



# **CITIZEN'S CHARTER**

**Citizen's Charter**

**4<sup>th</sup> Edition**



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## FOREWORD

Relative to R.A. 11032 of 2018, an act promoting ease of doing business and efficient delivery of government services, amending R.A No. 9485, otherwise known as the Anti-Red Tape Act of 2007, requiring all government agencies to have a Citizen's Charter, the offices of Western Mindanao have crafted its own Citizen's Charter. This administration is fully committed to delivering excellent and expeditious services as mandated by the law that all government agencies including departments, bureaus, offices, instrumentalities, or government-owned and/or controlled corporations, or local government or district units shall set up their respective service standards to be known as the Citizen's Charter in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous place, and in the form of published materials written either in English, Filipino or in the local dialect. We aim to effectively convey the service standards that WMSU provides to students, employees, stakeholders, and the general public. The need to meet the deadlines and requirements that the law has set for all government agencies is imperative. To this end, WMSU shall have a trademark of service delivery characterized by transparency, accountability and efficiency.

Going through the tedious process of documenting the functions of the various offices has been challenging. With the desire and interest to provide services with utmost efficiency, integrity, and responsibility, this Citizen's Charter of Western Mindanao State University has materialized. This is an outcome derived from the collaborative effort and intellectual endeavor of administrative and academic personnel of this university. The content of this book encompasses the specific frontline service standards of the different offices. Procedures, steps, and specific information related to (a) comprehensive and uniform checklist of requirements for each type of application or request; (b) procedure to obtain a particular service; (c) person/s responsible for each step; (d) maximum time to conclude the process; (e) The document/s to be presented by the applicant or requesting party, if necessary; (f) amount of fees, if necessary; and (g) procedure for filing complaints are highlighted to carry out transactions with ease.

As we strive to skillfully and efficiently manage the end-to-end processes of all our services, we encourage our clients to share their feedback. This is a work in progress. The feedback gleaned from your insights will surely help WMSU identify areas for improvement.

  
**DR. MA. CARLA A. OCHOTORENA**  
University President

## UNIVERSITY PROFILE

### HISTORY TIMELINE

1901

- *Act No. 74 of the Philippine Commission provided for a formal Philippine Educational system and the establishment of the Philippine Normal School in Manila.*
- *Act No. 372 authorized provincial governments to set up secondary schools to be funded from their own coffers.*

1904

- *School Superintendent Dr. Najeeb Saleeby opened the secondary school in Zamboanga with 26 students under the Principalship of Mr. Charles Cameron, a Thomasite from Le Roy, New York.*

1905

- *The School was formally referred to as the Provincial Secondary School in the then Moro Province.*

1906

- *General Howard Tasker Bliss, then military governor of Mindanao, took over the Principalship and military supervision of the school.*

1909

- *General John 'Blackjack' Pershing took over the military supervision of the school. By then, the school became a tributary normal school to the Philippine Normal College in Manila.*

1914

- *The school finally became the Provincial Normal School with a civilian Principal – Mr. Raymond Stephens. Its enrollment increased to 990 students.*

1917

- *Construction of the Normal Hall costing US\$ 200,000 began under the supervision of Architect Juan Arellano. Most of the fixtures of the building were imported from the United States.*

1921

- *The Normal Hall in Baliwasan was ready for full occupation.*

1941

- *The School closed its doors with the start of World War II. The Normal Hall became the First Field Hospital of the American Military Forces.*

1945

- *Following the liberation, the Normal School reopened its gates and the first batch of graduates of the General Normal Curriculum was awarded their Elementary Teacher's Certificate.*

1961

- *By virtue of Republic Act No. 3272, the school was elevated to the Zamboanga Normal College. Mr. Fabian Abitona, the last of the Normal School Principals, became the new college's Officer-in-Charge.*

1968

- *Mrs. Ignacia B. Olaso became the Officer-in-Charge of the school following the death of Mr. Abitona in 1968.*
- *Dr. Domingo G. Soriano, a native of Nueva Ecija and husband of then Director of Public Schools, Dr. Liceria Soriano, became President and served from 1968 to 1971.*

1969

- *Philippine Congress passed Republic Act No. 5492 converting the Zamboanga Normal College into the Zamboanga State College.*

1971

- *Mrs. Ignacia B. Olaso was appointed President and served until 1977. She was the first woman President of a State College in the country and the college's first alumna to become President.*
- *The University Bill was filed in the pre-martial law Congress, and the Graduate School was organized.*

1978

- *Dr. Juanito A. Bruno sat as Officer-in-Charge of the college and oversaw its transition to a university. Presidential Decree No. 1427 was signed on June 10, 1978 transforming the ZSC into the Western Mindanao State University. Dr. Bruno became Acting President of the new university.*

1986

- *Dr. Bruno was appointed Regional Director of the then Department of Education, Culture and Sports (DECS) and Dr. Bernabela L. Ko became the First University President and served until 1991.*

1991

- *Dr. Erdulfo D. Fernando was appointed Second President of the university. A Zamboangueno and an alumnus of the Zamboanga Normal School, he served in the position until his retirement in 1997.*

1997

- *Dr. Eldigario D. Gonzales assumed as 3rd University President. He ushered in a new and progressive culture in the university focusing on a 15-point Agenda for Development. He pursued an aggressive faculty development program that made it the strongest academic force in the region.*

1998

- *WMSU became the 6th top university in the country per CHED survey and is considered one of the lead higher education institutions in Mindanao.*

2007

- *Dr. Eldigario D. Gonzales resigned from the Presidency. On September 2007, Dr. Grace J. Rebollos, the first summa cum laude graduate of the university became its 4th President and the second woman to hold the position.*

2012

- *Dr. Milabel E. Ho became the 5th President of WMSU.*

2016

- *Dr. Milabel E. Ho was unanimously reappointed by the Board of Regents as President of WMSU.*

2018

- *WMSU was certified as compliant to the standards and requirements of ISO 9001:2015*

2020

- *After the second term of Dr. Ho, Dr. Teresita A. Narvaez was appointed by the Board of Regents as Officer-in-charge until a new university president is sworn in.*
- *On September 2, 2020, the Board of Regents has appointed Dr. Ma. Carla A. Ochotorena as its 6th President.*
- *WMSU was recertified as compliant with ISO 9001:2015.*

2021

- *The College of Medicine was officially launched in July 2021 to address the demand for affordable medical education and the shortage of doctors in the region. The course was designed to provide the marginalized the chance to finish education and better serve their own communities.*
- *More colleges were subjected to ISO 9001:2015 certification.*

2022

- *With the new President, Dr. Ma. Carla A. Ochotorena leading, the University has become more assertive in pushing forward what has been started by earlier administrators. Ever grateful in recognizing a number of contributions made in the field of instruction, research, extension and administrative policies, the University is now assured of continued innovations and improvements.*

## FUNCTIONS

In the fulfillment of its educational mandate, the Western Mindanao State University is tasked to perform a four-pronged function in evolving a genuine educational framework relevant to social needs and standards.

### *Instruction*

The university offers curricular programs that suit the needs of the diverse sectors of society with focus on the development potentials of industries. It constantly initiates the review and revision of course offerings and the updating of their contents that should be reflective of the needs of the times. It believes that the relevance of its offerings can only be gauged by the extent to which the needs of the greater society are served by its graduates.

### *Research*

The role of research is to expand the frontiers of knowledge. It remains to be education's major contribution to society's reservoir of knowledge and innovation. The university research function is anchored on CHED's long-term development plan which provides that "Research in priority areas shall be pursued not only for improving educational programs but also for advancing inventions and technologies." Research continues to set the base for knowledge acquisition and application in rational decision-making and problem-solving.

### *Extension*

The primary goal of the extension is to reach out to people and communities who normally cannot avail of the services of the formal educational system. It largely involves the formulation and administration of diversified technical, educational, and community development services that are mostly concentrated in depressed areas. Extension services are aimed at improving the quality of life at the grassroots level and creating complementary services to industry, the academe, and the community in the vision of sustainable development.

### *Production/Resource Generation*

The performance of the university's production function complements the concern of developing and utilizing the maximum potential of both its human and capital resources. It rests on the enhancement of the output potentials of units to provide a sustainable

source of income to finance its many educational and social concerns. This is to aid in unburdening the government of the bloating costs of subsidy in the operations of state-run colleges and universities.

While production would show direct evidence of the relevance of educational institutions in actual social processes, the generation of alternative sources of income from production ventures would help spur and sustain the growth and development of the university.

## QUALITY POLICY

The Western Mindanao State University is committed to provide internationally recognized quality education and to be the lead provider of quality human resource and research and development in the country and the ASEAN region in compliance to international, national and local statutory and regulatory requirements.

The University commits itself to ensure that its internal and external clientele receive the highest quality service that exceeds their requirements. In so doing, the management shall continually monitor, review and improve the university's systems and processes by maintaining a comprehensive and effective quality management system with reference to the standard and requirements of ISO 9001:2015.

## CAMPUSES, COLLEGES, & EXTERNAL STUDIES UNITS

WMSU leads the region in training students to become competent and Competitive professionals through the following colleges and institute:

### COLLEGES:

- College of Agriculture
- College of Architecture
- College of Asian and Islamic Studies
- College of Computing Studies
- College of Criminal Justice Education
- College of Engineering
- College of Forestry and Environmental Studies
- College of Home Economics
- College of Law
- College of Liberal Arts
- College of Medicine
- College of Nursing
- College of Public Administration and Development Studies
- College of Science and Mathematics
- College of Social Work and Community Development



College of Sports Science and Physical Education  
College of Teacher Education

EXTERNAL STUDIES UNITS (ESUs):

Alicia	Molave
Curuan	Naga
Diplahan	Olutanga
Imelda	Pagadian
Ipil	Siay
Mabuhay	Tungawan
Malangas	

CURRICULAR OFFERINGS

A. GRADUATE LEVEL

DEGREE:

1. Doctor of Public Administration (DPA)
2. Doctor of Philosophy in Education (Ph.D.)  
Major: Language Teaching (English)
3. Doctor of Education (Ed.D.)  
Major: Educational Administration
4. Doctor of Philosophy in Science Education  
Major: Biology
5. Master of Public Administration (MPA)  
Fields of Specialization:  
Personnel Administration  
Organization and Management  
Fiscal Administration  
Program Development and Administration
6. Master in Local Government Administration (MLGA)  
Fields of Specialization:  
Socio-Economic Development Administration  
Political Development Administration
7. Master of Arts in Education (MA)  
Majors:  
Special Education  
Educational Administration  
Educational Guidance  
Psychology  
Social Studies  
Language Teaching (English)  
Language Teaching (Filipino)

- School Health Education
- Home Economics
- Mathematics Education
- Early Childhood Study and Development
- 8. Master of Arts in Science Education
- 9. Master of Science in Teaching
  - Majors:
    - Biology
    - Chemistry
    - Mathematics
    - Physics
- 10. Master of Arts in Nursing (MAN)
  - Fields of Specialization:
    - Nursing Management
    - Nursing Education
- 11. Master of Nursing (MN)
  - Fields of Specialization:
    - Medical-Surgical Nursing
    - Maternal and Child Health Nursing
    - Psychiatric-Mental Health Nursing
- 12. Master of Social Work (MSW)
  - Fields of Specialization:
    - Social Administration
    - Community Organization
    - Clinical Social Work Practice
- 13. Master of Science in Physical Education (MSPE)
  - Fields of Specialization:
    - Dance
    - Recreation
    - Sports
- 14. Master of Science in Structural Engineering
- 15. Master of Science in Environmental Engineering
  - Fields of Specialization:
    - Environmental Management and Technology (EMT)
    - Water and Wastewater Engineering (WWE)
- 16. Master of Engineering Education
  - Fields of Specialization:
    - Civil Engineering
    - Electrical Engineering
    - Mechanical Engineering
    - Environmental Engineering
    - Information and Communication Technology
- 17. Master of Science in Agronomy
- 18. Master in Agriculture

19. Master of Science in Criminal Justice (MSCRIM)
20. Master of Arts in English Language Studies (MAELS)
21. Professional Science Masters (PSM) in Food Processing and Management

NON-DEGREE:

1. Professional Diploma in Education (P.D.)  
Majors:  
Language Teaching (English)  
Educational Administration
2. Professional Master in Nursing Certificate (PMNC)  
Fields of Specialization:  
Medical-Surgical Nursing  
Maternal and Child Health Nursing  
Psychiatric-Mental Health Nursing
3. Certificate in Governmental Management (CGM)  
Fields of Specialization:  
Personnel Administration  
Organization and Management  
Fiscal Administration  
Program Development and Administration

B. UNDERGRADUATE LEVEL

POST-BACCALAUREATE:

1. Diploma Program in Physical Education (DPPE)
2. Professional Education Certificate (PEC)
3. Certificate in Kindergarten Education (CKE)
4. Certificate in Cultural Education

BACCALAUREATE:

1. Bachelor of Laws (LLB)
2. Bachelor of Science in Agriculture (BSA)  
Majors:  
Animal Science  
Crop Science
3. Bachelor of Science in Agricultural Business (BSAB)
4. Bachelor of Agricultural Technology (BAT)
5. Bachelor of Science in Agricultural Engineering (BSAE)
6. Bachelor of Science in Forestry (BSF)  
Majors:  
Community Forestry  
Forest Resources Management  
Environmental Studies

7. Bachelor of Science in Nursing
8. Bachelor of Science in Nursing:  
Special Program for Chinese Students
9. Bachelor of Elementary Education (BEED)  
Majors:  
Early Childhood Education  
Special Education  
General Education  
Special Program-Accelerated Teaching Ed. (ATEP)  
BEED major in Islamic Studies and Arabic Values  
Bachelor of Secondary Education (BSED)  
  
Majors:  
English  
Filipino  
Mathematics  
Values Education  
Music, Arts, Physical Education, and Health  
Physical Science  
Biological Science  
Social Studies
10. Bachelor of Science in Home Economics Education (BSHEED)
11. Bachelor of Science in Nutrition and Dietetics (BSND)
12. Bachelor of Science in Food Technology (BSFT)
13. Bachelor of Science in Civil Engineering (BSCE)
14. Bachelor of Science in Mechanical Engineering (BSME)
15. Bachelor of Science in Electrical Engineering (BSEE)
16. Bachelor of Science in Computer Engineering (BSCoE)
17. Bachelor of Science in Computer Science  
Majors:  
Information Technology  
Software Technology
18. Bachelor of Science in Information Technology (BSIT)
19. Bachelor of Science in Geodetic Engineering (BSGE)
20. Bachelor of Science in Industrial Engineering (BSIE)
21. Bachelor of Science in Environmental Engineering (BSEnE)
22. Bachelor of Science in Sanitary Engineering (BSSE)
23. Bachelor of Science in Electronics Engineering (BSEIE)
24. Bachelor of Science in Architecture (BSArch)
25. Bachelor of Science in Social Work (BSSW)
26. Bachelor of Science in Community Development (BSCD)
27. Bachelor of Science in Biology (BSBio)  
Majors:  
Ecology  
Animal Biology  
Medical Biology

28. Bachelor of Science in Chemistry (BSChem)
29. Bachelor of Science in Mathematics (BSMath)
30. Bachelor of Science in Physics (BSPhysics)
31. Bachelor of Science in Statistics (BSStat)
32. Special Degree Program for Foreign Students: (a 3-year and 1 summer course)
  - Majors:
    - Bachelor of Science in Computer Science
    - Bachelor of Arts in Economics/Business
33. Bachelor of Arts in Asian Studies
  - Major:
    - Southeast Asian Studies
34. Bachelor of Arts (AB)
  - Majors:
    - English
    - Filipino
    - History
    - Political Science
35. Bachelor of Arts in Broadcasting
36. Bachelor of Arts in Journalism
37. Bachelor of Science in Economics (BSEco)
38. Bachelor of Science in Psychology (BSPsych)
39. Bachelor of Science in Islamic Studies (BSIS)
40. Bachelor of Science in Criminology (BSCrim)
  - Major:
    - Police Administration
41. Bachelor of Physical Education (BPE)
42. Bachelor of Science in Hospitality Management (BSHM)
43. Bachelor of Science in Environmental Science
44. Bachelor of Science in Agroforestry
45. Bachelor of Science in Accountancy
46. Bachelor of Arts in History
47. Bachelor of Arts in English Language Studies (BAELS)
48. Bachelor of Science in Hospitality Management
  - Major:
    - Hotel Administration
49. Bachelor of Science in Agricultural and Biosystems Engineering
50. Bachelor of Science in Exercise and Sports Sciences
51. Bachelor of Culture and Arts Education

PRE-BACCALAUREATE:

1. Diploma in Agricultural Technology (DAT)
2. General Engineering (2 years)
3. Diploma in Food Processing
4. Special Tertiary Education Program (STEP)

- Exceptionally Abled Students and Youths (EASY)  
 Vocational and Occupational Instruction Curriculum for  
 Exceptional Studies (VOICES)  
 Office and Library Technology Certificate
5. Diploma in Sports Coaching (DISC)
  6. Diploma in Arabic Language (DAL)
  7. Certificate in Drafting Technology
  8. Certificate in Building Technology and Utilities
  9. Certificate in Computer Aided Drafting Design (CADD)
  10. RIME  
     Arts Management-Reverse Inclusion and  
     Mainstreaming Education (AM-RIME)
  11. Associate in Hospitality Management Services
  12. Associate in Computing Technology

### C. EXTERNAL STUDIES UNITS – ESUs

1. Master of Arts in Education
2. Master of Public Administration
3. Professional Education Certificate
4. General Education Curriculum
5. Bachelor of Elementary Education  
     Majors:  
         General Education  
         Special Education  
         Early Childhood Education (Pre-School)
6. Bachelor of Secondary Education  
     Majors:  
         English  
         Mathematics  
         Music, Arts and Physical Education  
         Biological Science  
         Social Studies  
         Filipino
7. Bachelor of Science in Criminology
8. Bachelor of Agricultural Technology
9. Bachelor of Science in Social Work
10. Bachelor of Science in Computer Science
11. Bachelor of Arts Major in Political Science
12. Diploma in Agricultural Technology
13. Associate in Computer Science

D. INTEGRATED LABORATORY SCHOOL

Elementary Level

1. Grade 1 - Grade 6
2. Special Education

High School Level

1. Grade 7 - Grade 10

Senior High School Level

1. Grade 11 - Grade 12



## I. MANDATE

The creation of the Western Mindanao State University on June 10, 1987 outlined its basic mission: "...serve as an instrument for the promotion of socio-economic advancement of the various cultural communities inhabiting therein," While P.D. 1427, which legitimized its creation, embodied the above mission and defined its role in Western Mindanao, it simply echoed the same mission that saw establishment of the Zamboanga Normal School sixty years earlier. The institution which started as a teacher training school in 1918 by the Department of Mindanao and Sulu was to serve the educational needs of the diverse cultural communities of the southern Philippine provinces. The Western Mindanao State University today stands with the mandate of serving as a flagship educational institution and increasing the access to quality education to a wider number of people in a more pluralistic social, economic and cultural setting. It is further advance the philosophy that education remains to be the most potent tool for change in the process of socio-economic development and shall serve as a lead institution in the promotion of the same. In strengthening its basic mandate of democratizing equal access to the basic right of education, R.A. 8292 further mandates the university: "...to absorb non-chartered tertiary institutions within their respective provinces in coordination with the CHED and in consultation with the Department of Budget and Management, and offer them needed programs or courses, to promote and carry out equal access to educational opportunities mandated by the constitution."

## II. VISION

By 2040, WMSU is a SMART Research University generating competent professionals and global citizens engendered by knowledge from the sciences and liberal education, empowering communities, promoting peace, harmony, and cultural diversity.

## III. MISSION

WMSU commits to create a vibrant atmosphere of learning where science, technology, innovation, research, the arts and humanities, and community engagement flourish, and produce world-class professionals committed to sustainable development and peace.

## IV. SERVICE PLEDGE

The administrators, employees, and faculty members of the Western Mindanao State University commit to delivering excellence in education, research, and extension services toward global competitiveness, to meet the increasing levels of customer demand, statutory, regulatory, and international standards through continuous quality





improvement and good governance. In achieving such, the same will handle transactions most expeditiously under the provisions of our Citizens' Charter and that of the law.



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# **ADMINISTRATIVE SERVICES**



# **Human Resource and Management Office**

## **Internal Services**



The role of the Human Resource (HR) office is crucial in any organization. It serves as the backbone of an organization, ensuring that all aspects related to employees are managed effectively. The HR office plays a vital role in recruitment and selection, training and development, employee relations, compensation and benefits, and overall organizational development.

### Request for Certification of Actual Duties and Responsibilities

Indication of the actual duties and responsibilities that comes with the employees' rank/position or designation.

<b>Office or Division</b>	Human Resource Management Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	Faculty and Administrative Personnel (Currently employed, Resigned or Retired)			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>			<b>Where to Secure (Saan kailangang i-secure?)</b>	
Request Slip			HRMO	
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Secure Request Slip and check the nature of the request.	1. The personnel in charge receives the request slip and prepares the Certification of Actual Duties and Responsibilities and instructs the client to return the next working day.	None	1 day	Admin Aide III
(1. Ihanda ang Request Slip at markahan ang transaksyon na nais gawin.)	(1. Ang tauhang namamahala ay tatanggapin ang request slip at ihahanda ang Certification of	(Wala)	(1 araw)	(Admin Aide III)





	Actual Duties and Responsibilities at hihilingin sa kliyente na bumalik sa susunod na araw.)			
2. Receiving of the document.	1. Releases Certification of Actual Duties and Responsibilities	None	5 minutes	Admin Aide III
(2. Pagtanggap sa dokumento)	(1. Pagbibigay ng sertipikasyon ng aktwal na mga tungkulin at responsibilidad)	(Wala)	(5 minuto)	(Admin Aide III)
	<b>End Process</b>	<b>None</b>	<b>1 day, 5 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(1 araw at 5 minuto)</b>	

### Request for Certification of Leave with or without Pay

Indication of the date filed for Vacation-Sick Leave without pay that comes with the employees Rank/Position or Designation.

<b>Office or Division</b>	Human Resource Management Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	Faculty and Administrative Personnel (Currently employed, Resigned or Retired)			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Request Slip		HRMO		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>



1. Secure Request Slip and check the nature of the request	1. The personnel in charge receives the request slip and prepares the Certification of Leave with or without Pay and instructs the client to return the next working day.	None	1 day	Admin Aide III
(1. Ihanda ang Request Slip at markahan ang transaksyon na nais gawin)	(1. Ang tauhang namamahala ay tatanggapin ang request slip at ihahanda ang Certification of Leave with or without pay ay hihilingin sa kliyente na bumalik sa susunod na araw)	(Wala)	(1 araw)	(Admin Aide III)
2. Receiving of the document	1. Releases Certification of Leave with or without Pay	None	5 minutes	Admin Aide III
(2. Pagtanggap sa mga dokumento)	(1. Pagbibigay ng Certification of Leave with or without Pay)	(Wala)	(5 minuto)	(Admin Aide III)
	<b>End Process</b>	<b>None</b>	<b>1 day, 5 minutes</b>	
	<b>(Pagtatapos ng Process)</b>	<b>(Wala)</b>	<b>(Isang araw at 5 minuto)</b>	



## Processing of Application and Appointment

Appointment issued to the applicant to perform the duties & responsibilities attached to the position title indicated.

<b>Office or Division</b>	Human Resource Management Office			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	Faculty, Administrative Personnel, External Applicants			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
WMSU-HRMO-FR-002		HRMO		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailanga ng Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. The client accomplishes and submits the requirements and submits his/her application to the office of the President.	1. Receives the application, and then sends it to the HRM Office.	None		Office of the President
(1. Ihahanda at isusumite ng kliyente ang mga kinakailangang dokumento sa pag-aapply ng trabaho nan aka-address sa Tanggapan ng Pangulo ng Pamantasan)	(1. Tatanggapin ang aplikasyon ng kliyente at ipapasa sa Tanggapan ng Human Resource and Management)	(Wala)		(Tanggapan ng Pangulo ng Pamantasan)



	<p>2. Receives the application (For Administrative Positions). 2.1 Receives the application (For Faculty Positions).</p> <p>(2. Tatanggapin ang aplikasyon para sa posisyon ng administratibo o guro ng pamantasan)</p>	<p>None</p> <p>(Wala)</p>	<p>5 minutes</p> <p>(5 minuto)</p>	<p>Admin Aide III/HRMO I</p> <p>(Admin Aide III/HRMO I)</p>
	<p>3. For Administrative Positions, all qualified applications are short-listed and kept, for submission to the Human Resource Merit Promotion and Selection Board. 3.1 For the Faculty positions, the HRMO I send the application to the Dean/Principal/Director concerned for referral or confirmation if there's a need to hire. 3.2 Should there be a need to hire, an interview will</p>	<p>None</p>	<p>3 days</p>	<p>Administrative Assistant II/HRMO I</p>



	<p>be carried out by the Local Committee</p> <p>(3. Para sa Administrative Positions, lahat ng mga kwalipikadong aplikasyon ay ishort-listed at pinananatili, para isumite sa Human Resource Merit Promotion and Selection Board.</p> <p>3.1 Para sa mga posisyon sa Faculty, ang HRMO ay ipapadala ang aplikasyon sa Dean/Principal/Director na kinauukulan para sa referral o kumpirmasyon kung may pangangailangan na kumuha ng bagong guro.</p> <p>3.2 Kung may pangangailangan na kumuha ng bagong guro, isang panayam ang isasagawa ng Lokal na Komite)</p>	(Wala)	(3 araw)	(Administrative Assistant II/HRMO I)
	<p>4. Receives the result of the interview done by the Local Committee to the University Human Resource Merit Promotion and Selection Board for another round</p>	None	3 days	HRMO I



	<p>of demonstration and interview (For Faculty Positions).</p> <p>(4. Tatanggain ang resulta ng panayam na ginawa ng Local Committee sa University Human Resource Merit Promotion and Selection Board para sa isa pang round ng demonstrasyon at panayam para sa mga posisyon ng Faculty)</p>	(Wala)	(3 araw)	(HRMO I)
	<p>5. Make the recommendation to the President.</p> <p>(5. Gawin ang rekomendasyon para sa Presidente)</p>	None  (Wala)	2 days  (2 araw)	<p>The Human Resource Merit Promotion and Selection Board (both Faculty and Administrative positions)</p> <p>(Ang Human Resource Merit Promotion and Selection Board para parehong mga posisyon sa Faculty at Administrative)</p>
	<p>6. Approves or disapproves the recommendation of the Human Resource Merit Promotion and Selection Board or exercises her own</p>	None	3 days	President



	<p>discretion in selecting, and then sends the result to the HRMO for the preparation of the appointment.</p> <p>(6. Aaprubahan o hindi aaprubahan ang rekomendasyon ng Human Resource Merit Promotion and Selection Board o gagamitin ang kanyang sariling pagpapasya sa pagpili, at pagkatapos ay ipapadala ang resulta sa HRMO para sa paghahanda ng appointment)</p>	(Wala)	(3 araw)	(Pangulo ng Pamantasan)
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	<p>7. Prepares the Appointment and forward it to the Office of the Vice President for Academic Affairs (for faculty positions) for signature.</p> <p>7.1 Prepares the Appointment and forwards it to the Office of the Vice President for Administration (for administrative positions) for signature.</p>	None	3 days	HRMO III
	<p>(7. Ihahanda ang Paghirang at ipapasa ito sa Tanggapan ng Pangalawang Pangulo para sa Academic Affairs para sa mga posisyon ng faculty para pirmahan)</p>	(Wala)	(3 araw)	(HRMO III)
	<p>8. Submits the appointment to the President for signature.</p>	None	10 minutes	Admin Aide III
	<p>(8. Ipapasa ang sertipikasyon ng paghirang sa Presidente para lagdaan)</p>	(Wala)	(10 minuto)	(Admin Aide III)
	<p>9. Release all copies of the appointment to</p>	None	10 minutes	Office of the President





	<p>the Records Section.</p> <p>(9. Ilabas ang lahat ng kopya ng sertipikasyon ng paghirap sa Records Section)</p>	(Wala)	(10 minuto)	(Tanggapan ng Pangulo ng Pamantasan)
	<p>10. Releases copies of the appointment to HRMO, payroll and to the employee concerned. Three copies will be given to the HRM Office for the Board of Regents, Civil Service Commission and for 201 files.</p> <p>(10. Ilalabas ang mga kopya ng appointment sa HRMO, payroll at sa kinauukulang empleyado. Tatlong kopya ang ibibigay sa HRM Office para sa Board of Regents, Civil Service Commission at para sa 201 files)</p>	None	10 minutes	Records Officer
		(Wala)	(10 minuto)	(Records Officer)
	<p>11. A Report on Appointment Issued (RAI) will be submitted to the Civil Service Commission.</p>	None	1 day	Admin Aide VI



	(11. Isang ulat sa paghirang na binigay ay ipapasa Tanggapan ng Civil Service Commission)	(Wala	(1 araw)	(Admin Aide VI)
	<b>End Process</b>	<b>None</b>	<b>15 days, 35 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(15 araw at 35 minuto)</b>	

### Processing of Application for Online Applicants and Appointment

Appointment issued to the applicant to perform the duties & responsibilities attached to the position title indicated.

<b>Office or Division</b>	Human Resource Management Office			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	Faculty, Administrative Personnel, External Applicants			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyado ng Nakatalaga)</b>
1. The client accomplishes the requirements and submits his/her application thru official e-mail address of either Human Resource Management Office or Office of the President	1. Acknowledgement receipts for online applicants will be sent, then proceeds to forward the application letter along with other pertinent documents to	None	2-3 days	Office of the President



<p>(1. Tatapusin ng kliyente ang mga kinakailangan at isusumite ang kanyang aplikasyon sa pamamagitan ng opisyal na e-mail address ng alinman sa Tanggapan ng Human Resource Management o Tanggapan ng Pangulo ng Pamantasan)</p>	<p>HRMO e-mail address. (If sent to the Office of the President's e-mail)</p> <p>(1. Ang acknowledgement receipts para sa mga online applicants ay ipapadala, pagkatapos ay magpatuloy sa pag forward ng application letter kasama ang iba pang mga kaukulang dokumento sa HRMO e-mail address or kung ipapadala sa e mail ng Tanggapan ng Pangulo ng Pamantasan)</p>	<p>(Wala)</p>	<p>(2 hanggang 3 araw)</p>	<p>(Tanggapan ng Pangulo ng Pamantasan)</p>
	<p>2. Acknowledgement receipts for online applicants will be sent. (If the application was sent directly to the HRMO e-mail address)</p> <p>(2. Ipapadala ang acknowledgement receipts para sa mga online applicant kung ang aplikasyon ay direktang ipinadala sa e mail address ng HRMO)</p>	<p>None</p> <p>(Wala)</p>	<p>2-3 days</p> <p>(2 hanggang 3 araw)</p>	<p>Admin Aide III</p> <p>(Admin Aide III)</p>



	<p>3. Prints the application along with other pertinent documents (For Administrative Positions)  3.1. Prints application along with other pertinent documents (For Faculty Positions).</p> <p>(3. Ilimbag ang aplikasyon kasama ang iba pang mga kaukulang dokumento (Para sa mga Administrative Position)  3.1 Ilimbag ang aplikasyon kasama ang iba pang mga kaukulang dokumento (Para sa Faculty Posisyon).</p>	<p>None</p> <p>(Wala)</p>	<p>2 days</p> <p>(2 araw)</p>	<p>Admin. Aide III</p> <p>(Admin Aide III)</p>
	<p>4. Receives the printed application (For Administrative Positions)  4.1. Receives the printed application (For Faculty Positions)</p> <p>(4. Tatanggapin ang nalimbag na aplikasyon para sa</p>	<p>None</p> <p>(Wala)</p>	<p>3 minutes</p> <p>(3 minuto)</p>	<p>Admin Aide III/HRMO I</p> <p>(Admin Aide III/HRMO I)</p>



	posisyong administratibo at posisyon para sa mga guro)			
	<p>5. For Administrative Positions, all qualified applications are short-listed and kept, for submission to the Human Resource Merit Promotion and Selection Board.</p> <p>5.1. For the Faculty positions, the HRMO I send the application letter to the Dean/Principal/Director concerned for referral or confirmation if there's a need to hire.</p> <p>5.2. Should there be a need to hire, an interview will be carried out by the Local Committee.</p> <p>(5. Para sa Administrative</p>	<p>None</p> <p>(Wala</p>	<p>3 days</p> <p>(3 araw)</p>	<p>Admin Assistant II/HRMO I</p> <p>(Admin Assistant II/HRMO I)</p>



	<p>Positions, lahat ng mga kwalipikadong aplikasyon ay short-listed at pinananatili, para isumite sa Human Resource Merit Promotion and Selection Board.</p> <p>5.1. Para sa mga posisyon sa Faculty, ipinapadala ng HRMO ang application letter sa Dean/Principal/Director na kinauukulan para sa referral o kumpirmasyon kung may pangangailangan na kumuha.</p> <p>5.2. Kung may pangangailangan na kumuha ng trabaho, isang panayam ay isasagawa ng Lokal na Komite.)</p>			
	<p>6. Receives the result of the interview done by the Local Committee to the University Human Resource Merit Promotion and Selection Board for another round of demonstration and interview (For Faculty Positions).</p>	None	3 days	HRMO I



	(6. Tatanggapin ang resulta ng panayam na ginawa ng Local Committee sa University Human Resource Merit Promotion and Selection Board para sa isa pang round ng demonstrasyon at panayam para sa Mga Posisyon ng Faculty)	(Wala)	(3 araw)	(HRMO I)
	7. Make the recommendation to the President.	None	2 days	The Human Resource Merit Promotion and Selection Board (both Faculty and Admin positions)
	(7. Gagawa ng rekomendasyon para sa Pangulo ng Pamantasan)	(Wala)	(2 araw)	(Ang Human Resource Merit Promotion and Selection Board para sa parehong mga posisyon sa Faculty at Admin)
	8. Approves or disapproves the recommendation of the Human	None	3 days	President



	<p>Resource Merit Promotion and Selection Board or exercises her own discretion in selecting, and then sends the result to the HRMO for the preparation of the appointment.</p> <p>(8. Aaprubahan o hindi aaprubahan ang rekomendasyon ng Human Resource Merit Promotion and Selection Board o ginagamit ang kanyang sariling pagpapasya sa pagpili, at pagkatapos ay ipapadala ang resulta sa HRMO para sa paghahanda ng appointment.)</p>	(Wala)	(3 araw)	(Pangulo ng Pamantasan)
	<p>9. Prepares the Appointment and forward it to the Office of the Vice President for Academic Affairs (for faculty positions) for signature.</p> <p>9.1. Prepares the Appointment and forward it to the Office of the</p>	None	3 days	HRMO III





	<p>Vice President for Admin (for admin positions) for signature.</p> <p>(9. Inihahanda ang Paghirang at ipapasa ito sa Tanggapan ng Pangalawang Pangulo para sa Academic Affairs (para sa mga posisyon sa faculty) para pirmahan. 9.1. Inihahanda ang Appointment at ipapasa ito sa Opisina ng Bise Presidente para sa Admin (para sa mga posisyon ng admin) para sa lagda.</p>	(Wala)	(3 araw)	(HRMO III)
	<p>10. Submits the appointment to the President for signature.</p> <p>(10. Isusumite ang paghirang sa Tanggapan ng Pangulo ng Pamantasan para sa lagda)</p>	<p>None</p> <p>(Wala)</p>	<p>10 minutes</p> <p>(10 minuto)</p>	<p>Admin Aide III</p> <p>(Admin Aide III)</p>
	<p>11. Releases all copies of the appointment to the Records Section.</p>	None	10 minutes	Office of the President



	(11. Ibibigay lahat ng kopya ng paghirang sa Records Section)	(Wala)	(10 minuto)	(Tanggapan ng Pangulo ng Pamantasan)
	12. Releases copies of the appointment to HRMO, payroll and to the employee concerned. Three copies will be given to the HRM Office for the Board of Regents, Civil Service Commission and for 201 files.	None	10 minutes	Records Officer
	(12. Maglalabas ng mga kopya ng appointment sa HRMO, payroll at sa kinauukulang empleyado. Tatlong kopya ang ibibigay sa HRM Office para sa Board of Regents, Civil Service Commission at para sa 201 files.)	(Wala)	(10 minuto)	(Records Officer)
	13. A Report on Appointment Issued (RAI) will be submitted to the Civil Service Commission.	None	1 day	Admin Aide VI
	(13. Isang Report on Appointment Issued (RAI) ang isusumite sa Civil	(Wala)	(1 araw)	(Admin Aide VI)



	Service Commission.)			
	<b>End Process</b>  (Pagtatapos ng Proseso)	<b>None</b>  (Wala)	<b>21 days, 33 minutes</b>  (21 na araw at 33 minuto)	

### Request for Service Record

Duration of Government Service from employment, promotion, retirement/resignation/transfer as well as salary received per month.

<b>Office or Division</b>	Human Resource Management Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	Faculty and Administrative Personnel (Currently employed, Resigned or Retired)			
<b>Checklist of Requirements</b> (Talaan ng mga Kinakailangang Gawin)		<b>Where to Secure</b> (Saan kailangang i-secure?)		
Request Slip		HRMO		
<b>Client Steps</b> (Hakbang na Gagawin ng Kliyente)	<b>Agency Action</b> (Aksyon ng Ahensya)	<b>Fees to be Paid</b> (Mga Kailangang Bayaran)	<b>Processing Time</b> (Bilang ng Oras o Araw ng Pagproseso)	<b>Persons Responsible</b> (Empleyadong Nakatalaga)
1. Secure Request Slip and check the nature of the request	1. The personnel in-charge receives the request slip and prepares the Service Record and instructs the client to return the next working day.	None	1 day	Admin Aide III



<p>(1. Isiguro ang Request Slip at markahan ang bagay na gustong hingiin)</p>	<p>(1. Ang empleyadong nakatalaga ay tumatanggap ng request slip at naghahanda ng Service Record at nagtuturo sa kliyente na bumalik sa susunod na araw ng trabaho.</p> <p>2. For the Service Record that is to be submitted to the GSIS (i.e. for retired), the client will return after 2 working days.</p> <p>2. Para sa Service Record na isusumite sa GSIS (i.e. para sa retired), babalik ang kliyente pagkatapos ng 2 araw ng trabaho.)</p>	<p>(Wala)</p>	<p>(1 araw)</p> <p>2 days</p> <p>(2 araw)</p>	<p>(Admin Aide III)</p>
<p>2. Receiving of the document</p>	<p>1. Releases of service record</p>	<p>None</p>	<p>5 minutes</p>	<p>Admin Aide III</p>
<p>(2. Pagtanggap ng mga dokumento)</p>	<p>(1. Pagbibigay ng service record)</p>	<p>(Wala)</p>	<p>(5 minuto)</p>	<p>(Admin Aide III)</p>
	<p><b>End Process</b></p>	<p><b>None</b></p>	<p><b>1 day, 5 minutes; 2 days, 5 minutes (for the retired)</b></p>	



	<b>(Pagtatapos ng proseso)</b>	<b>(Wala)</b>	<b>(1 araw at 5 minuto; 2 araw at 5 minuto para sa mga retirado)</b>	
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### Request for Certificate of Employment and Compensation

Indication of first day of service, position and designation, compensation of the employee concerned.

<b>Office or Division</b>	Human Resource Management Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	Faculty and Administrative Personnel (Currently employed, Resigned or Retired)			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Request Slip		HRMO		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Secure Request Slip and check the nature of the request	1. The personnel in-charge receives the request slip and prepares the Certificate of Employment and instructs the client to return the next working day.	None	1 day	Admin Aide III
(1. Isiguro ang Request Slip at markahan ang bagay na gustong hingiin)	(1. Ang empleyadong nakatalaga ay tatanggapin ang	(Wala)	(1 araw)	(Admin Aide III)



	request slip at inihahanda ang Sertipiko ng Pagtatrabaho at inutusan ang kliyente na bumalik sa susunod na araw)			
1. Receiving of the document	1. Releases the Certificate of Employment	None	5 minutes	Admin Aide III
(1. Pagtanggap ng mga dokumento)	(2. Pagbibigay ng Sertipiko ng Pagtatrabaho)	(Wala)	(5 minuto)	(Admin Aide III)
	<b>End Process</b>	<b>None</b>	<b>1 day, 5 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(1 araw at 5 minuto)</b>	



# **Human Resource and Management Office**

## **External Services**



## Processing of Application for Online Applicants and Appointment

Appointment issued to the applicant to perform the duties & responsibilities attached to the position title indicated.

