



SOUTHERN LEYTE STATE UNIVERSITY

CITIZEN'S CHARTER
2023, 2nd Edition



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2023, 2nd Edition



Mandate

The University shall primarily provide advanced education, higher technological, professional instruction and training in trade, fishery, agriculture, forestry, science, education, commerce, engineering and related courses. It shall also undertake research and extension services and provide progressive leadership in its areas of specialization.

(RA 9261)

Vision

By 2040, Southern Leyte State University is a leading higher education institution that advances knowledge and will be known for innovation and compassion for humanity creating an inclusive society and a sustainable world.

(BOR Res No. 111, s. 2021)

Mission

We commit to be a smart and green University that advocates education, technological and professional instruction, research and innovation, community engagement services and progressive leadership in arts, sciences and technology that are relevant to the needs of the global communities. We produce graduates and life-long learners equipped with knowledge and enhances lives and invigorates economic development.

(BOR Res No. 111, s. 2021)

Service Pledge

We, at Southern Leyte State University, commit enthusiastically to satisfy our stakeholders' needs and expectations by adhering to good governance, relevance and innovations of our instruction, research, extension and other support services to continually improve the effectiveness of our Quality Management System in compliance to ethical standard and applicable statutory, regulatory, industry and stakeholders' requirements.

The management commits to establish, maintain, monitor and continually improve our Quality Management System and ensure that adequate resources are available.

Attend to all applicants or requesting parties who are within the premises of Southern Leyte State University prior to the end of official working hours and during lunch break.

(BOR Res No. 66, s. 2020)



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Office of Student Affairs Services

External Services



1. Pre-Enrollment Process for New and Transferee Students Only Face-to-face/Online Transactions

The pre-enrollment process is conducted to screen the student applicants by taking the SLSU Entrance Examination (SEE).

Office/Division:	Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who May Avail:	Citizens who wish to enroll at Southern Leyte State University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled-up Application (my.southernleytestateu.edu.ph)	Login through my.southernleytestateu.edu.ph
2. 2 x2 ID picture	Student's concern
3. Photocopy of the Grades (Grade 11); Semestral Rating of previous semester / Certificate of Grades of previous semester/Transcript of Records (if transferee)	From the high school/school last attended
4. DSWD Household number/Income Tax Return/ Certificate of Indigency/ 4Ps ID	Barangay hall, Student's concern
5. Certificate of Barangay Residency	Barangay hall, Student's concern
6. Authenticated PSA or Authenticated NSO	PSA office, Student's concern
7. Southern Leyte State University Entrance Examination list of passers	Admission office
8. Admission results	Admission office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre enrollment for New and Transferee Students Only				<i>Chairperson, Admission Committee Members, Admission Committee, Psychometrician</i>
1. Upload all the requirements through the admission portal (my.southernleytestateu.edu.ph) and fill up the information needed	1.1 Evaluate documents through the admin profile of the admission portal 1.2 Releasing of examination schedule	None None	7 working days 1 minute	<i>Admission Committee</i>
2. Take Southern Leyte State University Entrance Examination	2.1 Scanning of QR code, signing of attendance 2.2 SEE instruction 2.3 Conduct of SEE	None None None	5 minutes 5 minutes 45 minutes	<i>Chairperson, Admission Committee Members, Admission Committee, Psychometrician</i>



<p>3. Attend phase two process at the department concerned (face to face/online)</p>	<p>2.4 Posting of SEE results</p> <p>3.1 Administer Phase two process individually to SEE passers through interview or hands-on exam (face to face/online)</p> <p>3.2 Submission of phase two results to the admission office</p>	<p>None</p> <p>None</p> <p>None</p>	<p>3 working days after the last SEE examination schedule</p> <p>10 minutes</p> <p>1 working day after the last conduct of phase two process</p>	<p><i>College Dean/Dept Head/ Faculty In-Charge</i></p> <p><i>College Dean/Dept Head/ Faculty In-Charge</i></p> <p><i>Chairperson, Admission Committee Members, Admission Committee, Psychometrician</i></p>
<p>4. Check posting of SLSU admission results</p>	<p>4.1 Post admission results on the SLSU official website and Facebook pages (www.facebook.com/southernleytestateu) (www. www.southernleytestateu.edu.ph)</p>	<p>None</p>	<p>10 working days after the posting of SEE results</p>	
	<p>TOTAL</p>	<p>None</p>	<p>21 days, 1 hour & 6 minutes</p>	
<p>5. Provide rating/feedback on the work rendered</p>				



2. Issuance of Activity Permit for Registered Student Organizations

Student organizations are empowered. They are given the freedom to conduct any legal activity that would capacitate and equip them with 21st century skills. The student activities would also enhance their university-life experience.

Office/Division:	Student Development Services			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	Officially enrolled students who are representing the organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>For meeting:</u> Memorandum		Student Organization Officers		
<u>For other activity:</u> Activity Proposal		Student Organization Officers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the SDS Office and submit the memorandum or activity proposal.	1.1 Evaluate the submitted memorandum or activity proposal. 1.2. Issue the unsigned activity permit.	None	10 minutes	SDS Head
2. Ensure that all signatories signed the activity permit	2.1 Sign the permit.	None	10 minutes	SO Adviser, SDS Head, SAS Director, VPSAS, BARGO Officer
3. Reproduce the approved activity permit for different offices (1 for VPAA, 1 for Security, 1 Student Organization) and submit to respective offices. Submit the approved activity permit to the SDS Head. 4. Provide rating/feedback on the work rendered 5. Sign in logbook to acknowledge receipt	3.1. Receive the approved permit for filing and advise the student organization to proceed in the conduct of the student activity	None	5 minutes	SDS Head
TOTAL		None	25 minutes	



3. Issuance of Certificate of Good Moral Character Face-to-face/Online Transactions

This is issued to vouch the character of the students who are applying for transfer to another school, seeking scholarships and grants, and any other academic undertaking.

Office/Division:	Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	Officially enrolled students who wish to transfer to another school, seeking for employment, scholarships and grants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip Official Receipt ORF for non-graduating Signed Good Moral Character Certificate			Office of the Student Affairs and Services At the Cashier's Office Office of the Student Affairs and Services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form via google form (online)	1. Provide request slip/link at SLSU SAS FB page	Php 25.00/ Copy	1 minute	<i>Director, SAS</i> <i>SAS Staff</i>
2. Present request slip issued and approved by the Registrar's with attach proof of payment.	2.1. Receive duly filled-up request form	None	1 minute	<i>SAS Staff</i>
	2.2. Prepare the requested certificate		5 minutes	<i>SAS Staff</i>
	2.3. Review and sign certificate (e-signature for e-certificate)		1 minute	<i>Director, SAS</i> <i>Dean</i>



<p>3. Claim the request Certificate and sign in the logbook to acknowledge receipt</p> <p>4. Provide rating/feedback on the work rendered</p>	<p>3.1 Release the dulySigned Certificate (Send e -certificate (pdf file) to the student through email)</p>	<p>None</p>	<p>1 minute</p>	<p><i>Director, SAS</i></p> <p><i>SAS Staff</i></p>
<p>5. Proceed to the Registrar for dry sealing of the document</p>	<p>4.1 Dry sealing ofGood Moral Certificate</p>	<p>None</p>	<p>1 minute</p>	<p><i>Registrar IV</i></p> <p><i>Registrar Staff</i></p>
TOTAL		<p>Php25.00/Copy</p>	<p>10 minutes</p>	



Office of the Bargo

External Service



1. Post-Enrollment Process

Face-to-face

The post-enrollment process is embarked on by the students to secure the needed logistics in preparation for the opening of classes.

a. University Uniform

Office/Division:	BARGO/Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	Students who wish to enroll at Southern Leyte State University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order Form			At the BARGO office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. In the BARGO Fill-up Payment Order form for university uniform	1.1 Determine size and compute amount due and prepare Payment Order form 1.2 Give the Payment Order form to the student	None	3 minutes	<i>BARGO Director</i> <i>Project Manager</i> <i>BARGO Staff</i>



2. In the Cashier's Office pay university uniform	2.1 Receive payment and issue Official Receipt (OR)	Regular Cut Male Php 690.00 Female Php 664.00 Extra Cut Male Php 794.00 Female Php 771.00	3 minutes	<i>Cashier III</i> <i>Cashier's Staff</i>
3. Provide rating /feedback on the work rendered				<i>Client</i>
4. Present OR to Bargo, return the OR to the client and received the Payment Order form, then release the merchandise	4.1 Receive and check the OR 4.2 Release the merchandise			<i>Bargo Staff</i>
5. Provide rating/feedback on the work rendered				<i>Client</i>
TOTAL		Regular Cut Male Php 690.00 Female Php 664.00 Extra Cut Male Php 794.00 Female Php 771.00	6 minutes	

b. University ID

Office/Division:	BARGO/Cashier's Office
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who May Avail:	Students who wish to enroll at Southern Leyte State University
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Order Form	At the BARGO office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. In the BARGO Fill-up Payment Order form for university ID	1.1 Prepare Payment Order form 1.2 Give the Payment Order to the student	None	2 minutes	<i>BARGO Director</i> <i>Project Manager</i> <i>BARGO Staff</i>
2. In the Cashier's Office pay university uniform	2.1 Receive payment and issue Official Receipt (OR)	Students: New-Free of charge Re-print- Php 100.00 Employees- Php 150.00	6 minutes	<i>Cashier III</i> <i>Cashier's Staff</i>
3. Provide rating /feedback on the work rendered				<i>Client</i>
4. Return the Payment Order Form to Bargo	4.1 Receive the Payment Order and check the OR			<i>Bargo Staff</i>
5. Provide rating/feedback on the work rendered				<i>Client</i>
6. Fill up the needed information in Google Form then proceed to UISA office	6.1 Print & activate the ID 6.2 Release the ID			<i>UISA</i>
TOTAL		Students: New-Free of charge Re-print- Php 100.00 Employees- Php 150.00	8 minutes	



d. University PE Uniform

Office/Division:	BARGO/Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	Students who wish to enroll at Southern Leyte State University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order Form			At the BARGO office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. In the BARGO Fill-up Payment Order form for university PE Uniform	1.1 Determine size and prepare the Payment Order form 1.2 Give the Payment Order form to the student	None	3 minutes	<i>BARGO Director</i> <i>Project Manager</i> <i>BARGO Staff</i>
2. In the Cashier's Office pay university uniform	2.1 Receive payment and issue Official Receipt (OR)	PE T-shirt-Php 179.00 PE Jogging pants-Php 213.00	3 minutes	<i>Cashier III</i> <i>Cashier's Staff</i> <i>Client</i>
3. Provide rating /feedback on the work rendered				
4. Present OR to Bargo, return the OR to the client and received the Payment Order form, then release the merchandise	4.1 Receive and check the OR 4.2 Release the merchandise			<i>Bargo Staff</i>
5. Provide rating/feedback on the work rendered				<i>Client</i>
TOTAL		PE T-shirt-Php 179.00 PE Jogging pants-Php 213.00	6 minutes	



f. Blue Book

Office/Division:	BARGO/Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	Students who wish to enroll at Southern Leyte State University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order Form			At the BARGO office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to BARGO to receive the Blue Book	1.1 Determine the number of Blue Books required & prepare the Blue Books	Php 3.50	2 minutes	<i>BARGO Director</i> <i>Project Manager</i> <i>BARGO Staff</i>
2. Pay the Blue Book at BARGO	2.1 Receive the Payment 2.2 Release the Blue Book to student			 <i>Client</i>
3. Provide rating /feedback on the work rendered	4.1 Before 3PM, count all the money collected from Blue Book Payment 4.2 Prepare Payment Order form indicating the total amount of money collected. 5.1 Remit the collections to the Cashier along with the Payment Order form 5.2 Receive the collections and issue Official Receipt (OR)		4 minutes	 <i>BARGO Staff</i> <i>Cashier</i>
	TOTAL	Varies	6 minutes	



g. Vehicle/Gate Pass Sticker (RFID)

