken and names not readable	2 minutes	Librarian		Library ID Card
		issue request for replacement		Librarian		
		validation of library card by the assigned staff		Librarian		
		Stamping of the RF validated	2 minutes	Librarian		Request slip
	Release of library card to the student concerned	2 minutes	Librarian			RF & Library card
<i>end of transaction</i>						



*Medical  
&  
Dental  
Office*

**A. SERVICE: PHYSICAL EXAMINATION**

Schedule: Monday-Friday 8:00-12:00am;1:00-5:00pm

Client/Customers; 1st year students

Requirements: CBC, Urinalysis, Stool Exam, Chest X-Ray, Certificates from family Physician if with existing illness

Processing time: 30 minutes

Procedure:

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Proceed to the clinic, ask for a laboratory request and go to a laboratory of choice	Fill-up/issue a laboratory request and give instruction on specimen collection	2 min	Nurse/Physician		Prescription pad/ Laboratory request form
2	Back to the clinic to submit results	open the MRIS and complete the biodate	3 min	Nurse/Physician		
		relay directions on how to proceed with the examination	2 min	Nurse/Physician		
		vital signs measurements				
		BP	3 min	Nurse/Physician		
		PR	3 min	Nurse/Physician		
		Physical Examination	5 min	Nurse/Physician		
		Proper Correlation of findings with laboratory results and prescription writing	5 min	Physician		Prescription pad
		referral of special cases	5 min	Physician		Referral letter
4	Sign at the log book	Check the logbook	2 min	Physician		
end of transaction						

**B. SERVICE: DRESSING OF WOUNDS**

Schedule: Monday-Friday 8:00-12:00am;1:00-5:00pm

Client/Customers; Students and Community members

Requirements: ID for students

Processing time: 1 hour

Procedure:

Steps	Applicant/ Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Provide necessary information to person in charge	Fill-up new/retrieve old cards	3 min	Nurse/ Physician		Cards
2	Submit for Consultation	History taking, making of a diagnosis and formulating a treatment plan vital signs measurements BP	5 min 3 min	Nurse/ Physician Nurse/ Physician		
		Temperature	8 min	Nurse/ Physician		
3	Submit for diagnosis and treatment	Diagnosis and treatment formulation	5 min	Nurse/ Physician		
		Perform wound dressing Simple dressing	5 min	Nurse/ Physician		
		Complicated dressing	15 min	Nurse/ Physician		
		Medicine dispensing	5 min	Nurse/ Physician		
		Prescription writing to include senior citizens medicines	5 min	Physician		
		Encoding of treatment data	3 min	Nurse/ Physician		
4	Sign at the log book	Check the logbook	2 min	Nurse/ Physician		
end of transaction						

**C. SERVICE: INJECTIONS**

Schedule: Monday-Friday 8:00-12:00am;1:00-5:00pm

Client/Customers; Students and Community members

Requirements: ID for students

Processing time: 2 hours

Procedure:

Steps	Applicant/ Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Provide necessary information to person in charge	Fill-up new/ retrieve old cards	3 min	Nurse/ Physician		Cards
2	Submit for Consultation	History taking, making of a diagnosis and formulating a treatment plan vital signs measurements	5 min	Nurse/ Physician		
		BP	3 min	Nurse/ Physician		
		Temperature	8 min	Nurse/ Physician		
3	Submit for injection	Preparation and administration of ATS, Tetanus vaccine, and other injection.				
		Observation only	30 min	Nurse/ Physician		
		Testing and injection	1 hr & 15 min	Nurse/ Physician		
		Encoding of treatment data	3 min	Nurse/ Physician		
4	Sign at the log book	Check the log-book	2 min	Nurse/ Physician		
<i>end of transaction</i>						

**D. SERVICE: REQUEST FOR MEDICINE**

Schedule: Monday-Friday 8:00-12:00am;1:00-5:00pm

Client/Customers; Students and Community members

Requirements: ID for students

Processing time: 35 minutes

Procedure:

Steps	Applicant/ Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Provide necessary information to person in charge	Fill-up new/ retrieve old cards	3 min	Nurse/ Physician		Cards
2	Submit for Consultation	History taking, making of a diagnosis and formulating a treatment plan vital signs measurements BP Temperature	5 min 3 min 8 min	Nurse/ Physician Nurse/ Physician		
3	Request for medicine	Medicine dispensing Prescription writing to include senior citizens medicines Encoding of treatment data	5 min 5 min 3 min	Nurse/ Physician Physician Nurse/ Physician		Prescription pad
4	Sign at the log book	Check the log book	2 min	Nurse/ Physician		
<i>end of transaction</i>						

**E. SERVICE: REQUEST FOR REFERRAL**

Schedule: Monday-Friday 8:00-12:00am;1:00-5:00pm

Client/Customers; Students and Community members

Requirements: ID for students

Processing time: 30 minutes

Procedure:

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Provide necessary information to person in charge	Fill-up new/retrieve old cards	3 min	Nurse/Physician		Cards
2	Submit for Consultation	History taking, making of a diagnosis and formulating a treatment plan vital signs measurements BP Temperature	5 min 3 min 8 min	Nurse/Physician Nurse/Physician		
3	Request for referral to other agencies concerned/specialist	Issue a referral letter	5 min	Physician		Referral form
		Encoding of treatment data	3 min	Nurse/Physician		
4	Sign at the log book	Check the logbook	2 min	Nurse/Physician		
<i>end of transaction</i>						



**F. SERVICE: REQUEST FOR MEDICAL CERTIFICATE**

Schedule: Monday-Friday 8:00-12:00am;1:00-5:00pm

Client/Customers; Students and Community members

Requirements: ID for students

Processing time: 28 minutes

Procedure:

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Provide necessary information to person in charge	Fill-up new/retrieve old cards	3 min	Nurse/Physician		Cards
2	Submit for Consultation	History taking, making of a diagnosis and formulating a treatment plan	5 min	Nurse/Physician		
		vital signs measurements				
		BP	3 min	Nurse/Physician		
		Temperature	8 min	Nurse/Physician		
3	Request for Medical Certificate	Issuance of a Medical Certificate	3 min	Physician		Medical Certificate form/letter
		Encoding of treatment data	3 min	Nurse/Physician		
4	Sign at the log book	Check the logbook	2 min	Nurse/Physician		
<i>end of transaction</i>						

**SERVICE: REFERRALS**  
**Schedule of availability of service**

**Monday-Friday 8:00-12:00am;1:00-5:00pm**

**Who May Avail of the Service**

Students, Faculty, Staff and Community

**What are the requirements**

School ID, Patients' Dental Card, Logbook

**Duration:**

40 minutes

**How to Avail the Service:**

Steps	Applicant/ Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Present School ID	Check proper identification	3 minutes	Dentist	none	Patient's information chart
2	Fill-up patients Information Sheet	Provide and ask patient to fill up information chart	5 minutes	Dentist	none	
3	Consultation	Retrieve dental card (old)	5 minutes	Dentist	none	
		a. Perform oral/dental examination b. Diagnose and treatment plan c. Referrals for complicated/special cases and medically compromised patients	10 minutes 5 minutes 15 minutes	Dentist	none	
4	Sign at the log book and stock card	Check the logbook	2 minutes	Dentist	none	
<i>end of transaction</i>						

**SERVICE: DENTAL****FILLINGS****Schedule of availability of service****Monday-Friday 8:00-12:00am;1:00-5:00pm****Who May Avail of the Service**