<b>Office or Division</b>	Human Resource Management Office			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	Faculty, Administrative Personnel, External Applicants			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>			<b>Where to Secure (Saan kailangang i-secure?)</b>	
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailanga ng Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyado ng Nakatalaga)</b>
1. The client accomplishes and submits the requirements and submits his/her application thru official e-mail address of either Human Resource Management Office or Office of the President	1. Acknowledge ment receipts for online applicants will be sent, then proceeds to forward the application letter along with other pertinent documents to HRMO e-mail address. (If sent to the Office of the President's e-mail)	None	2-3 days	Office of the President
(1. Nagawa at isinusumite ng kliyente ang mga kinakailangan at isinusumite ang kanyang aplikasyon	(1. Ang mga resibo ng pagkilala para sa mga online na aplikante ay ipapadala,	(Wala)	(2 hanggang 3 araw)	(Tanggapan ng Pangulo ng Pamantasan)





<p>sa pamamagitan ng opisyal na e-mail address ng alinman sa Opisina ng Human Resource Management o Tanggapan ng Pangulo ng Pamantasan)</p>	<p>pagkatapos ay magpapatuloy sa pagpapasa ng liham ng aplikasyon kasama ang iba pang nauugnay na mga dokumento sa HRMO e-mail address. (Kung ipinadala sa e-mail ng Tanggapan ng Pangulo ng Pamantasan)</p>			
	<p>2. Acknowledgment receipts for online applicants will be sent. (If the application was sent directly to the HRMO e-mail address)</p> <p>(2. Ang mga resibo ng pagkilala para sa mga online na aplikante ay ipapadala kung ang aplikasyon ay direktang ipinadala sa HRMO e-mail address)</p>	<p>None</p> <p>(Wala)</p>	<p>2-3 days</p> <p>(2 hanggang 3 araw)</p>	<p>Admin Aide III</p> <p>(Admin Aide III)</p>
	<p>3. Prints the application along with other pertinent documents</p>	<p>None</p>	<p>2 days</p>	<p>Admin. Aide III</p>



	<p>(For Administrative Positions)</p> <p>(3. Iprint ang application kasama ng ibang mga nauugnay na dokumento para sa Administratibong Posisyon)</p> <p>4. Prints application along with other pertinent documents (For Faculty Positions).</p> <p>(4. Iprint ang aplikasyon kasama ng ibang mga nauugnay na dokumento para sa Mga Posisyon ng Faculty)</p>	(Wala)	(2 araw)	(Admin Aide III)
	<p>5. Receives the printed application for Administrative Positions)</p> <p>(5. Tatanggapin ang naka-print na aplikasyon para sa Administrative Positions)</p> <p>6. Receives the printed</p>	<p>None</p> <p>(Wala)</p>	<p>3 minutes</p> <p>(3 minuto)</p>	<p>Admin Aide III/HRMO I</p> <p>(Admin Aide III/HRMO I)</p>



	<p>application for Faculty Positions</p> <p>(6. Tatanggapin ang naka-print na aplikasyon para sa mga Posisyon ng Faculty)</p>			
	<p>7. For Administrative Positions, all qualified applications are short-listed and kept, for submission to the Human Resource Merit Promotion and Selection Board.</p> <p>(7. Para sa Administrative Positions, lahat ng mga kwalipikadong aplikasyon ay short-listed at pinananatili, para isumite sa Human Resource Merit Promotion and Selection Board)</p> <p>8. For the Faculty positions, the HRMO I send the application letter to the</p>	<p>None</p> <p>(Wala)</p>	<p>3 days</p> <p>(3 araw)</p>	<p>Admin Assistant II/HRMO I</p> <p>(Admin Assistant II/HRMO I)</p>



	<p>Dean/Principal /Director concerned for referral or confirmation if there's a need to hire.</p> <p>(8. Para sa mga posisyon sa Faculty, ang HRMO I ay ipapadala ang sulat ng aplikasyon sa Dekano/Punong-guro/Direktor para sa kumpirmasyon if kinakailangan ba ang paghire ng bagong empleyado)</p> <p>9. Should there be a need to hire, an interview will be carried out by the Local Committee.</p> <p>(9. Kung may pangangailangan na kumuha ng trabaho, isang panayam ang isasagawa ng Lokal na Komite)</p>			
	<p>10. Receives the result of the interview done by the Local Committee to</p>	<p>None</p>	<p>3 days</p>	<p>HRMO I</p>



	<p>the University Human Resource Merit Promotion and Selection Board for another round of demonstration and interview (For Faculty Positions).</p> <p>(10. Tatanggapin ang resulta ng panayam na ginawa ng Local Committee sa University Human Resource Merit Promotion and Selection Board para sa isa pang round ng demonstrasyon at panayam para sa mga Posisyon ng Faculty)</p>	(Wala)	(3 araw)	(HRMO I)
	<p>11. Make the recommendation to the President.</p> <p>(11. Gagawa ng rekomendasyon</p>	None  (Wala)	2 days  (2 araw)	The Human Resource Merit Promotion and Selection Board (both Faculty and Admin positions)  (Ang Human Resource Merit



	para sa Pangulo ng Pamantasan)			Promotion and Selection Board)
	12. Approves or disapproves the recommendation of the Human Resource Merit Promotion and Selection Board or exercises her own discretion in selecting, and then sends the result to the HRMO for the preparation of the appointment.	None	3 days	President
	(12. Aaprubahan o hindi aaprubahan ang rekomendasyon ng Human Resource Merit Promotion and Selection Board o ginagamit ang kanyang sariling pagpapasya sa pagpili, at pagkatapos ay ipapadala ang resulta sa HRMO para sa	(Wala)	(3 araw)	(Pangulo ng Pamantasan)



	paghahanda ng appointment.)			
	13.Pre pares the Appointment and forward it to the Office of the Vice President for Academic Affairs (for faculty positions) for signature.	None	3 days	HRMO III
	(13. Inihahanda ang Paghirang at ipapasa ito sa Opisina ng Pangalawang Pangulo para sa Academic Affairs (para sa mga posisyon sa faculty) para lagdaan)	(Wala)	(3 araw)	(HRMO III)
	14.Pre pares the Appointment and forward it to the Office of the Vice President for Admin (for admin positions) for signature.			
	(14. Inihahanda ang Appointment at ipasa ito sa Opisina ng Bise Presidente para			



	sa Admin (para sa mga posisyon ng admin) para sa lagda.)			
	15. Submits the appointment to the President for signature.  (15. Isusumite ang pagtalaga sa Pangulo ng Pamantasan para sa lagda)	None  (Wala)	10 minutes  (10 minuto)	Admin Aide III  (Admin Aide III)
	16. Releases all copies of the appointment to the Records Section.  (16. Ibibigay lahat ng kopya ng pagtalaga sa Records Section)	None  (Wala)	10 minutes  (10 minuto)	Office of the President  (Tanggapan ng Pangulo ng Pamantasan)
	17. Releases copies of the appointment to HRMO, payroll and to the employee concerned. Three copies will be given to the HRM Office for the Board of Regents, Civil Service Commission and for 201 files.  (17. Ilalabas ng mga kopya ng	None  (Wala)	10 minutes  (10 minuto)	Records Officer  (Records Officer)





	<p>appointment sa HRMO, payroll at sa kinauukulang empleyado. Tatlong kopya ang ibibigay sa HRM Office para sa Board of Regents, Civil Service Commission at para sa 201 files.)</p>			
	<p>18. A Report on Appointment Issued (RAI) will be submitted to the Civil Service Commission.</p> <p>(18. Isang Report on Appointment Issued (RAI) ang isusumite sa Civil Service Commission)</p>	<p>None</p> <p>(Wala)</p>	<p>1 day</p> <p>(1 araw)</p>	<p>Admin Aide VI</p> <p>(Admin Aide VI)</p>
	<p><b>End Process</b></p> <p><b>(Pagtatapos ng Proseso)</b></p>	<p><b>None</b></p> <p><b>(Wala)</b></p>	<p><b>21 days, 33 minutes</b></p> <p><b>(21 na araw at 33 minuto)</b></p>	



## Request for Service Record

Duration of Government Service from employment, promotion, retirement/resignation/transfer as well as salary received per month.

<b>Office or Division</b>	Human Resource Management Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	Faculty and Administrative Personnel (Currently employed, Resigned or Retired)			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Request Slip		HRMO		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Secure Request Slip and check the nature of the request	1. The personnel in-charge receives the request slip and prepares the Service Record and instructs the client to return the next working day.	None	1 day	Admin Aide III
(1. Isiguro ang Request Slip at markahan ang bagay na gustong hingiin)	(1. Ang empleyadong nakatalaga ay tumatanggap ng request slip at naghahanda ng Service Record at nagtuturo sa kliyente na bumalik sa susunod na araw ng trabaho)	(Wala)	(1 araw)	(Admin Aide III)



	<p>2. For the Service Record that is to be submitted to the GSIS (i.e. for retired), the client will return after 2 working days.</p> <p>(2. Para sa Service Record na isusumite sa GSIS (i.e. para sa retired), babalik ang kliyente pagkatapos ng 2 araw ng trabaho.)</p>		<p>2 days</p> <p>(2 araw)</p>	
<p>2. Receiving of the document</p> <p>(2. Pagtanggap ng mga dokumento)</p>	<p>1. Releasing of service record</p> <p>(1. Pagbibigay ng service record)</p>	<p>None</p> <p>(Wala)</p>	<p>5 minutes</p> <p>(5 minuto)</p>	<p>Admin Aide III</p> <p>(Admin Aide III)</p>
	<p><b>End Process</b></p> <p><b>(Pagtatapos ng proseso)</b></p>	<p><b>None</b></p> <p><b>(Wala)</b></p>	<p><b>1 day, 5 minutes;</b></p> <p><b>2 days, 5 minutes (for the retired)</b></p> <p><b>(1 na araw at 5 minuto;</b></p> <p><b>2 na araw at 5 minuto para sa mga retirado)</b></p>	



## Request for Certificate of Employment and Compensation

Indication of first day of service, position and designation, compensation of the employee concerned.

<b>Office or Division</b>	Human Resource Management Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	Faculty and Administrative Personnel (Currently employed, Resigned or Retired)			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Request Slip		HRMO		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Secure Request Slip and check the nature of the request	1. The personnel in-charge receives the request slip and prepares the Certificate of Employment and instructs the client to return the next working day.	None	1 day	Admin Aide III
1. (Isiguro ang Request Slip at markahan ang bagay na gustong hingiin)	(1. Ang empleyadong nakatalaga ay tatanggapin ang request slip at inihahanda ang Sertipiko ng Pagtatrabaho at inutusan ang kliyente na bumalik sa susunod na araw)	(Wala)	(1 araw)	(Admin Aide III)



2. Receiving of the document	1. Releases the Certificate of Employment	None	5 minutes	Admin Aide III
(2. Pagtanggap ng mga dokumento)	(1. Pagbibigay ng Sertipiko ng Pagtatrabaho)	(Wala)	(5 minuto)	(Admin Aide III)
	<b>End Process</b>	<b>None</b>	<b>1 day, 5 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(1 araw at 5 minuto)</b>	



# **Cashier's Office**

## **Internal Services**



One of the key responsibilities of the cashier's office is to receive payments from customers. Whether it is cash, checks, or credit card transactions, the cashier's office ensures that all payments are processed accurately and securely. They also issue receipts to customers as proof of payment. In addition to receiving payments, the cashier's office also handles disbursements. This includes paying bills, reimbursing employees for expenses, and managing petty cash funds. By maintaining accurate records and adhering to proper accounting procedures, they play a vital role in ensuring financial transparency and accountability within the organization.

## Collection of Fees

This is the process being followed by the University cashier's office for all transactions that involve receiving/collecting payments.

<b>Office or Division</b>	University Cashier			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C - Government to Citizen G2B-Government to Business Entity G2G- Government to Government			
<b>Who May Avail</b>	Students, Faculty & Other Clients			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Assessment Form – Assessment		Collecting Officer		
Payment Slip – University Press				
Registrar's Request Form - Registrar		Collecting Officer		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Presents duly accomplished order of payment	1. Receives order of payment and fills out official receipt	None	1 minute	Collecting Officer /Cashier's Office Staff
(1. Ibibigay ang natapos ng talaan ng mga bayarin)	(1.Tatanggapin ang talaan ng mga bayarin at pupunan ang	(Wala)	(1 minuto)	(Ang Collecting Officer o ang Cashier's Office Staff)



	opisyal na resibo)			
2. Pays amount indicated in the order of payment	1. Receives and counts the money for payment	None	2 minutes	Collecting Officer /Cashier's Office Staff
(2. Babayaran ang halaga na nakalagay sa talaan ng mga bayarin)	(1. Tatanggapin at bibilangin ang perang ibinayad ng kliyente)	(Wala)	(2 minuto)	(Ang Collecting Officer o ang Cashier's Office Staff)
3. Receives official receipt/change	1. Issues official receipt and returns the necessary change	None	1 minute	Internal/External Client
(3. Tatanggapin ang opisyal na resibo at ang sukli sa ibinayad nap pera)	(1. Ibibigay ang opisyal na resibo kasama ang nararapat na sukli sa binayad)	(None)	(1 minuto)	(Ang Kliyente)
	<b>End Process</b>	<b>None</b>	<b>6 Minutes</b>	
	<b>(Pagtatapos ng proseso</b>	<b>(Wala)</b>	<b>(6 minuto)</b>	





## Releasing of Payments

This is the process followed prior to releasing payroll to university staff.

<b>Office or Division</b>	University Cashier			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who May Avail</b>	Students, Faculty & Other Clients			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Valid ID Special Power of Attorney Authorization Letter		Any Practicing Lawyer/Notary Public/PAO		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Presents id for proper identification  (1. Ibibigay ang ID para sa tamang beripikasyon)	1. Verify if name is included in payroll  (1. Titingnan kung ang pangalan ay nabibilang sa payroll)	None  (Wala)	2 minutes  (2 minuto)	Disbursing Officer  (Ang Disbursing Officer)
2. Sign payroll sheets  (2. Lalagdaan ang talaan ng payroll)	1. Checks & counts money before payment is done  (1. Susuriin at bibilangin ang pera bago matapos ang pagbabayad)	None  (Wala)	3 minutes  (3 minuto)	Disbursing Officer  (Ang Disbursing Officer)
3. Receives payment in cash	1. Countersigns the payroll sheet	None		



(3. Tatanggapin ang bayad sa salapi)	(1. Lalagyan ng lagda ang lugar na nilagdaan ng kliyente sa talaan ng payroll.	(Wala)		
	<b>End Process</b>	<b>None</b>	<b>5 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(5 minuto)</b>	



# **Cashier's Office**

## **External Services**



## Collection of Fees

This is the process being followed by the University cashier's office for all transactions that involve receiving/collecting payments.

<b>Office or Division</b>	University Cashier			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C - Government to Citizen G2B-Government to Business Entity G2G- Government to Government			
<b>Who May Avail</b>	Students, Faculty & Other Clients			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Assessment Form – Assessment Payment Slip – University Press		Collecting Officer		
Registrar's Request Form - Registrar		Collecting Officer		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Presents duly accomplished order of payment  (1. Ibibigay ang natapos ng talaan ng mga bayarin)	1. Receives order of payment and fills out official receipt  (1. Tatanggapin ang talaan ng mga bayarin at pupunan ang opisyal na resibo)	None  (Wala)	1 minute  (1 minuto)	Collecting Officer /Cashier's Office Staff  (Ang Collecting Officer o ang Cashier's Office Staff)
2. Pays amount indicated in the order of payment  (2. Babayaran ang halaga na nakalagay	1. Receives and counts the money for payment  (1. Tatanggapin at bibilangin ang	None  (Wala)	2 minutes  (2 minuto)	Collecting Officer /Cashier's Office Staff  (Ang Collecting Officer o ang



sa talaan ng mga bayarin)	perang ibinayad ng kliyente)			Cashier's Office Staff)
3. Receives official receipt/change	1. Issues official receipt and returns the necessary change	None	1 minute	Internal/External Client
(3. Tatanggapin ang opisyal na resibo at ang sukli sa ibinayad na pera)	(1. Ibibigay ang opisyal na resibo kasama ang nararapat na sukli sa binayad)	(Wala)	(1 minuto)	(Ang Kliyente)
	<b>End Process</b> <b>(Pagtatapos ng proseso)</b>	<b>None</b> <b>(Wala)</b>	<b>6 Minutes</b> <b>(6 minuto)</b>	

## Releasing of Payments

This is the process followed prior to releasing payroll to university staff.

<b>Office or Division</b>	University Cashier			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who May Avail</b>	Students, Faculty & Other Clients			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Valid ID Special Power of Attorney Authorization Letter		Any Practicing Lawyer/Notary Public/PAO		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>



1. Presents id for proper identification  (1. Ibibigay ang ID para sa tamang beripikasyon)	2. Verify if name is included in payroll  (2. Titingnan kung ang pangalan ay nabibilang sa payroll)	None  (Wala)	2 minutes  (2 minuto)	Disbursing Officer  (Disbursing Officer)
2. Sign payroll sheets  (2. Lalagdaan ang talaan ng payroll)	1. Checks & counts money before payment is done  (1. Susuriin at bibilangin ang pera bago matapos ang pagbabayad)	None  (Wala)	3 minutes  (3 minuto)	Disbursing Officer  (Disbursing Officer)
3. Receives payment in cash  (3. Tatanggapin ang bayad sa salapi)	1. Countersigns the payroll sheet  (1. Lalagyan ng lagda ang lugar na nilagdaan ng kliyente sa talaan ng payroll.	None  (Wala)		
	<b>End Process</b>	<b>None</b>	<b>5 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(5 minuto)</b>	



## Releasing of Checks

This is the process being followed by the University cashier's office for all transactions that involve releasing of checks.

<b>Office or Division</b>	University Cashier			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who May Avail</b>	Students, Faculty, Suppliers and other Government Agencies			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Valid ID Official Receipt Special Power of Attorney Authorization Letter		Any Practicing Lawyer/Notary Public/PAO		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangan g Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Presents id for proper identification	1. Verification & validity of documents	None	3 minutes	Collecting Officer/Cashier's Office Staff
(1. Ibibigay ang ID para sa tamang beirpikasyon)	(1. Pagberipika ng bisa ng mga dokumento)	(Wala)	(3 minuto)	(Collecting Officer/Cashier's Office Staff)
2. Signs the disbursement voucher & issues official receipt	1. Check if disbursement voucher is duly signed & official receipt is issued	None	3 minutes	Collecting Officer/Cashier's Office Staff
(2. Pipirmahan ang disbursement voucher at magbibigay ng opisyal na resibo)	(1. Susuriin kung ang disbursement voucher ay nalagdaan at ang opisyal na resibo ay nalagdaan)	(Wala)	(3 minuto)	(Collecting Officer/Cashier's Office Staff)



<p>3. Receives payment in check</p> <p>(3. Tatanggapin ang bayad na cheke)</p>	<p>1. Voucher is stamped "paid" &amp; released to person in charge of report preparation</p> <p>(1. Mamarkahan ng "paid" ang voucher at ibibigay sa empleyadong nakatalaga paggawa ng ulat)</p>	<p>None</p> <p>(Wala)</p>		
	<p><b>End Process</b></p> <p><b>(Pagtatapos ng Proseso)</b></p>	<p><b>None</b></p> <p><b>(Wala)</b></p>	<p><b>6 minutes</b></p> <p><b>(6 minuto)</b></p>	





# **Records and Archives Office**

## **Internal Services**



The role of the Records and Archive Office is to create a systematic process for organizing and storing records. This includes developing classification systems, implementing retention schedules, and establishing guidelines for record disposal. By doing so, they ensure that valuable information is easily accessible when needed while also adhering to legal requirements.

## Retrieval and Issuance of Records

The Process Flow for the Retrieval and Issuance of Records ensures prompt service in issuing clear and authenticated copies of individual/institutional Records.

<b>Office or Division</b>	Records and Archives Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen G2B-Government to Business Entity G2G- Government to Government			
<b>Who May Avail</b>	Colleges, Offices, WMSU Personnel and other Stakeholders of the University			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
WMSU-RAO-FR-001 (Request Form)		Records and Archives Office		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangan g Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Requester will secure Request Form from RAO, fill up the needed information, and submit to the personnel in-charge to process the request	1. Review/Evaluate validity of request 1.1. Direct requester/concerned an Authorization letter is needed in case of indirect requester Valid purpose for	None	2 minutes	Records Officer III



<p>(1. Sisiguraduhin ng humihiling ang Request Form mula sa RAO, punan ang kinakailangang impormasyon, at isusumite sa mga tauhan na namamahala upang iproseso ang kahilingan)</p>	<p>indirect requester shall be stated. (Accreditation/Evaluation etc.)</p> <p>(1. Suriin/Suriin ang bisa ng kahilingan</p> <p>1.1. Direktang humihiling, isang Authorization letter ay kailangan. Sa kaso ng hindi direktang humihiling, isang wastong layunin ay dapat na nakasaad. (Accreditation/Evaluation atbp.)</p>	<p>(Wala)</p>	<p>(2 minuto)</p>	<p>(Records Officer III)</p>
	<p>2. Retrieval of Records from file/server. If no records on file, Note "No records on file." Returned the Request Form to requester. If records are available, proceed to the next step</p> <p>(2. Pagbawi ng mga Tala mula sa file/server.</p>	<p>None</p> <p>(Wala)</p>	<p>4 minutes</p> <p>(4 minuto)</p>	<p>Records Officer II</p> <p>(Records Officer II)</p>



	<p>Kung walang mga tala sa file, Tandaan ng "Walang mga tala sa file." Ibalik ang Request Form sa humihiling. Kung available ang mga tala, magpatuloy sa susunod na hakbang)</p>			
	<p>3. Reproduce/print out copies needed. Check if the record on file is an original copy. Check the physical condition, legibility and completeness of the record. Know the number of copies to be reproduced. Use Substance 20 thermal paper Photocopy and stamp "Certified Copy" initial and endorse to the Records Officer III (RO) for certification/authentication Certification/Authentication of copies. Certification is done in every</p>	None	5 minutes	Records Officer II



	<p>page of the record. In the absence of the RO III, the Officer In-charge or the person next in rank shall certify and authenticate copies</p> <p>(3. Kailangang magparami/mag-print ng mga kopya. Suriin kung ang tala sa file ay isang orihinal na kopya. Suriin ang pisikal na kondisyon, pagiging madaling mabasa at pagkakumpleto ng talaan. Alamin ang bilang ng mga kopyang ire-reproduce. Gumamit ng Substance 20 thermal paper Photocopy at selyo ng "Certified Copy" na inisyal at i-endorso sa Records Officer III (RO) para sa certification/authentication Certification/Authentication ng mga kopya. Ginagawa ang sertipikasyon sa bawat pahina ng talaan. Sa kawalan ng RO III, ang</p>	(Wala)	(5 minuto)	(Records Officer II)
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	Officer In- charge ang magpapatunay ng mga kopya)			
	<p>4. Release of Authenticated Records. Release the record to the requestor            Received copy” portion in the Request Form (WMSU-RAO-FR-001) must be signed by the requestor upon receipt of the copy. The complied request form shall be filed for reference in the preparation of the “Daily Request of Record Tracking Log” (WMSU-RAO-FR-004)</p> <p>*Records are retrieved and processed in 10-15 minutes for a minimum of 20 documents per requester; 1 day for more than 20 documents per requester and are on a “first come first serve basis”</p> <p>(4. Pagpapalabas ng Authenticated</p>		<p>4 minutes</p> <p>(4 minuto)</p>	<p>Admin Aide III</p>



	<p>Records. Ilabas ang tala sa humiling na Natanggap na kopya” na bahagi sa Form ng Kahilingan (WMSU-RAO-FR-001) ay dapat pirmahan ng humihiling sa pagtanggap ng kopya. Ang natapos na form ng kahilingan ay dapat isampa para sa sanggunian sa paghahanda ng "Pang-araw-araw na Kahilingan ng Record Tracking Log" (WMSU-RAO-FR-004)</p> <p>(*Ang mga tala ay kinukuha at pinoproseso sa loob ng 10-15 minuto para sa hindi bababa sa 20 mga dokumento bawat humihiling; 1 araw para sa higit sa 20 dokumento bawat humiling at nasa "first come first serve basis")</p>			
	<p><b>End Process</b></p> <p><b>(Pagtatapos ng Proseso)</b></p>	<p><b>None</b></p> <p><b>(Wala)</b></p>	<p><b>15 minutes</b></p> <p><b>(15 minuto)</b></p>	



# **Supply Office**

## **Internal Services**





The university supply office plays a crucial role in ensuring the smooth functioning of an educational institution. Its primary responsibility is to manage and provide the necessary supplies and materials required by students, faculty, and staff. This includes textbooks, stationery, laboratory equipment, and other essential items. One of the key roles of the supply office is to maintain an inventory of all the supplies needed by various departments within the university. By keeping track of stock levels and anticipating demand, they ensure that there are no shortages or delays in providing necessary materials to students and faculty members. This helps to create a conducive learning environment where everyone has access to the resources they need.

### Acquisition, Utilization, and Warehousing of Supplies, Materials, and Equipment

<b>Office or Division</b>	Supply Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C - Government to Citizen G2B-Government to Business Entity G2G- Government to Government			
<b>Who May Avail</b>	Colleges, Offices, WMSU Personnel, Student Council			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Purchase Order		Procurement Office		
Inspection and Acceptance Report		Supply Office		
Requisition and Issuance of Supplies and Materials		Supply Office		
Property Acknowledgment Receipt and Inventory Custodian Slip		Property Management Office		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangan g Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Receiving/ Inspection/ Acceptance	1. Receives Delivery	None	2 minutes	Storekeeper II, Inspectors
	(1. Tatanggapin ang mga padala)	(Wala)	(2 minuto)	(Storekeeper II, Inspectors)
(1. Pagtanggap/ Inspeksyon/ Pagtanggap)	2. Check Deliveries with the sales invoice/delivery receipt	None	2 minutes	Storekeeper II, Inspectors



(2. Susuriin ang mga pinadala kasama ang sales invoice at resibo ng pinadala)	(Wala)	(2 minuto)	(Storekeeper II, Inspectors)
3. Checks conformity of items delivered with the specification stated in the approved/conformed PO	None	30 minutes	Storekeeper II, Inspectors
(3. Sinusuri ang pagkakatugma ng mga bagay na inihatid sa detalyeng nakasaad sa naaprubahan/naayon na PO)	(Wala)	(30 minuto)	(Storekeeper II, Inspectors)
4. Inspects Delivery	None	30 minutes	Storekeeper II, Inspectors
(4. Susuriin ang mga pinadala)	(Wala)	(30 minuto)	(Storekeeper II, Inspectors)
5. Request inspection from the inspection committee	None	2 minutes	Storekeeper II, Inspectors
(5. Humiling ng inspeksyon mula sa komite ng inspeksyon)	(Wala)	(2 minuto)	(Storekeeper II, Inspectors)
6. Receives the inspected items together with the copy of PO	None	2 minutes	Storekeeper II, Inspectors
(6. Tatanggapin	(Wala)	(2 minuto)	(Storekeeper II,



	ang mga inspeksyon na bagay kasama ang kopya ng PO)			Inspectors)
	7. Accept the inspected items and prepares IAR for signature of Inspection Committees, End-User and Supply Officer/PMO	None	1 day	Storekeeper II, Inspectors
	(7. Tanggapin ang mga inspeksyon na item at ihanda ang IAR para sa lagda ng Inspection Committees, End-User at Supply Officer/PMO)	(Wala)	(1 araw)	(Storekeeper II, Inspectors)
	<b>End Process</b>  <b>(Pagtatapos ng Proseso)</b>	<b>None</b>  <b>(Wala)</b>	<b>1 day, 1 hour and 8 minutes</b>  <b>(1 araw, 1 oras at 8 minuto)</b>	

<b>Client Steps</b> <b>(Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action</b> <b>(Aksyon ng Ahensya)</b>	<b>Fees to be Paid</b> <b>(Mga Kailangan ng Bayaran)</b>	<b>Processing Time</b> <b>(Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible</b> <b>(Empleyadong Nakatalaga)</b>
2. Warehouse/ Storage	1. Receives the items upon acceptance together with the copy of PO and IAR	None	2 minutes	Storekeeper II, Storekeeper Aide



(2. Tanggapan o Bodega)	(1. Tatanggapin ang mga bagay kasama ang kopya ng PO at IAR)	(Wala)	(2 minuto)	(Storekeeper II, Storekeeper Aide)
	2. Sorts out the items and stores in respective places in the Stockroom	None	1 day	Storekeeper II, Storekeeper Aide
	(2. Pag-uuri-uriin ang mga bagay at ilalagay sa kani-kanilang mga lugar sa Stockroom)	(Wala)	(1 araw)	(Storekeeper II, Storekeeper Aide)
	3. Records/Carding of items delivered on the Supply Ledger Card	None	1 day	Storekeeper II, Storekeeper Aide
	(3. Paggawa ng ulat at pagsasaayos ng mga bagay na pinadala sa Supply Ledger Card)	(Wala)	(1 araw)	(Storekeeper II, Storekeeper Aide)
	<b>End Process</b>	<b>None</b>	<b>2 days, 2 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(2 na araw at 2 minuto)</b>	

<b>Client Steps</b> <b>(Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action</b> <b>(Aksyon ng Ahensya)</b>	<b>Fees to be Paid</b> <b>(Mga Kailangang Bayaran)</b>	<b>Processing Time</b> <b>(Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible</b> <b>(Empleyadong Nakatalaga)</b>
3. Issuance and Utilization	1. When items are properly sorted and stored, preparation of	None	1 day	Storekeeper II, Storekeeper Aide



(3. Pag-isyu Paggamit)	issuance of supplies, materials & equipment takes place			
	at (1. Kapag ang mga bagay ay maayos na pinagsunod-sunod at inimbak, ang paghahanda ng pagpapalabas ng mga supply, materyales, at mga kagamitan ang susunod.)	(Wala)	(1 araw)	(Storekeeper II, Storekeeper Aide)
	2. Head of Unit will fill out the RIS and assign control number. For outright items/equipment, the storekeeper will prepare an issuance slip & issue item.	None	10 minutes	Supply Officer III, Storekeeper II, Storekeeper Aide
	(2. Pupunan ng Head of Unit ang RIS at magtatalaga ng control number. Para sa mga tahasang bagay/kagamitan, ang storekeeper ay maghahanda ng issuance slip at ibibigay ang mga gamit na hiniling.)	(Wala)	(10 minuto)	(Supply Officer III, Storekeeper II, Storekeeper Aide)
3. Prepares PAR for equipment delivered.	None	1 day	Storekeeper II, Storekeeper Aide, End-user, PMO	



(3. Ihahanda ang PAR ara sa mga kagamitan na naipadala)	(Wala)	(1 araw)	(Storekeeper II, Storekeeper Aide, End-user, PMO)
4. Prepares ICS for items below 15,000.00	None	1 day	Storekeeper II, Storekeeper Aide, End-user, PMO
(4. Ihahanda ang ICS para sa mga gamit na mababa sa P15,000.00)	(Wala)	(1 araw)	(Storekeeper II, Storekeeper Aide, End-user, PMO)
5. Forwards RIS to the approving officer for the appropriate action	None	1 minute	Supply Officer III, Storekeeper II, Storekeeper Aide
(5. Isusumite ang RIS sa opisyal na mag-aapruba para sa karampatang aksyon)	(Wala)	(1 minute)	(Supply Officer III, Storekeeper II, Storekeeper Aide)
6. Approval of RIS	None	1 minute	Supply Officer III, Storekeeper II, Storekeeper Aide
(6. Pag-apruba ng RIS)	(Wala)	(1 minute)	(Supply Officer III, Storekeeper II, Storekeeper Aide)
7. Issues/releases the requested supplies based on the approved RIS	None	5 minutes	Supply Officer III, Storekeeper II, Storekeeper Aide
(7. Ibibigay ang mga hiniling na mga kagamitan base sa naaprubahang RIS)	(Wala)	(5 minuto)	(Supply Officer III, Storekeeper II, Storekeeper Aide)
<b>End Process</b>	<b>None</b>	<b>3 days, 15</b>	



	(Pagtatapos ng Proseso)	(Wala)	minutes  (3 na araw at 15 minuto)	
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Client Steps (Hakbang na Gagawin ng Kliyente)	Agency Action (Aksyon ng Ahensya)	Fees to be Paid (Mga Kailangan ng Bayaran)	Processing Time (Bilang ng Oras o Araw ng Pagproseso)	Persons Responsible (Empleyadong Nakatalaga)
4. Recording/Report Preparation	1. Records/ posts items released on the stock card	None	30 minutes	Storekeeper Aide
(4. Pagtatala at Paghahanda ng Ulat)	(1. Itatala ang mga bagay na naibigay base sa stock card)	(Wala)	(30 minuto)	(Storekeeper Aide)
	2. Prepares RSMI for the month for submission to the Accounting Office	None	5 days	Supply Officer III, Supply Officer I
	(2. Ihahanda ang RSMI para sa buwanang pagsumite sa Accounting Office)	(Wala)	(5 araw)	(Supply Officer III, Supply Officer I)
	3. Submits monthly report of RSMI to Accounting Office for recording purposes	None	1 minute	Supply Officer I
	(3. Isusumite ang buwanang ulat ng RSMI sa Accounting Office)	(Wala)	(1 minuto)	(Supply Officer I)



	para magawan ng record)			
	<b>End Process</b> <b>(Pagtatapos ng Proseso)</b>	<b>None</b> <b>(Wala)</b>	<b>5 days,</b> <b>31 minutes</b>  <b>(5 araw at</b> <b>31 minuto)</b>	





# BIDS AND AWARDS



# **Procurement Office**

## **Internal Services**



The University Bids and Awards Committee (BAC) plays a crucial role in ensuring transparency, fairness, and efficiency in the procurement process of a university. The BAC is responsible for reviewing bids and awarding contracts to suppliers or service providers based on their qualifications, technical capabilities, and financial proposals. One of the primary roles of the BAC is to conduct a thorough evaluation of bids submitted by potential suppliers. This involves assessing their compliance with the requirements stated in the bidding documents, such as technical specifications, delivery schedules, and pricing. The committee ensures that all bidders are treated equally and that no favoritism or bias is shown towards any particular supplier.

### Process in Formulating of PPMP, APP & Approval of Indicative APP & APP

<b>Office or Division</b>	Procurement Office			
<b>Classification</b>	Technical			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who May Avail</b>	All End-users			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
PPMP TEMPLATES		PROCUREMENT OFFICE		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangan g Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Orientation  (1. Oryentasyon)	1. Conduct Workshops to End-user in preparing their individual PPMP  (1. Magsagawa ng mga Workshop sa End-user sa paghahanda ng kanilang indibidwal na PPMP)	None  (Wala)	1 day  (1 araw)	Procurement Office - Procurement Planning and Management Unit  (Procurement Office - Procurement Planning and Management Unit)
	<b>End Process</b>	<b>None</b>	<b>1 day (1 araw)</b>	



<b>Client Steps</b> <b>(Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action</b> <b>(Aksyon ng Ahensya)</b>	<b>Fees to be Paid</b> <b>(Mga Kailangan g Bayaran)</b>	<b>Processing Time</b> <b>(Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible</b> <b>(Empleyadong Nakatalaga)</b>
2. End-Users prepare their anticipated procurement activities based on their budget ceiling  (2. Inihahanda ng mga End-Users ang kanilang inaasahang mga aktibidad sa pagkuha batay sa kanilang pondo)	1. Assist the End-user in preparation of their PPMP  (1. Tulungan ang mga end-user sa paghahanda na kanilang PPMP)	None  (Wala)	4 Hours  (4 oras)	Procurement Office (Procurement Planning and Management Unit)  Procurement Office - Procurement Planning and Management Unit  (Procurement Office - Procurement Planning and Management Unit)
3. Submit the final PPMP sign by the End-user to the Procurement Office  (3. Ipapasa ang PPMP na may lagda ng end-user sa Procurement Office)	1. Received PPMP  (1. Tatanggapin ang PPMP)	None  (Wala)	30 Minutes  (30 minuto)	Procurement Office - Procurement Planning and Management Unit  (Procurement Office - Procurement Planning and Management Unit)
	2. Consolidate PPMP to APP	None	8 Hours	Procurement Office - Procurement Planning and



	(Pag-iisahin ang PPMP at APP)	(Wala)	(8 oras)	Management Unit  (Procurement Office - Procurement Planning and Management Unit)
	3. Submit to BAC for Recommendation & Approval by the BOR & HOPE  (3. Isusumite sa BAC para sa rekomendasyon at pag-apruba ng Board of Regents at HOPE)	None  (Wala)	30 Minutes  (30 minuto)	Procurement Office - Procurement Planning and Management Unit  (Procurement Office - Procurement Planning and Management Unit)
	4. Approved by the HOPE  (4. Pag-apruba ng HOPE)	None  (Wala)	15 Minutes  (15 minuto)	BAC  (BAC)
	5. Disseminate Approved Indicative APP or APP  (5. Ipalaganap ang Inapubahang Indicative APP o APP)	None  (Wala)	30 Minutes  (30 minuto)	Procurement Office - Liason Officer  (Procurement Office - Liason Officer)
4. End-user received Approved APP for AY	1. Log Received Copy of APP	None  (Wala)	15 Minutes  (15 minuto)	Procurement Office - Liason Officer



(4. Tatanggapin ng End-user ang naaprubahang APP para sa Academic Year)	(1. Ulat ng natanggap na kopya ng APP)			(Procurement Office - Liason Officer)
	<b>End of Process</b>	<b>None</b>	<b>14 hours</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(14 na oras)</b>	

### Preparation and Dissemination of Pre-Procurement, Pre-bid, Opening of Bids Notice (Invitations) (BAC for GOODS)

<b>Office or Division</b>	Procurement Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who May Avail</b>	Bids and Awards Committee (BAC), Technical Working Group (TWG), and End-Users.			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Notice Of Meeting		Procurement Office		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
Wait for Notice  (Maghintay na notisya/ulat)	1. Consolidate all PRs according to categories  (1. Pagsama-samahin ang lahat ng PR ayon sa mga kategorya)	None  (Wala)	30 minutes  (30 minuto)	Procurement Office - BAC Secretariat Unit  (Procurement Office - BAC Secretariat Unit)



	<p>2. Inform/Disseminate the date of:</p> <p>2.1 Pre-procurement</p> <p>2.2 Pre-Bid (if Applicable)</p> <p>2.3 Opening of BIDs</p> <p>2.4 Reference/Bidding Number</p> <p>2.5 A Portal Site for the end users to be updated of their PRs</p> <p>(2. Ipaalam o Ipalaganap ang petsa ng:</p> <p>2.1 Pre-procurement</p> <p>2.2 Pre-Bid (kung Naaangkop)</p> <p>2.3 Pagbubukas ng mga BID</p> <p>2.4 Reference/Bidding Number</p> <p>2.5 Isang Portal Site para sa mga end user na ma-update ng kanilang mga PR)</p>	<p>None</p> <p>(Wala)</p>	<p>45 minutes</p> <p>(45 minuto)</p>	<p>Office - BAC Secretariat Unit</p> <p>(Procurement Office - BAC Secretariat Unit)</p>
	<p>3. Print out Invitations</p> <p>(3. Iprint ang mga imbistasyon)</p>	<p>None</p> <p>(Wala)</p>	<p>10 minutes</p> <p>(10 minuto)</p>	<p>Office - BAC Secretariat Unit</p> <p>(Procurement Office - BAC Secretariat Unit)</p>
	<p>4. Photocopies the Sign Invitation as Received copy</p>	<p>None</p>	<p>15 minutes</p>	<p>Procurement Office - Liaison Officer</p>



	(4. Gawan ng kopya ang imbitasyon na may lagda bilang kopyang natanggap)	(Wala)	(15 minuto)	(Procurement Office - Liaison Officer)
	5. Logs the invitation for out and send to End-user	None	10 minutes	Procurement Office - Liaison Officer
	(5. Nila-log ang imbitasyon para sa labas at ipadala sa End-user)	(Wala)	(10 minuto)	(Procurement Office - Liaison Officer)
1. End-user receives Invitation	1. Log and Receipt	None	15 minutes	Procurement Office - Liaison Officer
(1. Tatanggapin ng end-user ang imbitasyon)	(1. Itatala at bibigyan ng resibo)	(Wala)	(15 minuto)	(Procurement Office - Liaison Officer)
	<b>End Process</b>	<b>None</b>	<b>2 hours</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(2 oras)</b>	