Office/Division:	BARGO/Security Officer/Cashier's Office/UISA			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	Students who wish to enroll at Southern Leyte State University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order Form			At the BARGO office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. In the BARGO Fill-up Application form for Vehicle/Gate Pass Sticker (RFID)	1.1 Issue the Application form for Vehicle/Gate Pass Sticker (RFID) and present the requirements	None	2 minutes	<i>BARGO Director</i> <i>Project Manager</i> <i>BARGO Staff</i>
2. Proceed to Security Officer for approval	2.1 Review the attached requirements & act on the application	Php 400.00	2 minutes	<i>Security Officer</i> <i>Client</i>
3. Provide rating /feedback on the work rendered	(Approved or Disapproved)			
4. Present the Approved application	4.1 Issue the Payment Order form		1 minute	<i>Bargo Staff</i>
5. In the Cashier's Office pay the RFID	5.1 Receive payment and issue Official Receipt (OR)		2 minutes	<i>Cashier's Staff</i> <i>Bargo Staff</i>
6. Return the Payment Order form to BARGO	6.1 Receive the Payment Order form and check the OR		1 minute	
7. Provide rating/feedback on the work rendered				<i>Client</i>
8. Proceed to UISA to secure the RFID	8.1 Check the OR, fix & activate the RFID		4 minutes	<i>UISA</i>
TOTAL			Php 400.00	12 minutes



h. Venue Bookings (Plenary Hall) with a Fee

Office/Division:	BARGO/Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	Students who wish to enroll at Southern Leyte State University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order Form			At the BARGO office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. In the BARGO Fill-up Venue Booking & Payment Order form	1.1 Prepare the Venue Booking & Payment order form to the client 1.2 Check the availability of the venue 1.3 Reserve the date for the proposed schedule in the Bulletin schedule for Plenary 1.4 Give the Payment Order form to the client	None	3 minutes	<i>BARGO Director</i> <i>Project Manager</i> <i>BARGO Staff</i>



2. In the Cashier's Office pay the venue rental	2.1 Receive payment and issue Official Receipt (OR)	Php 750/hour (minimum of 4 hrs)	5 minutes	Cashier III
3. Provide rating /feedback on the work rendered				Cashier's Staff
4. Present OR to Bargo, return the Venue Booking & Payment Order form	4.1 Receive and check the OR & Venue booking & Payment Order form			Client
	4.2 Confirm the date for the proposed schedule			Bargo Staff
5. Provide rating/feedback on the work rendered				Client
TOTAL		Php 750/hour (minimum of 4 hrs)	8 minutes	

i. Venue Bookings (Graduate School Roof Deck Hall) with a Fee

Office/Division:	BARGO/Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	Students who wish to enroll at Southern Leyte State University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order Form			At the BARGO office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



i. Venue Bookings (Multi-Purpose Court) with a Fee

Office/Division:	BARGO/Sports Director/Cashier's Office
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who May Avail:	Students who wish to enroll at Southern Leyte State University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Order Form	At the BARGO office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. In the BARGO Fill-up Venue Booking & Payment Order form	1.1 Prepare the Venue Booking & Payment order form to the client 1.2 Check the availability of the venue 1.3 Reserve the date for the proposed schedule in the Bulletin schedule for Multi-Purpose Court 1.4 Give the Payment Order form to the client	None	3 minutes	<i>BARGO Director</i> <i>Project Manager</i> <i>BARGO Staff</i>



2. Proceed to Sports Director's Office for Approval & further instructions	2.1 Act on the application & discuss the guidelines in using the MPC		7 minutes	<i>Sports Director</i>
3. Go back to BARGO office & give the Venue Booking & Payment Order form	3.1 Fill up the Payment & return to the client the Payment Order form			<i>Bargo Staff</i>
4. In the Cashier's Office pay the venue rental	4.1 Receive payment and issue Official Receipt (OR)	Basketball Court Only-Php 750.00/hr		<i>Cashier III</i>
5. Provide rating /feedback on the work rendered		Basketball Court with scoreboard-Php 1000.00/hr		<i>Cashier's Staff</i>
5. Provide rating /feedback on the work rendered		MPC with LED, sound system, lights & chairs-Php 5000.00/hr (min. of 4 hrs)		<i>Client</i>
6. Present OR to Bargo, return the Venue Booking & Payment Order form	6.1 Receive and check the OR & Venue booking & Payment Order form	MPC with LED, sound system, lights & chairs-Php 625.00/hr (min. of 4 hrs)		<i>Bargo Staff</i>
7. Provide rating/feedback on the work rendered	6.2 Confirm the date for the proposed schedule			<i>Client</i>
	TOTAL	Basketball Court Only-Php 750.00/hr	10 minutes	
		Basketball Court with scoreboard-Php 1000.00/hr		
		MPC with LED, sound system, lights & chairs-Php 5000.00/hr (min. of 4 hrs)		



	hrs) MPC with LED, sound system, lights & chairs-Php 625.00/hr (min. of 4 hrs)		
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Office of the University Library

External Services



1. Borrowing and Returning of Books for Overnight Use

The Library Identification Card is presented whenever a student borrows a book for home or overnight use. Due date of a borrowed is on the following day from the day it is lent except if loaned out on Saturday, due date on Monday, Otherwise, fines will be imposed if the book is not returned on time.

Office/Division:	Office of the University Library			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	Officially Enrolled Students, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Library Identification Card (Due date of the borrowed book is on the following day except if borrowed on a Saturday that due date is on Monday) 2. Book 3. Payment Slip 4. Official Receipt 		<p>Library</p> <p>Cashier</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-in book card of the books to be borrowed.				
2. Present the book together with library identification card	<ol style="list-style-type: none"> 2.1 Receive and review the filled-in book card. 2.2 Scan book to record in the library system for checkout to patrons account 2.3 Fill-in date due slip. 2.4 Print receipt and hand in with the book to the borrower. 	None	2 minutes	<i>University Librarian College Librarian Circulation In-charge</i>



<p>3 Return the borrowed book to the library staff at the counter. - Receive payment slip if overdue and proceed to cashiers office for payment</p>	<p>3.1 Check returned book. 3.2 Locate borrower's file, scan book in the system for check-in to patrons account to return the book -If returned on or before due date, release the LIC, -If overdue, issue payment slip indicating the amount of fines and record in the logbook the amount and details of the book</p>		<p>2 minutes and 30 seconds</p>	<p><i>University Librarian College Librarian Circulation In-charge</i></p>
<p>4. After receipt of payment slip, go to Cashier's Office to pay the fines then go back to the library.</p>	<p>4.1 Record in the logbook the amount of fines.</p>	<p>Fines for overdue books: PhP10.00/day</p>	<p>30 seconds</p>	<p><i>University Librarian College Circulation In-charge</i></p>
<p>5. Present the Official Receipt (OR) to the library staff at the counter. 6. Provide rating/feedback on the work rendered</p>	<p>5.1 Check the OR as to the amount paid. 5.2 Record the OR number in the logbook. 5.3 Release the LIC & OR to the borrower.</p>		<p>30 seconds</p>	<p><i>University Librarian College Circulation In-charge</i></p>
<p>TOTAL</p>		<p>PhP10.00/day</p>	<p>5 minutes and 30 seconds (Face-to-face Transaction)</p>	



2. Application for New/ Renewal of Library Identification Card

The Library card is used as an entry requirement in the university library. This is issued to new students and those who are seeking replacement of lost library ID cards, Validation is every semester.

Office/Division:	Office of the University Library			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	Officially Enrolled Students, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Validated ORF, 1x1 ID picture and Official Receipt Filled-in Library Identification Card form with picture attached University Library registration Google form, Scanned ID Picture and enrolment proof/ORF 		Library/Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ORF and 1x1 ID picture to the library staff	<ol style="list-style-type: none"> Receive and check ORF, 1x1 ID picture and OR for correctness/appropriateness. Give Library Identification Card (LIC) form & the 1x1 ID picture to the student. 	For Undergraduate students 1st issuance: Free Succeeding issuances & replacement of lost LIC - PhP50.00 For Graduate School Students- PhP30.00/ first issuance, succeeding issuances PhP50.00	1 minute	<i>College Librarian Circulation In-charge Library staff</i>



<p>2. Fill-in Library Identification Card (LIC) form & paste 1x1 ID picture on it, then submit to the staff at the counter.</p>	<p>2.1 Receive and review entries in the LIC form. 2.2 Librarian signs the LIC 2.3 Laminate the LIC.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Circulation In-charge Library staff</i></p>
<p>3. Sign in the logbook to acknowledge receipt. 4. Provide rating/feedback on the work rendered</p>	<p>3.1 Release LIC, OR &ORF to the student.</p>	<p>None</p>	<p>1 minute</p>	<p><i>Circulation In-charge Library staff</i></p>
<p>TOTAL</p>		<p>For Undergraduate students Free Succeeding issuances & replacement of lost LIC -PhP50.00 For Graduate School Students- PhP30.00/ first issuance, succeeding issuances PhP50.00</p>	<p>7 minutes (Face-to-face transactions)</p>	



3. ELECTRONIC DOCUMENT DELIVERY SERVICE (ONLINE LIBRARY SERVICE)

Fill up Electronic Document Delivery Service form request at

<https://forms.gle/yMdQzQn8SnKFY6QNA> as a requirement in order that the library personnel can act properly to certain clients' request. Library Identification card is still a requirement. However, during pandemic, our clients may register to our University Library registration form at <https://forms.gle/cAJyMQZDtsGLQPK56> for validation if officially enrolled in the current term.

Office/Division:	Office of the University Library			
Classification:	Simple			
Type of Transaction:	G2C/G2G-Government to Citizen/Government to			
Who May Avail:	Officially Enrolled Students, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Validated LIC 2. University Library registration form-(During pandemic only) 3. Filled-in EDDS form 4. Feedback Form 		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make request by sending an email or through Ask –a-Librarian with the specific information of the material being requested.	<ol style="list-style-type: none"> 1.1. Review emailed/text/chat request; 1.2. Check LIC (Normal transaction) -(During pandemic only-check if already registered in the University Library registration form for validation if officially enrolled or an employee) 1.3 Advise to fill up EDDS form to facilitate request 	None	2 minutes and 30 seconds	<p style="text-align: center;"><i>University Librarian College Librarian Circulation In-charge Library staff or e-library in-charge</i></p>



<p>2. Fill up EDDS form at https://forms.gle/yMdQzQn8SnKFY6QNA</p>	<p>2.1 Check request for the availability of the material being requested (OPAC and or list of PDF/e-books file). 2.2. a. Available in PDF/e-books, material will be sent electronically to client. 2.2. b. Not available in PDF format, a staff scans the requested material into PDF (book chapter /theses or dissertation abstract and journal article) and sends electronically. 2.3. Advise to fill up Feedback Form</p>	<p>None</p>	<p>2.2 .a. 5 minutes (with ready PDF/e-book) 2.2.b. 30 minutes (without ready PDF/e-book)</p>	<p><i>University Librarian College Librarian Circulation In-charge Library staff or e-library in-charge</i></p>
<p>3. Fill up feedback form at https://tinyurl.com/SLSU-QF-UL06</p>		<p>None</p>	<p>1 minute and 30 seconds</p>	
<p>TOTAL</p>		<p>None</p>	<p>9 minutes (with ready PDF/e-book) 34 minutes (without ready PDF/e-book)</p>	



Office of the Cashier

External/Internal Services



1. Payment of Fees, Charges and Other Financial Obligations

Tuition fees for students who are not recipient of Republic Act 10931, other fees and charges are paid through the Cashier’s Office. Depending on the requested transaction or document, a corresponding fee shall be settled at the same office.

Office or Division:	Office of the Cashier
Classification:	Simple
Type of Transaction:	G2C/G2G-Government to Citizen/Government to Government
Who may avail:	SLSU Graduate, Officially Enrolled Students, SLSU Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For payment of fees: 1. Official Registration Form (ORF) of Undergraduate students and Graduate Students not recipient of Republic Act 10931.	Office of the Registrar
For Dormitory rental: 1. Bill signed by Dormitory Attendant.	Office of the Dormitory Attendant
For uniform and other items: 1. Order slip signed by the IGP Staff.	Office of the IGP
For all other fees: 1. Request form with indicated amount to be paid from Registrar’s Office, Clinic and HRMO	Office of the Registrar Clinic Office of the HRMO
For online payment: 1. Print copy of Send Money Form from any chosen Financial Institutions sent via SLSU MC-Cashier FB page	LBP or any Financial Institutions

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FACE TO FACE 1. Get a priority number, take a seat and wait for your number to appear on screen to signal your turn.				