Students, Faculty, Staff and Community

**What are the requirements**

School ID, Patients' Dental Card, Logbook

**Duration:**

Maximum of 2 hours per patient

**How to Avail the Service:**

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Present School ID	Check proper identification	3 min	Dentist	none	Patient's information chart
2	Fill-up patients Information Sheet	Provide and ask patient to fill up information chart	5 min	Dentist	none	
		Retrieve dental card (old)	5 minutes	Dentist	none	
3	Consultation	Perform oral/dental examination	10 min	Dentist	none	
		a. Diagnose and treatment plan	5 min			
		b. Perform oral/dental fillings	max 2 hrs/patient			
		c. Post-operative instructions	5 min			
4	Sign at the log book and stock card	Check the logbook	2 min	Dentist	none	
<i>end of transaction</i>						

**SERVICE: TOOTH EXTRACTION****Schedule of availability of service**

Monday-Friday 8:00-12:00am; 1:00-5:00pm

**Who May Avail of the Service**

Students, Faculty, Staff and Community

**What are the requirements**

School ID, Patients' Dental Card, Logbook

**Duration:**

Maximum of 2 hours per patient

**How to Avail the Service:**

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Present School ID	Check proper identification	3 min	Dentist	none	Patient's information chart
2	Fill-up patients Information Sheet	Provide and ask patient to fill up information chart	5 min	Dentist	none	
3	Consultation	Perform oral/dental examination	10 min	Dentist	none	
		a. Diagnose and treatment plan b. Perform tooth extraction c. Prescribing and dispensing medicines c. Post-operative instructions	5 min max 2 hrs/patient 3 min 5 min			
4	Sign at the log book and stock card	Check the logbook	2 min	Dentist	none	
<i>end of transaction</i>						

**SERVICE: PRESCRIBING AND DISPENSING OF MEDICINES**

**Schedule of availability of service**

**Monday-Friday 8:00-12:00am;1:00-5:00pm**

**Who May Avail of the Service**

Students, Faculty, Staff and Community

**What are the requirements**

School ID, Patients' Dental Card, Logbook

**Duration:**

40 minutes

**How to Avail the Service:**

Steps	Applicant/ Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Present School ID	Check proper identification	3 min	Dentist	none	Patient's information chart
2	Fill-up patients Information Sheet	Provide and ask patient to fill up information chart	5 min	Dentist	none	
3	Consultation	a. Perform oral/ dental examination b. Diagnose and treatment plan c. Referrals for complicated/special cases and medically compromised patients	10 min 5 min 15 min	Dentist	none	
4	Sign at the log book and stock card	Check the logbook	2 min	Dentist	none	
<i>end of transaction</i>						



# *Extension Services*

# Service Priority Assessment Matrix

## Extension

Services	Criteria 1 Degree of Public Interface	Criteria 2 Level of Public Demand	Criteria 3 Magnitude of Public Impact	Criteria 4 Complaints	Total Scores
Organizing Groups in the Community	/	/	/		3
Educational a. Scholarship b. Literacy Training		/	/		2
Socio-Economic a. Skills Training b. Livelihood Assistance	/	/	/	/	4
Health and Nutrition			/	/	2
Environmental	/	/	/	/	2

**SERVICE: LIVELIHOOD SKILLS TRAINING**

Schedule:

Students (quitters, transferees, graduate students and cross

Client/Applicant: enrollees)

Requirements:

Processing time:

Procedure:

Steps	Applicant/Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Submit letter of request (What type of training needed)	Received the letter request	30 minutes	Secretary (President's Office)		Letter request
		Approved letter will be forwarded to the ESD	30 minutes	Secretary (President's Office)		Letter request
		Forwarded to College Extension Director for preparation of proposal	1 hour	ESD personnel and client		
		2 Conference or discussion with ESD Office (Planning) and the clientele	1 day	ESD personnel and client		proposal
3	Preparation of venue and materials needed	Finalize Proposal for Approval	1 day	ESD personnel and client		proposal
		Organize the trainers schedule of training and request of budget	4 days	ESD personnel and client		voucher
3	Preparation of venue and materials needed	Training Proper	as scheduled	ESD personnel and client		Training Design
4	End (Closing Program)	Giving of Certificate	1 day	Trainer's, ESD Clients, Administration		Certificate