### Preparation of Agenda for the BAC

<b>Office or Division</b>	Procurement Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	Bids and Awards Committee (BAC)			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Agenda		End-user		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Persons Responsible</b>





<b>(Hakbang na Gagawin ng Kliyente)</b>	<b>(Aksyon ng Ahensya)</b>	<b>(Mga Kailangang Bayaran)</b>	<b>(Bilang ng Oras o Araw ng Pagproseso)</b>	<b>(Empleyadong Nakatalaga)</b>
<p>1. Submit Issues and Concerns</p> <p>(1. Magsumite ng Mga Isyu at Alalahanin)</p>	<p>1. Organize, Check, and Updates all documents needed to be discussed with the BAC</p> <p>(1. Ayusin, suriin, at i-update ang lahat ng mga dokumentong kailangang talakayin sa BAC)</p>	<p>None</p> <p>(Wala)</p>	<p>45 minutes</p> <p>(45 minuto)</p>	<p>Procurement Office - BAC Secretariat Unit</p> <p>(Procurement Office - BAC Secretariat Unit)</p>
	<p>2. Encode/ Photocopies Documents Needed during the BAC Meeting</p> <p>(2. I-encode or gawan ng kopya ang mga dokumento na kinakailangan para sa BAC meeting)e</p>	<p>None</p> <p>(Wala)</p>	<p>30 minutes</p> <p>(30 minuto)</p>	<p>Procurement Office - BAC Secretariat Unit</p> <p>(Procurement Office - BAC Secretariat Unit)</p>
	<p>3. Inform the BAC Chairperson</p> <p>(3. Ipaalam sa BAC Chairperson)</p>	<p>None</p> <p>(Wala)</p>	<p>5 minutes</p> <p>(5 minuto)</p>	<p>Procurement Office - BAC Secretariat Unit</p> <p>(Procurement Office - BAC Secretariat Unit)</p>
	<p>4. Print Agenda</p>	<p>None</p> <p>(Wala)</p>	<p>5 minutes</p> <p>(5 minuto)</p>	<p>Procurement Office - BAC Secretariat Unit</p>



	(4. Iprint ang mga agenda)			(Procurement Office - BAC Secretariat Unit)
	5. File the Hard Copy of the Agenda in the folder of the Committed	None	10 minutes	Procurement Office - BAC Secretariat Unit
	(5. I-file ang Hard Copy ng Agenda sa folder ng Committed)	(Wala)	(10 minuto)	(Procurement Office - BAC Secretariat Unit)
	<b>End Process</b>	<b>None</b>	<b>1 hour, 35 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(1 oras at 35 minuto)</b>	

**Process Flow for End-user Requests of Procurement Activities not included in the PPMP & APP**

<b>Office or Division</b>	Procurement Office			
<b>Classification</b>	Complex, Simple			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	End -user			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Receipt of Payment of BIDDING Documents		University Cashier		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Persons Responsible</b>
<b>(Hakbang na Gagawin ng Kliyente)</b>	<b>(Aksyon ng Ahensya)</b>	<b>(Mga Kailangang Bayaran)</b>	<b>(Bilang ng Oras o Araw ng Pagproseso)</b>	<b>(Empleyadong Nakatalaga)</b>



1. End-user prepared letter request with justification attached with the PR	1. Received, Check and Log letter request	None	30 minutes	Procurement Office - Procurement Planning and Management
(1. Inihahanda ng end-user ang kahilingan sa liham na may kalakip na katwiran sa PR)	(1. Tanggapin, suriin at i-log ang kahilingan sa sulat)	(Wala)	(30 minuto)	(Procurement Office - Procurement Planning and Management)
	2. Forward Letter and PR to Budget and Finance	None	30 minutes	Procurement Office - Procurement Planning and Management
	(2. Ipadala ang liham at ang PR sa Budget at Finance)	(Wala)	(30 minutes)	(Procurement Office - Procurement Planning and Management)
	3. Review, Discussed, Approved/Disapproved for funding	None	30 minutes	Budget and Finance
	(3. Suriin at pag-usapan at aprubahan o di aprubahan para sa pondo)	(Wala)	(30 minuto)	(Budget and Finance)
	4. Follow-up and Retrieve PR from Budget and Finance	None	15 minutes	Procurement Office - Procurement Planning and Management
	(4. Ifollow-up at kunin ang PR mula sa Budget at Finance)	(Wala)	(15 minuto)	(Procurement Office - Procurement Planning and Management)



	5. Prepare a response letter based on the decision of the Budget and Finance and Print  (5. Maghanda ng sulat base sa desisyon ng Budget at Finance at iprint ito)	None  (Wala)	15 minutes  (15 minuto)	Procurement Office - Procurement Planning and Management  (Procurement Office - Procurement Planning and Management))
	6. Forward Response Letter to End-User  (6. Ipadala ang sulat sa end-user)	None  (Wala)	15 minutes  (15 minuto)	Procurement Office - Liaison Officer  (Procurement Office - Liaison Officer)
2. End-user received a Response Letter regarding the letter request  (2. Makakatanggap ang end-user ng Liham ng Pagtugon tungkol sa kahilingan ng sulat)	1. Log receipt of Response Letter sign by the End-user  (1. Itala ang patunay ng response letter na nilagdaan ng end-user)	None  (Wala)	15 minutes  (15 minuto)	Procurement Office - Liaison Officer  (Procurement Office - Liaison Officer)
	<b>End Process</b>  <b>(Pagtatapos ng Proseso)</b>	<b>None</b>  <b>(Wala)</b>	<b>2 hours, 30 minutes</b>  <b>(2 oras at 30 minuto)</b>	



## Procurement Tracking System

<b>Office or Division</b>	Procurement Office			
<b>Classification</b>	Simple, Complex			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	End-User, BAC, HOPE			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Computer Connected to MISTO IP Address for Portal Use		End-user		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Submit PRs  (1. Isumite ang mga PR)	1. Received PR, and Log  (1. Tatanggapin ang PR at ilalagay sa talaan)	None  (Wala)	15 minutes  (15 minuto)	Procurement Office - Procurement Planning and Management Unit, Contract Management Unit  (Procurement Office - Procurement Planning and Management Unit, Contract Management Unit)
2. Issuance of PR Number	1. End-user is given the PR Number as a Reference and Introduces the PR Tracking System Portal	None	30 minutes	Procurement Office - Procurement Planning and Management Unit, Contract Management Unit



(2. Magbibigay ng numero para sa PR)	(1. Ang end-user ay bibigyan ng PR number bilang reference at ipresenta sa kanila ang PR Tracking System Portal)	(Wala)	(30 minuto)	(Procurement Office - Procurement Planning and Management Unit, Contract Management Unit)
	<b>End Process</b>	<b>None</b>	<b>45 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(45 minuto)</b>	



## Process of Procurement Activities Requested by the End-user based on the Approved APP for Fiscal Year

<b>Office or Division</b>	Procurement Office			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	Government to Business Entity Government to Government			
<b>Who May Avail</b>	All End-User of Purchase Request			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>	<b>Where to Secure (Saan kailangang i-secure?)</b>			
Purchase Request	End-user			
PPMP and Approved APP	End-user			
TWG Certification	Budget and Finance			
Request For Quotation	TWG			
Abstract	Procurement Office (BAC Sec Unit)			
Notice to Award	Procurement Office (Contract Management Unit)			
Notice to Proceed	Procurement Office (Contract Management Unit)			
Inspection And Receipt Report	Procurement Office (Contract Management Unit)			
Supplier/Bidder Performance Evaluation	Procurement Office (Contract Management Unit)			
Rating Sheet	Supply and Property Office			
Payment for Voucher	Supply and Property Office			
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. For highly technical items and Infra Projects Items, it Should be checked and reviewed by the TWG  (1. Para sa mataas na teknikal na mga item at Infra Projects Items, dapat itong suriin at suriin ng TWG )	1. Check PR for Technical Specification  (1. Suriin ang PR para sa Teknikal na Detalye)	None  (Wala)	15 minutes  (15 minuto)	Procurement Office - Procurement Planning and Management Unit  (Procurement Office - Procurement Planning and



				Management Unit)
2. End – User waits for the certification of TWG	2. Forward to TWG Highly Technical Items and Infrastructure Projects for checking and certification upon Submission of PR	None	30 minutes	Procurement Office - Procurement Planning and Management Unit
(2. Hihintayin ng end-user ang sertipikasyon ng TWG)	(2. Ipasa sa TWG Highly Technical Items at Infrastructure Projects para sa pagsusuri at sertipikasyon sa Pagsusumite ng PR)	(Wala)	(30 minuto)	(Procurement Office - Procurement Planning and Management Unit)
3. End User Submit Approved PR	1. Received, review, issue PR Number and Log	None	30 minutes	Procurement Office - Procurement Planning and Management Unit
(Isusumite ng end-user ang approved na PR)	(1. Tatanggapin, susuriin, ibibigay ang numero ng PR at itatala)	(Wala)	(30 minuto)	(Procurement Office - Procurement Planning and Management Unit)
	2. Endorse PR for Pre-Procurement Activities to BAC Secretariat Unit	None	10 minutes	Procurement Office - Procurement Planning and Management Unit





	(2. I-endorso ang PR para sa Pre-Procurement Activities sa BAC Secretariat Unit)	(Wala)	(10 minuto)	(Procurement Office - Procurement Planning and Management Unit)
	3. Received and Log PR	None	10 minutes	Procurement Office - BAC Secretariat Unit
	(3. Tatanggapin at itatala ang PR)	(Wala)	(10 minutes)	(Procurement Office - BAC Secretariat Unit)
	4. Include PR to the Agenda of the Schedule BAC Meeting for Pre-procurement activity	None	10 minutes	Procurement Office - BAC Secretariat Unit
	(4. Isama ang PR sa Agenda ng Schedule BAC Meeting para sa Pre-procurement activity)	(Wala)	(10 minutes)	(Procurement Office - BAC Secretariat Unit)
	5. Conduct of Pre-procurement Activity	None	1 hour each item depends on number of line items	BAC, TWG, BAC Sec Unit
	(Pagsagawa ng Pre-procurement Activity)	(Wala)	(1 oras bawat isa depende sa bilang ng mga bagay)	(BAC, TWG, BAC Sec Unit)
	6. Evaluate PR and Edit	None	1 hour each item depends on number of line items	BAC Sec Unit



	(6. Suriin ang PR at I-edit)	(Wala)	(1 oras bawat isa depende sa bilang ng mga bagay)	(BAC Sec Unit)
	7. Funding Clearance of PR  (Paggawa ng clearance para sa pondo ng PR)	None  (Wala)	30 minutes  (30 minuto)	BAC Sec Unit Budget, Finance, HOPE  (BAC Sec Unit Budget, Finance, HOPE)
	8. Approval for Posting  (8. Pag-apruba para sa pagpaskil)	None  (Wala)	15 minutes  (15 minutes)	BAC Chair  (BAC Chair)
	9. Posting/ Canvassing of RFQ/ITB (PhilGEPS, PE Website and Conspicuous Space of the PE refers to Annex "C" of RA 9184 for the Number of Days Posted  (9. Pag-post/ Canvassing ng RFQ/ITB (PhilGEPS, PE Website at Conspicuous Space of the PE na tumutukoy sa Annex "C" ng RA 9184 para sa Bilang ng mga Araw na Na-post)	None  (Wala)	15 minutes for each item depending on the number of line items  (15 minuto bawat isang bagay depende sa bilang ng mga bagay)	Procurement Office - Contract Management Unit  (Procurement Office - Contract Management Unit)



	10. Conduct of Pre-Bid Conference for (Sec 22 of the IRR – Revised and Updated last July 03, 2023)	None	30 minutes for each item depending on the number of line items	BAC, TWG, End-user, Suppliers/Bidders, BAC Sec Unit
	(10. Pagsagawa ng Pre-Bid Conference para sa (Sec 22 ng IRR – Binago at Na-update noong nakaraang Hulyo 03, 2023)	(Wala)	(30 minuto bawat isang bagay depende sa bilang ng mga bagay)	(BAC, TWG, End-user, Suppliers/Bidders, BAC Sec Unit,)
	11. Prepare Minutes of the Pre- Bid	None	30 minutes	BAC Sec Unit
	(Ihahanda ang ulat ng Pre-bid)	(Wala)	(30 minuto)	(BAC Sec Unit)
	12. Forwarded to BAC Chair, End-user and TWG for Checking and Approval for Posting of Minutes to PhilGEPS and PE Websites	None	15 minutes	BAC Sec Unit
	(12. Ipapasa sa BAC Chair, End-user at TWG para sa Pagsuri at Pag-apruba para sa Pag-post ng Minuto sa PhilGEPS at PE Websites)	(Wala)	(15 minuto)	(BAC Sec Unit)
	13. Post Minutes of the Pre-Bid	None	15 minutes	Contract Management



	(13. Ipaskil ang ulat tungkol sa Pre-Bid)	(Wala)	(15 minuto)	(Contract Management)
	<b>End Process</b> <b>(Pagtatapos ng Proseso)</b>	<b>None</b> <b>(Wala)</b>	<b>6 hours, 35 minutes</b> <b>(6 oras at 35 minuto)</b>	



# **Procurement Office**

## **External Services**



## Request for Bidding Documents by the Suppliers

<b>Office or Division</b>	Procurement Office			
<b>Classification</b>	Simple, Complex			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	Suppliers			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Receipt of Payment of BIDDING Documents		University Cashier		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Supplier inform Procurement Office that their interested to BID	2. Log Supplier Name, Project to BID and Inform the Supplier the amount needed to be paid base on the Project to be BID	None	15 minutes	Procurement Office - BAC Secretariat Unit
(1. Ipinapaalam ng supplier sa Procurement Office na interesado silang mag-BID)	(2. Mag-log ng Pangalan ng Supplier, Proyekto na BID at Ipaalam sa Supplier ang halagang kailangang bayaran base sa Project na BID)	(Wala)	(15 minuto)	(Procurement Office - BAC Secretariat Unit)
	3. Endorse Supplier to Cashier for the Payment of BID Documents	None	15 minutes	Procurement Office - BAC Secretariat Unit



	(3. I-endorso ang Supplier sa Cashier para sa Pagbabayad ng BID Documents)	(Wala)	(15 minuto)	(Procurement Office - BAC Secretariat Unit)
2. Supplier Shows the Receipt to the BAC Secretariat	1. Log the receipt of the supplier from the cashier/ collector	None	10 minutes	Procurement Office - BAC Secretariat Unit
(Ipapakita ng supplier ang resibo sa BAC Secretariat)	(1. Itatala ang resibo ng supplier galing sa kahera o kolektor)	(Wala)	(10 minuto)	(Procurement Office - BAC Secretariat Unit)
	2. Hand over the bidding docs to the supplier	None	10 minutes	Procurement Office - BAC Secretariat Unit
	(2. Ibibigay ang mga dokumento ng bidding sa supplier)	(Wala)	(10 minuto)	(Procurement Office - BAC Secretariat Unit)
	3. Log the release of bidding documents with the sign of the supplier	None	10 minutes	Procurement Office - BAC Secretariat Unit
	(Itatala ang pagbigay ng mga dokumento ng bidding kasama ang lagda ng supplier)	(Wala)	(10 minuto)	(Procurement Office - BAC Secretariat Unit)
	<b>End Process</b>	<b>None</b>	<b>1 Hour</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(1 oras)</b>	



## Process Flow for Suppliers Request for Reconsideration

<b>Office or Division</b>	Procurement Office			
<b>Classification</b>	Technical			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	Suppliers, Bids and Awards Committee, Technical Working Group			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Receipt of Payment of BIDDING Docs		University Cashier		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Supplier submits letter Request for Reconsideration (must be within three (3) calendar days upon receipt of written notice or upon verbal notification)	2. Acknowledge Received and Log RR	None	10 minutes	Procurement Office - BAC Secretariat Unit
(1. Magsusumite ang supplier ng liham na kahilingan para sa muling Pagsasaalang-alang (dapat sa loob ng tatlong (3) mga araw sa kalendaryo pagkatapos matanggap ang nakasulat na paunawa o sa pasalitang abiso)	(2. Itala ang natanggap na Request for Reconsideration na sulat)	(Wala)	(10 minuto)	(Procurement Office - BAC Secretariat Unit)





	3. Endorsed the letter to BAC Chair for review and comments  (3. I-endorso ang sulat sa BAC Chair para sa mga pagsusuri at komento)	None  (Wala)	15 minutes  (15 minuto)	Procurement Office - BAC Secretariat Unit  (Procurement Office - BAC Secretariat Unit)
	4. Prepares acknowledgment letter  (4. Ihahanda ang acknowledgment letter)	None  (Wala)	15 minutes  (15 minuto)	Procurement Office - BAC Secretariat Unit  (Procurement Office - BAC Secretariat Unit)
	5. Submit/Forward an acknowledgment letter to BAC Chair  (5. Isusumite ang acknowledgment letter sa BAC Chair)	None  (Wala)	10 minutes  (10 minuto)	Procurement Office - BAC Secretariat Unit  (Procurement Office - BAC Secretariat Unit)
	6. Sign Acknowledgment letter for RR  (6. Pirmahan ang acknowledgment letter para sa RR)	None  (Wala)	10 Minutes  (10 minuto)	BAC Chair for Goods & Services BAC Chair for Infra  (BAC Chair for Goods & Services BAC Chair for Infra)



	7. Forward acknowledgment letter to Bidder through email or authorized representative	None	15 minutes	Procurement Office - BAC Secretariat Unit
	(7. Ipadala ang acknowledgment letter sa bidder sa pamamagitan ng e-mail o sa isang authorized representative )	(Wala)	(15 minuto)	(Procurement Office - BAC Secretariat Unit)
	8. Includes the RR to the upcoming BAC Meeting	None	5 minutes	Procurement Office - BAC Secretariat Unit
	(8. Isama ang RR sa nalalapit na BAC Meeting)	(Wala)	(5 minuto)	(Procurement Office - BAC Secretariat Unit)
	9. Present to the BAC for Discussion	None	20 minutes	Procurement Office - BAC Secretariat Unit
	(9. Ipresent sa BAC para sa diskurso)	(Wala)	(20 minuto)	(Procurement Office - BAC Secretariat Unit)
	10. Discuss the RR	None	30 Minutes	BAC
	(10. Pag-usapan ang RR)	(Wala)	(30 minuto)	(BAC)



	11. Draft letter in response to RR  (11. Gumawang sulat bilang tugon sa RR)	None  (Wala)	30 minutes  (30 minuto)	Procurement Office - BAC Secretariat Unit  (Procurement Office - BAC Secretariat Unit)
	12. Present to BAC and Legal Office for Final Comments and Signature  (12. Ipakita sa BAC at Legal Office para sa mga huling komento at para sa lagda)	None  (Wala)	45 minutes  (45 minuto)	Procurement Office - BAC Secretariat Unit  (Procurement Office - BAC Secretariat Unit)
	13. Forward the signed response letter regarding the RR to Bidder through email or Authorized Rep (must be within seven (7) calendar days from receipt thereof)  (13. Ipasa ang pinirmahang sulat ng tugon patungkol sa RR sa Bidder sa pamamagitan ng email o Awtorisadong	None  (Wala)	15 minutes  (15 minuto)	Procurement Office - BAC Secretariat Unit  (Procurement Office - BAC Secretariat Unit)



	Rep (dapat nasa loob ng pitong (7) araw ng kalendaryo mula sa pagtanggap nito)			
	<b>End Process</b>  <b>(Pagtatapos ng Proseso)</b>	<b>None</b>  <b>(Wala)</b>	<b>3 hours, 40 minutes</b>  <b>(3 oras at 40 minuto)</b>	

**Process Flow for Clarifications of Technical Specifications Upon Pre-Bid Conference and Posting of Bid Bulletins at PhilGEPS Website**

<b>Office or Division</b>	Procurement Office			
<b>Classification</b>	Complex, Simple			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	Supplier/Bidder, BAC, TWG,			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
BID BULLETIN		PROCUREMENT OFFICE		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
	1. Draft Minutes of the Pre-BID	None	45 minutes	Procurement Office - BAC Secretariat Unit
	(1. I-draft ang ulat ng Pre-Bid	(Wala)	(45 minuto)	(Procurement Office - BAC Secretariat Unit)



	<p>2. Forward to BAC Chair, TWG, End-user for any clarification of the Minutes to be Included to the Supplemental BID Bulletin for approval and Log</p> <p>(2. Ipasa sa BAC Chair, TWG, End-user para sa anumang paglilinaw ng Mga Minutong Isasama sa Supplemental BID Bulletin para sa pag-apruba at pagtala)</p>	<p>None</p> <p>(Wala)</p>	<p>30 minutes</p> <p>(30 minuto)</p>	<p>Procurement Office - BAC Secretariat Unit</p> <p>(Procurement Office - BAC Secretariat Unit)</p>
	<p>3. Scan and Post Approved Minutes to BAC Websites, PHiGEPS; Within 3 Calendar Days to be available to the Supplier/Bidders (IRR-A Sec. 22.3 states: "The minutes of the pre-bid conference shall be recorded and made available to all participants not</p>	<p>None</p>	<p>30 minutes</p>	<p>Procurement Office - BAC Secretariat Unit</p>



	<p>later than three (3) calendar days after the pre-bid conference.)” and Log</p> <p>(1. I-scan at i-post ang mga naaprubahang minuto sa mga website ng BAC, PHILGEPS; Sa loob ng 3 araw ng kalendaryo upang maging available sa Supplier/Bidders (IRR-A Sec. 22.3 ay nagsasaad: “Ang mga minuto ng pre-bid conference ay itatala at gagawing available sa lahat ng kalahok nang hindi lalampas sa tatlong (3) araw ng kalendaryo pagkatapos ng pre-bid conference.)” at itala)</p>	(Wala)	(30 minuto)	(Procurement Office - BAC Secretariat Unit and Contract Management Unit)
<p>1. Notice of Information</p> <p>(1. Paunawa ng Impormasyon)</p>	<p>1. Issuance Supplemental/ Bid Bulletin (IRR-A Sec. 22.5.1 states that: “The BAC shall respond to the said request by issuing a Supplemental/</p>	None	15 minutes	Procurement Office - BAC Secretariat Unit



	<p>Bid Bulletin, duly signed by the BAC chairman, to be made available to all those who have properly secured the bidding documents from the Procuring Entity, at least seven (7) calendar days before the deadline for the submission and receipt of bids.” Similarly, IRR-A Sec. 22.5.2 states that: “Supplemental/ Bid Bulletins may be issued upon the Procuring Entity’s initiative for purposes of clarifying or modifying any provision of the bidding documents not later than seven (7) calendar days before the deadline for the submission and receipt of bids.)”</p>	(Wala)	(15 minuto)	
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	<p>(1. Issuance Supplemental/ Bid Bulletin (IRR-A Sec. 22.5.1 states that: “Ang BAC ay tutugon sa nasabing kahilingan sa pamamagitan ng pag-isyu ng Supplemental/ Bid Bulletin, na nararapat na nilagdaan ng BAC chairman, na magagamit sa lahat ng mga na maayos na nakakuha ng mga dokumento sa pag-bid mula sa Procuring Entity, hindi bababa sa pitong (7) araw sa kalendaryo bago ang takdang oras para sa pagsusumite at pagtanggap ng mga bid.” Katulad nito, ang IRR-A Sec. 22.5.2 ay nagsasaad na: “Supplemental/ Bid Bulletin maaaring ibigay sa inisyatiba ng Procuring</p>			<p>(Procurement Office - BAC Secretariat Unit and Contract Management Unit)</p>
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	Entity para sa mga layunin ng paglilinaw o pagbabago ng anumang probisyon ng mga dokumento sa pag-bid nang hindi lalampas sa pitong (7) araw sa kalendaryo bago ang takdang oras para sa pagsusumite at pagtanggap ng mga bid.)			
	<b>End Process</b>	<b>None</b>	<b>2 hours</b>	
	<b>(Pagtatapos ng Proseso</b>	<b>(Wala)</b>	<b>(2 oras)</b>	



# **RESOURCE GENERATION AND PRODUCTION**



# **Dormitory**

## **Internal Services**



The university dormitory plays a crucial role in the overall college experience. It serves as more than just a place to sleep; it is a hub of social interaction, personal growth, and academic support. The primary role of the university dormitory is to provide students with a safe and comfortable living environment. It caters both Internal and External Clients i.e. Students and Transients, respectively.

## Check-In of the Occupant

This is the process to follow in the Dormitory for all transactions that involve Check-in and Check-out in the Dormitory.

<b>Office or Division</b>	WMSU Dormitory			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C - Government to Client			
<b>Who May Avail</b>	WMSU Employees/ Students			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Duly Accomplished Registration Form		UFSC-Desk Officer		
Employee's ID		Occupant		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Submits duly accomplished Registration form of the Dormitory.	1. Receives the accomplished form.	None	3 minutes	UFSC-Desk Officer
(1. Ipasa ang natapos na form na pagpaparehistro ng dormitory)	(1. Tanggapin ang natapos na form)	(Wala)	(3 minuto)	(UFSC – Desk Officer)
2. Orientation of the terms and conditions of the Dormitory.	1. Explains clearly the house rules of the Dormitory.	None	15 minutes	UFSC-Desk Officer
(2. I-orient ang kliyente sa mga	(1. Ipaliwanag ng Mabuti ang mga batas at	(Wala)	(15 minuto)	(UFSC – Desk Officer)



alituntunin ng dormitory)	alituntunin ng dormitory)			
3. Accompany the occupant to the designated room.	1. Show the different amenities of the room.	None	15 minutes	UFSC-Desk Officer
(3. Samahan at gabayan ang kliyente sa kwarto na nirentahan)	(1. Ipakita ang iba't-ibang parte ng kwarto na nirentahan)	(Wala)	(15 minuto)	(UFSC – Desk Officer)
	<b>End Process</b>	<b>None</b>	<b>33 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(33 minuto)</b>	



## Check-Out of the Occupant

This is the process to follow prior to Check-out of the occupant.

<b>Office or Division</b>	WMSU Dormitory			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C - Government to Client			
<b>Who May Avail</b>	WMSU Employees/ Students			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Checklist Amenities Form		UFSC-Desk officer		
Photocopy of receipt of payment (for any unpaid bill)		Collecting officer-Cashier		
Authorization Letter				
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Occupant should inform the desk officer prior to check-out.  (1. Kailangang ipagbigay-alam ng kliyente ang pagcheck-out bago ang takdang oras)	1. Check any unpaid bill and give the billing form for payment.  (1. Suriin kung merong hindi nabayaranang bill at ibigay ang bill para sa pagbayad)	None  (Wala)	5 minutes  (5 minuto)	UFSC-Desk Officer  (UFSC – Desk Officer)
2. Submits the photocopy of the receipt of payment (OR).  (2. Ipakita ang kopya ng resibo or OR)	1. Receives and validates the receipt given  (1. Tanggapin at suriin ang binigay na resibo)	None  (Wala)	2 minutes  (2 minuto)	UFSC-Desk Officer  (UFSC – Desk Officer)



3. Checks the Checklist of amenities based on the actual inventory.  (3. Suriin ang talaan ng amenidad na nakabase sa imbentaryo)	1. Occupants signs the conforme form ng Checklist for Check-out.  (1. Lalagdaan ng kliyente ang conforme forme para sa chech-out)	None  (Wala)	10 minutes  (10 minuto)	UFSC-Desk Officer  (UFSC – Desk Officer)
4. Occupant should surrender the key of the room to the Desk Officer.  (4. Ang kliyente ay kailangang isauli ang susi ng kwarto sa Desk Officer)	1. Receives the key of the room and gives the clearance stab to the occupant for Check-out.  (1. Tanggapin ang susi ng kwarto at ibigay ang clearance stab ng kliyente para makapagcheck-out)	None  (Wala)	2 minutes  (2 minuto)	UFSC-Desk Officer  (UFSC – Desk Officer)
	<b>End Process</b>  <b>(Pagtatapos ng Proseso)</b>	<b>None</b>  <b>(Wala)</b>	<b>19 minutes</b>  <b>(19 minuto)</b>	



# **Dormitory**

## **External Services**





## Check-In of the Occupant

This is the process to follow in the Dormitory for all transactions that involve Check-in and Check-out in the Dormitory.

<b>Office or Division</b>	WMSU Dormitory			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C - Government to Client			
<b>Who May Avail</b>	WMSU Employees/ Students			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Duly Accomplished Registration Form		UFSC-Desk Officer		
Employee's ID		Occupant		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Submits duly accomplished Registration form of the Dormitory.	1. Receives the accomplished form.	None	3 minutes	UFSC-Desk Officer
(1. Ipasa ang natapos na form na pagpaparehistro ng dormitory)	(1. Tanggapin ang natapos na form)	(Wala)	(3 minuto)	(UFSC – Desk Officer)
2. Orientation of the terms and conditions of the Dormitory.	1. Explains clearly the house rules of the Dormitory.	None	15 minutes	UFSC-Desk Officer
(2. I-orient ang kliyente sa mga alituntunin ng dormitory)	(1. Ipaliwanag ng Mabuti ang mga batas at alituntunin ng dormitory)	(Wala)	(15 minuto)	(UFSC – Desk Officer)
3. Accompany the occupant to the designated room.	1. Show the different amenities of the room.	None	15 minutes	UFSC-Desk Officer



(3. Samahan at gabayan ang kliyente sa kwarto na nirentahan)	(1. Ipakita ang iba't-ibang parte ng kwarto na nirentahan)	(Wala)	(15 minuto)	(UFSC – Desk Officer)
	<b>End Process</b>	<b>None</b>	<b>33 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(33 minuto)</b>	

### Check-Out of the Occupant

This is the process to follow prior to Check-out of the occupant.

<b>Office or Division</b>	WMSU Dormitory			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C - Government to Client			
<b>Who May Avail</b>	WMSU Employees/ Students			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Checklist Amenities Form		UFSC-Desk officer		
Photocopy of receipt of payment (for any unpaid bill)		Collecting officer-Cashier		
Authorization Letter				
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Occupant should inform the desk officer prior to check-out.	1. Check any unpaid bill and give the billing form for payment.	None	5 minutes	UFSC-Desk Officer
(1. Kailangang ipagbigay-alam ng kliyente ang pagcheck-out bago ang takdang oras)	(1. Suriin kung merong hindi nabayarang bill at ibigay ang bill	(Wala)	(5 minuto)	(UFSC – Desk Officer)



	para sa pagbayad)			
2. Submits the photocopy of the receipt of payment (OR).	1. Receives and validates the receipt given	None	2 minutes	UFSC-Desk Officer
(2. Ipakita ang kopya ng resibo or OR)	(1. Tanggapin at suriin ang binigay na resibo)	(Wala)	(2 minuto)	(UFSC – Desk Officer)
3. Checks the Checklist of amenities based on the actual inventory.	1. Occupants signs the conforme form ng Checklist for Check-out.	None	10 minutes	UFSC-Desk Officer
(3. Suriin ang talaan ng amenidad na nakabase sa imbentaryo)	(1. Lalagdaan ng kliyente ang conforme forme para sa check-out)	(Wala)	(10 minuto)	(UFSC – Desk Officer)
4. Occupant should surrender the key of the room to the Desk Officer.	1. Receives the key of the room and gives the clearance stab to the occupant for Check-out.	None	2 minutes	UFSC-Desk Officer
(4. Ang kliyente ay kailangang isauli ang susi ng kwarto sa Desk Officer)	(1. Tanggapin ang susi ng kwarto at ibigay ang clearance stab ng kliyente para makapagcheck-out)	(Wala)	(2 minuto)	(UFSC – Desk Officer)
	<b>End Process</b>	<b>None</b>	<b>19 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(19 minuto)</b>	



# **University Food Service**

## **Internal Services**



The role of university catering services extends beyond providing food; they create an environment where individuals can connect with one another while enjoying nourishing meals. These services are instrumental in supporting student life on campus by offering convenience, promoting social interaction, and contributing to overall well-being. These contribute to the overall well-being of individuals on campus by ensuring that they have access to balanced meals. Proper nutrition is essential for academic success as it fuels concentration and cognitive function. University catering services play a vital role in promoting healthy eating habits by offering nutritious options that are both delicious and affordable, and it caters to both Internal and External clients.

## Booking for Catering

This is the process being followed by the University Food Service Center.

<b>Office or Division</b>	University Food Service Center			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C - Government to Government			
<b>Who May Avail</b>	Internal client and External client			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Approved Letter		From the Office of the President		
Funding Clearance		From the Finance Office		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Client transacts booking for catering services should be at least three (3) days before the date of activity, supplying all the information needed as to time, date, contact person, activity, pre- group package food etc.	1. Received booking of catering requested and make a budget menu.	None	2 hours	Admin Aide III



<p>(1. Ang pagpapareserba ng kliyente para sa mga serbisyo ng catering ay dapat hindi bababa sa tatlong (3) araw bago ang petsa ng aktibidad, kailangan din magbigay ng lahat ng impormasyong kailangan tungkol sa oras, petsa, contact person, aktibidad, pre-group package food atbp.)</p>	<p>(1. Tumanggap ng booking ng catering at gumawa ng budget menu.</p>	<p>(Wala)</p>	<p>(2 oras)</p>	<p>(Admin Aide III)</p>
	<p>2. Prepare the caterer-client contract and issue delivery receipt to the client based on agreed arrangement either for full payment or partial payment /allowable funding only.</p> <p>(2. Ihanda ang kontrata ng caterer-client at mag-isyu ng resibo sa paghahatid sa kliyente batay sa napagkasunduan g pagsasaayos para sa buong bayad o bahagyang bayad /pinahihintulutang pondo.</p>	<p>None</p> <p>(Wala)</p>	<p>20 minutes</p> <p>(20 minuto)</p>	<p>University Food Services Center Personnel</p> <p>(Empleyado ng University Food Services Center)</p>



<p>2. Client does the payment with university cashier and provide a photocopy of the O.R to show the proved of payment O.R if cash basis. If client do the payment thru funding basis, they should present the approved letter and complete attendance to attach with their billing statement.</p>	<p>1. Confirm the payment and get a photocopy of OR for the cash basis. for funding basis attached the approved letter and complete attendance for the billing statement process.</p>	<p>None</p>	<p>20 minutes</p>	<p>University Food Services Center Personnel</p>
<p>(2. Ginagawa ng kliyente ang pagbabayad sa cashier ng unibersidad at nagbibigay ng photocopy ng O.R upang ipakita ang napatunayang bayad na O.R kung cash basis. Kung gagawin ng kliyente ang pagbabayad sa pamamagitan ng batayan ng pagpopondo, dapat nilang ipakita ang naaprubahang sulat at kumpletong pagdalo upang ilakip sa kanilang billing statement.</p>	<p>(1. Kumpirmahin ang pagbabayad at kumuha ng photocopy ng OR para sa cash basis. for funding basis na naka-attach ang aprubadong sulat at kumpletong pagdalo para sa proseso ng billing statement)</p>	<p>(Wala)</p>	<p>(20 minuto)</p>	<p>(Empleyado ng University Food Services Center)</p>



3. Collection	1. Collect all the billing statement for the funding allocation and process to the accounting for the collectible.	None	10 working days	Admin Aide III
(3. Koleksyon)	(1. Kolektahin ang lahat ng billing statement para sa paglalaan ng pondo at proseso sa accounting para sa collectible)	(Wala)	(10 araw maliban sa Sabado at Linggo)	(Admin Aide III)
	<b>End Process</b>  <b>(Pagtatapos ng Proceso)</b>	<b>None</b>  <b>(Wala)</b>	<b>10 days, 2 hours and 40 minutes</b>  <b>(10 araw, 2 oras at 40 minuto)</b>	





## Billing Process

This is the process followed for the Billing after the Cater has been served.

<b>Office or Division</b>	University Food Service Center			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C - Government to Client			
<b>Who May Avail</b>	Internal & External Client			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Approved letter		Accounting		
Complete attendance with signature		Host unit/office		
Authorization Letter		Host unit/office		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Informs the FS for Billing  (1. Bigyan ng abiso ang Food Services para sa Billing)	1. Prepares the attachment of approved letter request and complete attendance for the billing payments  (1. Ihanda ang kalakip na dokumento ng naaprubahang kahilingan sa sulat at kumpletong pagdalo para sa pagbill ng mga bayarin)	None  (Wala)	3 - 5 days  (3 hanggang 5 araw)	University Food Services Center Personnel  (Empleyado ng University Food Services Center)



	2. Signature process with the supply officers and inspections report sign with 1 chairman and three members as well as end users	None	10 working days	Supply officers/end user/inspectors
	(2. Proseso ng pagpirma kasama ang mga opisyal ng suplay at ulat ng inspeksyon na lagdaan kasama ang 1 chairman at tatlong miyembro pati na ang mga end user)	(Wala)	(10 araw maliban sa Sabado at Linggo)	(Supply officers/end user/inspectors)
	3. Prepares voucher and submit to VPAF for budget processing	None	15 days	Vice President for Administration and Finance
	(3. Ihanda ang voucher at ipasa ito sa VPAF para sa pagproseso ng pondo)	(Wala)	(15 araw)	(Bise-Presidente ng Administration and Finance)
	<b>End Process</b>	<b>None</b>	<b>28 days</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(28 araw)</b>	



# **University Food Service**

## **External Services**



## Booking for Catering

This is the process being followed by the University Food Service Center.

<b>Office or Division</b>	University Food Service Center			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C - Government to Government			
<b>Who May Avail</b>	Internal client and External client			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Approved Letter		From the Office of the President		
Funding Clearance		From the Finance Office		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Client transacts booking for catering services should be at least three (3) days before the date of activity, supplying all the information needed as to time, date, contact person, activity, pre- group package food etc.	1. Received booking of catering requested and make a budget menu.	None	2 hours	Admin Aide III
(1. Ang pagpapareserba ng kliyente para sa mga serbisyo ng catering ay dapat hindi bababa sa tatlong (3) araw bago ang petsa ng aktibidad, kailangan din	(1. Tumanggap ng booking ng catering at gumawa ng budget menu.	(Wala)	(2 oras)	(Admin Aide III)



<p>magbigay ng lahat ng impormasyong kailangan tungkol sa oras, petsa, contact person, aktibidad, pre-group package food atbp.)</p>				
	<p>2. Prepare the caterer-client contract and issue delivery receipt to the client based on agreed arrangement either for full payment or partial payment /allowable funding only.</p> <p>(2. Ihanda ang kontrata ng caterer-client at mag-isyu ng resibo sa paghahatid sa kliyente batay sa napagkasunduan g pagsasaayos para sa buong bayad o bahagyang bayad /pinahihintulutang pondo.</p>	<p>None</p> <p>(Wala)</p>	<p>20 minutes</p> <p>(20 minuto)</p>	<p>University Food Services Center Personnel</p> <p>(Empleyado ng University Food Services Center)</p>



<p>2. Client does the payment with university cashier and provide a photocopy of the O.R to show the proved of payment O.R if cash basis. If client do the payment thru funding basis, they should present the approved letter and complete attendance to attach with their billing statement.</p>	<p>1. Confirm the payment and get a photocopy of OR for the cash basis. for funding basis attached the approved letter and complete attendance for the billing statement process.</p>	<p>None</p>	<p>20 minutes</p>	<p>University Food Services Center Personnel</p>
<p>(2. Ginagawa ng kliyente ang pagbabayad sa cashier ng unibersidad at nagbibigay ng photocopy ng O.R upang ipakita ang napatunayang bayad na O.R kung cash basis. Kung gagawin ng kliyente ang pagbabayad sa pamamagitan ng batayan ng pagpopondo, dapat nilang ipakita ang naaprubahang sulat at kumpletong pagdalo upang ilakip sa kanilang billing statement.</p>	<p>(1. Kumpirmahin ang pagbabayad at kumuha ng photocopy ng OR para sa cash basis. for funding basis na naka-attach ang aprubadong sulat at kumpletong pagdalo para sa proseso ng billing statement)</p>	<p>(Wala)</p>	<p>(20 minuto)</p>	<p>(Empleyado ng University Food Services Center)</p>
<p>3. Collection</p>	<p>1. Collect all the billing statement for the funding allocation and process to the</p>	<p>None</p>	<p>10 working days</p>	<p>Admin Aide III</p>



3. Koleksyon)	accounting for the collectible.  (1. Kolektahin ang lahat ng billing statement para sa paglalaan ng pondo at proseso sa accounting para sa collectible)	(Wala)	(10 araw maliban sa Sabado at Linggo)	(Admin Aide III)
	<b>End Process</b>  <b>(Pagtatapos ng Proseso)</b>	<b>None</b>  <b>(Wala)</b>	<b>10 days, 2 hours and 40 minutes</b>  <b>(10 araw, 2 oras at 40 minuto)</b>	

### Billing Process

This is the process followed for the Billing after the Cater has been served.