<p>2. Once the priority and the window numbers appear on the TV screen, approach the indicated window and make payment.</p> <p>ONLINE</p> <p>3. For online payment thru LBP or any chosen Financial Institutions: Send scanned copy or picture of deposit slips/send money form to SLSU MC-Cashier FB page</p> <p>4. Provide rating/feedback on the work rendered</p>	<p>2.1 Receives payment, issues Official Receipt and give it to the payor.</p> <p>3.1 Claims payment.</p> <p>3.2 Issues Official Receipt (OR).</p> <p>3.3 Sends picture of Official Receipt (OR) 3.3 to the payor.</p>	<p>Refer to List of Fees, Charges and other Financial Obligations (Annex Page)</p>	<p>1 minute and 59 seconds</p>	<p><i>Cashier III</i></p> <p><i>Cashier Staff</i></p>
<p>TOTAL</p>		<p>Refer to List of Fees, Charges and other Financial Obligations (Annex Page)</p>	<p>1 minute and 59 seconds</p>	



TUITION FEES AND OTHER CHARGES-UNDERGRADUATE STUDIES

ITEM	AMOUNT
For Non-Recipient of Free Higher Education	
Enrollment Fee	Php 1,000.00
Entrance Exam Fee	Php 50.00
Tuition Fee	Php 150.00/unit
Medical and Dental Fees	Php 80.00
Library Fee	Php 200.00
Athletic Fee	Php 200.00
Cultural Fee	Php 50.00
Registration Fee	Php 50.00
Insurance	Php 35.00/yr
Jobs Fair	Php 50.00
SCUAA Fee	Php 15.00
Miscellaneous Fee (test paper)	Php 30.00
Postal Fee	Php 13.00
School Publication Fee	Php 70.00
College Handbook Fee	Php 50.00
School ID Fee	Php 100.00
NSTP/ROTC	Php 225.00
Computer Laboratory	Php 500.00
Science Laboratory Fee	Php 75.00
Speech Laboratory Fee	Php 200.00
Shop Fee-BSIT/EE/ME/CE	Php 300.00
Shop Fee-BSHRTM/FTE/BSCJ	Php 500.00
Shop Fee-BSIE	Php 200.00
Internet Fee	Php 400.00
OJT Fee	Php 100.00
Graduation Fee	Php 250.00
Diploma Fee	Php 100.00



TUITION FEES AND OTHER CHARGES-GRADUATE STUDIES

Masteral	Php 500.00/unit
Doctoral	Php 700.00/unit
Entrance Exam Fee	Php 1,000.00
Medical/Dental Fee	Php 500.00
Library Fee	Php 1,000.00
Activity Fee	Php 200.00
Development Fee	Php 200.00
SCUAA Fee	Php 15.00
School ID Fee	Php 200.00
Student Handbook	Php 200.00
Insurance Fee	Php 35.00/yr
Residency Fee	Php 2,000.00
Shop Fee-MTE/MSIT/MIS	Php 1,000.00
Speech Laboratory Fee-speech courses	Php 500.00
Thesis A	Php 6,100.00
Thesis B	Php 6,700.00
Dissertation A	Php 8,700.00
Dissertation B	Php 10,500.00
Tactical Plan	Php 5,700.00
Adviser Fee-Thesis	Php 2,000.00
Adviser Fee-Dissertation	Php 4,500.00
Thesis Writing	Php 600.00/unit
Dissertation Writing	Php 800.00/unit
Comprehensive Exam - Masteral	Php 1,000.00
Comprehensive Exam - Doctoral	Php 2,150.00

DORMITORY RENTAL

New Dormitory	Php 300.00
Old Dormitory	Php 250.00
Electricity-Cellphone	Php 15.00/mo
Electricity-Rice Cooker	Php 25.00/mo
Electricity-Laptop	Php 100.00/mo

TOR/Transfer Credentials

Undergraduate Degrees	Php 50.00/page
Graduate Degrees	Php 100.00/page



Certification/Authentication

Undergraduate Students	Php 25.00/copy
Graduate Students	Php 100.00/copy
Registrar's Authentication (TOR/Diploma)	Php 25.00/set
Good Moral Character (OSAS) Certification	Php 25.00/copy
Good Moral Character (OSAS) Authentication	Php 1.00/copy

Reprinting

Official Registration Form	Php 10.00
Assessment Slip	Php 10.00

Other Fees

INC Completion		
Undergraduate Students		Php 5.00/unit
Graduate Students		
Masteral		Php 100.00/subject
Doctoral		Php 200.00/subject
Semestral Rating		Php 10.00/issuance
(2 nd & Succeeding issuances)		
Add/Withdraw/Drop Subjects		Php 25.00/subject
Library ID Replacement (Lost ID)		
Undergraduate Students		Php 50.00
Graduate Students		Php 50.00
Library ID Issuance		
Graduate Students		Php 30.00
Fines for overdue books		Php 10.00/day
Dental Services		
Tooth Extraction		Free
Prophylaxis		Php 50.00
Cavity Filling		Php 25.00/tooth
University Uniform		
Cloth		
Regular Cut	Male	Php 685.00
	Female	Php 655.00
Extra Cut	Male	Php 785.00
	Female	Php 765.00
PE Uniform		
T-Shirt		Php 170.00
Pants		Php 230.00
CWTS T-Shirt		Php 180.00



Laboratory Uniform-CHEF	Php 220.00
Shop Colored Automotive Sweat Shirt	Php 270.00
Shop Colored Automotive T-Shirt	Php 180.00
Catering Uniform-CHTM	
Male	Php 501.00
Female	Php 455.00
Practicum Uniform	Php 850.00
Regular Cut	Php 471.00
Extra Cut	Php 558.00
Field Study Uniform	
Male	Php 561.00
Female	Php 665.00
CERTIFICATION FEES FOR EMPLOYEES	
Certificate of Employment	Php 15.00/copy
Service Record	Php 10.00/copy



Campus Area Network

Internal Service



1. IT HARDWARE AND SOFTWARE MAINTENANCE

This procedure covers the IT Infrastructure maintenance services such as, but not limited to, operating system upgrades, software installation, hardware replacements, re-cabling, network configuration and security policy implementation.

Office/Division:	Campus Area Network			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	University Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Order Form		CAN Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up job order form	1.1 Conduct preliminary assessment	None	12 minutes minimum and maximum of 1 day depending on the type of job requested	CAN-Head CAN-Staff
	1.2 If the problem is major upon assessment and requires purchase of parts, the user is advised to make a purchase request.			CAN-Staff
	1.3 Perform maintenance as requested			CAN-Staff
	1.4 Return the equipment to the requestor.			
2. Provide rating/feedback on the work rendered				
End of Transaction	TOTAL	None	12 minutes minimum and maximum of 1 day depending on the type of job requested	



Office of the President

External Service



1. Issuance of Certification, Authentication and Verification (CAV) Certificate

CAV certificate is issued to students and graduates of the university who are seeking employment overseas and abroad.

Office/Division:	Office of the University President			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	SLSU Graduates and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy and 2 photocopies of TOR, and/or Diploma for CAV		Registrar's Office		
2. Payment slip duly signed by Registrar's Office staff		Registrar's Office		
3. Official Receipt and Documentary Stamps		Cashier's Office / Notary Public		
4. Original and two photocopies of documents for CAV with attached documentary stamps, certification and endorsement letter.		Registrar's Office		
5. Original and photocopy of Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REGISTRAR'S OFFICE:				
1. Get one copy of request slip from the counter and fill it up, then get a priority number, take a seat & wait for the number to appear on the TV screen to signal your turn.	1.1 Receive issued priority number. 1.2 Receive the documents and check for their completeness and correctness.		3 minutes	Registrar IV Registrar Staff
2. Once the priority and window numbers appear	2.1 Issue payment slip and indicate number	CAV Certificate:		Registrar Staff



<p>on the TV screen, approach the indicated window & present duly filled request slip, original copies of TOR and Diploma to the staff at the window.</p> <p>Go to Cashier's Office to pay & Bureau of Internal Revenue for documentary stamps.</p>	<p>of documentary stamps needed.</p>	<p>Php100.00 per document</p> <p>Authentication :</p> <p>TOR—Php 25.00 per set</p> <p>Diploma - Php 25.00 per copy</p>		<p>Registrar Staff</p>
<p>CASHIER'S OFFICE:</p> <p>3. Get a priority number, take a seat & wait for it to appear on the TV screen to signal your turn.</p> <p>4. Once the priority and window numbers appear on the TV screen, approach the indicated window, and present the duly signed payment slip together with the money to the staff at the window.</p> <p>Go back to Registrar's Office if payment is done & documentary stamps are already secured.</p>	<p>3.1 Receive issued priority number</p> <p>4.1 Receive payment, print the Official Receipt and give it to the payor.</p>	<p>As indicated in the payment slip</p>	<p>1 minute and 59 seconds</p>	<p>Cashier III Cashier Staff</p> <p>Cashier Staff</p>
<p>REGISTRAR'S OFFICE:</p> <p>5. Present Official Receipt & documentary stamps to the staff at the same window where you first transacted (No need to get a priority number).</p>	<p>5.1 Receive the OR and documentary stamps.</p> <p>5.2 Authenticate the TOR and/or the Diploma.</p>	<p>None</p>	<p>3 minutes</p> <p>2 minutes</p>	<p>Registrar IV Registrar Staff</p> <p>Registrar Staff</p>



<p>6. Sign in logbook to acknowledge receipt. Go to President's Office.</p>	<p>5.3 Prepare certification and endorsement letter and forward them to Registrar for signature. 5.4 Sign the certification and endorsement letter. 5.5 Paste documentary stamps and affix the University seal to the certification. 5.6 Release the authenticated documents, Official Receipt and endorsement letter.</p>		<p>1 minute 2 minutes 1 minute</p>	<p>Registrar Staff Registrar IV Registrar Staff Registrar Staff</p>
<p>SLSU PRESIDENT'S OFFICE:</p> <p>7. Present all documents given by Registrar's Office to the clerk of the President's Office.</p> <p>8. Sign in the logbook to acknowledge receipt of documents.</p> <p>9. Provide rating/feedback on the work rendered</p>	<p>7.1 Receive the documents and check for their completeness and correctness. 8.1 Prepare CAV Certificate and forward it to the University President for signature. 8.2 Sign the CAV certificate. 8.3 Affix the university seal to the signed CAV Certificate. 8.4 Release duly signed CAV Certificate</p>	<p>None</p>	<p>2 minutes 2 minutes 1 minute 3 minutes 30 seconds</p>	<p>University President OP Staff University President OP Staff OP Staff</p>



	& all documents presented for CAV.			
TOTAL		None	22 minutes & 29 seconds	



Office of the University Registrar

External Services



1. Enrollment – New Students (Face to Face Transaction)

This is the process of enrolling/registering possible subjects to be taken by the students in a certain semester.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	New Students (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>High School / SHS Graduate</p> <ol style="list-style-type: none"> 1. High School Card 2. Good Moral Character Certificate 3. Photocopy of PSA Birth Certificate 4. Admission Application Form 5. Data Privacy Consent (DPC) Form 6. Enrolment Form 7. Route Slip <p>Alternative Learning System (ALS) Passers:</p> <ol style="list-style-type: none"> 1. ALS Report of Rating 2. Certificate of Good Moral Character 3. Photocopy of PSA Birth Certificate 4. Admission Application Form 5. Data Privacy Consent (DPC) Form 6. Enrolment Form 7. Route Slip 		<p>From the school last attended From the school last attended PSA Office SAS Office (UGS)/ GS Office (GS) SAS Office (UGS)/ GS Office (GS) By respective colleges/department SAS Office (UGS)/ GS Office (GS)</p> <p>From the school last attended From the school last attended PSA Office SAS Office (UGS)/ GS Office (GS) SAS Office (UGS)/ GS Office (GS) By respective department / colleges SAS Office (UGS)/ GS Office (GS)</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Get application form for admission from the SAS Staff</p> <p>Fill-up application form for admission and sign the Data Privacy Consent (DPC) Form then submit to SAS staff together with the entrance credentials</p>	<p>1.1 Receive, check and validate all documents.</p> <p>1.2 Fill out route slip</p>	None	5 minutes	<p>SAS Director SAS Staff</p>



<p>2. Fill-up the enrollment form & submit to the Department Enrolling Officer</p> <p>For GS students, go to cashier's office</p> <p>For UGS students, go to Free Higher Education (FHE) Office</p>	<p>2.1 Receive and review the subject/s enrolled by the student</p> <p>2.2 Encode the approved subjects into the enrollment system</p> <p>2.3 Release / return the documents to the student</p> <p>2.4 Fill-out route slip</p>	<p>None</p>	<p>6 minutes</p>	<p><i>Department Enrolling Officer</i></p>
<p>3. Present the filled-in enrolment form to the Free Higher Education (FHE) Office</p> <ul style="list-style-type: none"> • For FHE Recipient, go to Registrar's Office • For FHE Non Recipient, go to Cashier's office 	<p>3.1 Received approved enrolment form</p> <p>3.2 Check, verify and update student's status in compliance to Free Higher Education (FHE) program of RA 10931 as to specified number of years while availing the FHE program</p> <p>3.3 Indicate student's FHE status on the enrolment form NR–Non Recipient R- Recipient</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Free Higher Education (FHE) Focal Person</i></p> <p><i>FHE Staff</i></p>