<b>Office or Division</b>	University Food Service Center			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C - Government to Client			
<b>Who May Avail</b>	Internal & External Client			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Approved letter		ACCOUNTING		
Complete attendance with signature		Host unit/office		
Authorization Letter		Host unit/office		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>



1. Informs the FS for Billing  (1. Bigyan ng abiso ang Food Services para sa Billing)	1. Prepares the attachment of approved letter request and complete attendance for the billing payments  (1. Ihanda ang kalakip na dokumento ng naaprubahang kahilingan sa sulat at kumpletong pagdalo para sa pagbill ng mga bayarin)	None  (Wala)	3 - 5 days  (3 hanggang 5 araw)	University Food Services Center Personnel  (University Food Services Center Personnel)
	2. Signature process with the supply officers and inspections report sign with 1 chairman and three members as well as end users  (2. Proseso ng pagpirma kasama ang mga opisyal ng suplay at ulat ng inspeksyon na lagdaan kasama ang 1 chairman at tatlong miyembro pati na ang mga end user)	None  (Wala)	10 working days  (10 araw maliban sa Sabado at Linggo)	Supply officers/end user/inspectors  (Supply officers/end user/inspectors)
	3. Prepares voucher and submit to VPAF for budget processing	None	15 days	Vice President for Administration and Finance





	3. Ihandang voucher at ipasa ito sa VPAF para sa pagproseso ng pondo)	(Wala)	(15 araw)	(Bise-Presidente ng Administration and Finance)
	<b>End Process</b>	<b>None</b>	<b>28 days</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(28 araw)</b>	



# **University Press**

# **Internal Services**



The university press serves as a vital link between academia and the general public by providing services such as ID printing, lamination, book-binding, and printing services. The University Press is also the one responsible for the printing of the university newsletters, journals, and other important publications to be given to the students and university employees.

### Acquiring New Identification Card and Replacement of Identification Card

<b>Office or Division</b>	University Press			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	Students, Faculty, Administrative Staff, external client			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
1. Certificate of Registration (COR) 2. Duly Accomplished Student ID Form 3. Duly Accomplished WMSU Employee ID Form 4. Affidavit of Lost 5. Purchase Request		1. College Enrolled In-charge ID 2. Printing/processing 3. HRMO 4. Lawyer/College of Law/University Legal Officer 5. Supply Office		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
<b>A. College Student (New ID)</b>				
1. Presents Certificate of Registration (COR)	1. Checks the authenticity and validity of the Certificate of Registration	None	1 minute	In-charge ID Processing
(1. Ipakita ang Certificate of Registration o COR)	(1. Susuriin ang katunayan and pagiging lehitimo ng COR)	(Wala)	(1 minuto)	(Empleyadong nakatalaga sa pagproseso ng ID)
2. Fills up the Student ID Form	1. Checks if the information on	None	2 minutes	In-charge ID Processing



(2. Pupunan ang Student ID Form)	the Student ID Form corresponds to the information on the COR  (1. Susuriin kung parehas ang impormasyon na nasa Student ID form at COR)	(Wala)	(2 minuto)	(Empleyadong nakatalaga sa pagproseso ng ID)
3. Presents the duly accomplished student ID Form	1. Receives the COR and Student ID form Encodes the information found on the ID Form	None	1 minute	In-charge ID Processing
(3. Ipapasa ang natapos na Student ID Form)	(1. Tatanggapin ang COR at ang Student ID Form. I-encode ang impormasyon na nakasulat sa Student ID Form)	(Wala)	(1 minuto)	(Empleyadong nakatalaga sa pagproseso ng ID)
	2. Photographs the client for his/her Identification card	None	3 minutes	In-charge ID Processing
	(2. Kukunan ng larawan ang kliyente para sa kanyang identification card)	(Wala)	(3 minuto)	(Empleyadong nakatalaga sa pagproseso ng ID)
4. Affix Signature in the signature pad	1. Checks the authenticity of the signature.	None	2 minutes	In-charge ID Processing
(4. Lalagdaan gamit)	(1. Susuriin kung	(Wala)	(2 minuto)	(Empleyadong



ang signature pad)	lehitimo ang lagda)			nakatalaga sa pagproseso ng ID)
	2. Prints the Identification Card  (2. Ililimbag ang identification card)	None  (Wala)	3 minutes  (3 minuto)	In-charge ID Processing  (Empleyadong nakatalaga sa pagproseso ng ID)
	3. Releases the Identification Card  (3. Ibibigay ang identification card sa kliyente)	None  (Wala)	1 minute  (1 minuto)	In-charge ID Processing  (Empleyadong nakatalaga sa pagproseso ng ID)
	<b>End Process</b>  <b>(Pagtatapos ng Proseso)</b>	<b>None</b>  <b>(Wala)</b>	<b>13 minutes</b>  <b>(13 minuto)</b>	

<b>Client Steps</b> <b>(Hakbang Gagawin na ng Kliyente)</b>	<b>Agency Action</b> <b>(Aksyon ng Ahensya)</b>	<b>Fees to be Paid</b> <b>(Mga Kailangang Bayaran)</b>	<b>Processing Time</b> <b>(Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible</b> <b>(Empleyadong Nakatalaga)</b>
<b>B. Student Replacement of ID</b>				
5. Presents Certificate of Registration (COR)	1. Checks the authenticity and validity of the Certificate of Registration	None	1 minute	In-charge ID Processing
1. (1. Ipakita ang Certificate of Registration o	(1. Susuriin ang katunayan and pagiging	(Wala)	(1 minuto)	(Empleyadong nakatalaga sa pagproseso ng



COR)	lehitimo ng COR)			ID)
2. Presents the Affidavit of Lost  (2. Ipapakita ang Affidavit of Lost)	1. Checks authenticity of Affidavit of Lost  (1. Susuriin ang pagiging lehitimo ng Affidavit of Loss)	None  (Wala)	1 minute  (1 minuto)	In-charge ID Processing  (Empleyadong nakatalaga sa pagproseso ng ID)
6. Fills up the Student ID Form  3. (Pupunan ang Student ID Form)	1. Checks if the information on the Student ID Form corresponds to the information on the COR  (Susuriin kung parehas ang impormasyon na nasa Student ID form at COR)	None  (Wala)	2 minutes  (2 minuto)	In-charge ID Processing  (Empleyadong nakatalaga sa pagproseso ng ID)
4. Fills up payslip  (4. Pupunan ang payslip)	1. Checks if the information on the Student ID Form corresponds to the information on the COR  (1. (Susuriin kung parehas ang impormasyon na nasa Student ID form at COR)	None  (Wala)	1 minute  (1 minuto)	In-charge ID Processing  (Empleyadong nakatalaga sa pagproseso ng ID)
5. Pays the amount for the replacement of ID	1. Receives payment from the student.	P250.00	5 minutes	UPRESS/Cashier



(5. Bayaran ang presyo ng pagpapalit ng ID)	(1. Tatanggapin ang bayad galing sa estudyante)	(P250.00)	(5 minuto)	(University Press o sa Cashier)
	2. Photographs the client for his/her Identification card	None (Wala)	3 minutes (3 minuto)	In-charge ID Processing  (Empleyadong nakatalaga sa pagproseso ng ID)
6. Affix Signature in the signature pad  (6. Lalagdaan gamit ang signature pad)	3. Photographs the client for his/her Identification card	None (Wala)	2 minutes (2 minuto)	In-charge ID Processing  (Empleyadong nakatalaga sa pagproseso ng ID)
	4. Checks the authenticity of the signature.	None (Wala)	3 minutes (3 minuto)	In-charge ID Processing  (Empleyadong nakatalaga sa pagproseso ng ID)
	5. Releases the Identification Card	None (Wala)	1 minute (1 minuto)	In-charge ID Processing  (Empleyadong nakatalaga sa pagproseso ng ID)
	(4. Susuriin kung lehitimo ang lagda)	(Wala)	(3 minuto)	(Empleyadong nakatalaga sa pagproseso ng ID)
	(5. Ibibigay ang identification card sa kliyente)	(Wala)	(1 minuto)	(Empleyadong nakatalaga sa pagproseso ng ID)
	<b>End Process</b>	<b>None</b>	<b>19 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(19 minuto)</b>	



Client Steps (Hakbang Gagawin Kliyente)	Agency Action (Aksyon ng Ahensya)	Fees to be Paid (Mga Kailangang Bayaran)	Processing Time (Bilang ng Oras o Araw ng Pagproseso)	Persons Responsible (Empleyadong Nakatalaga)
<b>C. Junior/Senior high School Student</b>				
1. Presents Certification (with LRN and student number)  (1. Ipakita ang sertipikasyon kasama ang LRN at student number)	1. Receives and checks the authenticity of the certification (with LRN) and student number  (1. Tanggapin at suriin ang pagiging lehitimo ng sertipikasyon kasama ang LRN at ang student number)	None  (Wala)	1 minute  (1 minuto)	In-charge ID Processing  (Empleyadong nakatalaga sa pagproseso ng ID)
2. Fills up the Student ID Form  (2. Pupunan ang Student ID Form)	1. Checks if the information on the Student ID Form corresponds to the information on the COR  (1. Susuriin kung parehas ang impormasyon na nasa Student ID form at COR)	None  (Wala)	2 minutes  (2 minuto)	In-charge ID Processing  (Empleyadong nakatalaga sa pagproseso ng ID)
3. Fills up payslip	1. Checks if the information on the Student ID	None	1 minute	In-charge ID Processing





(3. Pupunan ang payslip)	Form corresponds to the information on the COR  1. Susuriin kung parehas ang impormasyon na nasa Student ID form at COR)	(Wala)	(1 minuto)	(Empleyadong nakatalaga sa pagproseso ng ID)
4. Pays the amount for the Identification card	1. Receives the amount from the students.	P250.00	5 minutes	UPRESS/Cashier
(4. Bayaran ang presyo ng identification card)	(1. Tanggapin ang bayad galing sa estudyante)	(P250.00)	(5 minuto)	(University Press o sa Cashier)
5. Prepares to have photo taken	1. Photographs the client for his/her Identification card	None	3 minutes	In-charge ID Processing
(5. Maghanda para kunan ng litrato)	(1. Kunan ng litrato ang estudyante para sa kanyang identification card)	(Wala)	(3 minuto)	(Empleyadong nakatalaga sa pagproseso ng ID)
6. Waits for the printing and releasing of the ID Card	1. Prints the Identification card	None	3 minutes	In-charge ID Processing
(Maghintay na mailimbag at maibigay ang identification card)	(1. Ilimbag ang identification card)	(Wala)	(3 minuto)	(Empleyadong nakatalaga sa pagproseso ng ID)
	2. Releases the Identification card	None	1 minute	In-charge ID Processing
	(Ibigay ang identification card sa estudyante)	(Wala)	(1 minuto)	(Empleyadong nakatalaga sa pagproseso ng ID)



				ID)
	<b>End Process</b>  <b>(Pagtatapos ng Proseso)</b>	<b>None</b>  <b>(Wala)</b>	<b>16 minutes</b>  <b>(16 minuto)</b>	

<b>Client Steps</b> <b>(Hakbang Gagawin ng Kliyente)</b>	<b>Agency Action</b> <b>(Aksyon ng Ahensya)</b>	<b>Fees to be Paid</b> <b>(Mga Kailangang Bayaran)</b>	<b>Processing Time</b> <b>(Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible</b> <b>(Empleyadong Nakatalaga)</b>
<b>D. Faculty/ Administrative Staff</b>				
1. Presents WMSU Employee ID Form  <b>(1. Ipakita ang WMSU Employee ID Form)</b>	1. Receives and checks the authenticity of the WMSU Employee ID Form. Encodes the information found in the form  <b>(1. Tanggapin at suriin ang pagiging lehitimo ng WMSU Employee ID Form. Iencode ang mga impormasyon na makikita sa form)</b>	None  <b>(Wala)</b>	1 minute  <b>(1 minuto)</b>	In-charge ID Processing  <b>(Empleyadong nakatalaga sa pagproseso ng ID)</b>
2. Prepares to have photo taken	1. Photographs the client for his/her Identification card	None	3 minutes	In-charge ID Processing



(2. Maghanda para kunan ng litrato)	(1. Kunan ng litrato ang estudyante para sa kanyang identification card)	(Wala)	(3 minuto)	(Empleyadong nakatalaga sa pagproseso ng ID)
3. Affixes signature in the signature pad	1. Checks the authenticity of the signature	None	2 minutes	In-charge ID Processing
(3. Isulat ang lagda sa signature pad)	(1. Suriin ang pagiging lehitimo ng lagda)	(Wala)	(2 minuto)	(Empleyadong nakatalaga sa pagproseso ng ID)
4. Waits for the printing and releasing of the ID Card	1. Prints the Identification card	None	3 minutes	In-charge ID Processing
(4. Maghintay na mailimbag at maibigay ang identification card)	(1. Ilimbag ang identification card)	(Wala)	(3 minuto)	(Empleyadong nakatalaga sa pagproseso ng ID)
	2. Releases the Identification card	None	1 minute	In-charge ID Processing
	(Ibigay ang identification card)	(Wala)	(1 minuto)	(Empleyadong nakatalaga sa pagproseso ng ID)
	<b>End Process</b>	<b>None</b>	<b>10 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(10 minuto)</b>	



Client Steps (Hakbang Gagawin Kliyente)	Agency Action (Aksyon ng Ahensya)	Fees to be Paid (Mga Kailangang Bayaran)	Processing Time (Bilang ng Oras o Araw ng Pagproseso)	Persons Responsible (Empleyadong Nakatalaga)
<b>E. For Replacement of Employee ID</b>				
1. Presents WMSU Employee ID Form  (1. Ipakita ang WMSU Employee ID Form)	1. Receives and checks the authenticity of the WMSU Employee ID Form. Encodes the information found in the form  (1. Tanggapin at suriin ang pagiging lehitimo ng WMSU Employee ID Form. Iencode ang mga impormasyon na makikita sa form)	None  (Wala)	1 minute  (1 minuto)	In-charge ID Processing  (Empleyadong nakatalaga sa pagproseso ng ID)
2. Prepares to have photo taken  (2. Maghanda para kunan ng litrato)	1. Photographs the client for his/her Identification card  (1. Kunan ng litrato ang estudyante para sa kanyang identification card)	None  (Wala)	3 minutes  (3 minuto)	In-charge ID Processing  (Empleyadong nakatalaga sa pagproseso ng ID)
3. Affixes signature in the signature pad	1. Checks the authenticity of	None	2 minutes	In-charge ID Processing



(3. Isulat ang lagda sa signature pad)	the signature Suriin ang pagiging lehitimo ng lagda)	(Wala)	(2 minuto)	(Empleyadong nakatalaga sa pagproseso ng ID)
3. Waits for the printing and releasing of the ID Card	1. Prints the Identification card	None	3 minutes	In-charge ID Processing
(4. Maghintay na mailimbag at maibigay ang identification card)	(1. Ilimbag ang identification card)	(Wala)	(3 minuto)	(Empleyadong nakatalaga sa pagproseso ng ID)
	2. Releases the Identification card	None	1 minute	In-charge ID Processing
	(2. Ibigay ang identification card)	(Wala)	(1 minuto)	(Empleyadong nakatalaga sa pagproseso ng ID)
	<b>End Process</b>	<b>None</b>	<b>8 minutes</b>	
	<b>Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(8 minuto)</b>	



## Binding of Documents

<b>Office or Division</b>	University Press			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	Students, Faculty, Administrative Staff, external client			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
PR/Personal Request		UPress		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
<b>A. Internal Client (without PR)</b>				
1. Present the Document(s) for binding  (1. Ibigay ang mga dokumento para i-bind)	1. Receives the document(s) for binding  (1. Tanggapin ang mga dokumento para i-bind)	None  (Wala)	1 minute  (1 minuto)	Person In-charge for Binding  (Empleyadong nakatalaga para sa Book-binding)
2. Fill up order slip  (2. Punan ang order slip)	1. Receives and checks the information on the order slip and writes the appropriate payment and duration of work schedule.  (1. Tanggapin at suriin ang impormasyon na nakasulat sa order slip at isulat ang naaangkop na bayad at tagal	None  (Wala)	2 minutes  (2 minuto)	Person In-charge for Binding  (Empleyadong nakatalaga para sa Book-binding)
Soft bound		P 70.00 – P150.00 depending	30 minutes – 1 hour (depending	Person In-charge for



	ng proseso ng pagbind)	on the thickness  (P70.00 hanggang P150.00 depende sa kapal ng bookbind)	on the number of copies)  (30 minuto hanggang 1 oras depende sa bilang ng kopya)	Binding  (Empleyadong nakatalaga para sa Book-binding)
Hard bound				
Undergraduate		P250.00 per copy  (P250.00 bawat kopya)	2-3 working days (5 copies)  (2 hanggang 3 araw ara sa 5 kopya)	Person In-charge for Binding  (Empleyadong nakatalaga para sa Book-binding)
	Graduate	P350.00 per copy  (P350.00 bawat kopya)	3-5 working days (8 copies)  (3 hanggang 5 araw para sa 8 kopya)	Person In-charge for Binding  (Empleyadong nakatalaga para sa Book-binding)
Ring binding		P 70.00 – P100.00 per copy  (P70.00 hanggang P100.00 bawat kopya)	15-30 minutes  (15 hanggang 30 minuto)	Person In-charge for Binding  (Empleyadong nakatalaga para sa Book-binding)
	3. Pays the amount for the cost of the Job Order	1. Receives the amount	None	5 minutes  Cashier/UPRES S



(3. Bayaran ang halaga para sa pinabind na dokumento)	indicated in the Job Order  (1. Tanggapin ang bayad para sa pinabind na dokumento)	(Wala)	(5 minuto)	(Cashier o sa UPRESS)
4. Presents the receipt or / as proof of payment for the job order  (4. Ipakita ang resibo bilang katibayan na bayad na ang pinabind na dokumento)	1. Receives the proof of payment (Official Receipt)  (1. Tanggapin ang resibo bilang patunay na bayad na ang kliyente)	None  (Wala)	2 minutes  (2 minuto)	Person In-charge for Binding  (Empleyadong nakatalaga para sa Book-binding)
	2. Binds the document(s)	None  (Wala)	Duration depends on the type of binding which will be based from the abovementioned schedule  (Ang tagal ng proseso ay nakabatay sa serbisyong inavail ng kliyente sa alinman sa nabanggit sa itaas)	Person In-charge for Binding  (Empleyadong nakatalaga para sa Book-binding)
5. Client claims order	1. Releases the bound document(s)	None	1 minute	Person In-charge for Binding





(5. Kukunin na ng client ang pinabind na dokumento)	(1. Ibibigay ang natapos ng i-bind na dokumento)	(Wala)	(1 minuto)	(Empleyadong nakatalaga para sa Book-binding)
	<b>End Process</b>  (Pagtatapos ng Proseso)	<b>Refer Above</b>  (Sumangguni sa mga hakbang sa itaas)	<b>5 days, 56 minutes</b>  (5 araw at 56 minuto)	

<b>Client Steps</b> (Hakbang na Gagawin ng Kliyente)	<b>Agency Action</b> (Aksyon ng Ahensya)	<b>Fees to be Paid</b> (Mga Kailangang Bayaran)	<b>Processing Time</b> (Bilang ng Oras o Araw ng Pagproseso)	<b>Persons Responsible</b> (Empleyadong Nakatalaga)
<b>B. Internal Client (with PR)</b>				
1. Presents Purchase Request  (1. Ipakita ang purchase request)	1. Receives the Purchase Request  (1. Tanggapin ang purchase request)	None  (Wala)	1 minute  (1 minuto)	Person In-charge for Binding  (Empleyadong nakatalaga para sa Book-binding)
2. Presents the Document(s) for binding  (2. Ibigay ang dokumento para i-bind)	1. Checks the submitted binding documents.  (1. Susuriin ang binigay na mga dokumento na iba-bind)	None  (Wala)	1 minute  (1 minuto)	Person In-charge for Binding  (Empleyadong nakatalaga para sa Book-binding)
	2. Binds the document	None		



	(2. I-bind ang mga dokumento)	(Wala)		
Soft bound	1. Binds the document  (1. I-bind ang mga dokumento)	None  (Wala)	30 minutes – 1 hour (depending on the number of copies)  (30 minuto hanggang 1 oras depende sa bilang ng kopya)	Person In-charge for Binding  (Empleyadong nakatalaga para sa Book-binding)
Hard bound				
Undergraduate	1. Binds the document  (1. I-bind ang mga dokumento)	None  (Wala)	2-3 working days (5 copies)  (2 hanggang 3 araw para sa 5 kopya)	Person In-charge for Binding  (Empleyadong nakatalaga para sa Book-binding)
Graduate	1. Binds the document  (1. I-bind ang mga dokumento)	None  (Wala)	3-5 working days (8 copies)  (3 hanggang 5 araw para sa 8 kopya)	Person In-charge for Binding  (Empleyadong nakatalaga para sa Book-binding)
Ring binding	1. Binds the document  (1. I-bind ang mga dokumento)	None  (Wala)	15-30 minutes  (15 hanggang 30 minuto)	Person In-charge for Binding  (Empleyadong nakatalaga para sa Book-binding)
3. Client claims order	1. Releases the bound document(s)	None	1 minute	Person In-charge for Binding



3. (Kukunin na ng client ang pinabind na dokumento)	(1. Ibibigay ang natapos ng i-bind na dokumento)	(Wala)	(1 minuto)	(Empleyadong nakatalaga para sa Book-binding)
	<b>End Process</b>	<b>None</b>	<b>5 days, 48 minutes</b>	
	<b>(Pagtatapos ng proseso)</b>	<b>(Wala)</b>	<b>(5 araw at 48 minuto)</b>	



## Printing of Documents

<b>Office or Division</b>	University Press			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	Students, Faculty, Administrative Staff, external client			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>			<b>Where to Secure (Saan kailangang i-secure?)</b>	
PR/Personal Request			UPress	
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
<b>A. Internal Client (without PR)</b>				
1. Presents the soft copy document(s) for printing  (1. Ibigay ang soft copy ng mga dokumento para ilimbag)	1. Receives the document(s)  (1. Tanggapin ang soft copy na dokumento)	None  (Wala)	2-3 minutes  (2 hanggang 3 minuto)	Person In-charge for Printing  (Empleyadong nakatalaga para sa paglimbag)
	2. Compute the cost of printing  (2. Bilangin ang halagang aabutin sa paglimbag ng mga dokumento)	None  (Wala)	2-3 minutes  (2 hanggang 3 minuto)	Person In-charge for Printing  (Empleyadong nakatalaga para sa paglimbag)
2. Pays the amount for the cost of printing	1. Receives the amount paid by the client  (1. Tanggapin ang halagang	Amount and duration to accomplish the printing depends on the number of pages  (Ang presyo at tagal ay	5 minutes  (5 minuto)	Person In-charge for Printing  (Empleyadong nakatalaga



(2. Bayaran ang halaga ng paglimbag ng mga dokumento)	binayaran ng kliyente)	nakabatay sa bilang ng kopya na ipapalimbag)	5-10 minutes depending on the number of pages.  (5 hanggang 10 minuto depende sa bilang ng pahina)	para sa paglimbag) Person In-charge for Printing  (Empleyadong nakatalaga para sa paglimbag)
	Colored printing	2. Printing of document(s)  (2. Paglilimbag ng mga dokumento)	P 30.00 – P150.00 depending on the paper size  (P30.00 hanggang P150.00 depende sa sukat ng papel)	5-10 minutes depending on the number of pages  (5 hanggang 10 minuto depende sa bilang ng pahina)
Black printing		P 3.00 – P100.00 depending on the paper size  (P3.00 hanggang P100.00 depende sa sukat ng papel)	5-10 minutes depending on the number of pages.  (5 hanggang 10 minuto depende sa bilang ng pahina)	Person In-charge for Printing  (Empleyadong nakatalaga para sa paglimbag)
3. Client claims order	1. Releases the bound document(s)	None	1 minute	Person In-charge for Printing
(3. Kukunin na ng client ang pinabind na dokumento)	(1. Ibibigay ang natapos ng i-bind na dokumento)	(Wala)	(1 minuto)	(Empleyadong nakatalaga)



				para sa paglimbag)
	<b>End Process</b>	<b>Refer Above</b>	<b>25 minutes</b> <b>(25 minuto)</b>	

<b>Client Steps</b> <b>(Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action</b> <b>(Aksyon ng Ahensya)</b>	<b>Fees to be Paid</b> <b>(Mga Kailangang Bayaran)</b>	<b>Processing Time</b> <b>(Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible</b> <b>(Empleyadong Nakatalaga)</b>
<b>B. Internal Client (with PR)</b>				
1. Presents the Purchase Request and Document(s) for printing  (1. Ibigay ang purchase request at dokumento para mailimbag)	2. Receives the Purchase Request and Document(s) for printing  (2. Tanggapin ang purchase request at dokumento para mailimbag)	None  (Wala)	2-3 minutes  (2 hanggang 3 minuto)	Person In-charge for Printing  (Empleyadong nakatalaga para sa paglimbag)
		Amount depends on the paper size and color  (Ang presyo ay nakadepende sa sukat ng papel at kulay ng ililimbag)	5-10 minutes depending on the number of pages.  5 hanggang 10 minuto depende sa bilang ng pahina)	Person In-charge for Printing  (Empleyadong nakatalaga para sa paglimbag)
Colored / Black printing	(3. Ilimbag ang mga dokumento)	P 30.00 – P150.00 depending on the paper size  (P30.00 hanggang P150.00	5-10 minutes depending on the number of pages.  (5 hanggang 10 minuto	Person In-charge for Printing  (Empleyadong nakatalaga



		depende sa sukat ng papel)	depende sa bilang ng pahina)	para sa paglimbag)
2. Client claims order	1. Releases the bound document(s)	None	1 minute	Person In-charge for Printing
2. (Kukunin na ng client ang pinabind na dokumento)	(1. Ibibigay ang natapos ng i-bind na dokumento)	(Wala)	(1 minuto)	(Empleyadong nakatalaga para sa paglimbag)
	<b>End Process</b>  <b>(Pagtatapos ng Proseso)</b>	<b>Refer Above</b>  <b>(Sumangguni sa mga hakbang sa itaas)</b>	<b>13 minutes</b>  <b>(13 minuto)</b>	

## Lamination

<b>Office or Division</b>	University Press			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	Students, Faculty, Administrative Staff, external client			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
PR/Personal Request		UPress		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Present the Document(s) for lamination  (1. Ibigay ang dokumento para sa paglalamina)	1. Receives the document(s) for lamination  (1. Tanggapin ang dokumento)	None  (Wala)	2-3 minutes  (2 hanggang 3 minuto)	Person In-charge for Lamination  (Empleyadong nakatalaga para sa paglalamina)



	para sa paglalamina)			
	2. Compute the amount for the cost of lamination	Amount depends on the size: (ID Large Format P50, A6 P100)	2-3 minutes	Person In-charge for Lamination
	(2. Kwentahin ang halagang gagastusin para sa paglalamina)	(Ang presyo ay nakabatay sa sukat: ID na Large Formay ay P50.00 at P100.00 naman sa A6 na format)	(2 hanggang 3 minuto)	(Empleyadong nakatalaga para sa paglalamina)
2. Pays the amount for the cost of lamination	1. Receives the amount paid		5 minutes	Person In-charge for Lamination
(2. Bayaran ang halagang gagastusin para sa paglalamina)	(1. Tanggapin ang halagang ibinayad.)		(5 minuto)	(Empleyadong nakatalaga para sa paglalamina)
	2. Lamination of the document(s)	None	5-8 minutes depending on the number of documents.	Person In-charge for Lamination
	(2. Paglalamina ng mga dokumento)	(Wala)	(5 hanggang 8 minuto depende sa bilang ng dokumento)	(Empleyadong nakatalaga para sa paglalamina))
3. Client claims laminated document	1. Releases the laminated document(s)	None	1 minute	Person In-charge for Lamination
(3. Kukunin ng kliyente ang	(1. Ibibigay ang nalaminaang	(Wala)	(1 minuto)	(Empleyadong nakatalaga para





nalaminang dokumento)	dokumento sa kliyente)			sa paglalaman))
	<b>End Process</b>  <b>(Pagtatapos ng Proseso</b>	<b>Refer Above</b>  <b>(Sumangguni sa mga hakbang sa itaas</b>	<b>15 minutes</b>  <b>(15 minuto)</b>	

### Photo Printing

<b>Office or Division</b>	University Press			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	Students, Faculty, Administrative Staff, external client			
<b>Checklist of Requirements</b> <b>(Talaan ng mga Kinakailangang Gawin)</b>			<b>Where to Secure</b> <b>(Saan kailangang i-secure?)</b>	
PR/Personal Request			UPress	
<b>Client Steps</b> <b>(Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action</b> <b>(Aksyon ng Ahensya</b>	<b>Fees to be Paid</b> <b>(Mga Kailangang Bayaran)</b>	<b>Processing Time</b> <b>(Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible</b> <b>(Empleyadong Nakatalaga)</b>
1. Present him/herself for photoshoot  (1. Ihanda ang sarili para sa pagkuha ng larawan)	1. Informs client the amount to be paid and asks him/her to prepare to be photographed.  (1. Ipagbigay-alam sa kliyente ang halaga na dapat bayaran at sabihan na ihanda ang sarili para sa pagkuha ng larawan)	None  (Wala)	2-3 minutes  (2 hanggang 3 minuto)	Person responsible for the photoshoot  (Empleyadong nakatalaga para sa pagkuha ng larawan)



	2. Photographs client  (2. Kunan ng larawan ang kliyente)	None  (Wala)	2-3 minutes  (2 hanggang 3 minuto)	Person responsible for the photoshoot  (Empleyadong nakatalaga para sa pagkuha ng larawan)
	3. Printing of photo(s)  (3. Paglalamina ng mga dokumento)	None  (Wala)	5 minutes  (5 minuto)	Person responsible for the photoshoot  (Empleyadong nakatalaga para sa pagkuha ng larawan)
2. Pays the amount for the photo  (2. Bayaran ang halaga para sa mga larawan)	1. Receives payment from client  (1. Tanggapin ang bayad galing sa kliyente)	Amount paid depends on the size: (50 pcs; 1x1, 8 pcs; 2x2, 4 pcs; Passport, 5 pcs)  (Ang presyong babayaran ay nakabatay sa sukat: P50.00 bawat set, 1x1, 8 na piraso; 2x2, 4 na piraso; passport size, 5 piraso)	2 Minutes  (2 minuto)	Person responsible for the photoshoot  (Empleyadong nakatalaga para sa pagkuha ng larawan)
3. Client claims the photo taken  (3. Kukunin ng kliyente ang nailimbag ng mga larawan)	1. Releasing of photo(s)  (1. Ibigay ang nailimbag ng mga larawan)	None  (Wala)	1 minute  (1 minuto)	Person responsible for the photoshoot  (Empleyadong nakatalaga para sa pagkuha ng larawan)
	<b>End Process</b>	<b>Refer Above</b>	<b>13 minutes</b>	



	<b>(Pagtatapos ng Proseso)</b>	<b>(Sumangguni sa mga hakbang sa itaas)</b>	<b>(13 minuto)</b>	
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## Photocopying

<b>Office or Division</b>	University Press			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	Students, Faculty, Administrative Staff, external client			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>			<b>Where to Secure (Saan kailangang i-secure?)</b>	
PR/Personal Request			UPress	
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Present the Document(s) for photocopying  (1. Ibigay ang mga dokumento na ipapakopya)	1. Receives the document(s) for photocopying	None	2-3 minutes	Person In-charge for Photocopying
	(1. Tanggapin ang mga dokumento na ipapakopya)	(Wala)	(2 hanggang 3 minuto)	Empleyadong nakatalaga para sa pangopya)
	2. Compute the cost for photocopying of the document(s)	None	2-3 minutes	Person In-charge for Photocopying
	(2. Kwentahin ang halaga ng mga ipapakopyang dokumento)	(Wala)	(2 hanggang 3 minuto)	Empleyadong nakatalaga para sa pangopya)
2. Pays the amount for the cost of printing  (2. Bayaran ang halaga ng ipapakopyang dokumento)	1. Receives the payment from the client	P3.00 per page for Black print/ P30.00 per page for colored print	5 minutes	Person In-charge for Photocopying
	(1. Tanggapin ang bayad mula sa kliyente)	(P3.00 bawat pahina para sa black print/P30.00 bawat pahina	(5 minuto)	Empleyadong nakatalaga para sa pangopya)



		para sa colored print)		
3. Client waits  (3. Maghihintay ang kliyente)	1. Photocopying of document(s)  (1. Pagkopya ng mga dokumento)	None  (Wala)	5-10 minutes depending on the number of pages  (5 hanggang 10 minuto depende sa bilang ng pahina)	Person In-charge for Photocopying  Empleyadong nakatalaga para sa pangopya)
4. Client claims the paid photocopied documents  (4. Kukunin ng kliyente ang nabayaran at pinakoyang mga dokumento)	1. Release of photocopied document(s)  (1. Ibigay ang mga mga pinakopyang dokumento)	None  (Wala)	1 minute  (1 minuto)	Person In-charge for Photocopying  Empleyadong nakatalaga para sa pangopya)
	<b>End Process</b>  <b>(Pagtatapos ng Proseso)</b>	<b>Refer Above</b>  <b>(Sumangguni sa mga hakbang na nasa itaas)</b>	<b>15 minutes</b>  <b>(15 minuto)</b>	



# **University Press**

## **External Services**



## Binding of Documents

<b>Office or Division</b>	University Press			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	Students, Faculty, Administrative Staff, external client			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
PR/Personal Request		UPress		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Present the Document(s) for binding  (1. Ibigay ang mga dokumento para i-bind)	1. Receives the document(s) for binding  (1. Tanggapin ang mga dokumento para i-bind)	None  (Wala)	1 minute  (1 minuto)	Person In-charge for Binding  (Empleyadong nakatalaga para sa bookbinding)
2. Fill up order slip  (2. Punan ang order slip)	1. Receives and checks the information on the order slip and writes the appropriate payment and duration of work schedule.	None  (Wala)	2 minutes  (2 minuto)	Person In-charge for Binding  (Empleyadong nakatalaga para sa bookbinding)
Soft bound	(1. Tanggapin at suriin ang impormasyon na nakasulat sa order slip at isulat ang naaangkop na bayad at tagal ng proseso ng pagbind)	P 70.00 – P150.00 depending on the thickness  (P70.00 hanggang P150.00 depende sa kapal ng bookbind)	30 minutes – 1 hour (depending on the number of copies)  (30 minuto hanggang 1 oras depende sa bilang ng kopya)	Person In-charge for Binding  (Empleyadong nakatalaga para sa bookbinding)



Hard bound				
Undergraduate		P250.00 per copy  (P250.00 bawat kopya)	2-3 working days (5 copies)  (2 hanggang 3 araw para sa 5 kopya)	Person In-charge for Binding  (Empleyadong nakatalaga para sa bookbinding)
Graduate		P350.00 per copy  (P350.00 bawat kopya)	3-5 working days (8 copies)  (3 hanggang 5 araw para sa 8 kopya)	Person In-charge for Binding  (Empleyadong nakatalaga para sa bookbinding)
Ring binding		P 70.00 – P100.00 per copy  (P70.00 hanggang P100.00 bawat kopya)	15-30 minutes  (15 hanggang 30 minuto)	Person In-charge for Binding  (Empleyadong nakatalaga para sa bookbinding)
3. Pays the amount for the cost of the Job Order	1. Receives the amount indicated in the Job Order	N None	5 minutes	Cashier/UPRES S
(3. Bayaran ang halaga para sa pinabind na dokumento)	(1. Tanggapin ang bayad para sa pinabind na dokumento)	(Wala)	(5 minuto)	(Cashier/University Press)
4. Presents the receipt or / as proof of payment for the job order	1. Receives the proof of payment (Official Receipt)	None	2 minutes	Person In-charge for Binding
(4. Ipakita ang resibo bilang katibayan na	(1. Tanggapin ang resibo bilang patunay na	(Wala)	(2 minuto)	(Empleyadong nakatalaga para sa bookbinding)



bayad na ang pinabind na dokumento)	bayad na ang kliyente)			
	2. Binds the document(s)	None	Duration depends on the type of binding which will be based from the abovementioned schedule	Person In-charge for Binding
	(I-bind ang mga dokumento)	(Wala)	(Ang tagal ng proseso ay nakabatay sa uri ng bookbind na nakatakda sa alinmang serbisyong nabanggit sa itaas)	(Empleyadong nakatalaga para sa bookbinding)
5. Client claims order	1. Releases the bound document(s)	None	1 minute	Person In-charge for Binding
(5. Kukunin na ng client ang pinabind na dokumento)	(1. Ibibigay ang natapos ng i-bind na dokumento)	(Wala)	(1 minuto)	(Empleyadong nakatalaga para sa bookbinding)
	<b>End Process</b>	<b>Refer Above</b>	<b>5 days, 56 minutes</b>	
	<b>(Pagtatapos ng Proseso</b>	<b>Sumangguni sa mga hakbang sa itaas)</b>	<b>(5 araw at 56 minuto)</b>	



## Printing of Documents

<b>Office or Division</b>	University Press			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	External client			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>			<b>Where to Secure (Saan kailangang i-secure?)</b>	
PR/Personal Request			UPress	
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Presents the soft copy document(s) for printing  (1. Ibigay ang soft copy ng mga dokumento para ilimbag)	1. Receives the document(s)  (1. Tanggapin ang soft copy na dokumento)	None  (Wala)	2-3 minutes  (2 hanggang 3 minuto)	Person In-charge for Printing  (Empleyadong nakatalaga sa paglimbag)
	2. Compute the cost of printing  (2. Bilangin ang halagang aabutin sa paglimbag ng mga dokumento)	None  (Wala)	2-3 minutes  (2 hanggang 3 minuto)	Person In-charge for Printing  (Empleyadong nakatalaga sa paglimbag)
2. Pays the amount for the cost of printing  (2. Bayaran ang halaga ng paglimbag ng mga dokumento)	1. Receives the amount paid by the client  (1. Tanggapin ang halagang binayaran ng kliyente)	Amount and duration to accomplish the printing depends on the number of pages  (Ang presyo at haba ng proseso ng paglimbag ay nakabatay sa	5-10 minutes depending on the number of pages.  (5 hanggang 10 minuto depende sa bilang ng pahina)	Person In-charge for Printing  (Empleyadong nakatalaga sa paglimbag)



		bilang ng pahina)		
Colored printing	2. Printing of document(s)	P 30.00 – P150.00 depending on the paper size	5-10 minutes depending on the number of pages.	Person In-charge for Printing
	(2. Paglilimbag ng mga dokumento)	(P30.00 hanggang P150.00 depende sa sukat ng papel)	(5 hanggang 10 minuto depende sa bilang ng pahina)	(Empleyadong nakatalaga sa paglimbag)
Black printing		P 3.00 – P100.00 depending on the paper size	5-10 minutes depending on the number of pages.	Person In-charge for Printing
		(P3.00 hanggang P100.00 depende sa sukat ng papel)	(5 hanggang 10 minuto depende sa bilang ng pahina)	(Empleyadong nakatalaga para sa paglimbag)
3. Client claims order	1. Releases the bound document(s)	None	1 minute	Person In-charge for Printing
(3. Kukunin na ng client ang pinabind na dokumento)	(1. Ibibigay ang natapos ng i-bind na dokumento)	(Wala)	(1 minuto)	(Empleyadong nakatalaga para sa paglimbag)
	<b>End Process</b>	<b>Refer Above</b>	<b>25 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>Sumangguni sa mga hakbang sa itaas)</b>	<b>(25 minuto)</b>	



## Lamination

<b>Office or Division</b>	University Press			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	External client			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>			<b>Where to Secure (Saan kailangang i-secure?)</b>	
PR/Personal Request			UPress	
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Present the Document(s) for lamination  (1. Ibigay ang dokumento para sa paglalamina)	1. Receives the document(s) for lamination  (1. Tanggapin ang dokumento para sa paglalamina)	None  (Wala)	2-3 minutes  (2 hanggang 3 minuto)	Person In-charge for Lamination  (Empleyadong nakatalaga para sa Lamination)
	1. Compute the amount for the cost of lamination  (1. Kwentahin ang halagang gagastusin para sa paglalamina)	Amount depends on the size: (ID Large Format P50, A6 P100)  (Ang presyo ay nakabatay sa sukat: ID na Large	2-3 minutes  (2 hanggang 3 minuto)	Person In-charge for Lamination  (Empleyadong nakatalaga para sa Lamination)
2. Pays the amount for the cost of lamination	1. Receives the amount paid	Formay ay P50.00 at P100.00 naman sa A6 na format)	5 minutes	Person In-charge for Lamination



(2. Bayaran ang halagang gagastusin para sa paglalamina)	(1. Tanggapin ang halagang ibinayad.)		(5 minuto)	(Empleyadong nakatalaga para sa Lamination)
	1. Lamination of the document(s)	None	5-8 minutes depending on the number of documents.	Person In-charge for Lamination
	(1. Paglalamina ng mga dokumento)	(Wala)	(5 hanggang 8 minuto depende sa bilang ng dokumento)	(Empleyadong nakatalaga para sa Lamination)
3. Client claims laminated document	1. Releases the laminated document(s)	None	1 minute	Person In-charge for Lamination
(3. Kukunin ng kliyente ang nalaminang dokumento)	(1. Ibibigay ang nalaminang dokumento sa kliyente)	(Wala)	(1 minuto)	(Empleyadong nakatalaga para sa Lamination)
	<b>End Process</b>	<b>Refer Above</b>	<b>15 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Sumangguni sa mga hakbang sa itaas)</b>	<b>(15 minuto)</b>	



## Photoprinting

<b>Office or Division</b>	University Press			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	External client			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>			<b>Where to Secure (Saan kailangang i-secure?)</b>	
PR/Personal Request			University Press	
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Present him/herself for photoshoot  (1. Ihanda ang sarili para sa pagkuha ng larawan)	1. Informs client the amount to be paid and asks him/her to prepare to be photographed.	None  (Wala)	2-3 minutes  (2 hanggang 3 minuto)	Person responsible for the photoshoot  (Empleyadong nakatalaga para sa pagkuha ng larawan)
	2. Photographs client	None  (Wala)	2-3 minutes  (2 hanggang 3 minuto)	Person responsible for the photoshoot  (Empleyadong nakatalaga para sa pagkuha ng larawan)
	(3. Printing of photo(s))	None	5 minutes	Person responsible for the photoshoot



	(3. Paglalamina ng mga dokumento)	(Wala)	(5 minuto)	(Empleyadong nakatalaga para sa pagkuha ng larawan)
2. Pays the amount for the photo  (2. Bayaran ang halaga para sa mga larawan)	1. Receives payment from client  (1. Tanggapin ang bayad galing sa kliyente)	Amount paid depends on the size: (50 pcs; 1x1, 8 pcs; 2x2, 4 pcs; Passport, 5 pcs)  (Ang presyong babayaran ay nakabatay sa sukat: P50.00 bawat set, 1x1, 8 na piraso; 2x2, 4 na piraso; passport size, 5 piraso)	2 Minutes  (2 minuto)	Person responsible for the photoshoot  (Empleyadong nakatalaga para sa pagkuha ng larawan)
3. Client claims the photo taken  (3. Kukunin ng kliyente ang nailimbag ng mga larawan)	1. Releasing of photo(s)  (1. Ibigay ang nailimbag ng mga larawan)	None  (Wala)	1 minute  (1 minuto)	Person responsible for the photoshoot  (Empleyadong nakatalaga para sa pagkuha ng larawan)
	<b>End Process</b>  <b>(Pagtatapos ng Proseso)</b>	<b>Refer Above</b>  <b>(Sumangguni sa mga hakbang sa itaas)</b>	<b>13 minutes</b>  <b>(13 minuto)</b>	



## Photocopying

<b>Office or Division</b>	University Press			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	Students, Faculty, Administrative Staff, external client			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>			<b>Where to Secure (Saan kailangang i-secure?)</b>	
PR/Personal Request			UPress	
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Present the Document(s) for photocopying  (1. Ibigay ang mga dokumento na ipapakopya)	1. Receives the document(s) for photocopying	None	2-3 minutes	Person In-charge for Photocopying
	(1. Tanggapin ang mga dokumento na ipapakopya)	(Wala)	(2 hanggang 3 minuto)	Empleyadong nakatalaga para sa pangopya)
2. Pays the amount for the cost of printing  (2. Bayaran ang halaga ng ipapakopyang dokumento)	2. Compute the cost for photocopying of the document(s)	None	2-3 minutes	Person In-charge for Photocopying
	(2. Kwentahin ang halaga ng mga ipapakopyang dokumento)	(Wala)	(2 hanggang 3 minuto)	Empleyadong nakatalaga para sa pangopya)
2. Pays the amount for the cost of printing  (2. Bayaran ang halaga ng ipapakopyang dokumento)	1. Receives the payment from the client	P3.00 per page for Black print/ P30.00 per page for colored print	5 minutes	Person In-charge for Photocopying
	(1. Tanggapin ang bayad mula sa kliyente)	(P3.00 bawat pahina para sa black print/P30.00 bawat pahina para sa colored print)	(5 minuto)	Empleyadong nakatalaga para sa pangopya)





3. Client waits  (3. Maghihintay ang kliyente)	1. Photocopying of document(s)  (1. Pagkopya ng mga dokumento)	None  (Wala)	5-10 minutes depending on the number of pages  (5 hanggang 10 minuto depende sa bilang ng pahina)	Person In-charge for Photocopying  Empleyadong nakatalaga para sa pangopya)
4. Client claims the paid photocopied documents  (4. Kukunin ng kliyente ang nabayaran at pinakoyang mga dokumento)	1. Release of photocopied document(s)  (1. Ibigay ang mga mga pinakopyang dokumento)	None  (Wala)	1 minute  (1 minuto)	Person In-charge for Photocopying  Empleyadong nakatalaga para sa pangopya)
	<b>End Process</b>  <b>(Pagtatapos ng Proseso)</b>	<b>Refer Above</b>  <b>(Sumangguni sa mga hakbang sa itaas)</b>	<b>15 minutes</b>  <b>(15 minuto)</b>	



# **Garment Shop**

## **Internal Services**



The university garment shop plays a crucial role in the overall functioning of a university. It serves as a hub for students, faculty, and staff to purchase official merchandise and attire that represents their institution. The role of the university garment shop extends beyond being a mere retail outlet; it is an embodiment of school spirit and pride. The university garment shop acts as a marketing tool for the institution. By offering a wide range of clothing items such as t-shirts, hoodies, caps, and accessories adorned with the university logo or mascot, it helps promote brand awareness. Students proudly wear these garments on campus and in public spaces, effectively advertising their affiliation with the university.

### Job Order from Internal Client

<b>Office or Division</b>	GARMENT SHOP			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	All Students/All Faculty			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Purchase Request		Supply Office		
Job Order		Supply Office		
Deliver the Finished Product		Garment Shop		
Process the Payment		Garment Shop		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Secure Purchase Request (PR) form from Supply Office  (1. Isiguro ang purchase request or PR galing sa supply office)		None  (Wala)	3 minutes  (3 minuto)	Supply Office  (Tanggapan ng mga Kagamitan)
2. Accomplish this request form with appropriate specification of requested materials		None	3 minutes	Supply Office



(2. Mangyaring tapusin ang request form kasama ang pagtutukoy ng mga materyales ng kinakailangan)		(Wala)	(3 minuto)	(Tanggapan ng mga Kagamitan)
3. Submit accomplished request form to Supply Office for the preparation of the Job Order		None	3 minutes	Supply Office
(3. Isumite ang natapos na request form sa Supply Office para sa paghahanda ng Job Order)		(Wala)	(3 minuto)	(Tanggapan ng mga Kagamitan)
	1. Submit the JO to the Accounting for funding allocation and to be approved by the Office of the President	None	30 minutes	Supply Office
	(1. Isumite ang Job Order sa Accounting para sa pagtatakda ng pondo at para maaprubahan ng Tanggapan ng Pangulo ng Pamantasan)	(Wala)	(30 minuto)	(Tanggapan ng mga Kagamitan)
	2. Furnish a copy of the approved JO to the University Garment Shop	None	3 minutes	Supply Office



	(2. Mag-iwan ng kopya ng naaprubahang Job Order sa University Garment Shop)	(Wala)	(3 minuto)	(Tanggapan ng mga Kagamitan)
	3. Accomplished the JO in accordance with the specification provided in the JO  (3. Tapusin ang Job Order batay sa nauukoy na nakasulat sa mismong Job Order)	None  (Wala)		
	4. Deliver the finished product to the requesting unit. A delivery receipt is issued by the University Garment  (4. Ipadala ang natapos ng produkto sa requesting unit. Isang resibo ang ibibigay ng University Garment)	None  (Wala)	5 minutes  (5 minuto)	Garment Shop  (Tindahan ng Garment)
	5. Inspect the materials delivered	None	5 minutes	Inspection Committee



	(5. Suriin ang mga materyales na naipadala)	(Wala)	(5 minuto)	(Komite ng Pagsusuri)
	6. Submit the statement of account together with the delivery receipts and a copy of the approved JO) to the supply Office  (6. Isumite ang statement of account kasama ang mga resibo ng paghahatid at kopya ng naaprubahan na JO sa Supply Office)	None  (Wala)	3 minutes  (3 minuto)	Garment Staff  (Empleyado ng Garment)
	7. Process the payment to the University Garment Shop for Final processing of payment will be done in Accounting Section  (7. Iproseso ang pagbabayad sa University Garment Shop. Para sa Final processing ng pagbabayad ay gagawin sa Accounting Section)	None  (Wala)	15 minutes  (15 minuto)	Supply Office  (Tanggapan ng mga Kagamitan)



	<p>8. Collect the payment. The payment is deposited to the account of university garment. A separate cashbook is maintained by the University Cashier for accounting purposes.</p>	None	15 minutes	University Cashier
	<p>(8. Kolektahin ang bayad. Ang pagbabayad ay idineposito sa account ng University Garment). Ang isang hiwalay na cashbook ay pinananatili ng University Cashier para sa mga layunin ng accounting)</p>	(Wala)	(15 minuto)	(Kahera ng Pamantasan)
	<p>9. A photocopy of the official receipt or (OR) number and date of payment is furnished to the University Garment for record purposes.</p>	None	5 minutes	University Cashier
	<p>(9. Isang kopya ng official receipt o (OR) number at date of payment</p>	(Wala)	(5 minuto)	(Kahera ng Pamantasan)



	ay ibinigay sa University Garment para sa record purposes)			
4. Client Receives Product  (4. Tatanggapin ng kliyente ang produkto)	10. Product releases to client  (10. Ibigay ang produkto sa kliyente)	None  (Wala)		
	<b>End Process</b>  <b>(Pagtatapos ng Proseso)</b>	<b>None</b>  <b>(Wala)</b>	<b>1 hour, 30 minutes</b>  <b>(1 oras at 30 minuto)</b>	





## Job Order for Uniform

<b>Office or Division</b>	Garment Shop			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	All Students/ All Faculty			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Secure Payment Slip		Garment Shop		
Payment will be made		Cashier's Office		
Present O.R. to claim the item		Students		
Releasing of Item (P.E. and School Uniform)		Garment Shop		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Students will go to Garment Shop and ask if there is available P.E. or School Uniform	1. College Uniforms are already Ready-Made Except Junior High School, Senior H.S. and Elementary	None  (Wala)	10 minutes  (10 minuto)	
2. Secure Payment Slip	1. Identify/Select product or service	Based on what item they will buy  Male Uniform Set for College – P900.00  Female Uniform Set for College – P900.00  Male Polo for College – P500.00	5 minutes	University Cashier



		<p>Female Blouse for College – P500.00</p> <p>HS Uniform Set Male/Female – P 850.00</p> <p>SHS Uniform Set Male/Female – P850.00</p> <p>Elementary Uniform Set Male/Female – P650.00</p> <p>Bowtie for Women – P100.000</p> <p>(Nakadepende sa bibilhin nilang gamit</p> <p>Isang set ng unipormeng pangkolehiyo para sa lalaki – P900.00</p> <p>Isang set ng unipormeng pangkolehiyo para sa babae – P900.00</p> <p>Pangkolehiyong Polo para sa lalaki – P500.00</p>	(5 minuto)	(Kahera ng Pamantasan)
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		<p>Pangkolehiyong Polo para sa babae – P500.00</p> <p>Isang set na para sa high school na uniporme para sa lalaki at babae – P 850.00</p> <p>Isang set na para sa senior high school na uniporme para sa lalaki at babae – P850.00</p> <p>Isang set ng uniporme para sa elementary para sa lalaki at babae – P650.00</p> <p>Bowtie ara sa babae – P100.000</p>		
	2. Take measurement of uniform after the student present the Official receipts		1-2 minutes  (1 hanggang 2 minuto)	Garment Staff  (Empleyado ng Garment)
	3. For High School, Senior High School and Elementary,		5 minutes  (5 minuto)	Garment Staff



	Accomplish the Job in accordance with the specified measurement in the Job Order			(Empleyado ng Garment)
	<b>End Process</b>	<b>Refer Above</b>	<b>16 minutes</b> <b>(16 minuto)</b>	



# **Garment Shoppe**

## **External Services**



## Job Order from Other Client

<b>Office or Division</b>		Garment Shop		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		G2C – Government to Citizen		
<b>Who May Avail</b>		All Students/ All Faculty		
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Client Place their Job Order		Garment Shop		
Compute the Job Order		Garment Shop		
Secure Payment Slip		Garment Shop		
Payment will be made		Cashier's Office		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. The client comes to the University Garment and places the Job Order  (1. Ang kliyente ay pupunta sa University Garment at inilalagay ang Job Order	1. They attend to the client's need. Job orders may also be placed through telephone.  (1. Sila ay dadalo sa pangangailangan ng kliyente. Maaari ring maglagay ng mga job order sa pamamagitan ng telepono.		5 minutes  (5 minuto)	Garment Staff  (Empleyado ng Garment)
	2. Computes the price of the job order based on current cost of materials		1-2 minutes	Garment Staff



	<p>and labor. In case the printing materials are supplied by the client, only the cost of labor will be charged by the University Garment.</p> <p>(2. Kukwentahin ang presyo ng job order batay sa kasalukuyang gastos ng mga materyales at paggawa. Sakaling ang mga materyales sa pag print ay supplied ng kliyente, ang gastos lamang ng paggawa ang sisingilin ng University Garment.</p>		(1 hanggang 2 minuto)	(Empleyado ng Garment)
	<p>3. Issue a payment slip to the client for the payment of the JO with the University Cashier for the issuance of the Official Receipt</p>	<p>Based on what item they will buy</p> <p>Male Uniform Set for College – P900.00</p> <p>Female Uniform Set for College – P900.00</p> <p>Male Polo for College – P500.00</p>	5 minutes	University Cashier



		<p>Female Blouse for College – P500.00</p> <p>HS Uniform Set Male/Female – P 850.00</p> <p>SHS Uniform Set Male/Female – P850.00</p> <p>Elementary Uniform Set Male/Female – P650.00</p> <p>Bowtie for Women – P100.000</p>		
	<p>(3. Magbigay ng payment slip sa kliyente para sa pagbabayad ng JO sa University Cashier para sa pagbibigay ng Official Receipt</p>	<p>(Nakadepende sa bibilhin nilang gamit</p> <p>Isang set ng unipormeng pangkolehiyo para sa lalaki – P900.00</p> <p>Isang set ng unipormeng pangkolehiyo para sa babae – P900.00</p> <p>Pangkolehiyong Polo para sa lalaki – P500.00</p> <p>Pangkolehiyong Polo para sa babae – P500.00</p>	(5 minuto)	(Kahera ng Pamantasan)





		<p>Isang set na para sa high school na uniporme para sa lalaki at babae – P 850.00</p> <p>Isang set na para sa senior high school na uniporme para sa lalaki at babae – P850.00</p> <p>Isang set ng uniporme para sa elementarya para sa lalaki at babae – P650.00</p> <p>Bowtie ara sa babae – P100.000</p>		
	<p>4. Upon completion of the job Order the client presents the Official Receipt to claim the finished product. A photocopy of the official Receipt of OR number with the date of payment is kept by the University Garment for record purposes.</p>		3 minutes	Garment Staff



	(4. Sa pagkumpleto ng job Order ay ipapakita ng kliyente ang Official Receipt upang maangkin ang natapos na produkto. Ang photocopy ng opisyal na Pagtanggap ng OR number na may petsa ng pagbabayad ay itinatago ng University Garment para sa mga layunin ng talaan.		(3 minuto)	(Empleyado ng Garment)
	5. Product releases to client  (5. Ibibigay sa kliyente ang produkto)			
	6. All job order releases are recorded in the release book maintained.  (6. Lahat ng job order na ibinigay ay ililista sa talaan)		1 minute  (1 minuto)	
	<b>End Process</b>  <b>(Pagtatapos ng Proseso)</b>	<b>Refer Above</b>  <b>(Sumangguni sa mga hakbang sa itaas)</b>	<b>11 minutes</b>  <b>(11 minuto)</b>	



# **Center for Continuing Education**

## **Internal Services**



The role of the University Center for Continuing Education is to provide opportunities for lifelong learning and professional development to individuals who seek to enhance their knowledge and skills beyond traditional academic programs. This center serves as a bridge between the university and the community, offering a wide range of courses, workshops, and certificate programs that cater to diverse interests and needs. One of the primary roles of the University Center for Continuing Education is to promote personal growth and intellectual stimulation. It offers non-credit courses in various fields such as arts, humanities, sciences, and business. These courses allow individuals to explore new subjects or delve deeper into areas they are passionate about. By providing access to expert instructors and resources, the center fosters a love for learning that extends beyond formal education.

### Conduct of Trainings/ Seminars/ Webinars

<b>Office or Division</b>	Center for Continuing Education			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C- Government to Client			
<b>Who May Avail</b>	Faculty, Administrative Personnel and other Clients			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>	<b>Where to Secure (Saan kailangang i-secure?)</b>			
Request Form (WMSU-CCE-FR-001.02)	CCE Office Client			
Request Letter	CCE Office Client			
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Client requests to CCE for Training; Client fills out request form and submits request letter  (1. Hihiling ang kliyente sa CCE para sa Training;	1. Gives Requests Form to Client; Receives Request Form and Request Letter  (1. Magbibigay ng Form ng mga Kahilingan sa Kliyente; Tatanggapin	None  (Wala)	2 minutes  (2 minuto)	CCE Staff  (Empleyado ng CCE)



Pinupunan ng kliyente ang form ng kahilingan at nagsumite ng liham ng kahilingan	ang Request Form at Liham ng Kahilingan			
2. Confers with client on training details and duration.  (2. Nakikipag-usap sa kliyente sa mga detalye at tagal ng pagsasanay)	1. Agrees with client on training details and duration.  (1. Makikipagsang-ayon sa client sa mga detalye ng pagsasanay at tagal)	None  (Wala)	2 minutes  (2 minuto)	CCE Director  (Direktor ng CCE)
	2. CCE prepares budget requirements and secures the necessary clearances from Finance and concerned personnel; CCE identifies management team and logistical needs; Organizes training team including resource speakers; Submits request memo, budget requirements, proposal and training design to President for approval	Chargeable to the funds of the proponent	10 minutes	CCE Director/CCE Staff



	(2. Ang CCE naghahanda ng mga kinakailangan sa badyet at tinitiyak ang mga kinakailangang clearance mula sa Finance at mga concerned personnel; Tinutukoy ng CCE ang management team at logistical needs; Nag-oorganisa ng training team kabilang ang mga resource speaker; Nagsusumite ng request memo, budget requirements, proposal at training design sa Pangulo para sa pag apruba)	(Ibabawas ang mga bayarin sa pondo ng proponent)	(10 minuto)	(Direktor o empleyado ng CCE)
	3. After the President's approval, prepares necessary training materials and venue; Communicates with all involved offices and concerned	None (Wala)	10 minutes (10 minuto)	CCE Director (Direktor ng CCE)
3. Actual Training	1. Conduct of Training	None (Wala)	Depending on the agreed number of hours/days	CCE Team



(3. Pagsisimula ng Training)	(1. Pagsasagawa ng Training)		(Nakabatay sa napagkasunduang bilang ng oras o araw)	(Ang pangkat ng CCE)
4. Fill-out Evaluation Feedback	1. Secures evaluation feedback of the training from the participants	None	2 Minutes	CCE Staff
(4. Pupunan ang Evaluation at Feedback Form)	(1. Kunin ang evaluation feedback ng pagsasanay mula sa mga nakilahok)	(Wala)	(2 minuto)	(Empleyado ng CCE)
	<b>End Process</b>	<b>Refer to Proposal</b>	<b>26 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Sumangguni sa Panukala)</b>	<b>(26 minuto)</b>	



# ACADEMIC SERVICES





# **Office of the University Registrar**

## **Internal Services**



The Office of the University Registrar is a vital component of any educational institution. Its role is multifaceted and encompasses various responsibilities that are crucial for the smooth functioning of the university. The office is responsible for maintaining accurate records of student enrollment, grades, and academic progress. This includes managing course registration, ensuring that students meet all prerequisites and requirements for their chosen programs, and verifying completion of degree requirements. The Office of the University Registrar plays a pivotal role in facilitating communication between students, faculty, and administration. It serves as a central point of contact for inquiries related to academic policies, procedures, and deadlines.

### Procedures for the Verification and Issuance of Various Academic Documents

<b>Office:</b>	Registrar's Office
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C - Government to Citizen
<b>Who May Avail</b>	Student, Graduates (Alumni)
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>	<b>Where to Secure (Saan kailangang i-secure?)</b>
Request Form	Registrar's Office
Clearance	Registrar's Office
Birth Certificate (PSA Authenticated)	Philippine Statistic Agency (PSA)
Marriage Contract (for married women)	Philippine Statistic Agency (PSA)
Form 137	Secondary School / Senior High where student graduated
CEFT/VTC (For transferee student)	HEI's / SUC's where student enrolled prior WMSU
Transcript of Records (Photocopy for reference)	HEI's / SUC's where student enrolled prior WMSU
Certification from the Dean that:	College / Department concerned
Thesis Bound Book - Graduate / Undergrad submitted	College / Department concerned
Dissertation Bound book - Doctoral submitted	College / Department concerned
2"x2" photo with plain white background	Student concerned / Client or representative
For CAV - Photocopy of TOR, Diploma, & (RLE for BSN)	Student concerned / Client or representative
Notarized authorization letter and valid ID for representative	Student concerned
Affidavit of Loss - For request of reprinting of Diploma	Lawyer - request by student concern or his representative
Official Receipt (O.R.)	University Cashier



<b>Client Steps</b> <b>(Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action</b> <b>(Aksyon ng Ahensya)</b>	<b>Fees to be Paid</b> <b>(Mga Kailangan g Bayaran)</b>	<b>Processing Time</b> <b>(Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible</b> <b>(Empleyadong Nakatalaga)</b>
1. Secure queue number in window 24  (1. Kunin ang numero para sa pagpila sa Window 24)	1. Issue queue number  (1. Magbigay ng numero para sa pagpila)	None  (Wala)	None  (Wala)	Window in charged  (Empleyadong nakatalaga)
2. Proceed to waiting area for queuing (Four 4 frontline windows serving the queue (Three 3 accepting request and 1 releasing the requested documents)  (2. Tumuloy sa waiting area para sa pagpila. Apat ang frontline windows na naghahain ng pila. Tatlo ang tumatanggap ng request at 1	2. Transaction/Process begin upon the call of the queue number by the frontline window. Follow instruction given by the in-charged and ask question for clarification and direction if needed. Requirement varies, depending on the document requested and requirement availability on file of the requesting party.  (2. Ang transaksyon o proseso ay nagsisimula sa tawag ng numero ng pila sa pamamagitan ng frontline window. Sundin ang tagubilin na ibinigay ng	see schedule of fees below  (Tingnan sa ibaba ang halaga ng mga dapat bayaran)	Within 7 working days commencing from the completion of requirement/s and payment of the required fees by the client  Sa loob ng 7 araw maliban sa Sabado at Linggo simula sa pagkumpleto ng kinakailanga	Registrar Staff and Officers  (Mga empleyado at opsiyales ng Registrar)



naglalabas ng mga hiniling na dokumento)	empleyadong at magtanong para sa paglilinaw at direksyon kung kinakailangan. Ang kinakailangan ay nag-iiba, depende sa dokumento na hiniling at kinakailangang availability sa file ng humihiling na Partido)		at pagbabayad ng mga kinakailangan ng bayarin ng kliyente	
	<b>End Process</b>  <b>(Pagtatapos ng Proseso)</b>	<b>Refer to Fees Schedule</b>  <b>(Sundin ang halaga ng mga dapat bayaran)</b>	<b>7 Days</b>  <b>(7 araw)</b>	



# **Office of the University Registrar**

## **External Services**



## Procedures for the Verification and Issuance of Various Academic Documents

<b>Office:</b>	Registrar's Office			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C - Government to Citizen			
<b>Who May Avail</b>	Graduates (Alumni)			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>	<b>Where to Secure (Saan kailangang i-secure?)</b>			
Request Form	Registrar's Office			
Clearance	Registrar's Office			
Birth Certificate (PSA Authenticated)	Philippine Statistic Agency (PSA)			
Marriage Contract (for married women)	Philippine Statistic Agency (PSA)			
Form 137	Secondary School / Senior High where student graduated			
CEFT/VTC (For transferee student)	HEI's / SUC's where student enrolled prior WMSU			
Transcript of Records (Photocopy for reference)	HEI's / SUC's where student enrolled prior WMSU			
Certification from the Dean that:	College / Department concerned			
Thesis Bound Book - Graduate / Undergrad submitted	College / Department concerned			
Dissertation Bound book - Doctoral submitted	College / Department concerned			
2"x2" photo with plain white background	Student concerned / Client or representative			
For CAV - Photocopy of TOR, Diploma, & (RLE for BSN)	Student concerned / Client or representative			
Notarized authorization letter and valid ID for representative	Student concerned			
Affidavit of Loss - For request of reprinting of Diploma	Lawyer - request by student concern or his representative			
Official Receipt (O.R.)	University Cashier			
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangan g Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Secure queue number in window 24	1. Issue queue number	None	None	Window in charged



(1. Kunin ang numero para sa pagpila sa Window 24)	(1. Magbigay ng numero para sa pagpila)	(Wala)	(Wala)	(Kaherang nakatalaga)
3. Proceed to waiting area for queuing (Four 4 frontline windows serving the queue (Three 3 accepting request and 1 releasing the requested documents)	3. Transaction/Process begin upon the call of the queue number by the frontline window. Follow instruction given by the in-charged and ask question for clarification and direction if needed. Requirement varies, depending on the document requested and requirement availability on file of the requesting party.	see schedule of fees below	Within 7 working days commencing from the completion of requirement/s and payment of the required fees by the client	Registrar Staff and Officers
(2. Tumuloy sa waiting area para sa pagpila. Apat ang frontline windows na naghahain ng pila. Tatlo ang tumatanggap ng request at 1 naglalabas ng mga hiniling na dokumento)	(2. Ang transaksyon o proseso ay nagsisimula sa tawag ng numero ng pila sa pamamagitan ng frontline window. Sundin ang tagubilin na ibinigay ng empleyadong at magtanong para sa paglilinaw at direksyon kung kinakailangan. Ang kinakailangan ay nag-iiba, depende sa dokumento na hiniling at kinakailangang availability sa file ng humihiling na Partido)	(Tingnan ang halaga ng mga serbisyo sa ibaba)	(Sa loob ng 7 araw simula sa araw na natapos ang pagsumite ng mga kinakailangang dokumento at pagbayad sa serbisyonang inavail ng kliyente)	(Mga opisyal at empleyado ng Registrar)



	<b>End Process</b>	<b>Refer to Fees Schedule</b>	<b>7 Days</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Sundin ang halaga ng mga dapat bayaran)</b>	<b>(7 araw)</b>	

### Schedule of Fees

<b>SCHEDULE OF FEES (MGA BAYARIN)</b>	<b>PRICE (PRESYO)</b>
Transcript of Records (TOR)	P150.00/page
Diploma with jacket undergrad	300.00
Diploma with jacket post graduate	500.00
Reprinting of Diploma undergrad	200.00
Reprinting of Diploma post graduate	400.00
Certification:	
General weighted average (GWA)	50.00
Units Earned	50.00
Completed Academic Unit (CAR)	50.00
Good Moral Character	50.00
Certification, Authentication, Verification (CAV)	80.00
Authentication of Documents	50.00
Verification for completion of Grades	
Undergrad	50.00
Post graduate	100.00
Comprehensive Examination	
Masters	1,500.00
MPA	1,700.00
Doctoral	2,000.00





# **University Library**

## **Internal Services**



The Office of the University Library plays a crucial role in supporting the academic mission of an institution. Its primary function is to provide access to information resources and services that support teaching, learning, and research activities. One of the key roles of the Office is to acquire and manage a diverse collection of books, journals, databases, and other materials that cater to the needs of students, faculty, and researchers. This involves not only selecting relevant resources but also organizing them in a way that facilitates easy access and retrieval. The Office also ensures that these resources are up-to-date by constantly evaluating and updating the collection. In addition to managing physical collections, the Office is responsible for providing access to digital resources through online databases and electronic journals. It plays a vital role in negotiating licensing agreements with publishers to ensure that students and faculty have access to scholarly content.

### Availing and Releasing of Library ID (Walk-in and Online)

Library IDs are required to access library resources. It is used to document which students checked out library materials and this process dictates how students can avail their Library IDs and how the library releases them.

<b>Office or Division</b>	Library Services			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C - Government to Client			
<b>Who May Avail</b>	Students			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Library ID Application Form		Library		
Original Certificate of Registration (COR)		MISTO		
One (1) piece of 1" x 1" picture				
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
Students  To avail Library ID present the following: - Original Certificate of Registration (COR) - One (1) piece of 1" x	1. Processing Library ID (register to book system, encode, print, and laminate)	Free for student who is first time to avail	3 days	E-Library Section In-charge



<p>1" picture</p> <p>To claim Library ID present the Original Certificate of Registration (COR)</p> <p>(Mga estudyante</p> <p>Upang maka avail ng Library ID ay ipakita ang mga sumusunod:</p> <ul style="list-style-type: none"> <li>- Orihinal na Sertipiko ng Pagpaparehistro (COR)</li> <li>- Isang (1) piraso ng 1 "x 1" larawan</li> </ul> <p>Upang i claim ang Library ID ipakita ang Orihinal na Sertipiko ng Pagpaparehistro (COR))</p>	<p>(1. Pagproseso ng Library ID. Magrehistro sa sistema ng libro, mag encode, mag print, at mag laminate)</p>	<p>(Libre para sa unang beses ng pag-avail ng mga estudyante)</p>	<p>(3 araw)</p>	<p>(Empleyadong nakatalaga sa E-Library Section</p>
	<p>2. Release Library ID</p> <p>(2. Ibigay ang Library ID)</p>	<p>Free for student who is first time to avail</p> <p>(Libre para sa unang beses ng pag-avail ng mga estudyante)</p>	<p>1 minute</p> <p>(1 minuto)</p>	<p>E-Library Section In-charge</p> <p>(Empleyadong nakatalaga sa E-Library Section</p>
	<p><b>End Process</b></p> <p><b>(Pagtatapos ng Proseso)</b></p>	<p><b>None</b></p> <p><b>(Wala)</b></p>	<p><b>3 days, 1 minute</b></p> <p><b>(3 araw at 1 minuto)</b></p>	
<p><b><i>Availing and Releasing of Online Library Card</i></b></p>				



<p>Students</p> <p>To avail Library ID present the following:  - Original Certificate of Registration (COR)  - One (1) piece of 1" x 1" picture</p> <p>To claim Library ID present the Original Certificate of Registration (COR)</p> <p>(Mga estudyante</p> <p>Upang maka avail ng Library ID ay ipakita ang mga sumusunod:  - Orihinal na Sertipiko ng Pagpaparehistro (COR)  - Isang (1) piraso ng 1 "x 1" larawan</p> <p>Upang i claim ang Library ID ipakita ang Orihinal na Sertipiko ng Pagpaparehistro (COR))</p>	<p>1. Processing Library ID (register to book system, encode, print, and laminate)</p> <p>(1. Pagproseso ng Library ID. Magrehistro sa sistema ng libro, mag encode, mag print, at mag laminate)</p>	<p>Free for student who is first time to avail</p> <p>(Libre para sa unang beses ng pag-avail ng mga estudyante)</p>	<p>2-3 days</p> <p>(2 hanggang 3 araw)</p>	<p>E-Library Section In-charge</p> <p>(Empleyadong nakatalaga sa E-Library Section)</p>
<p>Digital library card will be sent to the email provided.</p>	<p>1. Release Library ID online</p> <p>(1. Ibigay ang Library ID sa pamamagitan ng online na paraan)</p>		<p>1 minute</p> <p>(1 minuto)</p>	
	<p><b>End Process</b></p> <p><b>(Pagtatapos ng Proseso)</b></p>	<p><b>None</b></p> <p><b>(Wala)</b></p>	<p><b>3 days, 1 minute</b></p> <p><b>(3 araw at 1 minuto)</b></p>	



## Validation and Replacement Library ID

This pertains to the process taken for the validation and/or replacement of a Library ID.

<b>Office or Division</b>	Library Services			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C - Government to Client			
<b>Who May Avail</b>	Students			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Library ID Replacement Form		Library		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
Students;				
1. To validate Library ID, present the Original Certificate of Registration (COR)  (1. Para mavalidate ang Library ID, ipakita ang Original Certificate of Registration or COR)	1. Validating Library ID  (1. I-validate ang Id sa pamamagitan ng online na paraan)	None  (Wala)	1 minute  (1 minuto)	E-Library Section In-charge  (Empleyadong nakatalaga sa E-Library Section)
2. To replace Library ID, present the following: - Affidavit of loss - Official Receipt of the replacement fee ₱ 25.00 - Original Certificate of Registration (COR) - One (1) piece of 1" x 1" picture	1. Processing student Library ID (register to book system, encode, print, and laminate)	P25.00  (P25.00)	2-3 Working Days	E-Library Section In-charge



(2. Para palitan ang Library ID, ibigay ang mga sumusunod: - Affidavit ng pagkawala - Opisyal na Resibo ng kapalit na bayad ₱ 25.00 - Orihinal na Sertipiko ng Pagpaparehistro (COR) - Isang (1) piraso ng 1 "x 1" larawan	(1. Pagproseso ng Student Library ID: irehistro sa book system, i-encode, ilimbag, at i-laminate)		(2 hanggang 3 araw)	(Empleyadong nakatalaga sa E-Library Section)
	<b>End Process</b>  <b>(Pagtatapos ng Proseso)</b>	<b>P25.00</b>  <b>(P25.00)</b>	<b>3 days,</b> <b>1 minute</b>  <b>(3 araw at 1 minuto)</b>	

<b>Client Steps</b> <b>(Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action</b> <b>(Aksyon ng Ahensya)</b>	<b>Fees to be Paid</b> <b>(Mga Kailangang Bayaran)</b>	<b>Processing Time</b> <b>(Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible</b> <b>(Empleyadong Nakatalaga)</b>
<b>Online Validation and Replacement of Library ID</b>				
To validate Library ID online, go to this link <a href="http://bit.ly/WMSULibraryID">bit.ly/WMSULibraryID</a> , in the form, select "Validate Library ID" and upload Original Certificate of Registration (COR)	Validating Library ID online	P25.00	1 minute	E-Library Section In-charge
(Upang mavalidate ang Library ID online, pumunta sa link na ito <a href="http://bit.ly/WMSULibraryID">bit.ly/WMSULibraryID</a> , sa form, piliin ang "Validate Library ID" at mag upload ng Orihinal	<b>(Pagpapatunay ng Library ID online)</b>	<b>(P25.00)</b>	<b>(1 minuto)</b>	<b>(Empleyadong nakatalaga sa E-Library Section)</b>



na Sertipiko ng Pagpaparehistro o COR)				
<p>To replace Library ID Online, got to this link <a href="http://m.me/WMSULibrary">m.me/WMSULibrary</a> and present the following:</p> <ul style="list-style-type: none"> <li>- Affidavit of loss</li> <li>- Official Receipt of replacement fee ₱ 25.00</li> <li>- Original Certificate of Registration (COR)</li> </ul> <p>One (1) piece of 1" x 1" picture</p> <p>(Upang palitan ang Library ID Online, nakuha sa link na ito <a href="http://m.me/WMSULibrary">m.me/WMSULibrary</a> at ipakita ang mga sumusunod:</p> <ul style="list-style-type: none"> <li>- Affidavit ng pagkawala</li> <li>- Opisyal na Resibo ng kapalit na bayad ₱ 25.00</li> <li>- Orihinal na Sertipiko ng Pagpaparehistro (COR)</li> </ul> <p>Isang (1) piraso ng 1" x 1" na larawan)</p>	<p>Processing student Library ID (register to book system, encode, print, and laminate)</p> <p>(Pagproseso ng Student Library ID: irehistro sa book system, i-encode, ilimbag, at i-laminate)</p>		<p>2-3 working days</p> <p>(2 hanggang 3 araw)</p>	<p>E-Library Section In-charge</p> <p>(Empleyadong nakatalaga sa E-Library Section)</p>
	<b>End of Process</b>	<b>P25.00</b>	<b>3 days, 1 minute</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(P25.00)</b>	<b>(3 araw at 1 minuto)</b>	



## Internet Services

These are the instructions that need to be followed in order to avail internet services in the university library.

<b>Office or Division</b>	Library Services			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction</b>	G2C - Government to Client			
<b>Who May Avail</b>	Students			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Library ID or Student ID		Library		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Present Library ID or Student ID  (1. Magpakita ng Library ID o Student ID)	1. Provides internet and printing services for online research.  (1. Magbibigay ng internet at serbisyo sa paglilimbag para sa online na pananaliksik)	₱10.00/1 hour ₱ 5.00/30 minutes  (P10.00 para sa isang oras at P5.00 para sa 30 minuto)	5 minutes  (5 minuto)	E-Library Section In-charge  (Empleyadong nakatalaga sa E-Library Section)
	<b>End Process (Pagtatapos ng Proseso)</b>	<b>P15.00 (P15.00)</b>	<b>5 minutes (5 minuto)</b>	
<b>Workstations are available on a first-come, first-served basis, from 8:00 AM – 5:00 PM every Monday- Friday, and Saturday 8:00 AM – 12 NOON then 1:00 PM – 3:00 PM</b>				





## Other Library Services and Fees

### **Circulation Section/Graduate Section**

Loaning out for home reading will start at 1:00 PM and shall be returned the following day on or before 9:00 AM.

Loaning of reserve books shall be at 4:00 PM and must be returned the following day before 9:00 AM.

Fine: ₱ 1.00/hour

₱ 8.00/day

Students are only allowed to borrow one (1) book per day for home reading.

Students are allowed to renew the borrowed material twice. Faculty may renew the borrowed material only if no other user would like to borrow the material. Reserved Books (limited copies) are strictly for photocopying only.

Fine: ₱ 2.00/hour

(Ang pagpapahiram para sa pagbabasa sa bahay ay magsisimula sa 1:00 PM at dapat ibalik sa susunod na araw sa o bago ang 9:00 AM.

Ang pagpapahiram ng mga reserbang libro ay dapat sa 4:00 PM at kailangang ibalik sa susunod na araw bago ang 9:00 AM.

Multa: ₱ 1.00 / oras

₱ 8.00/araw

Pinapayagan lamang ang mga estudyante na humiram ng isang (1) libro kada araw para sa pagbabasa sa bahay.

Pinapayagan ang mga mag aaral na i renew ang hiniram na materyal nang dalawang beses. Maaaring i renew lamang ng Faculty ang hiniram na materyal kung walang ibang tagagamit na gustong hiram ang materyal. Ang Reserved Books (limited copies) ay strictly for photocopying lang.

Multa: ₱ 2.00 / oras)

### **Runaway Books**

Fine: ₱ 50.00/day

### **Lost and damaged book(s)**

- For cash payment. (original cost) plus 20% of the original cost for each resource, plus overdue, plus the processing fee.

- For replacement, replace with original book title plus overdue fine plus the processing fee. (original cost) plus ₱ 25.00 processing fee for every resource replaced, plus overdue.

- Processing Fee of ₱ 25.00.

General Reference Section/Graduate Section/Periodical Section

Materials in these sections can only be read within the library. Photocopy is permitted but only 20% of the content.