	<p>Note:</p> <p>FHE Recipient – student whose number of years enrolled is still within the maximum residency rule of FHE program (5 years)</p> <p>FHE Non Recipient – student who graduated from a program(second courser)and whose number of years enrolled exceeds the maximum residency rule of FHE program (5years)</p>			
<p>At the Cashier's Office (GS Students and FHE Non-Recipient)</p> <p>4. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window and present the required documents and pay the corresponding fees. After paying, go to Registrar's Office</p>	<p>4.1 Receive issued priority number</p> <p>4.2 Receive payment and issue Official Receipt (OR)</p> <p>4.3 Fill up route slip</p> <p>Return the documents</p>	<p>For Undergraduate program:</p> <p>Minimum enrollment fee of Php 500.00</p> <p>For Graduate program:</p> <p>Minimum enrollment fee of Php 1,000.00</p>	<p>2 minutes</p>	<p><i>Cashier III</i> <i>Cashier Staff</i></p>



TOTAL	For Undergraduate program: Minimum enrollment fee of Php 500.00 For Graduate program: Minimum enrollment fee of Php 1,000.00	FHE Recipient 20 minutes Non FHE Recipient 22 minutes	
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2. Enrollment – Transferees (Face to Face Transaction)

This is the process of enrolling/registering possible subjects to be taken by the students in a certain semester.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Transferees (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Transferees <ol style="list-style-type: none"> 1. Transcript of Records (Informative Copy/Evaluation Purposes) 2. Certificate of Transfer Credential 3. Certificate of Good Moral Character 4. Photocopy of PSA Birth Certificate 5. Admission Application Form 6. Data Privacy Consent (DPC) Form 7. Enrolment Form 8. Route Slip 		<p>From the school last attended</p> <p>From the school last attended</p> <p>From the school last attended</p> <p>PSA Office</p> <p>SAS Office (UGS)/GS Office (GS)</p> <p>SAS Office (UGS)/GS Office (GS)</p> <p>By respective department/colleges</p> <p>SAS Office (UGS)/GS Office (GS)</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get application form for admission from the SAS Staff Fill-up application form for admission and sign the Data Privacy Consent (DPC) Form then submit to SAS staff together with the entrance credentials.	1.1 Receive, check and validate all documents. 1.2 Fill out route slip	None	5 minutes	<i>SAS Director</i> <i>SAS Staff</i> <i>SAS Director</i> <i>SAS Staff</i>



<p>2. Request for evaluation of subjects (if there are credited subjects taken from previous school)</p> <p>Fill-up the enrollment form & submit to the Department Enrolling Officer</p> <p>For GS students, go to cashier's office</p> <p>For UGS students, go to Free Higher Education (FHE) Office</p>	<p>2.1 Evaluate the subjects taken from the previous school</p> <p>2.2 Encode the subjects that are credited into the Comprehensive Enrolment System (CES)</p> <p>2.3 Receive and review the subject/s enrolled by the student</p> <p>2.4 Encode the approved subjects into the Comprehensive Enrolment System (CES)</p> <p>2.5 Release / return the documents to the student</p> <p>2.6 Fill-out route slip</p>		<p>5 minutes</p> <p>5 minutes</p> <p>6 minutes</p>	<p><i>Department Enrolling Officer / Academic Adviser</i></p>
<p>3. Present the filled-in enrolment form to the Free Higher Education (FHE) Office</p> <ul style="list-style-type: none"> For FHE Recipient, go to Registrar's Office For FHE Non Recipient, go to Cashier's office 	<p>3.1 Received approved enrolment form</p> <p>3.2 Check, verify and update student's status in compliance to Free Higher Education (FHE) program as to</p>		<p>2 minutes</p>	<p><i>Free Higher Education (FHE) Focal Person</i></p> <p><i>FHE Staff</i></p>



	<p>specified number of years while availing the FHE program</p> <p>3.3 Indicate student's FHE status on the enrolment form NR- Non Recipient R- Recipient</p> <p>Note: FHE Recipient – student whose number of years enrolled is still within the maximum residency rule of FHE program (5 years) FHE Non Recipient – student who graduated from a program (second courser) and whose number of years enrolled exceeds the maximum residency rule of FHE program (5 years)</p>			
<p>At the Cashier's Office</p> <p>4. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window and present the</p>	<p>4.1 Receive issued priority number</p> <p>4.2 Receive payment and issue Official Receipt (OR)</p> <p>4.3 Fill up route slip</p> <p>Return the documents</p>	<p>For Undergraduate program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	<p>2 minutes</p>	<p><i>Cashier III</i> <i>Cashier Staff</i></p>



TOTAL	For Undergraduate program: Minimum enrollment fee of Php 500.00 For Graduate program: Minimum enrollment fee of Php 1,000.00	FHE Recipient 30 minutes Non FHE Recipient 32 minutes	
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3. Enrollment – Continuing Students (Face to Face Transaction)

This is the process of enrolling/registering possible subjects to be taken by the students in a certain semester.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Continuing Students (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Certificate 2. Data Privacy Consent (DPC) Form 3. Enrolment Form 4. Route Slip		By respective colleges/department By respective colleges/department By respective colleges/department By respective colleges/department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up the enrollment form & submit to the Department Enrolling Officer For GS students, go to cashier's office For UGS students, go to Free Higher Education (FHE) Office	1.1 Receive and review the subject/s enrolled by the student 1.2 Encode the approved subjects into the Comprehensive Enrolment System (CES) 1.3 Release / return the documents to the student 1.4 Fill-out route slip		6 minutes	<i>Department Enrolling Officer / Academic Adviser</i>
2. Present the filled-in enrolment form to the Free Higher Education (FHE) Office	2.1 Received approved enrolment form		2 minutes	<i>Free Higher Education (FHE) Focal Person</i>



<ul style="list-style-type: none"> • For FHE Non Recipient, go to Cashier's office • For FHE Recipient, go to Registrar's Office 	<p>2.2 Check, verify and update student's status in compliance to Free Higher Education (FHE) program of as to specified number of years while availing the FHE program</p> <p>2.3 Indicate student's FHE status on the enrolment form NR- Non Recipient R- Recipient</p> <p>Note:</p> <p>FHE Recipient – student whose number of years enrolled is still within the maximum residency rule of FHE program (5 years)</p> <p>FHE Non Recipient –student who graduated from a program (second courser) and whose number of years enrolled exceeds the maximum residency rule of FHE program (5 years)</p>			<p><i>Free Higher Education (FHE) Staff</i></p>
<p>At the Cashier's Office</p> <p>3. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p>	<p>3.1 Receive issued priority number</p> <p>3.2 Receive payment and issue Official Receipt (OR)</p>	<p>For Undergraduate program:</p> <p>Minimum enrollment fee of Php 500.00</p>	<p>2 minutes</p>	<p><i>Cashier III Cashier Staff</i></p>



TOTAL	<p>For Undergraduate program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	<p>FHE Recipient 15 minutes</p> <p>Non FHE Recipient 17 minutes</p>	
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4. Enrollment – Shiftees and Returnees (Face to Face Transaction)

This is the process of enrolling/registering possible subjects to be taken by the students in a certain semester.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Shiftees / Returnees (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Approved Shifting Form (for shiftee student only) 2. Subject Evaluation Result 3. Data Privacy Consent (DPC) Form 4. Enrollment form 5. Duly accomplished clearance (last term attended) 6. Route Slip 		<p>By respective colleges/department</p> <p>By respective colleges/department By respective colleges/department</p> <p>By respective colleges/department By respective colleges/department By respective colleges/department</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Request for evaluation of subjects (if there are credited subjects taken from previous semesters)</p> <p>Fill-up the enrollment form & submit to the Department Enrolling Officer together with the required documents</p> <p>For GS students, go to cashier's office</p> <p>For UGS students, go to Free Higher Education (FHE) Office</p>	<p>1.1 Evaluate the subjects taken from the previous semester attended</p> <p>1.2 Encode the subjects that are credited into the Comprehensive Enrolment System (CES)</p> <p>1.3 Receive the required documents; review the subject/s enrolled by the student</p> <p>1.4 Encode the approved subjects into the Comprehensive Enrolment System (CES)</p> <p>1.5 Release / return the documents to the student</p> <p>1.6 Fill-out route slip</p>		<p>5 minutes</p> <p>5 minutes</p> <p>6 minutes</p>	<p><i>Department Enrolling Officer / Academic Adviser</i></p>
<p>2. Present the filled-in enrolment form to the Free Higher Education (FHE) Office</p> <ul style="list-style-type: none"> For FHE Non Recipient, go to Cashier's office For FHE Recipient, go to Registrar's Office 	<p>2.1 Received approved enrolment form</p> <p>2.2 Check, verify and update student's status in compliance to Free Higher Education (FHE) program of as to specified number of years while availing the FHE program</p> <p>2.3 Indicate student's FHE status on the enrolment form</p>	<p>Duly filled-up enrollment form</p> <p>Duly filled-up enrollment form</p> <p>Duly accomplished clearance (last term attended)</p> <p>Route Slip</p>	<p>2 minutes</p>	<p>Free Higher Education (FHE) Focal Person</p> <p>Free Higher Education (FHE) Staff</p>



	<p>NR–Non Recipient R- Recipient</p> <p>Note:</p> <p>FHE Recipient – student whose number of years enrolled is still within the maximum residency rule of FHE program (5 years)</p> <p>FHE Non Recipient –student who graduated from a program (second courser) and whose number of years enrolled exceeds the maximum residency rule of FHE program (5 years)</p>			
<p>At the Cashier’s Office</p> <p>3. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window and present the required documents and pay the corresponding fees.</p> <p>After paying, go to Registrar’s Office</p>	<p>3.1 Receive issued priority number</p> <p>3.2 Receive payment and issue Official Receipt (OR)</p> <p>3.3 Fill up route slip</p> <ul style="list-style-type: none"> Return the documents 	<p>.</p> <p>For Undergraduate program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	<p>2 minutes</p>	<p><i>Cashier III</i> <i>Cashier Staff</i></p>



5. Enrollment – Cross Enrollees (Face to Face Transaction)

This is the process of enrolling/registering possible subjects to be taken by the students in a certain semester.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Cross Enrollees (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Permit to Study from Mother Institution 2. Admission Application Form 3. Data Privacy Consent (DPC) Form 4. Enrolment Form 5. Route Slip		From mother institution SAS Office (UGS) / GS Office (GS) SAS Office (UGS) / GS Office (GS) By respective department/colleges By respective department/colleges		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get application form for admission from the SAS Staff Fill-up application form for admission and sign the Data Privacy Consent (DPC) Form then submit to SAS staff together with the required document/s	1.1 Receive, check and validate the documents. 1.2 Fill out route slip		5 minutes	<i>SAS Director</i> <i>SAS Staff</i> <i>SAS Director</i> <i>SAS Staff</i>
2. Fill-up the enrollment form & submit to the Department Enrolling Officer For GS students, go to cashier's office	2.1 Receive and review the subject/s indicated in the permit study 2.2 Encode the approved subjects into the enrollment system		6 minutes	<i>Department Enrolling Officer</i>



<p>For UGS students, go to Free Higher Education (FHE) Office</p>	<p>2.3 Release / return the documents to the student 2.4 Fill-out route slip</p>			
<p>3. Present the filled-in enrolment form to the Free Higher Education (FHE) Office</p> <p>For FHE Non Recipient, go to Cashier's office</p> <p>For FHE Recipient, go to Registrar's Office</p>	<p>3.1 Received approved enrolment form</p> <p>3.2 Check, verify and update student's status in compliance to Free Higher Education (FHE) program as to specified number of years while availing the FHE program</p> <p>3.3 Indicate student's FHE status on the enrolment form NR- Non Recipient R- Recipient</p> <p>Note: FHE Recipient - student whose number of years enrolled is still</p>		<p>2 minutes</p>	<p><i>Free Higher Education (FHE) Focal Person</i></p> <p><i>FHE Staff</i></p>