Only the abstract is allowed to be photocopy for unpublished materials like theses and dissertations or scientific research

Photocopy ₱1.50/page - (2nd Floor, E-Library Section)

**Nawala at nasira (mga) libro**

- Para sa cash pagbabayad. (orihinal na gastos) plus 20% ng orihinal na gastos para sa bawat mapagkukunan, plus overdue, plus ang processing fee.
- Para sa kapalit, palitan ng orihinal na pamagat ng libro plus overdue fine plus ang processing fee. (orihinal na gastos) at ₱ 25.00 processing fee para sa bawat mapagkukunan na pinalitan, at higit na naabot.
- Processing Fee ng ₱ 25.00.

Pangkalahatang Bahagi ng Sanggunian/Seksyon ng Graduate/Seksyon ng Panahon  
Ang mga materyales sa mga bahaging ito ay mababasa lamang sa loob ng aklatan.  
Pinapayagan ang photocopy ngunit 20% lamang ng nilalaman.  
Tanging ang abstrak lamang ang pinapayagang maging photocopy para sa mga hindi  
nai publish na materyales tulad ng thesis at disertasyon o siyentipikong pananaliksik  
Photocopy ₱1.50/page - (Ikalawang Palapag, E-Library Section)



# **Testing and Evaluation Center**

## **Internal Services**



The Office of the University Testing and Evaluation Center primary function is to administer various tests and evaluations that assess students' knowledge, skills, and abilities. This office serves as a central hub for all testing-related activities on campus. One of the key responsibilities of the Testing and Evaluation Center is to conduct entrance exams for prospective students. These exams help determine whether applicants meet the minimum requirements for admission into the university. By ensuring that only qualified individuals are admitted, this office plays a vital role in maintaining academic standards and preserving the university's reputation.

### College Entrance Test for A Senior High School Graduate, Prospective Shiftee

<b>Office or Division</b>	Testing and Evaluation Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	SHS Graduates who have not enrolled yet in college, prospective shiftees and prospective transferees			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>	<b>Where to Secure (Saan kailangang i-secure?)</b>			
CET Application Form	Testing and Evaluation Center			
Two (2) pieces identical “2 x 2” pictures with name tag	Provided by the Applicant			
Original copy and photocopy of SHS report card or Form 138 (Only for SHS Graduates who have not yet enrolled in college)	School where the applicant graduated from			
Photocopy of the latest Certificate of Registration or COR (Only for prospective shiftees)	Program adviser of the applicant			
Original copy and photocopy of Transcript of Records (Only for prospective transferees)	School where the applicant is currently enrolled in or school last attended by the applicant			
Endorsement from the Director for Admissions (Only for prospective shiftees and prospective transferees)	WMSU Admissions Office			
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>



1. Apply in person and submit the complete requirements.  (1. Mag apply nang personal at isumite ang kumpletong mga kinakailangan)	1. Screen the requirements and attach the same to the application form before releasing it to the applicant. Return original copy of the report card  (1. Suriin ang mga requirements at ilakip ang parehong mga dokumento sa application form bago ibigay ito sa aplikante. Ibalik ang orihinal na kopya ng report card)	None  (Wala)	5 minutes  (5 minuto)	TEC Registration Officer  (Registration Officer ng Testing and Evaluation Center)
2. Fill out the CET Application Form.  (2. Punan ang CET Application Form)	1. Assist the applicant in filling out the application form  (1. Tulungan ang aplikante na punan ang application form)	None  (Wala)	5 minutes  (5 minuto)	TEC Registration Officer  (Registration Officer ng Testing and Evaluation Center)
3. Pay the Testing Fee at the Cashier's Office  (3. Bayaran ang Testing Fee sa Cashier's Office)	1. WMSU Cashier issues official receipt  (1. Magbibigay ang Cashier ng resibo)	P210.00  (P210.00)	6 minutes  (6 minuto)	Cashier  (Cashier)
4. Submit the accomplished application form	1. Check if the form is correctly and completely filled out	None	2 minutes	TEC Registration Officer



(4. Isumite ang natapos na application form)	(1. Suriin kung maayos ba na napunan ang application form)	(Wala)	(2 minuto)	(Registration Officer ng Testing and Evaluation Center)
5. Get the approved test permit.	1. Process form and return the test permit to the applicant.	None	2 minutes	TEC Registration Officer
(5. Kunin ang naaprubahang permit)	(1. Iproseso ang form at ibalik ang test permit sa aplikante)	(Wala)	(2 minuto)	(Registration Officer ng Testing and Evaluation Center)
	<b>End of Process</b>	<b>P210.00</b>	<b>20 Minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(210.00)</b>	<b>(20 minuto)</b>	

### Processing Of Application Forms for The Nursing Aptitude Test (NAT)

<b>Office or Division</b>	Testing and Evaluation Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	SHS Graduates or college students who met the minimum CET overall average percentile rank (OAPR) set by the College of Nursing			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
NAT Application Form		Testing and Evaluation Center		
Original Copy of the WMSU CET Individual Report of Rating (IRR)		Testing and Evaluation Center		
Two (2) pieces identical “2 x 2” pictures with name tag		Provided by the Applicant		
Endorsement from the Director for Admissions ( <b>Only for prospective shiftees and prospective transferees</b> )		WMSU Admissions Office		
<b>Client Steps</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Persons Responsible</b>



<b>(Hakbang na Gagawin ng Kliyente)</b>		<b>(Mga Kailangang Bayaran)</b>	<b>(Bilang ng Oras o Araw ng Pagproseso)</b>	<b>(Empleyadong Nakatalaga)</b>
<p>1. Apply in person and submit the complete requirements.</p> <p>(1. Mag apply nang personal at isumite ang kumpletong mga kinakailangan)</p>	<p>1. Screen the requirements and attach the same to the application form before releasing it to the applicant. Return the CET IRR.</p> <p>(1. Suriin ang mga requirements at ilakip ang parehong mga dokumento sa application form bago ibigay ito sa aplikante. Ibalik ang CET IRR)</p>	<p>None</p> <p>(Wala)</p>	<p>5 minutes</p> <p>(5 minuto)</p>	<p>TEC Registration Officer</p> <p>(Registration Officer ng Testing and Evaluation Center)</p>
<p>6. Fill out the NAT Application Form.</p> <p>(2. Punan ang NAT Application Form)</p>	<p>1. Assist the applicant in filling out the application form</p> <p>(1. Tulungan ang aplikante na punan ang application form)</p>	<p>None</p> <p>(Wala)</p>	<p>5 minutes</p> <p>(5 minuto)</p>	<p>TEC Registration Officer</p> <p>(Registration Officer ng Testing and Evaluation Center)</p>
<p>3. Pay the Testing Fee at the Cashier's Office</p> <p>(3. Bayaran ang Testing Fee sa Cashier's Office)</p>	<p>1. WMSU Cashier issues official receipt</p> <p>(1. Magbibigay ang Cashier ng resibo)</p>	<p>P250.00 (For SHS Graduates) P300.00 (For Prospective Shiftees/Transferees)</p>	<p>6 minutes</p>	<p>Cashier</p> <p>(Cashier)</p>



		(P250.00 para sa Senior High School at P300.00 para sa mga Shiftees at Transferees)	(6 na minuto)	
4. Submit the accomplished application form	1. Check if the form is correctly and completely filled out	None	2 minutes	TEC Registration Officer
(4. Isumite ang natapos na application form)	(1. Suriin kung maayos ba na napunan ang application form)	(Wala)	(2 minuto)	(Registration Officer ng Testing and Evaluation Center)
5. Get the approved test permit.	1. Process form and return the test permit to the applicant.	None	2 minutes	TEC Registration Officer
(5. Kunin ang naaprubahang permit)	(1. Iproseso ang form at ibalik ang test permit sa aplikante)	(Wala)	(2 minuto)	(Registration Officer ng Testing and Evaluation Center)
	<b>End of Process</b>	<b>P250.00/ P300.00</b>	<b>20 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(P250.00 hanggang P300.00)</b>	<b>(20 minuto)</b>	





## Processing of Application Forms for the Engineering Aptitude Test (EAT)

<b>Office or Division</b>	Testing and Evaluation Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	SHS Graduates or college students who passed the WMSU CET			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
EAT Application Form		Testing and Evaluation Center		
Original Copy of the WMSU CET Individual Report of Rating (IRR)		Testing and Evaluation Center		
Two (2) pieces identical “2 x 2” pictures with name tag		Provided by the Applicant		
Endorsement from the Director for Admissions ( <b>Only for prospective shiftees and prospective transferees</b> )		WMSU Admissions Office		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Apply in person and submit the complete requirements.	1. Screen the requirements and attach the same to the application form before releasing it to the applicant. Return the CET IRR.	None	5 minutes	TEC Registration Officer
(1. Mag apply nang personal at isumite ang kumpletong mga kinakailangan)	(1. Suriin ang Suriin ang mga requirements at ilakip ang parehong mga dokumento sa application form bago ibigay ito sa aplikante. Ibalik ang CET IRR)	(Wala)	(5 minuto)	(Registration Officer ng Testing and Evaluation Center)



2. Fill out the EAT Application Form.  (2. Punan ang EAT Application Form)	1. Assist the applicant in filling out the application form  (1. Tulungan ang aplikante na punan ang application form)	None  (Wala)	5 minutes  (5 minuto)	TEC Registration Officer  (Registration Officer ng Testing and Evaluation Center)
3. Pay the Testing Fee at the Cashier's Office  (3. Bayaran ang Testing Fee sa Cashier's Office)	1. WMSU Cashier issues official receipt  (1. Magbibigay ang Cashier ng resibo)	None  (Wala)	6 minutes  (6 na minuto)	TEC Registration Office  (Registration Officer ng Testing and Evaluation Center)
4. Submit the accomplished application form  (4. Isumite ang natapos na application form 1.	1. Check if the form is correctly and completely filled out  Suriin kung maayos ba na napunan ang application form)	P210.00  (P210.00)	2 minutes  (2 minuto)	TEC Registration Officer  (Registration Officer ng Testing and Evaluation Center)
5. Get the approved test permit.  (5. Kunin ang naaprubahang permit)	1. Process form and return the test permit to the applicant.  Iproseso ang form at ibalik ang test permit sa aplikante)	None  (Wala)	2 minutes  (2 minuto)	TEC Registration Officer  (Registration Officer ng Testing and Evaluation Center)
	<b>End of Process</b>	<b>P210.00</b>	<b>20 minutes</b>	



	(Pagtatapos ng Proseso)	(P210.00)	(20 minuto)	
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### Processing of Application Forms for the Graduate School Admission Test (GSAT)

<b>Office or Division</b>	Testing and Evaluation Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	Graduates of any bachelor's degree			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>	<b>Where to Secure (Saan kailangang i-secure?)</b>			
GSAT Application Form	Testing and Evaluation Center			
Original copy and photocopy of Transcript of Records (TOR)	School where the applicant graduated from			
Two (2) pieces identical "2 x 2" pictures with name tag	Provided by the Applicant			
Original and photocopy of any valid Identification (ID) Card (Employee's ID/Driver's License/PRC License/etc.)	Provided by the Applicant			
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Apply in person and submit the complete requirements.	2. Screen the requirements and attach the same to the application form before releasing it to the applicant. Return the original TOR and ID Card	None	5 minutes	TEC Registration Officer
(1. Mag apply nang personal at isumite ang kumpletong mga kinakailangan)	(1. Suriin ang Suriin ang mga requirements at ilakip ang	(Wala)	(5 minuto)	(Registration Officer ng Testing and Evaluation Center)



	parehong mga dokumento sa application form bago ibigay ito sa aplikante. Ibalik ang original na TOR at ID card)			
2. Fill out the GSAT Application Form.	1. Assist the applicant in filling out the application form	None	5 minutes	TEC Registration Officer
(2. Punan ang GSAT Application Form)	(1. Tulungan ang aplikante na punan ang application form)	(Wala)	(5 minuto)	(Registration Officer ng Testing and Evaluation Center)
3. Pay the Testing Fee at the Cashier's Office	1. WMSU Cashier issues official receipt	Php 300.00	6 minutes	Cashier
(3. Bayaran ang Testing Fee sa Cashier's Office)	(1. Magbibigay ang Cashier ng resibo)	(P300.00)	(6 na minuto)	(Cashier)
4. Submit the accomplished application form	1. Check if the form is correctly and completely filled out	None	2 minutes	TEC Registration Officer
(4. Isumite ang natapos na application form)	(1. Suriin kung maayos ba na napunan ang application form)	(Wala)	(2 minuto)	(Registration Officer ng Testing and Evaluation Center)



5. Get the approved test permit.  (5. Kunin ang naaprubahang permit)	1. Process form and return the test permit to the applicant.  (1. Iproseso ang form at ibalik ang test permit sa aplikante)	None  (Wala)	2 minutes  (2 minuto)	TEC Registration Officer  (Registration Officer ng Testing and Evaluation Center)
	<b>End of Process</b>  <b>(Pagtatapos ng Proseso)</b>	<b>P300.00</b>  <b>(P300.00)</b>	<b>20 minutes</b>  <b>(20 minuto)</b>	



## Processing of Application Forms for the Law School Admission Test (LSAT)

<b>Office or Division</b>	Testing and Evaluation Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	Graduates of any bachelor's degree			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
LSAT Application Form		Testing and Evaluation Center		
Original copy and photocopy of Transcript of Records (TOR)		School where the applicant graduated from		
Two (2) pieces identical "2 x 2" pictures with name tag		Provided by the Applicant		
Original and photocopy of any valid Identification (ID) Card (Employee's ID/Driver's License/PRC License/etc.)		Provided by the Applicant		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Apply in person and submit the complete requirements.  (1. Mag apply nang personal at isumite ang kumpletong mga kinakailangan)	3. Screen the requirements and attach the same to the application form before releasing it to the applicant. Return the original TOR and ID Card  (1. Suriin ang mga requirements at ilakip ang parehong mga dokumento sa application form bago ibigay ito sa aplikante. Ibalik ang original na TOR at ID card)	None  (Wala)	5 minutes  (5 minuto)	TEC Registration Officer  (Registration Officer ng Testing and Evaluation Center)



2. Fill out the LSAT Application Form.  (1. Punan ang LSAT Application Form)	1. Assist the applicant in filling out the application form  (1. Tulungan ang aplikante na punan ang application form)	None  (Wala)	5 minutes  (5 minuto)	TEC Registration Officer  (Registration Officer ng Testing and Evaluation Center)
3. Pay the Testing Fee at the Cashier's Office  (3. Bayaran ang Testing Fee sa Cashier's Office)	1. WMSU Cashier issues official receipt  (1. Magbibigay ang Cashier ng resibo)	Php 300.00  (P300.00)	6 minutes  (6 na minuto)	Cashier  (Cashier)
4. Submit the accomplished application form  (4. Isumite ang natapos na application form)	1. Check if the form is correctly and completely filled out  (1. Suriin kung maayos ba na napunan ang application form)	None  (Wala)	2 minutes  (2 minuto)	TEC Registration Officer  (Registration Officer ng Testing and Evaluation Center)
5. Get the approved test permit.  (5. Kunin ang naaprubahang permit)	1. Process form and return the test permit to the applicant.  (1. Iproseso ang form at ibalik ang test permit sa aplikante)	None  (Wala)	2 minutes  (2 minuto)	TEC Registration Officer  (Registration Officer ng Testing and Evaluation Center)
	<b>End of Process</b>	<b>P300.00</b>	<b>20 minutes</b>	



	<b>(Pagtatapos ng Proseso</b>	<b>(P300.00)</b>	<b>(20 minuto)</b>	
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# **Testing and Evaluation Center**

## **External Services**



## College Entrance Test for Graduating Senior High School (SHS) Student

<b>Office or Division</b>	Testing and Evaluation Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	Graduating Senior High School (SHS) Students			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>	<b>Where to Secure (Saan kailangang i-secure?)</b>			
CET Application Form	Testing and Evaluation Center			
Two (2) pieces identical “2 x 2” pictures with name tag	Provided by the Applicant			
Certification with seal from the School Principal or School Registrar that the applicant is a Grade 12 student who is expected to graduate by the end of the school year	School where the applicant is currently enrolled in			
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Apply in person and submit the complete requirements.  (1. Mag apply nang personal at isumite ang kumpletong mga kinakailangan)	4. Screen the requirements and attach the same to the application form before releasing it to the applicant.  (1. Suriin ang mga requirements at ilakip ang parehong mga dokumento sa application form bago ibigay ito sa aplikante)	None  (Wala)	5 minutes  (5 minuto)	TEC Registration Officer  (Registration Officer ng Testing and Evaluation Center)
2. Fill out the CET Application Form.	1. Assist the applicant in filling out the application form	None	5 minutes	TEC Registration Officer



(2. Punan ang CET Application Form)	(1. Tulungan ang aplikante na punan ang application form)	(Wala)	(5 minuto)	(Registration Officer ng Testing and Evaluation Center)
3. Submit the accomplished application form	1. Check if the form is correctly and completely filled out	None	2 minutes	TEC Registration Officer
(3. Isumite ang natapos na application form)	(1. Suriin kung maayos ba na napunan ang application form)	(Wala)	(2 minuto)	(Registration Officer ng Testing and Evaluation Center)
4. Get the approved test permit.	1. Process form and return the test permit to the applicant.	None	2 minutes	TEC Registration Officer
(4. Kunin ang naaprubahang permit)	(1. Iproseso ang form at ibalik ang test permit sa aplikante)	(Wala)	(2 minuto)	(Registration Officer ng Testing and Evaluation Center)
	<b>End of Process</b>	<b>None</b>	<b>14 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(14 minuto)</b>	



## Processing Of Application Forms for The Nursing Aptitude Test (NAT)

<b>Office or Division</b>	Testing and Evaluation Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	SHS Graduates or college students who met the minimum CET overall average percentile rank (OAPR) set by the College of Nursing			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>	<b>Where to Secure (Saan kailangang i-secure?)</b>			
NAT Application Form	Testing and Evaluation Center			
Original Copy of the WMSU CET Individual Report of Rating (IRR)	Testing and Evaluation Center			
Two (2) pieces identical “2 x 2” pictures with name tag	Provided by the Applicant			
Endorsement from the Director for Admissions ( <b>Only for prospective transferees</b> )	WMSU Admissions Office			
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Apply in person and submit the complete requirements.	5. Screen the requirements and attach the same to the application form before releasing it to the applicant. Return the CET IRR.	None	5 minutes	TEC Registration Officer
(1. Mag apply nang personal at isumite ang kumpletong mga kinakailangan)	(1. Suriin ang mga requirements at ilakip ang parehong mga dokumento sa application form bago ibigay	(Wala)	(5 minuto)	(Registration Officer ng Testing and Evaluation Center)



	ito sa aplikante. Ibalik ang CET IRR)			
2. Fill out the NAT Application Form.	1. Assist the applicant in filling out the application form	None	5 minutes	TEC Registration Officer
(2. Punan ang NAT Application Form)	(1. Tulungan ang aplikante na punan ang application form)	(Wala)	(5 minuto)	(Registration Officer ng Testing and Evaluation Center)
3. Pay the Testing Fee at the Cashier's Office	1. WMSU Cashier issues official receipt	P250.00 (For SHS Graduates) P300.00 (For Prospective Shiftees/Transferees)	6 minutes	Cashier
(3. Bayaran ang Testing Fee sa Cashier's Office)	(1. Magbibigay ang Cashier ng resibo)	(P250.00 para sa Senior High School at P300.00 para sa mga Shiftees at Transferees)	(6 na minuto)	(Cashier)
4. Submit the accomplished application form	1. Check if the form is correctly and completely filled out	None	2 minutes	TEC Registration Officer



(4. Isumite ang natapos na application form	(1. Suriin kung maayos ba na napunan ang application form)	(Wala)	(2 minuto)	(Registration Officer ng Testing and Evaluation Center)
5. Get the approved test permit.	1. Process form and return the test permit to the applicant.	None	2 minutes	TEC Registration Officer
1. (5. Kunin ang naaprubahang permit)	(1. Iproseso ang form at ibalik ang test permit sa aplikante)	(Wala)	(2 minuto)	(Registration Officer ng Testing and Evaluation Center)
	<b>End of Process</b>	<b>P250.00/ P300.00</b>	<b>20 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(P250.00 hanggang P300.00)</b>	<b>(20 minuto)</b>	

### Processing of Application Forms for the Engineering Aptitude Test (EAT)

<b>Office or Division</b>	Testing and Evaluation Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	SHS Graduates or college students who passed the WMSU CET			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
EAT Application Form		Testing and Evaluation Center		
Original Copy of the WMSU CET Individual Report of Rating (IRR)		Testing and Evaluation Center		
Two (2) pieces identical “2 x 2” pictures with name tag		Provided by the Applicant		
Endorsement from the Director for Admissions ( <b>Only for prospective transferees</b> )		WMSU Admissions Office		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Persons Responsible</b>



		(Mga Kailangang Bayaran)	(Bilang ng Oras o Araw ng Pagproseso)	(Empleyadong Nakatalaga)
1. Apply in person and submit the complete requirements.	1. Screen the requirements and attach the same to the application form before releasing it to the applicant. Return the CET IRR.	None	5 minutes	TEC Registration Officer
(1. Mag apply nang personal at isumite ang kumpletong mga kinakailangan)	(1. Suriin ang Suriin ang mga requirements at ilakip ang parehong mga dokumento sa application form bago ibigay ito sa aplikante. Ibalik ang CET IRR)	(Wala)	(5 minuto)	(Registration Officer ng Testing and Evaluation Center)
2. Fill out the EAT Application Form.	1. Assist the applicant in filling out the application form	None	5 minutes	TEC Registration Officer
(2. Punan ang EAT Application Form)	(1. Tulungan ang aplikante na punan ang application form)	(Wala)	(5 minuto)	(Registration Officer ng Testing and Evaluation Center)
3. Pay the Testing Fee at the Cashier's Office	1. WMSU Cashier issues official receipt	P210.00	6 minutes	Cashier



(3. Bayaran ang Testing Fee sa Cashier's Office)	(1. Magbibigay ang Cashier ng resibo)	(P210.00)	(6 na minuto)	(Cashier)
4. Submit the accomplished application form	1. Check if the form is correctly and completely filled out	None	2 minutes	TEC Registration Officer
(4. Isumite ang natapos na application form 1.	(1. Suriin kung maayos ba na napunan ang application form)	(Wala)	(2 minuto)	(Registration Officer ng Testing and Evaluation Center)
5. Get the approved test permit.	1. Process form and return the test permit to the applicant.	None	2 minutes	TEC Registration Officer
(5. Kunin ang naaprubahang permit)	(1. Iproseso ang form at ibalik ang test permit sa aplikante)	(Wala)	(2 minuto)	(Registration Officer ng Testing and Evaluation Center)
	<b>End of Process</b>	<b>P210.00</b>	<b>20 Minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(P210.00)</b>	<b>(20 minuto)</b>	





## Processing of Application Forms for the Law School Admission Test (LSAT)

<b>Office or Division</b>	Testing and Evaluation Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	Graduates of any bachelor's degree			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
LSAT Application Form		Testing and Evaluation Center		
Original copy and photocopy of Transcript of Records (TOR)		School where the applicant graduated from		
Two (2) pieces identical "2 x 2" pictures with name tag		Provided by the Applicant		
Original and photocopy of any valid Identification (ID) Card (Employee's ID/Driver's License/PRC License/etc.)		Provided by the Applicant		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Apply in person and submit the complete requirements.  (1. Mag apply nang personal at isumite ang kumpletong mga kinakailangan)	6. Screen the requirements and attach the same to the application form before releasing it to the applicant. Return the original TOR and ID Card  (1. Suriin ang mga requirements at ilakip ang parehong mga dokumento sa application form bago ibigay ito sa aplikante. Ibalik ang original na	None  (Wala)	5 minutes  (5 minuto)	TEC Registration Officer  (Registration Officer ng Testing and Evaluation Center)



	TOR at ID card)			
2. Fill out the LSAT Application Form.  1. Punan ang LSAT Application Form)	1. Assist the applicant in filling out the application form  (1. Tulungan ang aplikante na punan ang application form)	None  (Wala)	5 minutes  (5 minuto)	TEC Registration Officer  (Registration Officer ng Testing and Evaluation Center)
3. Pay the Testing Fee at the Cashier's Office  (3. Bayaran ang Testing Fee sa Cashier's Office)	1. WMSU Cashier issues official receipt  (1. Magbibigay ang Cashier ng resibo)	Php 300.00  (P300.00)	6 minutes  (6 na minuto)	Cashier  (Cashier)
4. Submit the accomplished application form  (4. Isumite ang natapos na application form)	1. Check if the form is correctly and completely filled out  (1. Suriin kung maayos ba na napunan ang application form)	None  (Wala)	2 minutes  (2 minuto)	TEC Registration Officer  (Registration Officer ng Testing and Evaluation Center)



5. Get the approved test permit.  (5. Kunin ang naaprubahang permit)	1. Process form and return the test permit to the applicant.  (1. Iproseso ang form at ibalik ang test permit sa aplikante)	None  (Wala)	2 minutes  (2 minuto)	TEC Registration Officer  (Registration Officer ng Testing and Evaluation Center)
	<b>End of Process</b>  <b>(Pagtatapos ng Proseso)</b>	<b>P300.00</b>  <b>(P300.00)</b>	<b>20 minutes</b>  <b>(20 minuto)</b>	



## Processing of Application Forms for the Kinder School Admission Test (KSAT)

<b>Office or Division</b>	Testing and Evaluation Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	Children who are five years old by the beginning of the incoming school year or who will turn five on or before the end of the first semester of the incoming school year			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>	<b>Where to Secure (Saan kailangang i-secure?)</b>			
KSAT Application Form	Testing and Evaluation Center			
Original copy and photocopy of Birth Certificate	PSA			
Two (2) pieces identical “2 x 2” pictures with name tag	Provided by the Applicant			
Proof of completion of Early Childhood Education (Day Care Centers/Learning Centers)	School previously attended			
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Parent/guardian submits requirements.	1. Screen the requirements and attach the same to the application form before releasing it to the applicant’s parent/guardian . Return the original copy of the birth certificate.	None	5 minutes	TEC Registration Officer
(1. Isusumite ng magulang o tagapagbant	(1. Susuriin ang mga requirements at ilakip ang pareho	(Wala)	(5 minuto)	(Registration Officer ng Testing and



ay ang mga kinakailangan ng dokumento)	sa application form bago i release ito sa magulang o guardian ng aplikante. Ibalik ang orihinal na kopya ng birth certificate.)			Evaluation Center)
2. Parent/guardian fills out the KSAT Application Form	1. Assist the applicant in filling out the application form	None	5 minutes	TEC Registration Officer
(2. Pupunan ng magulang or tagabantay ang KSAT Application Form)	(1. Tulungan ang aplikante na punan ang application form)	(Wala)	(5 minuto)	(Registration Officer ng Testing and Evaluation Center)
3. Pay the Testing Fee at the Cashier's Office	1. WMSU Cashier issues official receipt	P210.00	6 minutes	Cashier
(3. Bayaran ang Testing Fee sa Cashier's Fee)	(1. Magbibigay ng resibo ang Cashier's Office)	(P210.00)	(6 na minuto)	(Cahsier)
4. Submit the accomplished application form	1. Check if the form is correctly and completely filled out	None	2 minutes	TEC Registration Officer
(4. Isumite ang natapos na application form	(1. Suriin kung maayos ba na napunan ang application form)	(Wala)	(2 minuto)	(Registration Officer ng Testing and Evaluation Center)



5. Get the approved test permit.  (5. Kunin ang naaprubahang permit)	1. Process form and return the test permit to the parent or guardian of the applicant.  (1. Iproseso ang form at ibalik ang test permit sa magulang o tagabantay ng aplikante)	None  (Wala)	2 minutes  (2 minuto)	TEC Registration Officer  (Registration Officer ng Testing and Evaluation Center)
	<b>End of Process</b>  (Pagtatapos ng Proseso)	<b>P210.00</b>  (P210.00)	<b>20 Minutes</b>  (20 minuto)	



# **University Health Services**

## **Internal Services**



The Office of the University Health Services Center plays a crucial role in ensuring the well-being and health of students, faculty, and staff on campus. This department serves as a primary healthcare provider, offering a wide range of medical services to meet the diverse needs of the university community. One of the key roles of this office is to provide preventive care and health education. They organize various programs and workshops to promote healthy lifestyles, disease prevention, and mental wellness. By raising awareness about common health issues such as nutrition, sexual health, stress management, and substance abuse, they empower individuals to make informed decisions about their well-being.

## Medical Consultation

<b>Office or Division</b>	University Health Services Center (Medical Clinic)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	All Students & Employees			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Validated I.D.		University Press and/or Department of Student Affairs (DSA)		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Entry of Patients  (1. Pagpasok ng mga pasyente)	1. The clinic nurse collects the patient's personal information for retrieval of medical records.  (1. Ang clinic nurse ang nangongolekta ng personal na impormasyon ng pasyente para sa	None  (Wala)	1 minute  (1 minuto)	Clinic Nurse  (Nars ng Klinika)





	pagkuha ng mga medical record.			
2. Patient verbalizes reason for consultation	1. The clinic nurse notes the patient's symptoms, and measures the patient's vital signs to decide whether or not to refer the case to the university physician. If referred, the patient proceeds with the physician for a medical consultation. If referral was deemed unnecessary, the treatment plan will be facilitated by the nurse. This may include dispensing of over-the-counter medications and/or simple wound care.	None	4 minutes	Clinic Nurse
(2. Sasabihin ng pasyente ang dahilan para sa konsultasyon)	(1. Ang nars ng klinika ay nagtatala ng mga sintomas ng pasyente, at sinusukat ang mga mahahalagang	(Wala)	(4 na minuto)	(Nars ng Klinika)

	<p>palatandaan ng pasyente upang magpasya kung ipaparating o hindi ang kaso sa manggagamot ng unibersidad. Kung referred, ang pasyente ay tumuloy sa manggagamot para sa isang medikal na konsultasyon. Kung ang referral ay itinuturing na hindi kinakailangan, ang plano ng paggamot ay mapapadali ng nars. Maaaring kabilang dito ang pagbibigay ng mga over-the-counter na gamot at/o simpleng pangangalaga sa sugat.</p>			
3. Consultation with Physician	1. The physician conducts history-taking, physical examination, and prescription of diagnostic tests (as necessary) in order to arrive at a	None	10 minutes	University Physician

<p>(3. Konsultasyon kasama ang doctor ng pamantasan)</p>	<p>diagnosis and treatment plan. If referral to specialist physicians/ ambulance services are not necessary, treatment is facilitated at the clinic.</p> <p>(1. Ang doktor ay nagsasagawa ng pagkuha ng kasaysayan, pisikal na pagsusuri, at reseta ng mga pagsusuri sa diagnostic (kung kinakailangan) upang makarating sa isang plano sa pagsusuri at paggamot. Kung hindi kinakailangan ang referral sa mga espesyalistang manggagamot / serbisyo ng ambulansya, ang paggamot ay gagawin sa klinika.</p>	<p>(Wala)</p>	<p>(10 minuto)</p>	<p>(Doktor ng Pamantasan)</p>
	<p><b>End of Process</b></p> <p><b>(Pagtatapos ng Proseso)</b></p>	<p><b>None</b></p> <p><b>(Wala)</b></p>	<p><b>15 minutes</b></p> <p><b>(15 minuto)</b></p>	



## Request for Medical Certificates

<b>Office or Division</b>	University Health Services Center (Medical Clinic)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	All Students & Employees			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>	<b>Where to Secure (Saan kailangang i-secure?)</b>			
Transferees & First-Year Enrollees				
Health Profile & Consultations Record Form	University Health Services Center (UHSC)			
Chest X-Ray Results (valid for 6 months)	Any Radiology clinic			
Hepatitis B Antigen Test (only for health allied courses)	Any Medical Laboratory			
New/Renewed/Promoted Employees				
Medical Certificate for Employment (CS Form No. 211)	Human Resource Management Office (HRMO)			
Medical Test Results: Complete Blood Count, Urinalysis, Chest X-Ray Results (valid for 6 months), Drug Test	Any Medical Laboratory and/or Radiology clinic			
Students/Employees with Updated Medical Records				
Validated I.D.	University Press and/or Department of Student Affairs (DSA)			
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Entry of Patients	1. The clinic nurse collects the patient's personal information, the purpose of the medical certificate, and requests for the	None	4 minutes	Clinic Nurse/Staff



(1. Pagpasok ng pasyente)	attached requirements.  (1. Kinokolekta ng clinic nurse ang personal na impormasyon ng pasyente, ang layunin ng medical certificate, at mga kahilingan para sa mga kalakip na requirements.)	(Wala)	(4 na minuto)	(Empleyado o Nars ng Klinika)
2. Submission of the attached requirements	1. The clinic nurse collects the attachments and endorses the request to the University Physician.	None	1 minute	Clinic Nurse/Staff
(2. Pagsusumite ng mga kalakip na kinakailangang dokumento)	(1. Ang klinika nars ay kukunin ang attachment at ibibigay ang ninanais ng pasyente sa University Physician.	(Wala)	(1 minuto)	(Empleyado o Nars ng Klinika)
3. Patient allows his request to be assessed by the University Physician	1. The physician reviews the patient's medical records and recent medical test results to assess his/her fitness to study/enroll, to work, and to travel. Upon the physician's	None	10 minutes	University Physician



<p>(3. Pinapayagan ng pasyente ang kanyang kahilingan na masuri ng University Physician)</p>	<p>approval, the clinic nurse/authorized staff releases the medical certificate to the patient.</p> <p>(1. Susuriin ng doktor ang mga medical record ng pasyente at mga resulta ng medical test para masuri ang kanyang fitness sa pag-aaral/pag-enroll, pagtatrabaho, at paglalakbay. Sa pahintulot ng manggagamot, ang nars/awtorisadong kawani ng klinika ay naglalabas ng medical certificate sa pasyente)</p>	<p>(Wala)</p>	<p>(10 minuto)</p>	<p>(Doktor ng Pamantasan)</p>
	<p><b>End of Process</b></p> <p><b>(Pagtatapos ng Proseso)</b></p>	<p><b>None</b></p> <p><b>(Wala)</b></p>	<p><b>15 minutes</b></p> <p><b>(15 minuto)</b></p>	



# **Scholarships Office**

## **Internal Services**



The Office of the University Scholarship primary responsibility is to identify and distribute scholarships to deserving individuals, thereby promoting academic excellence and reducing financial barriers. One of the key roles of this office is to actively seek out scholarship opportunities from various sources such as government agencies, private organizations, and alumni associations. By doing so, they ensure that a wide range of scholarships are available for students with different backgrounds, interests, and abilities. The office also plays an essential role in evaluating scholarship applications. They carefully review each application based on predetermined criteria such as academic achievements, extracurricular involvement, leadership potential, and financial need. This ensures that scholarships are awarded fairly and transparently.