	<p>within the maximum residency rule of FHE program (5 years)</p> <p>FHE Non Recipient –student who graduated from a program (second courser) and whose number of years enrolled exceeds the maximum residency rule of FHE program (5 years)</p>			
<p>At the Cashier's Office</p> <p>4. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window and present the required documents and pay the corresponding fees.</p> <p>After paying, go to Registrar's Office</p>	<p>4.1 Receive issued priority number</p> <p>4.2 Receive payment and issue Official Receipt (OR)</p> <p>4.3 Fill up route slip</p> <ul style="list-style-type: none"> Return the documents 		2 minutes	<p><i>Cashier III</i></p> <p><i>Cashier Staff</i></p>
<p>At the Registrar's Office</p> <p>5. Get priority number at the Registrar's Office, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p>	<p>5.1 Receive issued priority number</p> <p>5.2 Receive student credentials / documents</p>	<p>For Undergraduate program: Minimum enrollment fee of Php 500.00</p>	6 minutes	<p><i>Registrar IV</i></p> <p><i>Registrar Staff</i></p> <p><i>Registrar IV</i></p> <p><i>Registrar Staff</i></p>



<p>· Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window, present the route slip and the required documents to the staff.</p> <p>Sign in the logbook to acknowledge receipt of the ORF and assessment slip</p> <p>Provide rating/feedback on the work rendered</p>	<p>5.3 Verify Official receipt (OR) – Non Recipient RA 10931 FHE program only</p> <p>5.4 Validate the encoded courses / subjects by the department enrolling officer</p> <p>5.5 Print the Official Registration Form (ORF) and assessment slip</p> <p>5.6 Fill out route slip</p> <p>5.7 Release the ORF and assessmentslip to the student</p>	<p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	<p>1 minute</p>	<p><i>Registrar IV Registrar Staff</i></p>
<p>TOTAL</p>	<p>For Undergraduate program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	<p>FHE Recipient 20 minutes Non FHE Recipient 22 minutes</p>		



6. Enrollment – New Students (Online Transaction)

This is the process of enrolling/registering possible subjects to be taken by the students in a certain semester.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	New Students (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>High School / SHS Graduate</p> <ol style="list-style-type: none"> High School Card (Form 138-A) Good Moral Character Certificate Photocopy of PSA Birth Certificate Admission Application Form Data Privacy Consent (DPC) Form Enrolment Form Route Slip <p>Alternative Learning System (ALS) Passers:</p> <ol style="list-style-type: none"> ALS Report of Rating Certificate of Good Moral Character Photocopy of PSA Birth Certificate Admission Application Form Data Privacy Consent (DPC) Form Enrolment Form Route Slip 		<p>From the school last attended From the school last attended PSA Office SAS Office (UGS)/ GS Office (GS) SAS Office (UGS)/ GS Office (GS) By respective department/colleges SAS Office (UGS)/ GS Office (GS)</p> <p>From the school last attended From the school last attended PSA Office SAS Office (UGS)/ GS Office (GS) SAS Office (UGS)/ GS Office (GS) By respective department/colleges SAS Office (UGS)/ GS Office (GS)</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Visit SLSU Students and Auxiliary Services FB Page www.fb.com/SAS.southernleystateu...</p> <p>Download, print and fill-up the application for admission form.</p>	<p>1.1 Retrieve the admission documents sent by student via email address</p> <p>1.2 Online checking and validating of</p>		10 minutes	<p>SAS Director</p> <p>SAS Staff</p> <p>SAS Director</p>



<p>Scan the application for admission form together with the required documents and send to sas@southernleytestateu.edu.ph</p> <p>Wait confirmation from the SAS Office. Once confirmation has been received, proceed to online enrolment</p>	<p>admission documents. Make student's individual checklist of requirements</p> <p>1.3 Scan student's checklist of requirements and send to registrar_sg@southernleytestateu.edu.ph (for enrolment validation purposes)</p> <p>1.4 Confirmed student's application for admission.</p>			<p>SAS Staff</p> <p>SAS Director SAS Staff</p> <p>SAS Director SAS Staff</p>
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<p>2. Register account in Student Information System (SIS) via http://sis.southernleytestateu.edu.ph</p> <p>Log in in http://sis.southernleytestateu.edu.ph using your account</p> <p>Click “accept” the Data Privacy Consent (DPC) Form to continue login.</p> <p>Click “enrolment” and select the subject and schedule you want to enroll</p> <p>If you are done selecting schedules, click the floating cart icon to view the summary of selected subjects with schedules</p> <p>Click the button “proceed to checkout” to end encoding of subjects.</p> <p>For Undergraduate Students</p> <p>Wait notification via text message from the system.</p> <p>Once approved, you will be notified that your enrolment is pending approval in the Free Higher Education (FHE) Office</p>	<p>2.1 Retrieve student’s enrolment via Comprehensive Enrolment System (CES)</p> <p>2.2 Review the subject/s enrolled by the student</p> <p>2.3 Approve student enrollment, if found correct; disapprove student’s enrollment if not correct and state the reason for disapproval</p>		<p>1 minute</p> <p>1 minute</p> <p>30 seconds</p>	<p><i>Department Enrolling Officer</i></p> <p><i>Department Enrolling Officer</i></p> <p><i>Department Enrolling Officer</i></p>
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	<p>rule of FHE program (5 years)</p> <p>FHE Non Recipient –student who graduated from a program (second courser) and whose number of years enrolled exceeds the maximum residency rule of FHE program (5 years)</p>			
<p>4. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwarta Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to https://www.facebook.com/SLSU-MC-Cashier/ / registrar_sq@southernleytestateu.edu.ph</p>	<p>4.1 Claim the payment sent by the student</p> <p>4.2 Issue Official Receipt (OR)</p>	<p>• For Undergraduate program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	<p>2 minutes</p>	<p><i>Cashier III</i> <i>Cashier Staff</i></p> <p><i>Cashier III</i> <i>Cashier Staff</i></p>
<p>5. Wait notification via text message from the system.</p> <p>Once validated, you will receive notations:</p> <p>“Congratulations! You are now officially enrolled”</p> <p>Provide rating/feedback on the work rendered</p>	<p>5.1 Receive Official Receipt from Cashier’s personnel (Graduate School students and Non FHE Recipient)</p> <p>5.2 Validate the approved enrolment of student</p> <p>5.3 Print the Official Registration Form (ORF)</p>		<p>30 seconds</p> <p>1 minute</p> <p>1 minute</p>	<p><i>Registrar IV</i> <i>Registrar Staff</i></p> <p><i>Registrar IV</i> <i>Registrar Staff</i></p> <p><i>Registrar IV</i> <i>Registrar Staff</i></p>



<p>Please send/submit your original admission requirements (before the start of classes of every semester) to:</p> <p>The Registrar Southern Leyte State University Main Campus, San Roque, Sogod, Southern Leyte</p>	<p>and assessment slip for office file.</p>			
TOTAL		<p>For Undergraduate program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	<p>FHE Recipient 16 minutes</p> <p>Non FHE Recipient 18 minutes and 30 seconds</p>	



7. Enrollment – Transferee (Online Transaction)

This is the process of enrolling/registering possible subjects to be taken by the students in a certain semester.

Office/Division:	Office of the University Registrar	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen	
Who May Avail:	Transferees (Undergraduate and Graduate)	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Transcript of Records (Informative Copy/Evaluation Purposes) 2. Certificate of Transfer Credential 3. Certificate of Good Moral Character 4. Photocopy of PSA Birth Certificate 5. Admission Application Form 6. Data Privacy Consent (DPC) Form 7. Enrollment Form 8. Route Slip 	<p>From the school last attended</p> <p>From the school last attended</p> <p>From the school last attended</p> <p>PSA Office</p> <p>SAS Office (UGS) /GS Office (GS)</p> <p>SAS Office (UGS) /GS Office (GS)</p> <p>By respective department/colleges</p> <p>SAS Office (UGS) /GS Office (GS)</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Visit SLSU Students and Auxiliary Services FB Page www.fb.com/SAS.southernleytestateu...</p> <p>Download, print and fill-up the application for admission form.</p> <p>Scan the application for admission form together with the required documents and send to sas@southernleytestateu.edu.ph</p> <p>Wait confirmation from the SAS Office. Once confirmation has been received, proceed to online enrolment</p>	<p>1.1 Retrieve the admission documents sent by student via email address</p> <p>1.2 Online checking and validating of admission documents. Make student's individual checklist of requirements</p> <p>1.3 Scan student's checklist of requirements and send to registrar_sg@southernleytestateu.edu.ph</p> <p>1.4 Confirmed student's application for admission.</p>		10 minutes	<p>SAS Director SAS Staff</p> <p>SAS Director SAS Staff</p>



<p>2. Register account in Student Information System (SIS) via http://sis.southernleytestateu.edu.ph</p> <p>Send scanned Transcript of Records (TOR) to the email address of the department where your program belong and request for evaluation of subjects</p> <p>Log in in http://sis.southernleytestateu.edu.ph using your account</p> <p>Click “accept” the Data Privacy Consent (DPC) Form to continue login</p> <p>Click “enrolment” and select the subject and schedule you want to enroll</p> <p>If you are done selecting schedules, click the floating cart icon to view the summary of selected subjects with schedules</p> <p>Click the button “proceed to checkout” to end encoding of subjects.</p>	<p>2.1 Retrieve and print of Records of student</p> <p>2.2 Evaluate the subjects taken from the previous school</p> <p>2.3 Encode the subjects that are credited into the Comprehensive Enrolment System(CES)</p> <p>2.4 Inform the student via email the result of the subject evaluation</p> <p>2.5 Retrieve student’s enrolment via Comprehensive Enrolment System (CES); review the subject/s enrolled by the student</p> <p>2.6 Approve student enrolment if found correct; disapprove student’s enrolment if not correct and state the reason of disapproval</p>		<p>2 minutes</p> <p>5 minutes</p> <p>1 minute</p> <p>1 minute</p> <p>2 minutes</p> <p>30 seconds</p>	<p><i>Department Enrolling Officer</i></p>
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<p>For Undergraduate Students</p> <p>Wait notification via text message from the system.</p> <p>Once approved, you will be notified that your enrolment is pending approval in the Free Higher Education (FHE) Office</p> <p>If disapproved, coordinate with the department enrolling officer</p> <p>For Graduate Students</p> <p>Wait notification via text message from the system.</p> <p>Once approved, you will be notified that your enrolment is forwarded to Cashier's Office for assessment and payment</p> <p>If disapproved, coordinate with the department enrolling officer</p>				
<p>3. Wait notification via text message from the system if you qualify for Free Higher Education (FHE) program (for undergraduate programs only)</p>	<p>3.1 Retrieve approved student's enrolment via Comprehensive Enrolment System (CES)</p> <p>3.2 Check, verify student's status in compliance to Free Higher Education (FHE) program of RA 10931 as to specified number</p>		<p>1 minute</p>	<p><i>Free Higher Education (FHE) Focal Person</i></p> <p><i>Free Higher Education (FHE) Staff</i></p> <p><i>Free Higher Education (FHE) Focal Person</i></p> <p><i>Free Higher Education (FHE) Staff</i></p>



	<p>of years while availing the FHE program</p> <p>3.3 Approve / disapprove student's eligibility for Free Higher Education (FHE) program</p> <p>Note:</p> <p>FHE Recipient – student whose number of years enrolled is still within the maximum residency rule of FHE program (5 years)</p> <p>FHE Non Recipient – student who graduated from a program (second courser) and whose number of years enrolled exceeds the maximum residency rule of FHE program (5 years)</p>		<p>30 seconds</p>	<p><i>Free Higher Education (FHE) Focal Person</i></p> <p><i>Free Higher Education (FHE) Staff</i></p>
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<p>4. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwartá Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to https://www.facebook.com/SLSU-MC-Cashier/ / registrar_sq@southernleytestateu.edu.ph</p>	<p>4.1 Claim the payment sent by the student</p> <p>4.2 Issue Official Receipt (OR)</p>	<p>·For Undergraduate program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	<p>2 minutes</p>	<p><i>Cashier III</i> <i>Cashier Staff</i></p>
<p>5. Wait notification via text message from the system.</p> <p>Once validated, you will receive notations:</p> <p>“Congratulations! You are now officially enrolled”</p> <p>Provide rating/feedback on the work rendered</p> <p>Please send/submit your original admission requirements (before the start of classes of every semester) to:</p> <p>The Registrar Southern Leyte State University Main Campus, San Roque, Sogod, Southern Leyte</p>	<p>5.1 Receive Official Receipt from Cashier’s personnel (Graduate School students and Non FHE Recipient)</p> <p>5.2 Validate the approved enrolment of students</p> <p>5.3 Print the Official Registration Form (ORF) and assessment slip. for office file</p>		<p>30 seconds</p> <p>1 minute</p> <p>1 minute</p>	<p><i>Registrar IV</i> <i>Registrar Staff</i></p> <p><i>Registrar IV</i> <i>Registrar Staff</i></p> <p><i>Registrar IV</i> <i>Registrar Staff</i></p>



TOTAL	· For Undergraduate program: Minimum enrollment fee of Php 500.00 For Graduate program: Minimum enrollment fee of Php 1,000.00	FHE Recipient 25 minutes Non FHE Recipient 27 minutes & 30 seconds	
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8. Enrollment – Continuing Students (Online Transaction)

This is the process of enrolling/registering possible subjects to be taken by the students in a certain semester.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Continuing Students (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Clearance Certificate 2. Data Privacy Consent (DPC) Form 3. Enrolment Form 4. Route Slip 		By respective colleges/department By respective colleges/department By respective colleges/department By respective colleges/department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Register account in Student Information System (SIS) via http://sis.southernleytestateu.edu.ph</p> <p>Log in http://sis.southernleytestateu.edu.ph using your account</p> <p>Click “accept” the Data Privacy Consent (DPC) Form to continue login.</p> <p>Click “enrolment” and select the subject and schedule you want to enroll</p> <p>If you are done selecting schedules, click the floating cart icon to view the summary of selected subjects with schedules</p> <p>Click the button “proceed to checkout” to end encoding of subjects.</p> <p>For Undergraduate Students</p> <p>Wait notification via text message from the system.</p> <p>Once approved, you will be notified that your enrolment is pending approval in the Free Higher Education (FHE) Office</p> <p>If disapproved, coordinate with the department enrolling officer</p> <p>For Graduate Students</p>	<p>1.1 Retrieve student’s enrolment via Comprehensive Enrolment System (CES)</p> <p>1.2 Review the subject/s enrolled by the student</p> <p>1.3 Approve student enrolment if found correct; disapprove student’s enrolment if not correct and state the reason of disapproval</p>		<p>1 minute</p> <p>1 minute</p> <p>30 seconds</p>	<p><i>Department Enrolling Officer</i></p>
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	<p>residency rule of FHE program (5 years)</p> <p>FHE Non Recipient –student who graduated from a program (second courser) and whose number of years enrolled exceeds the maximum residency rule of FHE program (5 years)</p>			
<p>3. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwarta Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to https://www.facebook.com/SLSU-MC-Cashier/ / registrar_sg@southernleytestateu.edu.ph</p>	<p>3.1 Claim the payment sent by the student</p> <p>3.2 Issue Official Receipt (OR)</p>	<p>For Undergraduate program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	2 minutes	<p><i>Cashier III</i></p> <p><i>Cashier Staff</i></p>
<p>4. Wait notification via text message from the system.</p> <p>Once validated, you will receive notations:</p> <p>“Congratulations! You are now officially enrolled”</p> <p>Provide rating/feedback on the work rendered</p>	<p>4.1 Receive Official Receipt from Cashier’s personnel (Graduate School students and Non FHE Recipient</p> <p>4.2 Validate the approved enrolment of students</p>	.	<p>30 seconds</p> <p>1 minute</p>	<p><i>Registrar IV</i></p> <p><i>Registrar Staff</i></p> <p><i>Registrar IV</i></p> <p><i>Registrar Staff</i></p>



	4.3 Print the Official Registration Form (ORF) and assessment slip for office file		1 minute	<i>Registrar IV Registrar Staff</i>
TOTAL		<p>For Undergraduate program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	<p>FHE Recipient 6 minutes</p> <p>Non FHE Recipient 8 minutes and 30 seconds</p>	



9. Enrollment – Shiftees and Returnees (Online Transaction)

This is the process of enrolling/registering possible subjects to be taken by the students in a certain semester.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Shiftees / Returnees (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Approved Shifting Form (for shiftee student only) 2. Evaluation Result 3. Data Privacy Consent (DPC) Form 4. Enrollment form 5. Duly accomplished clearance (last term attended) 6. Route Slip 		<p>By respective colleges/department</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Coordinate with your department / program in charge via text message/messenger to request for evaluation of subjects (if there are credited subjects taken from previous semesters) <p>Register account in Student Information System (SIS) via http://sis.southernleyte.edu.ph</p>	1.1 Evaluate the subjects taken from the previous semester attended		5 minutes	<i>Department Enrolling Officer / Academic Adviser</i>
	1.2 Encode the subjects that are credited into the Comprehensive Enrolment System (CES)		5 minutes	<i>Department Enrolling Officer / Academic Adviser</i>
	1.3 Inform the student via email the result of subject evaluation		1 minute	



<p>Log in http://sis.southernleyte.edu.ph using your account</p> <p>Click “accept” the Data Privacy Consent (DPC) Form to continue login.</p> <p>Click “enrolment” and select the subject and schedule you want to enroll</p> <p>If you are done selecting schedules, click the floating cart icon to view the summary of selected subjects with schedules</p> <p>Click the button “proceed to checkout” to end encoding of subjects</p> <p><i>For Undergraduate Students</i></p> <p>Wait notification via text message from the system.</p> <p>Once approved, you will be notified that your enrolment is pending approval in the Free Higher Education (FHE) Office</p> <p>If disapproved, coordinate with the department enrolling officer</p> <p><i>For Graduate Students</i></p> <p>Wait notification via text message from the system.</p> <p>Once approved, you will be notified that your</p>	<p>1.4 Retrieve student’s enrolment via Comprehensive Enrolment System (CES)</p> <p>1.5 Review the subject/s enrolled by the student</p> <p>1.6 Approve student enrolment if found correct; disapprove student’s enrolment if not correct and state the reason of disapproval</p>		<p>4 minutes</p> <p>1 minute</p> <p>30 seconds</p>	<p><i>Department Enrolling Officer / Academic Adviser</i></p> <p><i>Department Enrolling Officer / Academic Adviser</i></p> <p><i>Department Enrolling Officer / Academic Adviser</i></p>
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	number of years enrolled exceeds the maximum residency rule of FHE program (5 years)			
<p>3. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwartá Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to https://www.facebook.com/SLSU-MC-Cashier/ / registrar_sq@southernleytestateu.edu.ph</p>	<p>3.1 Claim the payment sent by the student</p> <p>3.2 Issue Official Receipt (OR)</p>	<p>For Undergraduate program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	2 minutes	<p><i>Cashier III</i></p> <p><i>Cashier Staff</i></p>
<p>4. Wait notification via text message from the system.</p> <p>Once validated, you will receive notations:</p> <p>“Congratulations! You are now officially enrolled”</p> <p>Provide rating/feedback on the work rendered</p>	<p>4.1 Receive Official Receipt from Cashier’s personnel (Graduate School students and FHE Non Recipient)</p> <p>4.2 Validate the approved enrolment of students</p> <p>4.3 Print the Official Registration Form (ORF) and assessment slip file. for office</p>		<p>30 seconds</p> <p>1 minute</p> <p>1 minute</p>	<p><i>Registrar IV</i></p> <p><i>Registrar Staff</i></p> <p><i>Registrar IV</i></p> <p><i>Registrar Staff</i></p> <p><i>Registrar IV</i></p> <p><i>Registrar Staff</i></p>



TOTAL	For Undergraduate program: Minimum enrollment fee of Php 500.00 For Graduate program: Minimum enrollment fee of Php 1,000.00	FHE Recipient 20 minutes Non FHE Recipient 22 minutes & 30 seconds	
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10. Enrollment – Cross Enrollees (Online Transaction)

This is the process of enrolling/registering possible subjects to be taken by the students in a certain semester.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Cross Enrollees (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Permit to Study from Mother Institution 2. Admission Application Form 3. Data Privacy Consent (DPC) Form 4. Enrolment Form 5. Route Slip		From mother institution SAS Office (UGS) / GS Office (GS) SAS Office (UGS) / GS Office (GS) By respective department/colleges By respective department/colleges		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit SLSU Students and Auxiliary Services FB Page www.fb.com/SAS.southernleytestateu... Download, print and	1.1 Retrieve the admission documents sent by student via email address		5 minutes	<i>SAS Director</i> <i>SAS Staff</i>



<p>fill-up the application for admission form (cross-enrollee)</p> <p>Scan the application for admission form together with the required documents and send to sas@southernleytestateu.edu.ph</p>				
<p>Wait confirmation from the SAS Office. Once confirmation has been received, proceed to online enrolment</p>	<p>1.2 Online checking and validating of admission documents. Make student's individual checklist of requirements</p> <p>1.3 Scan student's checklist of requirements and send to registrar_sg@southernleytestateu.edu.ph</p> <p>1.4 Confirmed student's application for admission</p>			<p><i>SAS Director</i></p> <p><i>SAS Staff</i></p>
<p>2. Register account in Student Information System (SIS) via http://sis.southernleytestateu.edu.ph</p>	<p>2.1 Retrieve student's enrolment via Comprehensive Enrolment System (CES); review the</p>		<p>1 minute</p>	<p><i>Department Enrolling Officer</i></p>



<p>Log in in http://sis.southernleytestateu.edu.ph using your account</p> <p>Click “accept” the Data Privacy Consent (DPC) Form to continue login.</p> <p>Click “enrolment” and select the subject and schedule you want to enroll</p> <p>If you are done selecting schedules, click the floating cart icon to view the summary of selected subjects with schedules</p> <p>Click the button “proceed to checkout” to end encoding of subjects.</p> <p><i>For Undergraduate Students</i></p> <p>Wait notification via text message from the system.</p> <p>Once approved, you will be notified that your enrolment is pending approval in the Free Higher Education (FHE) Office</p> <p>If disapproved, coordinate with the department enrolling officer</p> <p><i>For Graduate Students</i></p> <p>Wait notification via text message from the system.</p> <p>Once approved, you will be notified that your enrolment is forwarded to</p>	<p>subject/s enrolled by the student</p> <p>2.2 Approve student enrolment if found correct; disapprove student’s enrolment if not correct and state the reason of disapproval</p>		<p>1 minute</p>	<p><i>Department Enrolling Officer</i></p>
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	enrolled exceeds the maximum residency rule of FHE program (5 years)			
<p>4. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwarta Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to https://www.facebook.com/SLSU-MC-Cashier/ / registrar_sq@southernleytestateu.edu.ph</p>	<p>4.1 Claim the payment sent by the student</p> <p>4.2 Issue Official Receipt (OR)</p>	<p>For Undergraduate program: Minimum enrollment fee of Php 500.00</p> <p>For Graduate program: Minimum enrollment fee of Php 1,000.00</p>	2 minutes	<p><i>Cashier III</i></p> <p><i>Cashier Staff</i></p>
<p>5. Wait notification via text message from the system.</p> <p>Once validated, you will receive notations:</p> <p>“Congratulations! You are now officially enrolled”</p> <p>Provide rating/feedback on the work rendered</p> <p>Please send/submit your original admission requirements (before the start of classes of every semester) to:</p> <p>The Registrar Southern Leyte State University</p>	<p>5.1 Receive Official Receipt from Cashier’s personnel (Graduate School students and FHE Non Recipient)</p> <p>5.2 Validate the approved enrolment of students</p> <p>5.3 Print the Official Registration Form (ORF) and assessment slip file. for office</p>		<p>30 seconds</p> <p>1 minute</p> <p>1 minute</p>	<p><i>Registrar IV</i></p> <p><i>Registrar Staff</i></p> <p><i>Registrar IV</i></p> <p><i>Registrar Staff</i></p> <p><i>Registrar IV</i></p> <p><i>Registrar Staff</i></p>



Main Campus, San Roque, Sogod, Southern Leyte				
TOTAL		For Undergraduate program: Minimum enrollment fee of Php 500.00 For Graduate program: Minimum enrollment fee of Php 1,000.00	FHE Recipient 11 minutes Non FHE Recipient 13 minutes	

11. Issuance of Transcript of Records (TOR), Diploma, Certification and Authentication of Academic Records (Face to Face Transaction)

The transcript of records, diploma and authentication of academic records are issued to individuals needing those for employment, scholarship, promotion, ranking and certifications are issued to affirm the validity of information reflected in the issued academic credentials.