### Scholarship Application and Disbursement of Funds

<b>Office or Division</b>	Scholarship Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C -Government to Citizen G2G – Government to Government G2B – Government to Business			
<b>Who May Avail</b>	Students of Western Mindanao State University			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>	<b>Where to Secure (Saan kailangang i-secure?)</b>			
Application form	Scholarship Office			
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailanga ng Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. After the student are officially enrolled in the HEI's (WMSU). Student is subject for validation/verification. Following documents are to be submitted: (New and continuing applicants) 1.1. CHED scholarship. After CHED-IX downloaded to the portal the approved	1. Process the verification/ validation requirements of CHED  (Iproseso ang pagpapatunay ng mga kinakailangan sa CHED)	None  (Wala)	14 days  (14 na araw)  10 minutes	Scholarship support staff  (Empleyado ng Scholarship Office)  Scholarship Support staff and





<p>master list to the HEI's. It will be verified /validated with attached requirement to be submitted: Certificate of Enrolment (COR)</p> <p>(1. Pagkatapos ng opisyal na pag enroll ng estudyante sa HEI's (WMSU). Ang mag aaral ay napapailalim sa pagsusuri. Ang mga sumusunod na dokumento ay isusumite: (Bago at patuloy na mga aplikante) scholarship sa CHED. Matapos i-download ng CHED IX sa portal ang naaprubahan na master list sa HEI's. Ito ay i verify /validated na may kalakip na requirement na isusumite: Certificate of Enrolment o COR)</p>	<p>2. Submit verified documents to CHED -IX</p> <p>(Isumite ang na-verified ng mga dokumento sa CHED – IX)</p>		<p>(10 minuto)</p>	<p>CHED personnel</p> <p>Empleyado ng Scholarship Office at CHED – IX)</p>
<p>2. Other government agency and private scholarship. After they submitted the list of eligible scholars, they are subject for verification and validation of documents with the following requirements:</p>	<p>1. Received the list of eligible scholars from the sponsoring agency</p> <p>(1. Tatanggapin ang listahan ng mga karapat-dapat na iskolar mula sa ahensya ng pag-sponsor)</p>	<p>None</p> <p>(Wala)</p>	<p>1 minute</p> <p>(1 minuto)</p>	<p>Scholarship Support staff Sponsoring agency</p> <p>(Empleyado ng Scholarship Office at Kaagapay na Ahensya ng Gobyerno)</p>



<p>2.1. Certificate of Registration (COR) 2.2. Income Tax return of Parents (ITR)/ Certificate of Indigency (COI) 2.3. Certificate of residency 2.4. Senior High School Good Moral Certificate from the principal/guidance counselor 2.5. Senior High School Report Card (Form 48) 6.3 pcs 1x1 recent photo (no specific color of background)</p>	<p>2. Post the names of the eligible scholar in the scholarship official Face Book (FB) page for compliance of requirement of students.</p> <p>(2. Ipaskil ang pangalan ng karapat dapat na scholar sa opisyal na Facebook (FB) page para sa compliance ng requirement ng mga estudyante)</p>	<p>None</p> <p>(Wala)</p>	<p>1 minute</p> <p>(1 minuto)</p>	<p>Scholarship Support staff</p> <p>(Empleyado ng Scholarship Office)</p>
<p>(2. Iba pang ahensya ng pamahalaan at pribadong scholarship. Matapos nilang isumite ang listahan ng mga karapat dapat na iskolar, sila ay sasailalim sa pag verify at pagpapatunay ng mga dokumento na may mga sumusunod na kinakailangan:</p>		<p>None</p> <p>(Wala)</p>	<p>10 minutes</p> <p>(10 minuto)</p>	<p>Scholarship Support staff and student applicant</p> <p>(Empleyado ng Scholarship Office at aplikanteng estudyante)</p>
<p>2.1. Sertipiko ng Pagpaparehistro (COR) 2.2. Income Tax return ng mga Magulang (ITR)/ Certificate of Indigency (COI) 2.3. Sertipiko ng paninirahan)</p>		<p>None (online) P500.00 (mailing fee)</p>	<p>1 minute</p>	<p>Scholarship Support staff, Sponsoring agency</p>



		(Walang babayaran kapag online maliban sa P500.00 na bayad para sa mailing fee)	(1 minuto)	(Empleyado ng Scholarship Office at Kaagapay na Ahensya ng Gobyerno)
		Mailing the documents	30 minutes	
		Para sa pagpapadala ng dokumento	(30 minuto)	
3. For other private scholarship, students apply through the office subject for validation/verification of documents: 3.1. Application form from the office 3.2. Submission of requirements such as: 3.2.1. Certificate of enrollment (COR) 3.2.2. Senior High School Certificate of Good Moral	1. Post scholarship opportunity to official FB page  (1. Ipaskil ang mga scholarship programs sa opisyal na Facebook (FB) page	None  (Wala)	1 minute  (1 minuto)	Scholarship Support staff  (Empleyado ng Scholarship Office)



<p>Character certified by the High School Principal or Guidance Counselor</p> <p>3.2.3. Certificate of indigency</p> <p>3.2.4. 4pcs 1x1 recent photo (no specific color of background)</p> <p>(3. Para sa iba pang pribadong scholarship, ang mga mag aaral ay nag aaplay sa pamamagitan ng subject ng opisina para sa validation/verification ng mga dokumento:  3.1. Application form mula sa opisina  3.2. Pagsusumite ng mga kinakailangan tulad ng:  3.2.1. Sertipiko ng pagpapatala (COR)  3.2.2. Senior High School Certificate of Good Moral Character na pinatunayan ng High School Principal o Guidance Counselor</p>				
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<p>3.2.3. Sertipiko ng kawalang digency 3.2.4. 4pcs 1x1 kamakailang larawan (walang tiyak na kulay ng background)</p>				
<p>4. Secure application form from the office, fill out the Scholarship application Form attach 1x1 recent photo  (4. Kunin ang application form mula sa opisina, punan ang Scholarship application Form at ilakip ang 1x1 kamakailang larawan)</p>	<p>1. The student will secure the application form from the scholarship office  (1.Kukunin ng estudyante ang form sa Scholarship Office)</p>	<p>None  (Wala)</p>	<p>1 minute  (1 minuto)</p>	<p>Scholarship Support staff  (Empleyado ng Scholarship Office)</p>
<p>5. Submission of duly accomplished Scholarship application forms and other related documents for evaluation  (5. Pagsusumite ng mga duly accomplished Scholarship application form at iba pang kaugnay na dokumento para sa pagsusuri)</p>	<p>1. Received fill-up application form and related documents of students  (1. Tatanggap ang napunan na application form at mga kaugnay na dokumento ng mga mag aaral)</p>	<p>None  (Wala)</p>	<p>5 minutes  (5 minuto)</p>	<p>Scholarship Support staff  (Empleyado ng Scholarship Office)</p>
<p>6. Evaluate submitted documents of scholars</p>	<p>1. Evaluates the veracity of the document's vis a vis WMSU online record of students</p>	<p>None</p>	<p>7 days</p>	<p>Scholarship support staff, director/Asst. Director</p>



(6. Suriin ang mga isinumiteng dokumento ng mga iskolar)	(1. Susuriin ang ang pagiging lehitimo ng dokumento vis a vis WMSU online record ng mga mag-aaral)	(Wala)	(6 na araw)	(Empleyado ng Scholarship Office o Direktor/Pangalawang Direktor)
7. Submission of verified application form and documents to the sponsoring agency	<p>1. Submit list of applicants and other related documents to the funder duly signed by the scholarship director (online and offline)</p> <p>(1. Isumite ang listahan ng mga aplikante at iba pang kaugnay na dokumento sa tagapondo na may kaukulang lagda ng scholarship director, online man o offline)</p>	<p>None</p> <p>(Wala)</p>	<p>1 minute</p> <p>(1 minuto)</p>	<p>Scholarship Support staff Sponsoring agency</p> <p>(Empleyado ng Scholarship Office at Kaagapay na Ahensya ng Gobyerno)</p>
8. Releasing of grant/stipend to (New and Continuing Scholars). The following are to be accomplished: 8.1. Releasing form 8.2. Certificate of Registration/ COR and complete Grades of the Previous Semester 8.3. 3pcs 1x1 recent photo (no specific color of background)	<p>1. Posting of announcement for the release of grant/stipend and names of students in the FB official page</p> <p>(1. Pag post ng announcement para sa release ng grant/stipend at pangalan ng mga estudyante sa Facebook official page)</p>	<p>None</p> <p>(Wala)</p>	<p>30 minutes</p> <p>(30 minuto)</p>	<p>Scholarship support staff</p> <p>(Empleyado ng Scholarship Office)</p>



<p>8.4. 3 photocopies of Identification Card (ID)</p> <p>(8. Pagpapalabas ng grant/stipend sa (Bago at Patuloy na mga Iskolar). Ang mga sumusunod ay dapat maisakatuparan:</p> <p>8.1. Releasing form</p> <p>8.2. Sertipiko ng Pagpaparehistro/ COR at kumpletong Grado ng Nakaraang Semestre</p> <p>8.3. 3pcs 1x1 kamakailang larawan (walang tiyak na kulay ng background)</p> <p>8.4. 3 kopya ng Identification Card)</p>				
<p>9. Secure claiming form from the scholarship office</p>	<p>1. Student secure triplicate releasing form from scholarship office</p>	<p>None</p>	<p>2 minutes</p>	<p>Scholarship support staff, student</p>
<p>(9. Kunin ang claiming form mula sa Scholarship Office)</p>	<p>(1. Ang estudyante ay kukuha ng triplicate releasing form sa Scholarship Office)</p>	<p>(Wala)</p>	<p>(2 minuto)</p>	<p>(Empleyado ng Scholarship Office at ang estudyante)</p>



<p>10. Verification of duly accomplished Scholarship Forms and other related documents</p> <p>(10. Pagsusuri ng natapos na Scholarship Forms at iba pang mahahalagang dokumento)</p>	<p>1. Student submit the filled-up form and other related documents for verification</p> <p>(1. Ipapasa ng estudyante ang napunan na form at iba pang dokumento para sa pagsusuri)</p>	<p>None</p> <p>(Wala)</p>	<p>10 minutes</p> <p>(10 minuto)</p>	<p>Scholarship support staff, student</p> <p>(Empleyado ng Scholarship Office at ang estudyante)</p>
<p>11. Academic Deficiency</p> <p>11.1. For scholar with academic deficiency such as INC (incomplete grades) Student submit a duly completed INC form signed by the instructor and Dean of the college.</p> <p>11.2. For more than 1 subject deficient, student secure a behavioral form from Guidance office and submit the signed behavioral contract to the office and other requirements for verification for the release of stipend.</p>	<p>1. Explain to the student the process of completing the incurred academic deficiency</p> <p>(1. Ipaliwanag sa mag aaral ang proseso ng pagkumpleto ng naidulot na kakulangan sa akademiko)</p> <p>2. Received the signed INC form and Behavioral contract as additional requirements to claim the stipend</p> <p>(2. Tatanggapin ang pinirmahang INC form at contract bilang karagdagang mga kinakailangan upang makuha ang stipend.</p>	<p>None</p> <p>(Wala)</p> <p>None</p> <p>(Wala)</p>	<p>10 minutes</p> <p>(10 minuto)</p> <p>5 minutes</p> <p>(5 minuto)</p>	<p>Scholarship support staff, director/Asst. Director</p> <p>(Empleyado ng Scholarship Office o Direktor/Pangalawang Direktor</p> <p>Scholarship support staff, director/Asst. Director</p> <p>(Empleyado ng Scholarship Office o Direktor/Pangalawang Direktor</p>





<p>(11. kakulangan sa akademiko 11.1. Para sa scholar na may academic deficiency tulad ng INC (incomplete grades) Student submit a duly completed INC form na pirmado ng instructor at Dean ng kolehiyo. 11.2. Para sa higit sa 1 subject deficient, ang mag aaral ay kukuha ng behavioral form mula sa Guidance office at isumite ang pinirmahang behavioral contract sa opisina at iba pang mga kinakailangan para sa verification para sa release ng stipend)</p>				
<p>12. Present the accomplished scholarship claiming form for the approval of the Scholarship Director/ Asst. Director. Then student can proceed to the cashier window</p> <p>(12. Ibigay ang napunan na scholarship claiming form para sa pag-apruba ng Scholarship Director/ Asst. Director. Pagkatapos ay maaaring magpatuloy ang estudyante sa cashier window)</p>	<p>1. Present releasing form for signature of the Director /Asst. director</p> <p>(1. Ibigay ang releasing form para sa lagda ng Direktor o Asst. Direktor</p>	<p>None</p> <p>(Wala)</p>	<p>1 minute</p> <p>(1 minuto)</p>	<p>Scholarship support staff, director/Asst. Director</p> <p>(Empleyado ng Scholarship Office o Direktor/Pangalawang Direktor</p>



13. After the release of check from cashier' window, student submit the scholarship copy of the form duly signed by the cashier.	1. Received scholarship copy of the releasing form from the student	None	1 minute	Scholarship staff Student scholar
(14. Pagkatapos ng paglabas ng tseke mula sa window ng cashier, isumite ng estudyante ang scholarship copy ng form na may lagda na ng cashier.	(1. Tanggapin ang scholarship copy ng releasing form mula sa estudyante)	(Wala)	(1 minuto)	(Empleyado ng Scholarship Office at ang iskolar na estudyante)
	<b>End of Process</b>	<b>P500.00</b>	<b>21 days and 2 hours</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(P500.00)</b>	<b>(21 na araw at 2 oras)</b>	



# **Career, Job and Placement Office**

## **Internal Services**



The Office of the University Career Job and Placement Center primary function is to assist students in finding internships, job opportunities, and providing resources for career development. The center acts as a bridge between students and potential employers. It establishes connections with various companies, organizations, and alumni networks to create internship and job opportunities for students. By organizing career fairs and networking events, the center facilitates face-to-face interactions between students and employers, allowing them to showcase their skills and make valuable connections. The center offers resources for career exploration. They provide access to databases that list job openings across different fields of study or industries. Moreover, they offer aptitude tests or personality assessments that help students identify their strengths and interests so that they can make informed decisions about their future careers.

### Career and Employment Coaching with Labor Market Information

The center facilitates students, alumni and jobseekers in looking for possible employment within and outside of the university. Referral to companies and institutions center.

<b>Office or Division</b>	WMSU Career and Job Placement Center	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C – Government to Citizen	
<b>Who May Avail</b>	All students enrolled, Alumni and Job seekers	
<b>FRONT LINE SERVICE SCHEDULE</b>		
8:00 A.M. to 5:00 P.M., Monday to Friday		
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>	<b>Where to Secure (Saan kailangang i-secure?)</b>	
Appointment in the center/College referral	WMSU CJPC	
Logging of names	WMSU CJPC	
Clients Procedure		
Fill up National Skills Registration Program (NSRP)	WMSU CJPC	
Recommendation from college for graduating students to undergo career and employment coaching with LMI	Colleges concerned	
Directly visiting the center for coaching or LMI	WMSU CJPC	
Submission of Resume for referral		
Filling up of Evaluation Form	WMSU CJPC	
Encode details online for data base	WMSU CJPC	

### Student Assistant Application

The center facilitates student assistants, the poorest of the poor but deserving, application for placement within the university for them to be helped in their daily



subsistence. This is supervised by the DOLE9 as they will; be enrolled to Special Program for the Employment of Students (SPES).

<b>Office or Division</b>	WMSU Career, Job, and Placement Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	Job Application			
<b>Who May Avail</b>	All enrolled students of WMSU following the guidelines			
<b>FRONT LINE SERVICE SCHEDULE</b>				
8:00 A.M. to 5:00 P.M., Monday to Friday (No Noon Break)				
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>			<b>Where to Secure (Saan kailangang i-secure?)</b>	
Prospectus			Department Head/Adviser	
Certificate of Registration (COR) / Class Schedule for the Semester			MISTO	
Grades			WMSU Portal	
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Submits Application for Student Assistance	1. Preliminary evaluation of requirements and interview for listing	None	5 minutes	Admin Aide III
(1. Magpapasa ng aplikasyon para sa Tulong sa Mag-aaral)	(1. Paunang pagsusuri ng mga kinakailangan at pakikipanayam para sa paglilista)	(Wala)	(5 minuto)	(Admin Aide III)
	2. Prioritize list of qualified applicants and match to the needs of employers	None		Career Job and Placement Center Director
	(2. Unahin ang listahan ng mga kwalipikadong aplikante na tumugma sa mga	(Wala)		(Direktor ng Career Job and Placement Center)



	pangangailangan ng mga employer)			
	3. Message/call the qualified applicants for final listing  (3. Magpadala ng mensahe o tawagan ang mga kwalipikadong aplikante para sa huling paagtatala)	None  (Wala)	3 minutes per applicant  (3 minuto bawat kada aplikante)	Admin Aide III  (Admin Aide III)
	4. Recommendation of final lists to the screening committee  (4. Pagbibigay ng rekomendasyon sa huling talaan para sa screening committee)	None  (Wala)	1 hour  (1 oras)	Career Job and Placement Center Director  (Direktor ng Career Job and Placement Center)
	5. Endorsement of approved qualified SA to OP thru VP RESEL  (5. Pag-eendorso ng mga kwalipikadong aplikante sa Tanggapan ng Pangulo sa pamamagitan ng VP RESEL)	None  (Wala)	30 minutes  (30 minuto)	Career Job and Placement Center Director  (Direktor ng Career Job and Placement Center)
	6. Preparation of Notice of Appointment for SA and approval by OP	None	7 days	Admin Aide III / Career Job and Placement Center Director



	(6. Paghahanda ng Notice of Appointment para sa SA at pag-apruba ng Tanggapan ng Pangulo)	(Wala)	(7 araw)	(Admin Aide III at Direktor ng Career Job and Placement Center Director)
	7. Secure Notice of Appointment by SA	None	1 day	Career Job and Placement Center Director
	(7. Kukunin ng SA ang Notice of Apointment)	(Wala)	(1 araw)	(Direktor ng Career Job and Placement Center)
	8. Filling up of Evaluation form	None	5 minutes	Career Job and Placement Center Director
	(8. Pupunan ang Evaluation Form)	(Wala)	(5 minuto)	(Direktor ng Career Job and Placement Center)
	9. Endorsement of the SAs to the Different Department/ Colleges/ Units and Offices	None	1 day	Career Job and Placement Center Director
	(9. Pag-endorso ng mga SA sa iba't ibang departamento/ kolehiyo/ yunit at opisina)	(Wala)	(1 araw)	(Direktor ng Career Job and Placement Center)
	10. Enrolment of qualified SAs for SPES	None		WMSU CJPC/DOLE 9
	(10. Enrolment ng mga qualified SAs para sa SPES)	(Wala)		(WMSU CJPC/DOLE 9)



	<b>End of Process</b>  <b>(Pagtatapos ng Proseso)</b>	<b>None</b>  <b>(Wala)</b>	<b>9 days, 1 hour and 43 minutes</b>  <b>(9 na araw, 1 oras at 43 minuto)</b>	
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# **Guidance and Counseling Center**

## **Internal Services**



The Office of the University Guidance and Counselling Center primary objective is to provide guidance and support to students in their academic, personal, and career-related matters. One of the key roles of the office is to assist students in making informed decisions about their educational paths. The counselors help them explore various academic options, understand course requirements, and choose majors that align with their interests and abilities. They also provide guidance on selecting appropriate elective courses that complement their chosen field of study. The office offers counseling services to address students' personal issues. These may include stress management, time management, relationship problems, or mental health concerns. The counselors create a safe space for students to discuss their challenges confidentially and offer strategies for coping with difficulties.

## Psychological Testing

The strengths and weaknesses in the areas of personality, aptitude, interest, motivation and job skills are assessed through the use of standardized tests. These test results are interpreted for student's self-awareness, growth and development.

<b>Office or Division</b>	Guidance and Counseling Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	First year students across the university			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>	<b>Where to Secure (Saan kailangang i-secure?)</b>			
None	Guidance and Counseling Center			
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. First Year students shall take the psychological test on the schedule assigned to them	1. Receives the Request letter for Psychological and stamps it.	None	1 minute	College
(1. Ang mga mag aaral ng Unang Taon ay	(1. Tatanggapin ang liham ng Kahilingan para	(Wala)	(1 minuto)	(Ang Kolehiyo)



dapat kumuha ng sikolohikal na pagsubok sa iskedyul na nakatalaga sa kanila	sa Sikolohikal at tatakan ito)			
	2. Scheduling of Psychological Test with clients	None	2 minutes	Guidance and Counseling Center
	(2. Pagbibigay ng schedule para sa Psychological Testing kasama ang mga kliyente)	(Wala)	(2 minuto)	(Opisina ng Guidance and Counselling Center)
	3. Registration of first year students for the Psychological Testing.	None	5 minutes	Guidance and Counseling Center
	(3. Pagrehistro ng mga mag aaral sa unang taon para sa Psychological Testing)	(Wala)	(5 minuto)	(Opisina ng Guidance and Counselling Center)
	4. Administers the psychological test to first year.	None	45 minutes	Guidance and Counseling Center
	(4. Pangasiwaan ang sikolohikal na exam sa estudyante na nasa unang	(Wala)	(45 na minuto)	(Opisina ng Guidance and Counselling Center)



	taon ng pag-aaral.			
	<b>End of Process</b>  (Pagtatapos ng Proseso)	<b>None</b>  (Wala)	<b>53 minutes</b>  (53 minuto)	
<b>Schedule: Monday to Friday, 8:00 am-5:00pm, Guidance and Counseling Center, 2<sup>ND</sup> Floor Executive Building</b>				

### Shifting Exam

<b>Office or Division</b>	Guidance and Counseling Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	WMSU Students/Returnees/Transferees			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Photocopy of Grades		Download from Client's Portal		
2x2 Picture (1pc.), White Long Folder (1pc.)		Client		
Official Receipt		Cashier		
Personal Data Sheet (PDS, Registration Form and Standardized Tests		Guidance and Counseling Center		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangang Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Secure Requirements at the Guidance and Counseling Center	1. Provides the different requirements to the student	None  (Wala)	1 Minute  (1 minuto)	Guidance Counselors/ Guidance Staff



(1. Kunin ang mga kinakailangang dokumento sa Guidance and Counseling Center)	(1. Ibigay ang mga kinakailanga ng dokumento sa mga estudyante)			(Tagapayo o ang Empleyado ng Guidance)
2. Submit requirements at the GCC and secure Personal Data Form	1. Provides instruction to the student on the filling out of Personal Data Sheet	None	2 Minutes	Guidance Counselors/ Guidance Staff
(2. Magsumite ng mga kinakailangan sa GCC at i-secure ang Personal Data Form)	(1. Magbigay ng tagubilin sa mag aaral sa pagpuno ng Personal Data Sheet)	(Wala)	(2 minuto)	(Tagapayo o ang Empleyado ng Guidance)
3. Proceed to cashier for payment of shifting exam	1. Accepts the payment of the student for shifting exam	P75.00	5 Minutes	Cashier
(3. Pumunta sa Cashier para sa shifting exam)	(1. Tanggapin ang bayad ng estudyante para sa shifting exam)	(P75.00)	(5 minuto)	(Kahera)
4. Proceed to GCC after payment for the schedule of the shifting Exam	1. Validates the receipt and request student to register for the shifting exam schedule.	None	1 Minute	Guidance Counselors/ Guidance Staff
	(1. Suriin ang resibo at	(Wala)	(1 minuto)	



(4. Pumunta sa GCC pagkatapos magbayad para kunin ang schedule ng shifting exam)	hilingin sa estudyante na magparehistro para sa schedule ng shifting exam)			(Tagapayo o ang Empleyado ng Guidance)
5. Take the shifting Exam	1. Administer the shifting Exam	None	45 Minutes	Guidance Counselors/ Psychometrician
(5. Kunin ang Shifting Exam)	(1. Pangasiwaan ang shifting exam)	(Wala)	(45 na minuto)	(Tagapayo o ang Psychometrician)
	<b>End of Process</b>	<b>P75.00</b>	<b>54 Minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>P75.00)</b>	<b>(54 na minuto)</b>	
<b>Schedule: Monday to Friday, 8:00 am-5:00pm, Guidance and Counseling Center, 2<sup>ND</sup> Floor Executive Building</b>				

### Pre-Service Students

<b>Office or Division</b>	Guidance and Counseling Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	Fourth Year College Students			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Payment Slip, Registration Form and Standardized Tests		Guidance and Counseling Center		
Official Receipt		Cashier		
Pencil with Eraser		Client		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangan)</b>	<b>Processing Time (Bilang ng Oras o Araw)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>



		g Bayaran)	ng Pagproseso)	
1. Secure payment slip at the Guidance and Counseling Center  (1. Kunin ang payment slip sa opisina ng Guidance and Counseling Center)	1. Provides payment slip to the students  (1. Magbigay ng payment slip sa mga estudyante)	None  (Wala)	1 Minute  (1 minuto)	Guidance Counselors/ Psychometrician  (Tagapayo o ang Psychometrician)
2. Proceed to cashier for payment of the psychological test  (2. Pumunta sa cashier ara bayaran ang psychological test)	1. Accepts the payment of the student  (1. Tanggapin ang bayad ng mga estudyante)	P225.00  (P225.00)	5 Minutes  (5 minuto)	Cashier  (Kahera)
3. Student must go back to the GCC office to register their names for their scheduled test.  (3. Ang estudyante ay kailangang bumalik sa opisina ng GCC upang irehistro ang kanilang mga pangalan para sa kanilang nakatakhang pagsusulit.	1. Allow students to log their names in the registration form for their scheduled test  (1. Payagan ang mga mag aaral na i log ang kanilang mga pangalan sa form ng pagpaparehistro para sa kanilang nakatakhang exam)	None  (Wala)	1 Minutes  (1 minuto)	Guidance Staff  (Empleyado ng Guidance)
4. Take the psychological tests  (4. Kunin ang psychological test)	1. Administers the Psychological Test  (1. Pangasiwaan ang	None  (Wala)	3 hours  (3 oras)	Guidance Counselors/ Psychometrician  (Tagapayo o ang Psychometrician)



	psychological test)			
	<b>End of Process</b>	<b>P225.00</b>	<b>3 hours, 7 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>P225.00)</b>	<b>(3 oras at 7 minuto)</b>	
<b>Schedule: Monday to Friday, 8:00 am-5:00pm, Guidance and Counseling Center, 2<sup>ND</sup> Floor Executive Building</b>				

### For Employment/ Promotion

<b>Office or Division</b>	Guidance and Counseling Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	Walk-in and referred clients from the different agencies			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>	<b>Where to Secure (Saan kailangang i-secure?)</b>			
Request Letter from employer	Requesting Agency			
Payment Slip, Personal Data Sheet (PDS), Standardized Tests	Guidance and Counseling Center			
Official Receipt	Cashier			
1x1 Picture (2 pcs.) and Pencil with Eraser	Client			
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailanga ng Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. The agency representative shall send a letter of request to the Guidance office.	1. Receives the letter and stamps it with the date and time received.	None	1 Minute	Guidance Staff
(1. Ang kinatawan ng ahensya ay	(1. Tanggapin ang sulat at	(Wala)	(1 minuto)	(Empleyado ng Guidance)





magpapadala ng liham ng kahilingan sa Guidance Office)	tatakan ito kasama ang oras at petsa ng pagkatanggap)			
2. Schedule the Psychological test  (2. I-set ang petsa ng psychological test)	1. Provides schedule of the psychological test and payment slip  (1. Magbibigay ng petsa ng psychological test at payment slip)	None  (Wala)	1 Minute  (1 minuto)	Guidance Staff/ Psychometrician  (Empleyado ng Guidance o ang Psychometrician)
3. Pay the Psychological test at the university cashier  (3. Bayaran ang psychological test sa university cashier)	1. Cashier to issue official receipt  (1. Bigyan ng resibo ang kliyenteng nagbayad)	P500.00  (P500.00)	5 Minutes  (5 minuto)	Cashier  (Kahera)
4. Client shall fill out the PDS form at the Guidance office.  (4. Pupunan ng kliyente ang PDS form sa Guidance Office)	1. Provides Personal Data Sheet (PDS) to the client  (1. Magbigay ng PDS form sa kliyente)		15 Minutes  (15 minuto)	Guidance Staff/ Psychometrician  (Empleyado ng Guidance o ang Psychometrician)
5. Client shall take the Psychological Test on the scheduled date.  (5. Ang kliyente ay dapat kumuha ng Psychological Test sa nakatakdang petsa.	1. Administers the Psychological Test  (1. Pangasiwaan ang Psychological Test)		2 hours  (3 oras)	Psychometrician  (Ang Psychometrician)



	<b>End of Process</b>	<b>P500.00</b>	<b>2 hours, 22 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(P500.00)</b>	<b>(2 oras at 22 minuto)</b>	
<b>Schedule: Monday to Friday, 8:00 am-5:00pm, Guidance and Counseling Center, 2<sup>ND</sup> Floor Executive Building</b>				

## Counseling

Individual or group counseling are available to clients who have academic, personal/interpersonal, career or vocational concerns.

<b>Office or Division</b>	Guidance and Counseling Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	Students/ Walk-in clients and referrals			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Personal Data Sheet (PDS), Counseling Form, Standardized Tests		Guidance and Counseling Center		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangan g Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Client shall fill out the Personal Data Sheet (PDS) and Counseling Form at the Guidance Center	1. Provides Personal Data Sheet (PDS) and Counseling form to the client	None	15 minutes	Guidance Counselors/ Psychometrician
(1. Ang kliyente ay dapat punan ang Personal Data Sheet (PDS) at Counseling Form sa Guidance Center)	(1. Magbigay Personal Data Sheet (PDS) at Counseling form sa kliyente)	(Wala)	(15 minuto)	(Tagapayo o ang Psychometrician)



2. Assessment of the client (referred and walk-in)	1. Administers the Psychological Test	None	1 hour	Psychometrician
(2. Pagsusuri ng kliyente (isinangguni at walk-in)	(1. Pangasiwaan ang psychological test)	(Wala)	(1 oras)	(Psychometrician)
3. Client undergoes intake interview	1. Provides intake interview	None	1 hour	Guidance Counselors/ Psychometrician
(3. Ang kliyente ay sasailalim sa in-take na panayam)	(1. Magbigay ng intake na panayam)	(Wala)	(1 oras)	(Tagapayo o ang Psychometrician)
4. Client undergoes counseling session	1. Provides counseling to the client	None	1 hour	Guidance Counselors/ Psychometrician
(4. Ang kliyente ay sasailalim sa counseling session)	(1. Magbibigay ng counseling session sa kliyente)	(Wala)	(1 oras)	(Tagapayo o ang Psychometrician)
	<b>End of Process</b>	<b>None</b>	<b>3 hours, 15 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(3 oras at 15 minuto)</b>	
<b>Schedule: Monday to Friday, 8:00 am-5:00pm, Guidance and Counseling Center, 2<sup>ND</sup> Floor Executive Building</b>				



# **Guidance and Counseling Center**

## **External Services**



## For Employment/ Promotion

<b>Office or Division</b>	Guidance and Counseling Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	Walk-in and referred clients from the different agencies			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>	<b>Where to Secure (Saan kailangang i-secure?)</b>			
Request Letter from employer	Requesting Agency			
Payment Slip, Personal Data Sheet (PDS), Standardized Tests	Guidance and Counseling Center			
Official Receipt	Cashier			
1x1 Picture (2 pcs.) and Pencil with Eraser	Client			
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailanga ng Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. The agency representative shall send a letter of request to the Guidance office.  (1. Ang kinatawan ng ahensya ay magpapadala ng liham ng kahilingan sa Guidance Office)	1. Receives the letter and stamps it with the date and time received.  (1. Tanggapin ang sulat at tatakan ito kasama ang oras at petsa ng pagkatanggap)	None  (Wala)	1 Minute  (1 minuto)	Guidance Staff  (Empleyado ng Guidance Office)
2. Schedule the Psychological test	1. Provides schedule of the psychological test and payment slip	None  (Wala)	1 Minute  (1 minute)	Guidance Staff/ Psychometrician



(2. I-set ang petsa ng psychological test)	(1. Magbibigay ng petsa ng psychological test at payment slip)			(Empleyado ng Guidance o ang Psychometrician)
3. Pay the Psychological test at the university cashier	1. Cashier to issue official receipt	P500.00	5 Minutes	Cashier
(3. Bayaran ang psychological test sa university cashier)	(1. Bigyan ng resibo ang kliyenteng nagbayad)	(P500.00)	(5 minutes)	(Kahera)
4. Client shall fill out the PDS form at the Guidance office.	1. Provides Personal Data Sheet (PDS) to the client	None	15 Minutes	Guidance Staff/ Psychometrician
(4. Pupunan ng kliyente ang PDS form sa Guidance Office)	(1. Magbigay ng PDS form sa kliyente)	(Wala)	(15 minuto)	(Empleyado ng Guidance o ang Psychometrician)
5. Client shall take the Psychological Test on the scheduled date.	1. Administers the Psychological Test	None	3 hours	Psychometrician
(5. Ang kliyente ay dapat kumuha ng Psychological Test sa nakatakandang petsa.	(1. Pangasiwaan ang Psychological Test)	(Wala)	(3 oras)	(Psychometrician)
	<b>End of Process</b>	<b>P500.00</b>	<b>3 hours, 22 minutes</b>	
	<b>(Pagtatapos ng Proseso</b>	<b>(P500.00)</b>	<b>(3 oras at 22 minuto)</b>	

**Schedule: Monday to Friday, 8:00 am-5:00pm, Guidance and Counseling Center, 2<sup>ND</sup> Floor Executive Building**



## Counselling

Individual or group counseling are available to clients who have academic, personal/interpersonal, career or vocational concerns.

<b>Office or Division</b>	Guidance and Counseling Center			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Client			
<b>Who May Avail</b>	Students/ Walk-in clients and referrals			
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>		<b>Where to Secure (Saan kailangang i-secure?)</b>		
Personal Data Sheet (PDS), Counseling Form, Standardized Tests		Guidance and Counseling Center		
<b>Client Steps (Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action (Aksyon ng Ahensya)</b>	<b>Fees to be Paid (Mga Kailangan g Bayaran)</b>	<b>Processing Time (Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible (Empleyadong Nakatalaga)</b>
1. Client shall fill out the Personal Data Sheet (PDS) and Counseling Form at the Guidance Center	1. Provides Personal Data Sheet (PDS) and Counseling form to the client	None	15 minutes	Guidance Counselors/ Psychometrician
(1. Ang kliyente ay dapat punan ang Personal Data Sheet (PDS) at Counseling Form sa Guidance Center)	(1. Magbigay Personal Data Sheet (PDS) at Counseling form sa kliyente)	(Wala)	(15 minuto)	(Tagapayo o ang Psychometrician)
2. Assessment of the client (referred and walk-in)	1. Administers the Psychological Test	None	1 hour	Psychometrician
(2. Pagsusuri ng kliyente (isinangguni at walk-in))	(1. Pangasiwaan ang psychological test)	(Wala)	(1 oras)	(Psychometrician)
3. Client undergoes intake interview	1. Provides intake interview	None	1 hour	Guidance Counselors/ Psychometrician



(3. Ang kliyente ay sasailalim sa in-take na panayam)	(1. Magbigay ng in-take na panayam)	(Wala)	(1 oras)	(Tagapayo o ang Psychometrician )
4. Client undergoes counseling session	1. Provides counseling to the client	None	1 hour	Guidance Counselors/ Psychometrician
(4. Ang kliyente ay sasailalim sa counseling session)	(1. Magbibigay ng counseling session sa kliyente)	(Wala)	(1 oras)	(Tagapayo o ang Psychometrician )
	<b>End of Process</b>	<b>None</b>	<b>3 hours, 15 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(3 oras at 15 minuto)</b>	
<b>Schedule: Monday to Friday, 8:00 am-5:00pm, Guidance and Counseling Center, 2<sup>ND</sup> Floor Executive Building</b>				





# **Admissions Office**

## **Internal Services**



The University Admission's Office, execute all regulation governing student admission: the enrolment process for Incoming Freshmen, Returning Students, Shifters, Transferees, Second Courser, Cross Enrollees, Graduate Program Students, and Foreign Students. This process commences after the applicants have completed the admission requirements including pre-registration, interview, and medical screening process at the university and college level. The process herein defines the admission level enrolment process.

## Admission Process

<b>Office or Division</b>	Admissions Office	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C – Government to Citizen	
<b>Who May Avail</b>	Incoming Freshmen, returning students, transferees and shifters, second courser, cross enrollees, Graduate Program Students, and foreign student	
<b>FRONT LINE SERVICE SCHEDULE</b>		
8:00 A.M. to 5:00 P.M., Monday to Friday (No Noon Break)		
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>	<b>Where to Secure (Saan kailangang i-secure?)</b>	
<b>First Year Students/Freshmen</b>		
College Entrance Test (CET) Result (Original and photocopy)	WMSU Testing and Evaluation Center	
Form 138 (Original and photocopy)	Previous School Attended	
Certificate of Good Moral Character (Original and Photocopy)	Previous School Attended	
2x2 ID Picture with white background (2 pcs)	Photo Studio	
2 Long Size Brown Envelope	School Supplies Store	
PSA Certificate of Live Birth (Original and Photocopies)	Philippine Statistics Authority (PSA)	
Marriage Contract of Female Married Applicant (Original and Photocopy)	Philippine Statistics Authority (PSA)	
Medical Certificate (Original and Photocopy)	University Health Center/ Accredited Health Facility	
Admission Form	University Admission's Office	
Department Recommendation (Original and Photocopy)	Accepting Department	
<b>Transferees and Shifters</b>		
College Entrance Test (CET) Result (Original and photocopy)	WMSU Testing and Evaluation Center	
For transferees, Transcript of Records (Original and photocopy)	Previous School/College Attended	
For Shifters, Approved Shifting Form	University Guidance Office, College Guidance Office	



2 Long Size Brown Envelope	School Supplies Store
PSA Certificate of Live Birth (Original and photocopy)	Philippine Statistics Authority (PSA)
Marriage Contract of Female Married Applicant (Original and photocopy)	Philippine Statistics Authority (PSA)
Medical Certificate (Original and Photocopy)	University Health Center/ Accredited Health Facility
Admission Form	University Admission's Office
Medical Certificate	University Health Center/Accredited Health Facility.
For transferees, Department Recommendation (Original and Photocopy)	Accepting College
<b>Returning Students</b>	
Leave of Absences Form (LOA)	University Admission's Office
Returning Form	University Admission's Office
Admission Form	University Admission's Office
Evaluated Grade (Original and photocopy)	University Registrar's Office
School Identification Card and Certificate of Registration (COR) (Original and photocopy)	Previous School
Marriage Contract of Female Married Applicant (Original and photocopy)	Philippine Statistics Office
<b>Second Courser and Cross Enrollees</b>	
Transcript of Records (Original and photocopy)	Previous School/College Attended
Certificate of Eligibility to Cross Enroll (Original and Photocopy)	Current School
2 Long Size Brown Envelopes	School Supplies Store
PSA Certificate of Live Birth (Original and Photocopy)	Philippine Statistics Authority (PSA)
Marriage Contract of Female Married Applicant (Original and photocopy)	Philippine Statistics Authority (PSA)
Medical Certificate (Original and Photocopy)	University Health Center/Accredited Health Facility
Medical Certificate	University Health Center/Accredited Health Facility
Department Recommendation	Accepting Department
<b>Foreign Students</b>	
Transcript of Records in English (Original and Photocopy)	Previous School Attended
Certification of Graduation/Diploma (Original and Photocopy)	Previous School Attended
Original Passport (Original and Photocopy)	Department of Foreign Affairs
Alien Certificate of registration (Original and Photocopy)	Department of Foreign Affairs



Certificate of English Proficiency or TOEFL result where English is not the medium of instruction. (Original and Photocopy)		Agency Concerned		
Notarized affidavit of financial support including bank statements or notarized notice of grant for institutional scholars to cover expenses to foreign students' accommodation and subsistence, as well as the school dues and other incidental expenses. (Original and Photocopy)		Concerned Office		
Other appropriate Visa from DFA (Original and Photocopy); Special Study Permit 9(F) for student visa; 9(e), 9(e-1) or 9(e-2) for foreign government officials or their dependents; 47(a)(2) for exchange fellow or scholar sponsored by an international organization; 9(g) for pre-arranged employment (making visa); PD 218 for foreign investors		Department of Foreign Affairs		
Personal History (Original and Photocopy)		Student		
Birth Certificate (Original and Photocopy)		Country of Origin/Office Concerned		
Certification Of No Criminal Offense/ NBI clearance/Police Clearance (Original and Photocopy)		National Bureau of Investigation /Police Station		
Certificate of Acceptance/Enrollment (Original and Photocopy)		University Admission Office		
Medical Certificate		University Medical Center/Accredited Health Facility		
Latest picture (2x2)		Photo Studio		
<b>Client Steps</b> <b>(Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action</b> <b>(Aksyon ng Ahensya)</b>	<b>Fees to be Paid</b> <b>(Mga Kailangan g Bayaran)</b>	<b>Processing Time</b> <b>(Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible</b> <b>(Empleyadong Nakatalaga)</b>
<b>New Student</b>				
1. Present all the requirements stated above both original and photocopy	<b>Requirements Verification</b> 1. Verifies the submitted entrance credentials, and	None	3 Minutes	Admin Aide III



<p>(1. Ibigay ang lahat ng mga kinakailangang dokumento na nakasaad sa itaas parehong orihinal at photocopy)</p>	<p>requirements of the applicant</p> <p>(1. Susuriin ang isinumiteng mga kredensyal sa pagpasok, at mga kinakailangan ng aplikante</p>	<p>(Wala)</p>	<p>(3 minuto)</p>	<p>(Admin Aide III)</p>
<p>2. The Applicant signs at the Log Sheet</p> <p>(2. Ang aplikante ay magsusulat sa log sheet)</p>	<p><b>Releasing of Admission Form</b></p> <p>1. If all requirements are valid, the Admission Form will be released. If not, the applicant shall be properly notified of the deficiencies</p> <p>(1. Kung valid ang lahat ng requirements, ibibigay ang Admission Form. Kung hindi, ang aplikante ay dapat turuan sa mga kulang na dokumento)</p>	<p>None</p> <p>(Wala)</p>	<p>3 Minutes</p> <p>(3 minuto)</p>	<p>Admin Aide III</p> <p>(Admin Aide III)</p>
<p>3. Applicant must fill out all the required information legibly and submit it to the Admission Officer/Staff</p>	<p><b>Data Profiling</b></p> <p>1. The admission officer must ensure that all required information is provided and will input the data into the Admission System and generate the Student Identification Number</p>	<p>None</p>	<p>5 Minutes</p>	<p>Admin Aide III</p>



<p>(3. Ang aplikante ay dapat punan ang lahat ng kinakailangang impormasyon nang mababasa at isumite ito sa Admission Officer/Staff)</p>	<p>(1. Ang admission officer ay dapat tiyakin na ang lahat ng kinakailangang impormasyon ay ibinigay at nailagay ang data sa Admission System para makabuo ng Numero ng Pagkakakilanlan ng Mag aaral)</p> <p><b>Director's Approval</b></p> <p>2. The Admission Director approves and signs the form. The applicants' Admission Form is now ready to be released</p> <p>(2. Inaaprubahan at pinipirmahan ng Admission Director ang form. Handa na ngayong ilabas ang Admission Form ng mga aplikante)</p>	<p>(Wala)</p> <p>None</p> <p>(Wala)</p>	<p>(5 minuto)</p> <p>2 Minutes</p> <p>(2 minuto)</p>	<p>(Admin Aide III)</p> <p>Admin Aide III</p> <p>(Admin Aide III)</p>
<p>4. The Applicant will secure the Admission Form with the student ID number to be presented to the receiving college for encoding of subjects. (4. Ang aplikante ay magsesecure ng Admission Form</p>				<p>Admin Aide III</p> <p>(Admin Aide III)</p>



kasama ang Student ID number na ipapakita naman nila sa napiling kolehiyo para sa pag-encode ng mga subjects)				
	<b>End of Process</b>  (Pagtatapos ng Proseso)	<b>None</b>  (Wala)	<b>13 Minutes</b>  (13 minuto)	

<b>Client Steps</b> <b>(Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action</b> <b>(Aksyon ng Ahensya)</b>	<b>Fees to be Paid</b> <b>(Mga Kailangan g Bayaran)</b>	<b>Processing Time</b> <b>(Bilang ng Oras o Araw ng Pagproseso )</b>	<b>Persons Responsible</b> <b>(Empleyadong Nakatalaga)</b>
<b>Transferees and Shifters</b>				
1. Present all the requirements stated above both original and photocopy  (1. Ibigay ang lahat ng mga kinakailangang dokumento na nabanggit sa itaas, orihinal at photocopy)	<b>Requirements Verification</b>  1. Verifies the submitted entrance credentials, and requirements of the applicant  (1. Suriin ang mga pinasang mga dokumento ng aplikante)	None  (Wala)	5 Minutes  (5 minuto)	Admin Aide III  (Admin Aide III)
2. The Applicant signs at the Log Sheet	<b>Releasing of Admission Form</b>  1. If all requirements are valid, the Admission Form will be released. If	None	5 Minutes	Admin Aide III



<p>(2. Ang aplikante ay magsusulat sa log sheet)</p>	<p>not, the applicant shall be properly notified of the deficiencies</p> <p>(1. Kung ang lahat ng mga dokumento ay lehitimo, bibigyan ng admission form ang aplikante. Kung hindi naman kumpleto ang dokumento, ipagbigay-alam ito sa aplikante)</p>	<p>(Wala)</p>	<p>(5 minuto)</p>	<p>(Admin Aide III)</p>
<p>3. Applicant must fill out all the required information legibly and submit it to the Admission Officer/Staff</p>	<p><b>Data Profiling</b></p> <p>1. The admission officer must ensure that all required information is provided and will input the data into the Admission System and generate the Student Identification Number</p>	<p>None</p>	<p>3 Minutes</p>	<p>Director for Admissions and Admin Aide III</p>
<p>(3. Ang aplikante ay dapat punan ang lahat ng kinakailangang impormasyon nang mababasa at isumite ito sa Admission Officer/Staff)</p>	<p>(1. Ang admission officer ay dapat tiyakin na ang lahat ng kinakailangang impormasyon ay ibinigay at nailagay ang data sa Admission System para makabuo ng Numero ng Pagkakakilanlan ng Mag aaral)</p> <p><b>Director's Approval</b></p>	<p>(Wala)</p>	<p>(3 minuto)</p>	<p>(Direktor ng Admisyon at ang Admin Aide III)</p>





	<p>3. The Admission Director approves and signs the form. The applicants' Admission Form is now ready to be released</p> <p>(3. Inaaprubahan at pinipirmahan ng Admission Director ang form. Handa na ngayong ilabas ang Admission Form ng mga aplikante)</p>		<p>2 Minutes</p> <p>(2 minuto)</p>	
<p>4. The Applicant will secure the Admission Form with the student ID number to be presented to the receiving college for encoding of subjects.</p> <p>(4. Ang aplikante ay magsesecure ng Admission Form kasama ang Student ID number na ipapakita naman nila sa napiling kolehiyo para sa pag-encode ng mga subjects)</p>				
	<p><b>End of Process</b></p> <p><b>(Pagtatapos ng Proseso)</b></p>	<p><b>None</b></p> <p><b>(Wala)</b></p>	<p><b>15 minutes</b></p> <p><b>(15 minuto)</b></p>	



<b>Client Steps</b> <b>(Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action</b> <b>(Aksyon ng Ahensya)</b>	<b>Fees to be Paid</b> <b>(Mga Kailangan g Bayaran)</b>	<b>Processing Time</b> <b>(Bilang ng Oras o Araw ng Pagproseso )</b>	<b>Persons Responsible</b> <b>(Empleyadong Nakatalaga)</b>
<b>Returning Students</b>				
<p>1. The applicant will request a copy of the Leave of Absence (LOA) and/or Returning Form</p> <p>(1. Ang aplikante ay hihingi ng kopya ng Leave of Absence (LOA) at/o Returning Form)</p>	<p><b>Releasing of Request Form</b></p> <p>1. The admission staff will release the requested form depending on the current status of the applicant</p> <p>(1. Ang admission staff ay ibibigay ang hiniling na form depende sa kasalukuyang estado ng aplikante)</p>	<p>None</p> <p>(Wala)</p>	<p>5 Minutes</p> <p>(5 minuto)</p>	<p>Admin Aide III</p> <p>(Admin Aide III)</p>
<p>2. Applicant must fill out all the required information legibly and proceed to the college concerned for approval. If recommended, the applicant will proceed to the admission office for the submission of the requirements stated above both original and photocopies, and secure Admission Form.</p>	<p><b>Requirements Verification</b></p> <p>1. Verifies the completeness and authenticity of the document. If valid, the admission Officer/Staff will release the Admission Form</p>	<p>None</p>	<p>7 Minutes</p>	<p>Director for Admissions and Admin Aide III</p>



<p>(2. Ang aplikante ay kinakailangang punan ang mga kinakailangan impormasyon at pumunta sa napiling kolehiyo para sa pag-apruba. Kung nirekomenda, ang aplikante ay pupunta sa sa Admission Office para sa pagpasa ng mga dokumentong kinakailangan, ang orihinal na kopya, photocopy at ang admission form)</p>	<p>(1. Susuriin kung kumpleto at lehitimo ang mga dokumentong pinasa, Kung kumpleto at lehitimo, ang Admission Officer o Staff ay magbibigay ng Admission Form)</p>	<p>(Wala)</p>	<p>(7 minuto)</p>	<p>(Direktor ng Admisyon at ang Admin Aide III)</p>
<p>3. Applicant must fill out all the required information legibly and submit it to the Admission Officer/Staff</p> <p>(3. Ang aplikante ay kailangang punan ang mga kinakailangang imormasyon at ipasa ito sa Admission Officer o Staff)</p>	<p><b>Data Profiling</b></p> <p>1. The admission officer must ensure that all required information is provided and update the data of the applicant</p> <p>(1. Kailangang isiguro ng admission officer na lahat ng kinakailangang impormasyon ay nailagay. I-update ang impormasyon ng aplikante)</p> <p><b>Director's Approval</b></p> <p>2. The Admission Director approves and signs the form</p>	<p>None</p> <p>(Wala)</p>	<p>7 Minutes</p> <p>(7 minuto)</p>	<p>Director for Admissions and Admin Aide III</p> <p>(Direktor ng Admisyon at ang Admin Aide III)</p>



	(2. Aaprubahan at lalagdaan ng Admission Director ang form)			
4. The Applicant will sign at the Log Sheet	<b>Releasing of Approved Form</b> 1. Admission Staff will get a copy of each form and release the approved forms	None	5 Minutes	Admin Aide III
(4. Magsusulat ang aplikante sa Log Sheet)	(1. Kukuha ng kopya ng bawat isang form ang admission staff at ibabalik ang mga forms na naaprubahan na)	(Wala)	(5 minuto)	(Admin Aide III)
5. The Applicant will secure the Admission Form with the student ID number to be presented to the receiving college for encoding of subjects.		None		Admin Aide III
(5. Ang aplikante ay magsesecure ng Admission Form kasama ang Student ID number na ipapakita naman nila sa napiling kolehiyo para sa pag-encode ng mga subjects)		(Wala)		(Admin Aide III)
	<b>End of Process</b>	<b>None</b>	<b>24 minutes</b>	
	<b>(Pagtatapos ng Proseso)</b>	<b>(Wala)</b>	<b>(24 minuto)</b>	



<b>Client Steps</b> <b>(Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action</b> <b>(Aksyon ng Ahensya)</b>	<b>Fees to be Paid</b> <b>(Mga Kailangan g Bayaran)</b>	<b>Processing Time</b> <b>(Bilang ng Oras o Araw ng Pagproseso)</b>	<b>Persons Responsible</b> <b>(Empleyadong Nakatalaga)</b>
<b>Cross Enrollee and Second Courser</b>				
1. Present all the requirements stated above both original and photocopy  (1. Ibigay ang lahat ng mga kinakailangang dokumento na nabanggit sa itaas, orihinal at photocopy)	<b>Requirements Verification</b>  1. Verifies the submitted entrance credentials, and requirements of the applicant  (1. Suriin ang mga pinasang mga dokumento ng aplikante)	None  (Wala)	5 Minutes  (5 minuto)	Admin Aide III  (Admin Aide III)
2. The Applicant signs at the Log Sheet  (2. Ang aplikante ay magsusulat sa log sheet)	<b>Releasing of Admission Form</b>  1. If all requirements are valid, the Admission Form will be released. If not, the applicant shall be properly notified of the deficiencies  (1. Kung ang lahat ng mga dokumento ay lehitimo, bibigyan ng admission form ang aplikante. Kung hindi naman	None  (Wala)	5 Minutes  (5 minuto)	Admin Aide III  (Admin Aide III)



	kumpleto ang dokumento, ipagbigay-alam ito sa aplikante)			
3. Applicant must fill out all the required information legibly and submit it to the Admission Officer/Staff	<p><b>Data Profiling</b></p> <p>1. The admission officer must ensure that all required information is provided and will input the data into the Admission System and generate the Student Identification Number</p>	None	7 Minutes	Director for Admissions and Admin Aide III
(3. Ang aplikante ay dapat punan ang lahat ng kinakailangang impormasyon nang mababasa at isumite ito sa Admission Officer/Staff)	<p>(1. Ang admission officer ay dapat tiyakin na ang lahat ng kinakailangang impormasyon ay ibinigay at nailagay ang data sa Admission System para makabuo ng Numero ng Pagkakakilanlan ng Mag aaral)</p> <p><b>Director's Approval</b></p> <p>2. The Admission Director approves and signs the form. The applicants' Admission Form is now ready to be released</p> <p>(2. Inaaprubahan at pinipirmahan ng</p>	(Wala)	(7 minuto)	(Direktor ng Admisyon at ang Admin Aide III)



	Admission Director ang form. Handa na ngayong ilabas ang Admission Form ng mga aplikante)			
4. The Applicant will secure the Admission Form with the student ID number to be presented to the receiving college for encoding of subjects.  (4. Ang aplikante ay magsesecure ng Admission Form kasama ang Student ID number na ipapakita naman nila sa napiling kolehiyo para sa pag-encode ng mga subjects)				
	<b>End of Process</b>  <b>(Pagtatapos ng Proseso</b>	<b>None</b>  <b>(Wala)</b>	<b>17 Minutes</b>  <b>(17 minuto)</b>	

<b>Client Steps</b> <b>(Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action</b> <b>(Aksyon ng Ahensya</b>	<b>Fees to be Paid</b> <b>(Mga Kailangan g Bayaran)</b>	<b>Processing Time</b> <b>(Bilang ng Oras o Araw ng Pagproseso )</b>	<b>Persons Responsible</b> <b>(Empleyadong Nakatalaga)</b>
<b>Foreign Student</b>				
1. Present all the requirements stated above both original and photocopy	<b>Requirements Verification</b>  1. Verifies the submitted entrance credentials, and	None	5 Minutes	Director for Admissions and Admin Aide III



<p>(1. Ibigay ang lahat ng mga kinakailangang dokumento na nabanggit sa itaas, orihinal at photocopy)</p>	<p>requirements of the applicant</p> <p>(1. Suriin ang mga pinasang mga dokumento ng aplikante)</p>	<p>(Wala)</p>	<p>(5 minuto)</p>	<p>(Direktor ng Admisyon at ang Admin Aide III)</p>
<p>2. The Applicant signs at the Log Sheet</p> <p>(2. Ang aplikante ay magsusulat sa log sheet)</p>	<p><b>Releasing of Admission Form</b></p> <p>1. If all requirements are valid, the Admission Form will be released. If not, the applicant shall be properly notified of the deficiencies</p> <p>(1. Kung ang lahat ng mga dokumento ay lehitimo, bibigyan ng admission form ang aplikante. Kung hindi naman kumpleto ang dokumento, ipagbigay-alam ito sa aplikante)</p>	<p>None</p> <p>(Wala)</p>	<p>5 Minutes</p> <p>(5 minuto)</p>	<p>Admin Aide III</p> <p>(Admin Aide III)</p>
<p>3. Applicant must fill out all the required information legibly and submit it to the Admission Officer/Staff</p>	<p><b>Data Profiling</b></p> <p>1. The admission officer must ensure that all required information is provided and will input the data into the Admission System and generate the Student</p>	<p>None</p>	<p>7 Minutes</p>	<p>Director for Admissions and Admin Aide III</p>





<p>(3. Ang aplikante ay dapat punan ang lahat ng kinakailangang impormasyon nang mababasa at isumite ito sa Admission Officer/Staff)</p>	<p>Identification Number</p> <p>(1. Ang admission officer ay dapat tiyakin na ang lahat ng kinakailangang impormasyon ay ibinigay at nailagay ang data sa Admission System para makabuo ng Numero ng Pagkakakilanlan ng Mag aaral)</p> <p><b>Director's Approval</b></p> <p>2. The Admission Director approves and signs the form. The applicants' Admission Form is now ready to be released</p> <p>(2. Inaaprubahan at pinipirmahan ng Admission Director ang form. Handa na ngayong ilabas ang Admission Form ng mga aplikante)</p>	<p>(Wala)</p>	<p>(7 minuto)</p>	<p>(Direktor ng Admisyon at ang Admin Aide III)</p>
<p>4. The Applicant will secure the Admission Form with the student ID number to be presented to the receiving college for encoding of subjects.</p> <p>(4. Ang aplikante ay magsesecure ng</p>				



Admission Form kasama ang Student ID number na ipapakita naman nila sa napiling kolehiyo para sa pag-encode ng mga subjects)				
	<b>End of Process</b> <b>(Pagtatapos ng Proseso)</b>	<b>None</b> <b>(Wala)</b>	<b>17 minutes</b> <b>(17 minuto)</b>	

<b>Client Steps</b> <b>(Hakbang na Gagawin ng Kliyente)</b>	<b>Agency Action</b> <b>(Aksyon ng Ahensya)</b>	<b>Fees to be Paid</b> <b>(Mga Kailangan g Bayaran)</b>	<b>Processing Time</b> <b>(Bilang ng Oras o Araw ng Pagproseso )</b>	<b>Persons Responsible</b> <b>(Empleyadong Nakatalaga)</b>
<b>Graduate Program (New Students)</b>				
1. Present all the requirements stated above both original and photocopy	<b>Requirements Verification</b> 1. Verifies the submitted entrance credentials, and requirements of the applicant	None	5 Minutes	Admin Aide III
(1. Ibigay ang lahat ng mga kinakailangang dokumento na nabanggit sa itaas, orihinal at photocopy)	(1. Suriin ang mga pinasang mga dokumento ng aplikante)	(Wala)	(5 minuto)	(Admin Aide III)



<p>2. The Applicant signs at the Log Sheet</p> <p>(2. Ang aplikante ay magsusulat sa log sheet)</p>	<p><b>Releasing of Admission Form</b></p> <p>1. If all requirements are valid, the Admission Form will be released. If not, the applicant shall be properly notified of the deficiencies</p> <p>(1. Kung ang lahat ng mga dokumento ay lehitimo, bibigyan ng admission form ang aplikante. Kung hindi naman kumpleto ang dokumento, ipagbigay-alam ito sa aplikante)</p>	<p>None</p> <p>(Wala)</p>	<p>5 Minutes</p> <p>(5 minuto)</p>	<p>Admin Aide III</p> <p>(Admin Aide III)</p>
<p>3. Applicant must fill out all the required information legibly and submit it to the Admission Officer/Staff</p> <p>(3. Ang aplikante ay dapat punan ang lahat ng kinakailangang impormasyon nang mababasa at isumite ito sa Admission Officer/Staff)</p>	<p><b>Data Profiling</b></p> <p>1. The admission officer must ensure that all required information is provided and will input the data into the Admission System and generate the Student Identification Number</p> <p>(1. Ang admission officer ay dapat tiyakin na ang lahat ng kinakailangang impormasyon ay ibinigay at nailagay ang data sa Admission System)</p>	<p>None</p> <p>(Wala)</p>	<p>7 Minutes</p> <p>(7 minuto)</p>	<p>Director for Admissions and Admin Aide III</p> <p>(Direktor ng Admisyon at ang Admin Aide III)</p>



	<p>para makabuo ng Numero ng Pagkakakilanlan ng Mag aaral)</p> <p><b>Director's Approval</b></p> <p>2. The Admission Director approves and signs the form. The applicants' Admission Form is now ready to be released</p> <p>(2. Inaaprubahan at pinipirmahan ng Admission Director ang form. Handa na ngayong ilabas ang Admission Form ng mga aplikante)</p>			
<p>4. The Applicant will secure the Admission Form with the student ID number to be presented to the receiving college for encoding of subjects.</p> <p>(4. Ang aplikante ay magsesecure ng Admission Form kasama ang Student ID number na ipapakita naman nila sa napiling kolehiyo para sa pag-encode ng mga subjects)</p>				
	<b>End of Process</b>	<b>None</b>	<b>17 Minutes</b>	
	<b>(Pagtatapos ng Proseso</b>	<b>(Wala)</b>	<b>(17 minuto)</b>	





# **Enrollment – All Colleges and External Studies Units (ESUs)**

## **Internal Services**



The Colleges and External Studies Units of Western Mindanao State University adheres to an online registration and enrolment process for new and returning students. This process commences after the applicants have completed the admission requirements (e.g., pre-registration, interview and screening) at the university and college level. The process herein defines the college level enrolment stages.

### Enrollment Process

<b>Office or Division</b>	Colleges/External Studies Units
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Citizen
<b>Who May Avail</b>	Incoming first year (New) students, returning students, current (returning) students, transferees and shifters.
<b>Checklist of Requirements (Talaan ng mga Kinakailangang Gawin)</b>	<b>Where to Secure (Saan kailangang i-secure?)</b>
<b>Incoming First Year Students (New Students)</b>	
College Entrance Test (CET) Result	WMSU Testing and Evaluation Center
Form 138 (Original and 1 photocopy)	Previous School Attended
Certificate of Good Moral Character (Original and 1 Photocopy)	Previous School Attended
2x2 ID Picture with white background (4 pcs)	Any photo studio
2 Long Size Brown Envelope	Any school supplies store
PSA Certificate of Live Birth (Original and 2 Photocopy)	Philippine Statistics Authority (PSA)
(If applicable) Marriage Contract of Female Married Applicant	Philippine Statistics Authority (PSA)
Medical Certificate (Original and 1 Photocopy)	University Health Center
College Admission Interview Form (Original and 1 Photocopy)	Dean's Office
Medical Insurance with COVID coverage	Any insurance company
<b>For College of Engineering, Nursing and Medicine</b>	WMSU Testing & Evaluation Center
1. EAT (for Engineering Aptitude Test Result)	
2. Nursing Aptitude Test (Composite Score NAT-CET)	
3. Medical College Admission Test (MCAT)	
<b>Transferees and Shifters</b>	
College Entrance Test (CET) Result	WMSU Testing and Evaluation Center



Transcript of Records (Original and 2 photocopy)	Previous School/College Attended			
Certificate of Eligibility to Transfer/Shift (Original and 1 Photocopy)	Previous School/College Attended			
Shifting Form (For Shifters)	Guidance Counseling Center			
2 Long Size Brown Envelope	Any school supplies store			
Certificate of Live Birth (Original and 2 Photocopy)	Philippine Statistics Authority (PSA)			
(If applicable) Marriage Contract of Female Married Applicant	Philippine Statistics Authority (PSA)			
Medical Certificate (Original and 1 Photocopy)	University Health Center			
College Admission Interview Form (Original and 1 Photocopy)	Dean's Office			
Medical Insurance with COVID coverage	Any insurance company			
<b>For College of Engineering, Nursing and Medicine</b> 1. EAT (for Engineering Aptitude Test) Result) 2. Nursing Aptitude Test (Composite Score NAT-CET) 3. Medical College Admission Test (MCAT)	WMSU Testing and Evaluation Center			
<b>Client Steps</b>  (Hakbang na Gagawin ng Kliyente)	<b>Agency Action</b>  (Aksyon ng Ahensya)	<b>Fees to be Paid</b>  (Mga Kailangang Bayaran)	<b>Processing Time</b>  (Bilang ng Oras o Araw ng Pagproseso)	<b>Persons Responsible</b>  (Empleyadong Nakatalaga)
<b>New Student</b>				
1. Present and submit all valid enrolment requirements  (1. Ipakita at ipasa lahat ng lehitimong	<b>Requirements Verification</b>  1. Receive and verify the authenticity and completeness of the documents  (1. Tanggapin at suriin ang	None  (Wala)	5 Minutes  (5 minuto)	Faculty Adviser





dokumento para sa enrolment)	pagiging lehitimo at pagiging kumpleto ng mga dokumento)			(Gurong Tagapayo)
	<p><b>Advising and Encoding</b></p> <p>1. Access the <u>Online Advising module</u>(<a href="http://advising.wmsu.edu.ph/encoding/">http://advising.wmsu.edu.ph/encoding/</a>) and selects the subject load of the program where the student will be enrolled in.</p> <p>(1. I-access ang <u>Online Advising module</u>(<a href="http://advising.wmsu.edu.ph/encoding/">http://advising.wmsu.edu.ph/encoding/</a>) at piliin ang subject load program kung saan nag-enrol ang estudyante)</p>	<p>None</p> <p>(Wala)</p>	<p>10 Minutes</p> <p>(10 minuto)</p>	<p>Faculty Adviser</p> <p>(Gurong Tagapayo)</p>
2. Proceeds to assessment	<p><b>Assessment</b></p> <p>1. Assesses student fees as “free all” type of scholarship for those covered by Universal Access to Quality Tertiary Education (RA 10931).</p>	None	10 Minutes	Assessor



<p>(2. Pumunta sa Assessment)</p>	<p>(1. I-assess ang mga bayarin ng estudyante bilang libre na uri ng scholarship para sa mga benepisyaryo ng Universal Access to Quality Tertiary Education o RA 10931)</p>	<p>(Wala)</p>	<p>(10 minuto)</p>	<p>(Tagasuri)</p>
<p>3. Pays local fees: <i>University Digest, University Student Council, MSA (for Muslim Students)</i></p> <p>(3. Bayaran ang mga local na bayarin: <i>University Digest, University Student Council, MSA (para sa mga Muslim na estudyante)</i>)</p>	<p>1. Collects local fees payments and issues official receipts</p> <p>(1. Kolektahin ang binayad ng mga estudyante at magbigay ng resibo)</p>	<p>P65.00 P200.00 P50.00</p> <p>(P50.00 para sa University Digest, P200.00 para sa University Student Council Fee, at P50.00 para sa Muslim Students Association Fee)</p>	<p>10 Minutes</p> <p>(10 minuto)</p>	<p>Collectors of respective organizations</p> <p>(Tagakolekta ng bawat organisasyon)</p>
<p>4. Proceeds to enlistment</p>	<p><b>Enlistment:</b></p> <p>1. Enlist the students to class and print out the Certificate of</p>	<p>None</p>	<p>5 Minutes</p>	<p>Enlistment Staff</p>



(4. Pumunta sa enlistment)	Registration (COR)  (1. Ilista ang estudyante ssa klase at ilimbag ang Certificate of Registration o COR)	(Wala)	(5 minuto)	(Empleyado ng Enlistment)
	<b>End of Process</b>  (Pagtatapos ng Proseso)	<b>P315.00</b>  (P315.00)	<b>40 minutes</b>  (40 minuto)	

<b>Client Steps</b> (Hakbang na Gagawin ng Kliyente)	<b>Agency Action</b> (Aksyon ng Ahensya)	<b>Fees to be Paid</b> (Mga Kailangang Bayaran)	<b>Processing Time</b> (Bilang ng Oras o Araw ng Pagproseso)	<b>Persons Responsible</b> (Empleyadong Nakatalaga)
<b>Returning Student</b>				
1. Access <u>Online Registration Portal</u> ( <a href="http://register.wmsu.edu.ph/encoding/">http://register.wmsu.edu.ph/encoding/</a> ) and select subject load for the current semester  (1. I-access ang <u>Online Registration Portal</u> ( <a href="http://register.wmsu.edu.ph/encoding/">http://register.wmsu.edu.ph/encoding/</a> ) at piliin ang mga subject na kukunin sa kasalukuyang semester)		None  (Wala)	5 Minutes  (5 minuto)	Enrolling Student  (Estudyanteng nag-ee enrol)



2. Proceeds to Advising	<b>Advising and Approval:</b> 1. Access the <u>Advising module</u> ( <a href="http://advising.wmsu.edu.ph/encoding/">http://advising.wmsu.edu.ph/encoding/</a> ) and approve or modify subject load entry of the student for the current semester.	None	5 Minutes	Faculty Adviser
(2. Pumunta sa Advising)	(1. I-access ang <u>Online Advising module</u> ( <a href="http://advising.wmsu.edu.ph/encoding/">http://advising.wmsu.edu.ph/encoding/</a> ) at piliin ang subject load program kung saan nag-enrol ang estudyante)	(Wala)	(5 minuto)	(Gurong Tagapayo)
3. Proceeds to assessment	<b>Assessment</b> 1. Assesses student fees as “free all” type of scholarship for those covered by Universal Access to Quality Tertiary Education (RA 10931).	None  (Wala)	10 Minutes	Assessor  (Tagasuri)



(3. Pumunta sa Assessment)	(1. I-assess ang mga bayarin ng estudyante bilang libre na uri ng scholarship para sa mga benepisyaryo ng Universal Access to Quality Tertiary Education o RA 10931)		(10 minuto)	
4. If Applicable, pays special assessment  (4. Kung nararapat, bayaran ang special assessment)	1. Collects Special Assessment Fees  (1. Kolektahin ang bayad para sa special assessment)	Varies  (Nakadepe nde)	15-25 Minutes  (15 hanggang 25 minuto)	University Cashier  (Kahera ng Pamantasan)
5. Pays local fees: <i>University Digest, University Student Council, MSA (for Muslim Students)</i>  (5. Bayaran ang mga local na bayarin: <i>University Digest, University Student Council, MSA para sa mga Muslim na estudyante</i> )	1. Collects local fees payments and issues official receipts  (1. Kolektahin ang binayad ng mga estudyante at magbigay ng resibo)	P65.00 P200.00 P50.00  (P50.00 para sa University Digest, P200.00 para sa University Student Council Fee, at P50.00 para sa Muslim Students	10 Minutes  (10 minuto)	Collectors of respective organizations  (Tagakolekta ng bawat organisasyon)



		Association Fee)		
6. Proceeds to enlistment  (6. Pumunta sa enlistment)	<b>Enlistment:</b> 1. Enlist the students to class and print out the Certificate of Registration (COR)  (1. Ilista ang estudyante ssa klase at ilimbag ang Certificate of Registration o COR)	None  (Wala)	10 Minutes  (10 minuto)	Assessor  (Tagasuri)
	<b>End of Process</b>  (Pagtatapos ng Proseso)	<b>P315.00</b>  (P315.00)	<b>55 minutes</b>  (55 minuto)	

<b>Client Steps</b> (Hakbang na Gagawin ng Kliyente)	<b>Agency Action</b> (Aksyon ng Ahensya)	<b>Fees to be Paid</b> (Mga Kailangang Bayaran)	<b>Processing Time</b> (Bilang ng Oras o Araw ng Pagproseso)	<b>Persons Responsible</b> (Empleyadong Nakatalaga)
<b>Transferees and Shifters</b>				



<p>1. Present and submit all valid enrolment requirements</p> <p>(1. Ipakita at ipasa lahat ng lehitimong dokumento para sa enrolment)</p>	<p><b>Requirements Verification:</b></p> <p>1. Receive and verify the authenticity and completeness of the documents</p> <p>(1. Tanggapin at suriin ang pagiging lehitimo at pagiging kumpleto ng mga dokumento)</p>	<p>None</p> <p>(Wala)</p>	<p>5 Minutes</p> <p>(5 minuto)</p>	<p>Faculty Adviser</p> <p>(Gurong Tagapayo)</p>
<p>2. Access <u>Online Registration Portal</u> (<a href="http://register.wmsu.edu.ph/encoding/">http://register.wmsu.edu.ph/encoding/</a>) and select subject load for the current semester</p> <p>(2. I-access ang <u>Online Registration Portal</u> (<a href="http://register.wmsu.edu.ph/encoding/">http://register.wmsu.edu.ph/encoding/</a>) at piliin ang subject load para sa kasalukuyang semester)</p>		<p>None</p> <p>(Wala)</p>	<p>5 Minutes</p> <p>(5 minuto)</p>	<p>Enrolling Student</p> <p>(Estudyanteng nag-ee enrol)</p>
<p>3. Proceeds to Advising</p>	<p><b>Advising and Approval:</b></p> <p>1. Access the <u>Advising module</u> (<a href="http://advising.wmsu.edu.ph/encoding/">http://advising.wmsu.edu.ph/encoding/</a>) and approve or modify</p>	<p>None</p>	<p>5 Minutes</p>	<p>Faculty Adviser</p>



(3. Pumunta sa Advising)	<p>subject load entry of the student for the current semester.</p> <p>(1. I-access ang <u>Advising module</u> (<a href="http://advising.wmsu.edu.ph/encoding/">http://advising.wmsu.edu.ph/encoding/</a>) at aprubahan or piliin ang subject load na ilalagay para sa sa estudyante para sa kasalukuyang semester)</p>	(Wala)	(5 minuto)	(Gurong Tagapayo)
4. Proceeds to assessment	<p><b>Assessment</b></p> <p>1. Assesses student fees as “free all” type of scholarship for those covered by Universal Access to Quality Tertiary Education (RA 10931).</p>	None	10 Minutes	Assessor
(4. Pumunta sa Assessment)	<p>(1. I-assess ang mga bayarin ng estudyante bilang libre na uri ng scholarship para sa mga benepisyaryo</p>	(Wala)	(10 minuto)	(Tagasuri)





	ng Universal Access to Quality Tertiary Education o RA 10931)			
5. If Applicable, pays special assessment  (5. Kung nararapat, bayaran ang special assessment)	1. Collects Special Assessment Fees  (1. Kolektahin ang bayad para sa special assessment)	Varies  (Nakadepe nde)	15-25 Minutes  (15 hanggang 25 minuto)	University Cashier  (Kahera ng Pamantasan)
6. Pays local fees: <i>University Digest, University Student Council, MSA (for Muslim Students)</i>  (6. Bayaran ang mga local na bayarin: <i>University Digest, University Student Council, MSA (para sa mga Muslim na estudyante)</i> )	1. Collects local fees payments and issues official receipts  (1. Kolektahin ang binayad ng mga estudyante at magbigay ng resibo)	P65.00 P200.00 P50.00  (P50.00 para sa University Digest, P200.00 para sa University Student Council Fee, at P50.00 para sa Muslim Students Association Fee)	10 Minutes  (10 minuto)	Collectors of respective organizations  (Tagakolekta ng bawat organisasyon)
7. Proceeds to enlistment	<b>Enlistment:</b>  1. Enlist the students to class and print out the Certificate of	None	5 Minutes	Enlistment Staff



(7. Pumunta sa enlistment)	Registration (COR)  (1. Ilista ang estudyante ssa klase at ilimbag ang Certificate of Registration o COR)	(Wala)	(5 minuto)	(Empleyado ng Enlistment)
	<b>End of Process</b> <b>(Pagtatapos ng Proseso)</b>	<b>P315.00</b> <b>(P315.00)</b>	<b>55 minutes</b> <b>(55 minuto)</b>	



## WMSU CUSTOMER COMPLAINTS SECTION

Please complete the form below for your complaints and we will reach you within 24 hours.

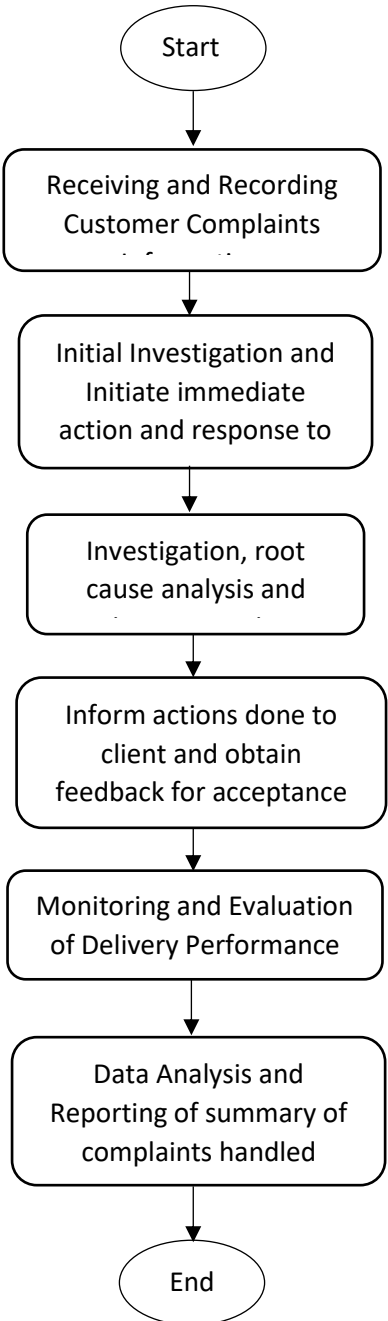
\*Required to be filled

<b>Email Address*</b>	
<b>Date of Filing the Form*</b>	
<b>Complainant's Name*</b>	
<b>Contact Details (Email or Contact No.) *</b>	
<b>This complaint is regarding*</b>	
<b>Nature of Complaint*</b>	
<b>Name of office/person to which/whom the complaint is filed*</b>	
<b>Please include specific details of your complaint (pictures, documents, video or audio can be submitted)</b>	

We have received your feedback!

Please accept our apologies to any untoward incident you may have experienced with us. Rest assured that our Client Relations Officer will take action on this concern within 24 hours. Thank you for your feedback.

## COMPLAINTS AND PROCEDURE

Activity	Details	Responsible Person	Documented Information
	<p><b>1.0 Receiving and Recording Customer Complaints Information</b></p> <p>1.1 When complaints/concerns have been communicated by customers, CRO receives complaint and processes it to determine if it is just feedback or a complaint.</p> <p>For legitimate complaints, the description of the complaints and other information will be recorded by CRO in the Customer Complaint Form. The source from where written complaints have been received will be attached. If clients expressed verbal complaints, these must be recorded and transcribed by CRO, and attested by complainant in the Form.</p>	Customer Relations Officer	<ul style="list-style-type: none"> <li>✓ Feedback Form</li> <li>✓ Customer Complaint Form</li> <li>✓ Evidence of complaints sourced from various medium (internal and external clients)</li> </ul>
	<p>1.2 CRO forwards records and information to Feedback Database Manager who shall input the information to the data system data and store all records related to complaints.</p>	Feedback Database Manager	<ul style="list-style-type: none"> <li>✓ Logged entry in the Customer Complaint Database or Complaint Ticketing system</li> </ul>
	<p><b>2.0 Initial Investigation and Initiate immediate action and response to client</b></p>		



Activity	Details	Responsible Person	Documented Information
	<p>2.1 Upon receipt of the information of the complaint, the CRO conducts initial inquiry with complainant, classifies and clarifies complaint, and determines where and to whom the complaints must be forwarded. The validity parameters on the classification and type of complaints must be established by guidelines taken from statutory and regulatory sources.</p>	Customer Relations Officer	
	<p>2.2 Upon determining the type/classification of complaint, CRO issues a complaint ticket and provides an immediate response to the complainant that the complaint has been recognized and will be given appropriate action.</p>	Customer Relations Officer	Communicated information to customer
	<p>2.3 From the characteristics of the complaint, CRO identifies the Units/Depts involved in the process where complaints/concerns have been directed.</p>	Customer Relations Officer	
	<p>2.4 For all complaints not covered by grievance jurisdiction or if allegations and accusations are not covered by civil or criminal legalities, the</p>	Customer Relations Officer	Communicated information



Activity	Details	Responsible Person	Documented Information
	CRO directly informs the supervisor of the unit where the complaint has been directed.		
<b>3.0 Investigation, root cause analysis and implement resolution</b>			
	<p>3.1 The Supervisor of the respondent investigates the issue of the complaint and implements an immediate action within the day informing the CRO on the needed action based on the appropriate timeframe required for the issue.</p> <p>The Supervisor of the respondent also conducts root cause analysis and implements the resolution accordingly. See <i>guidelines for resolution time based on types of complaints</i>.</p>	Supervisor of Respondent	✓ Customer Complaint Form
	3.2 The CRO informs the complainant within the day of the planned immediate action, the duration of the resolution and provides tracking details for the status of the complaint.	Customer Relations Officer	Communicated information
	3.3 Feedback Database Manager records information on the resolution time and sets prompts for monitoring the required deliverables.	Feedback Database Manager	Feedback dashboard data



Activity	Details	Responsible Person	Documented Information
	3.3 If not resolved within the specified resolution time, CRO forwards complaint to the next higher authority of respondent's supervisor.	Customer Relations Officer	Communicated information
	3.4 If supervisor of respondent takes no action, CRO forwards to legal office for administrative offense (dereliction of duty)	Legal Officer	Request for sanctions
<b>4.0 Inform actions done to client and obtain feedback for acceptance</b>			
	4.1 Feedback Database Manager follow-ups accomplishment of the planned actions for resolution from the respondent's Supervisor or higher authority. If actions were not implemented, Feedback Database Manager informs CRO. Upon notice of no actions taken, CRO forwards the matter to QMR for immediate action.	Customer Relations Officer	Communicated information
	4.2 If resolution was already accomplished, CRO informs customer of the actions taken, asks about other concerns and also redresses grievance of customer by issuing standard communication response to ensure customers of an outcome of their complaint, sending the	Customer Relations Officer	Customer Communication Correspondence  List of progress/ status of actions done



Activity	Details	Responsible Person	Documented Information
	same to the concerned Units/dept.		
	4.3 CRO obtains customer feedback on the acceptance of the resolution done	Customer Relations Officer	Customer Complaint Form
	4.3 If complaints/concerns have not been addressed despite resolutions at the VP level, CRO provides feedback to the Top Management for final action.	Customer Relations Officer	Resolution form Top Management
<b>5.0 Monitoring and Evaluation of Delivery Performance</b>			
	5.1 Feedback Database manager ensures that complaints/ concerns are closed and have been provided with timely response by monitoring progress of pending actions and sending closed tickets of the complaints in the portal system. All information related to activities done in the resolution are also inputted in the Complaint Form.	Feedback Database Manager	Feedback dashboard data
	5.2 CRO obtains customer satisfaction and feedback on how complaints/concerns were handled to find opportunities for improvement.	Customer Relations Officer	Customer Complaint Form Complaint Handling Survey



Activity	Details	Responsible Person	Documented Information
	5.3 CRO ensures that feedback from the complaints resolution and complaints satisfaction survey have been recorded by Database manager.	Customer Relations Officer	List of progress status of complaints
	5.4 Verification of Effectiveness of actions taken for resolutions are done by Internal Quality Auditors.	Internal Quality Auditors.	Customer Complaint Form
<b>6.0 Data Analysis and Reporting of summary of complaints handled</b>			
	5.1 All collected information on the feedback/rating are analyzed and evaluated to improve process of handling complaints and overall customer rating.	Analyst Feedback Database manager	Survey Reports and Results on Evaluation Reviews
	5.2 Feedback Database manager and CRO prepares delivery performance summary on a monthly basis to identify Units/Dept performing below target performance and submits it to QMR.	CRO Feedback Database Manager	Memorandum NCAR
	5.3 QMR issues underperformance reports and forwards issues to Top Management.	QMR	Memorandum
	5.4 Functional Units/Dept with underperformance of addressing customer complaints develops necessary actions to	Concerned Units/Dept	NCAR



Activity	Details	Responsible Person	Documented Information
	improve delivery performance.		
	5.5 QMR conducts follow-up in the succeeding quarter on the improvement of the Units/Depts. in their performance of handling customer complaints. If succeeding performance did not show improvement, CRO forwards issue to the VP Level for proper resolution.	QMR	Memorandum



## LIST OF OFFICES

Office	Address	HOTLINE
Human Resource and Management Office	Baliwasan, Zamboanga City	991-3025
Cashier's Office	Baliwasan, Zamboanga City	NONE
Records and Archives Office	Baliwasan, Zamboanga City	NONE
Supply Office	Baliwasan, Zamboanga City	NONE
Procurement Office	Baliwasan, Zamboanga City	991-7875
Dormitory	San Ramon, Zamboanga City	992-4280
University Food Service	Baliwasan, Zamboanga City	992-2631
University Press	Baliwasan, Zamboanga City	991-7911
Garment Shoppe	Baliwasan, Zamboanga City	992-2539
Center for Continuing Education	Baliwasan, Zamboanga City	NONE
Office of The University Registrar	Baliwasan, Zamboanga City	993-0695
University Library	Baliwasan, Zamboanga City	993-0944
Testing and Evaluation Center	Baliwasan, Zamboanga City	NONE
University Health Services	Baliwasan, Zamboanga City	991-6736
Scholarships Office	Baliwasan, Zamboanga City	NONE
Career Job and Placement Office	Baliwasan, Zamboanga City	NONE
Guidance and Counseling Center	Baliwasan, Zamboanga City	991-6446
Admissions Office	Baliwasan, Zamboanga City	991-7679
VPAA	Baliwasan, Zamboanga City	991-7870
External Studies Unit Head Office	Diplahan, Zamboanga Sibugay	992-2677
Diplahan Campus	Diplahan, Zamboanga Sibugay	09171465069
Alicia Campus	Alicia, Zamboanga Sibugay	09512700700
Curuan Campus	Curuan, Zamboanga Sibugay	09972985283
Imelda Campus	Imelda, Zamboanga Sibugay	09365578473
Ipil Campus	Ipil, Zamboanga Sibugay	09177942126
Mabuhay Campus	Mabuhay, Zamboanga Sibugay	09171345549
Malangas Campus	Malangas, Zamboanga Sibugay	09161188504
Naga Campus	Naga, Zamboanga Sibugay	09177942126
Olutanga Campus	Olutanga, Zamboanga Sibugay	09360837547
Siay Campus	Siay, Zamboanga Sibugay	09177082898
Tungawan Campus	Tungawan, Zamboanga Sibugay	09759821127
Pagadian Campus	Pagadian, Zamboanga del Sur	09053862113
Molave Campus	Molave, Zamboanga del Sur	09061219201



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