Office/Division:	Office of the University Registrar	
Classification:	Simple	
Type of Transaction:	G2C/G2G-Government to Citizen/Government to Government	
Who May Avail:	SLSU Graduates, Officially Enrolled Students, In-active Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



First Issuance: <ol style="list-style-type: none"> 1. Filled-in request form 2. Original Form 137-A (HS Graduate) 3. Transcript of Records (TOR) with remarks Granted Transfer Credential (Transferee) 4. ALS Certificate of Rating (ALS Passer) 5. Photocopy PSA Birth Cert 6. Brgy Certification – (First Time Jobseekers only) 7. Student Clearance 8. Official Receipt 		<p>Office of the University Registrar From secondary school last attended From tertiary school last attended</p> <p>From the school conducted the examination PSA Office Place of Residence</p> <p>From the college/department of the student Cashier's Office</p>		
For re-issuance (Certified True Copy) of Form 137A and TOR(GTC) already forwarded to another school: <ul style="list-style-type: none"> - Original Copy of Letter of No Objection 		<p>From the Registrar's Office of the last school attended</p>		
For re-issuance (Diploma, Cert of Transfer Credential) <ul style="list-style-type: none"> - Original Copy of Affidavit of Loss (with signature of record owner) 		<p>Notary Public</p>		
Requested Documents claimed by representative <ol style="list-style-type: none"> 1. Original Subscribed Authorization Letter/Special Power of Attorney (with signature of record owner) 2. Photocopy of valid Id of student and authorized representative 		<p>Notary Public</p> <p>From the concerned student and authorized representative</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
To Request Academic Records <ol style="list-style-type: none"> 1. Get priority number, take a seat & wait for the number to appear on the TV screen to signal your turn. <p>Fill-in request form.</p> <p>Once the priority and window numbers appear on the TV screen, approach the indicated window for the transaction/service needed.</p>	None	None		



<p>2. Present the duly filled-in request form, priority number and required documents to the staff at the window.</p>	<p><i>For first issuance of Diploma and TOR (for employment purpose):</i></p> <p>2.1 Receive duly filled-in request form and priority number and check complete requirements</p>	<p><i>For Undergraduate programs:</i></p> <p><i>First Issuance TOR(employment) and Diploma – No Fee</i></p>	<p>2 minutes</p>	<p><i>Registrar IV Registrar Staff</i></p>
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<p>After receipt of request form with indicated amount, pay to the Cashier's Office.</p>	<p>2.2 Indicate in the request form the correct amount to be paid (for documentary stamps and authentication,) then give it to the client.</p>		<p>1 minute</p>	<p><i>Registrar IV</i> <i>Registrar Staff</i></p>
<p>For Transfer out Student</p> <p>Present the duly filled-in request form, priority number and signed request of TOR from requesting school to the staff at the window.</p>	<p>For re-issuance of TOR with CTC & Diploma</p> <p>2.1 Receive duly filled-in request form and priority number and check complete requirements</p> <p>2.2 Indicate in the request form the correct amount to be paid (for re-issuance of TOR, Diploma, documentary stamps and authentication) then give it to the client.</p> <p>For Transfer Out Student</p> <p>2.1 Receive duly filled-in request form and priority number and signed request for TOR from requesting school</p> <p>2.2 Issue claim slip indicating the date when to claim the TOR (GTC)</p>	<p>Re-issuance: TOR/Transfer credentials - Php50.00 per page</p> <p>Diploma – Php100.00 per copy</p> <p>Certification - Php25.00 per copy</p> <p>Authentication - Php25.00 per set</p> <p>For Graduate Programs: TOR/Transfer credentials - Php100.00 per page</p> <p>Certification - Php100.00 per copy</p> <p>Diploma – Php300.00 per copy</p> <p>Authentication - Php25.00 per set</p>	<p>2 minutes</p> <p>1 minute</p> <p>1 minute</p> <p>1 minute</p>	<p><i>Registrar IV</i> <i>Registrar Staff</i></p> <p><i>Registrar IV</i> <i>Registrar Staff</i></p> <p><i>Registrar IV</i> <i>Registrar Staff</i></p> <p><i>Registrar IV</i> <i>Registrar Staff</i></p>



<p>At the Cashier's Office</p> <p>3. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window and present the required documents and pay the corresponding fees.</p> <p>Secure documentary stamps from the Bureau of Internal Revenue (BIR) Office if no documentary stamps are available in the Registrar's Office. Then go back to Registrar's Office with the Official Receipt from the Cashier.</p>	<p>3.1 Receive issued priority number</p> <p>3.2 Receive payment and issue Official Receipt (OR)</p>		<p>2 minutes</p>	<p><i>Cashier III</i> <i>Cashier Staff</i></p>
<p>4. Present duly filled-in request form, approved request & documentary stamps to the staff at the same window where you first transacted (No need to get a priority number).</p>	<p>4.1 Receive the Official Receipt, filled-in request form & documentary stamps.</p> <p>4.2 Issue claim slip indicating the date when to claim the documents requested.</p>		<p>1 minute</p> <p>1 minute</p>	<p><i>Registrar IV</i> <i>Registrar Staff</i></p> <p><i>Registrar IV</i> <i>Registrar Staff</i></p>



<p>TOTAL</p>	<p>Undergraduate Programs:</p> <p>Re-issuance:</p> <p>TOR/Transfer credentials - Php50.00 per page</p> <p>Diploma – Php100.00 per copy</p> <p>Certification - Php25.00 per copy</p> <p>Authentication - Php25.00 per set</p> <p>For Graduate Programs:</p> <p>TOR/Transfer credentials - Php100.00 per page</p> <p>Certification - Php100.00 per copy</p> <p>Diploma – Php300.00 per copy</p> <p>Authentication Php25.00 per set</p>	<p>Transfer Out 6 minutes</p> <p>First Issuance /Re-issuance 9 minutes</p>	
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12. Issuance of Transcript of Records (TOR), Diploma, Certification and Authentication of Academic Records (Online Transaction)

The transcript of records, diploma and authentication of academic records are issued to individuals needing those for employment, scholarship, promotion, ranking and certifications are issued to affirm the validity of information reflected in the issued academic credentials.

Office/Division:	Office of the University Registrar	
Classification:	Simple	
Type of Transaction:	G2C/G2G-Government to Citizen/Government to Government	
Who May Avail:	SLSU Graduates, Officially Enrolled Students, In-active Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
First Issuance: <ol style="list-style-type: none"> 1. Filled-in request form 2. Original Form 137-A (HS Graduate) 3. Transcript of Records (TOR) with remarks Granted Transfer Credential (Transferee) 4. ALS Certificate of Rating (ALS Passer) 5. Photocopy PSA Birth Cert 6. Brgy Certification – (First Time Jobseekers only) 7. Student Clearance 8. Official Receipt 		Office of the University Registrar From secondary school last attended From tertiary school last attended From the school conducted the examination PSA Office Place of Residence From the college/department of the student Cashier's Office
For re-issuance (Certified True Copy) of Form 137A and TOR(GTC) already forwarded to another school: <ul style="list-style-type: none"> - Original Copy of Letter of No Objection 		From the Registrar's Office of the last school attended
For re-issuance(Diploma, Cert of Transfer Credential) <ul style="list-style-type: none"> - Original Copy of Affidavit of Loss (with signature of record owner) 		Notary Public
Requested Documents claimed by representative <ol style="list-style-type: none"> 1. Original Subscribed Authorization Letter/SpecialPower of Attorney (with signature of record owner) 2. Photocopy of valid Id of student and authorized representative 		Notary Public From the concerned student and authorized representative



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Visit SLSU University Registrar FB page, click the link provided for request for academic records</p> <p>Download, print the Request for Academic Records form and Barangay Certification (for first time job seekers only)</p> <p>Fill in the request form. Specify the academic records to be requested, purpose</p>	<p>1.1 Retrieve and print filled-in request form and required documents via office email address</p>	<p>None</p>	<p>1 minute</p>	<p><i>Registrar IV</i> <i>Registrar Staff</i></p>
	<p>1.2 Indicate the amount to be paid</p>		<p>1 minute</p>	<p><i>Registrar IV</i> <i>Registrar Staff</i></p>
	<p>1.3 Inform the student via contact number / email address / messenger about the fee/s to be paid to the Cashier's Office</p>		<p>1 minute</p>	<p><i>Registrar IV</i> <i>Registrar Staff</i></p>



<p>and email address. Sign the request form.</p> <p>Scan the filled in request form, Barangay Certification (for first time job seekers only) and student school ID, send to slsuregistrarsogod@gmail.com/registrar_sg@southernleytestateu.edu.ph</p>				
<p>2. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwarta Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to https://www.facebook.com/SLSU-MC-Cashier/ slsuregistrarsogod@gmail.com / registrar_sg@southernleytestateu.edu.ph</p>	<p>2.1 Claim the payment sent by the student</p> <p>2.2 Issue Official Receipt (OR)</p>		<p>2 minutes</p>	<p><i>Cashier III</i> <i>Cashier Staff</i></p>



	<p>four working days from the receipt of request)</p> <p>Online – via student email address (scanned copy only)</p> <p>Courier – via SLSU Records Office (Original copy of requested documents)</p>			
<p style="text-align: right;">TOTAL</p>		<p>Undergraduate Programs:</p> <p>Re-issuance:</p> <p>TOR/Transfer credentials - Php50.00 per page</p> <p>Diploma – Php100.00 per page</p> <p>Certification - Php25.00 per copy</p> <p>Authentication - Php25.00 per set</p> <p>For Graduate Programs:</p> <p>TOR/Transfer credentials - Php100.00 per page</p> <p>Certification - Php100.00 per copy</p> <p>Diploma – Php300.00 per copy</p> <p>Authentication - Php25.00 per set</p>	<p>6 minutes and 30 seconds</p>	



13. Completion of Incomplete Grade (Face to Face Transaction)

The completion of incomplete grade/s (INC) can be complied within one year from the date and semester the INC grade/mark was incurred in a particular subject. This is done by complying through taking of examination and/or submitting any lacking requirements of the subject(s) where the INC grade/mark is earned.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Filled-in request form 2. Completion Form for INC Grade 3. Official Receipt 		Office of the University Registrar Office of the University Registrar Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Get one copy of request form from the counter of the University Registrar's Office Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn. Fill-in the request form specifying the number of subject/s and unit/s to be complied. 	None	None		
<ol style="list-style-type: none"> 2. Once the priority and window numbers 	2.1 Receive the priority number & the duly	For Undergraduate Program:	30 seconds	<i>Registrar IV Registrar's Staff</i>



<p>appear on the TV screen</p> <p>Approach the indicated window for the transaction/service needed.</p> <p>After the receipt of assessed request form, go to Cashier's Office.</p>	<p>filled-in request form.</p> <p>2.2. Indicate the amount to be paid on the request form and give it back to the student.</p> <p>2.3 Provide the student with the requested number of Completion Form/s for Incomplete (INC) Grade and release the assessed request form</p>	<p>Php 5.00/unit</p> <p>For Graduate Program:</p> <p>Masteral - Php 100/subject</p> <p>Doctoral- Php 200/subject</p>	<p>1 minute</p> <p>1 minute</p>	<p><i>Registrar IV Registrar's Staff</i></p> <p><i>Registrar IV Registrar's Staff</i></p>
<p>At the Cashier's Office</p> <p>3. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window and present the required documents and pay the corresponding fees.</p>	<p>3.1 Receive issued priority number</p> <p>3.2 Receive payment and issue Official Receipt (OR)</p>		<p>2 minutes</p>	<p><i>Cashier III Cashier Staff</i></p>
<p>4. Fill-in the completion form for INC grade completely and correctly;</p> <p>Attach the Official Receipt to it and forward to the faculty</p>	<p>4.1 Receive graded Completion Form for INC Grade from the faculty</p> <p>4.2 Record the grade of the student</p>		<p>2 minutes</p>	<p><i>Registrar IV Registrar Staff</i></p>



<p>who gave the INC grade.</p> <p>The faculty submit graded completion form of the student to the Registrar's Office</p>				
<p>Provide rating/feedback on the work rendered</p>	<p>TOTAL</p>	<p>For Undergraduate Program: Php 5.00/unit</p> <p>For Graduate Program: Masteral - Php 100/subject</p> <p>Doctoral- Php 200/subject</p>	<p>6 minutes and 30 seconds</p>	



14. Adding, Changing, Dropping and Withdrawing of Subject/s (Face to Face Transaction)

Adding, changing and withdrawing of subjects are undertaken during the week before the start of classes on a semestral basis while dropping of subjects can be made on or before the schedule of midterm examination of the current semester

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Officially Enrolled Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Adding, changing, dropping and withdrawing of subjects form Validated Official Registration (ORF) and Assessment Slip Official Receipt 		Office of the University Registrar/Comprehensive Enrolment System (CES) Office of the University Registrar Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Get one copy of adding, changing, dropping and withdrawing of subjects from from the counter of the University Registrar's Office, fill it in and sign the form. For withdrawing of all subjects, have it completely signed by the signatories in the form. 	None	None		



<p>2. Get a priority number at the Registrar's Office, take a seat and wait for it to appear on the TV screen to signal your turn.</p> <p>Once the priority number and window numbers appear on the TV screen:</p> <p>Approach the indicated window and present the duly accomplished adding, changing, dropping and withdrawing of subjects form and validated Official Registration Form and assessment slip (ORF) to the staff at the window.</p>	<p>2.1 Receive duly filled-in adding, changing, dropping and withdrawing of subjects form and validated Official Registration (ORF) and assessment slip</p> <p>2.2 Evaluate student's application for adding, changing, dropping and withdrawing of subjects</p> <p>Adding/Changing of Subjects Verify enrolled units and subjects' schedule of students if allowed to change, consider if subject is still open, ensure no conflict of schedule and overloading of units enrolled.</p> <p>Dropping of Subjects Ensure the date of application in dropping of subjects</p> <p>Withdrawing of Subject/s Verify enrolled subject/s to be withdrawn (credited /taken) or all enrolled subjects.</p> <p>2.3 Indicate the amount to be paid for adding, changing, dropping and withdrawing of subjects in the form and give it back to the student.</p>	<p>Php 25.00 per subject</p>	<p>1 minute</p> <p>10 minutes</p>	<p><i>Registrar IV Registrar Staff</i></p> <p><i>Registrar IV Registrar Staff</i></p>
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	2.4 Request the student to pay in the Cashier & advise to be back to Registrar's Office after paying.			
At the Cashier's Office 3. Get priority number, take a seat and wait for the number to appear on the TV screen to signal your turn to be served Once the priority and window numbers appear on the TV screen: Approach the designated window and present the required documents and pay the corresponding fees. After paying, go to Registrar's Office	3.1 Receive issued priority number 3.2 Receive payment and issue Official Receipt (OR)		2 minutes	<i>Cashier III Cashier Staff</i>
4. After paying, go back to the Registrar's Office; present the Official Receipt & the duly accomplished adding, changing, dropping and withdrawing of subjects form to the staff at the same window where the student / representative first transacted (No need to get a priority number).	4.1 Receive and check the Official Receipt against the amount indicated in adding, changing, dropping and withdrawing of subjects form 4.2 Act on student's application for: Adding of subject/s – encode the subject/s to be added in the Comprehensive Enrolment System (CES) provided number of units for the current		1 minute 5 minutes	<i>Registrar IV Registrar Staff</i> <i>Registrar IV Registrar Staff</i>



	<p>semester will not exceed the prescribed total number of units.</p> <p>Changing of subject/s</p> <ul style="list-style-type: none"> - change the subject from the old schedule to the new subject with the corresponding new class schedule <p>Dropping of subject/s</p> <ul style="list-style-type: none"> - mark DROPPED on the indicated subject of the student. <p>Withdrawing of subject/s</p> <ul style="list-style-type: none"> - delete in the Comprehensive Enrolment System (CES) the subject/s enrolled by the student in the current semester. <p>4.3 Print the new Official Registration Form and Assessment Slip of students</p>			<p style="text-align: right;"><i>Registrar IV</i> <i>Registrar Staff</i></p>
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<p>5. Sign in the logbook to acknowledge receipt of the documents</p> <p>Provide rating/feedback on the work rendered</p>	<p>5. Release the following:</p> <p>New printed ORF and assessment slip to students who applied for adding/changing;</p> <p>Printed semestral rating to students who applied for dropping of subjects;</p> <p>Admission credentials (for new students, transferee); clearance (for continuing students)</p> <p>Note:</p> <p>For withdrawal of all subjects, release submitted admission credentials for new students & transferee and clearance for continuing students. No new ORF will be issued since all subjects have been deleted in the system.</p>		<p>1 minute</p>	<p><i>Registrar IV</i></p> <p><i>Registrar Staff</i></p>
TOTAL		<p>Php 25.00 per subject</p>	<p>20 minutes</p>	



15. Adding, Changing, Dropping and Withdrawing of Subject/s (Online Transaction)

Adding, changing and withdrawing of subjects are undertaken during the week before the start of classes on a semestral basis while dropping of subjects can be made on or before the schedule of midterm examination of the current semester

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Officially Enrolled Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Adding, changing, dropping and withdrawing of subjects form Validated Official Registration (ORF) and Assessment Slip Official Receipt 		Comprehensive Enrolment System (CES) Office of the University Registrar Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Log in to the system using http://sis.southernleytestateu.edu.ph Log in using your account Click "My Request" menu and select type of transaction "withdraw/adding/changing/dropping" Select the subject and schedule you want to withdraw/add/change/drop 	<ol style="list-style-type: none"> Receive and evaluate student's application on withdrawing, adding, changing and dropping of subjects Adding/Changing of Subjects Verify enrolled units and subjects' schedule of students if allowed to change, consider if subject is still open, ensure no conflict of schedule and overload of subjects 	None	10 minutes	<i>Registrar IV Registrar's Staff</i>



<p>If you are done selecting the subject/s and schedule/s to be withdrawn/ added/changed/dropped, click the button "proceed to checkout"</p>	<p>Dropping of Subjects Ensure the date of application in dropping of subjects</p> <p>Withdrawing of Subject/s Verify enrolled subject/s to be withdrawn (credited /taken) or all enrolled subjects.</p> <p>1.2 Assess the amount to be paid for adding, changing, dropping and withdrawing of subjects</p> <p>1.3 Inform the student of the assessed amount via contact number / email address / messenger. about the fee/s to be paid to the Cashier's Office</p>			
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<p>2. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwarta Padala and JRS with the following details:</p> <p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to https://www.facebook.com/SLSU-MC-Cashier/slsuregistrarsogod@gmail.com/registrarsg@southernleytestateu.edu.ph</p>	<p>2.1 Claim the payment sent by the student</p> <p>2.2 Issue Official Receipt (OR)</p>		<p>2 minutes</p>	<p><i>Cashier's Staff</i></p> <p><i>Cashier's Staff</i></p>
<p>3. Student receives via email/messenger/mobile number the following:</p> <ul style="list-style-type: none"> - approval of the withdrawn/added/changed and dropped subjects - status of submitted credentials (for withdrawn enrolment) 	<p>3.1 Receive Official Receipt from Cashier's Staff</p> <p>3.2 Act on student's application for:</p> <p>Adding of subject/s</p> <ul style="list-style-type: none"> - Encode the subject/s to be added in the Comprehensive Enrolment System (CES) provided number of units for the current semester will not exceed the prescribed total number of units. <p>Changing of subject/s</p> <ul style="list-style-type: none"> - Change the subject from the old schedule to the new subject with the corresponding new class schedule <p>Dropping of subject/s</p>		<p>30 seconds</p> <p>5 minutes</p>	<p><i>Registrar IV</i></p> <p><i>Registrar Staff</i></p> <p><i>Registrar IV</i></p> <p><i>Registrar Staff</i></p>



16. Issuance of Semestral Rating (Face to Face Transaction)

Semestral rating is issued to students every semester as a report card - grades attained in all subjects enrolled in a particular semester.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	SLSU Students who are officially enrolled (active) and students enrolled in the previous semesters (inactive, returnee)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Filled-in request form 2. Subscribed Authorization Letter/Special Power of Attorney 3. Valid ID of student / representative 4. Official Receipt 		Office of the University Registrar Notary Public From concerned student/representative Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Get one copy of request form from the counter of the University Registrar's Office <p>Get a priority number, take a seat & wait for the number to appear on the TV screen to signal your turn.</p> <p>Fill-in the request form with specified semester and academic year</p>	None	None		



<p>2. Once the priority and window numbers appear on the TV screen:</p> <p>Approach the indicated window for the transaction/service needed. Present the required documents.</p>	<p>For first issuance:</p> <p>2.1 Receive filled-in request form and required documents</p> <p>2.2 Print the semestral rating/s for the period/s requested & release it to the student/representative.</p>	<p>None</p>	<p>1 minute</p> <p>1 minute and 30 seconds</p>	<p><i>Registrar IV Registrar's Staff</i></p>
<p>3. Log in the logbook</p>	<p>3. Request the student to sign in the logbook to acknowledge receipt of requested semestral rating</p>	<p>None</p>	<p>30 seconds</p>	<p><i>Registrar IV Registrar's Staff</i></p>
<p>2. Once the priority and window numbers appear on the TV screen:</p> <p>Approach the indicated window for the transaction/service needed. Present the required documents.</p>	<p>For succeeding issuances:</p> <p>2.1 Receive filled-in request form and required documents</p> <p>2.2 Indicate in the filled-in request form the amount to be paid & give it back to the student/representative</p> <p>2.3 Request the student to pay in the Cashier Office & advise to be back to Registrar's Office after paying.</p>	<p><i>Php 10.00 / semester</i></p>	<p>1 minute</p> <p>30 seconds</p> <p>30 seconds</p>	<p><i>Registrar IV Registrar's Staff Registrar IV Registrar's Staff Registrar IV Registrar's Staff</i></p>
<p>At the Cashier's Office</p> <p>3. Get priority number, take a seat and wait for the number to appear on the TV</p>	<p>3.1 Receive issued priority number</p>	<p>.</p>	<p></p>	<p><i>Cashier III</i></p>



<p>screen to signal your turn to be served</p> <p>Once the priority and window numbers appear on the TV screen:</p> <p>Approach the designated window and present the required documents and pay the corresponding fees.</p> <p>After paying, go to Registrar's Office</p>	<p>3.2 Receive payment and issue Official Receipt (OR)</p>		<p>2 minutes</p>	<p><i>Cashier Staff</i></p>
<p>4. Present the Official Receipt & the filled-in request form to the staff at the same window where the student/representative first transacted (No need to get a priority number).</p>	<p>4.1 Check the Official Receipt against the amount indicated in the request form</p> <p>4.2 Print the semestral rating/s for the period/s requested & release to the student / representative.</p>		<p>30 seconds</p> <p>1 minute</p>	<p><i>Registrar IV Registrar's Staff</i></p>
<p>5. Log in the logbook</p> <p>Provide rating/feedback on the work rendered</p>	<p>5. Request the student to sign in the logbook to acknowledge receipt of requested semestral rating</p>	<p>None</p>	<p>30 seconds</p>	<p><i>Registrar IV Registrar's Staff</i></p>
<p>TOTAL</p>		<p>Php10.00/semester</p>	<p>First Issuance 3 minutes Succeeding Issuances 6 minutes</p>	



17. Issuance of Semestral Rating (Online Transaction)

Semestral rating is issued to students every semester as a report card - grades attained in all subjects enrolled in a particular semester.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	SLSU Students who are officially enrolled (active) and students enrolled in the previous semesters (inactive, returnee)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Request Form 2. Scanned Filled in Request Form, scanned student Id Card 3. Payment Transaction Slip 4. Official Receipt 		<p>Office of the University Registrar</p> <p>Financial institutions (Palawan, JRS, MLhuillier) Cashier's Office</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Visit SLSU University Registrar FB page, click the link provided for request for academic records <p>Download and print the Request for Academic Records form.</p> <p>Fill in the request form. Check semestral rating, indicate the semester and academic year, purpose and email address. Sign the request form.</p>	<p><i>First Issuance</i></p> <ol style="list-style-type: none"> 1.1 Retrieve and print filled-in request form and required documents via office email address 		1 minute	<i>Registrar IV Registrar's Staff</i>
	<ol style="list-style-type: none"> 1.2 Print the semestral rating/s for the period/s requested 		1 minute	<i>Registrar IV Registrar's Staff</i>
	<ol style="list-style-type: none"> 1.3 Scan the semestral rating and send to student's email address indicated in the request form 		1 minute	<i>Registrar IV Registrar's Staff</i>



<p>Scan the filled in request form and student school ID, send to slsuregistrarsogod@gmail.com/registrarsg@southernleytestateu.edu.ph</p> <p>Student receives via email/messenger the requested semestral rating</p>				
<p>1. Visit SLSU University Registrar FB page, click the link provided for request for academic records</p> <p>Download and print the Request for Academic Records form.</p> <p>Fill in the request form. Check semestral rating, indicate the semester and academic year, purpose and email address. Sign the request form.</p> <p>Scan the filled in request form and student school ID, send to slsuregistrarsogod@gmail.com/registrarsg@southernleytestateu.edu.ph</p>	<p><i>For succeeding Issuances</i></p> <p>1.1 Retrieve and print filled-in request form and required documents via office email address</p> <p>1.2. Indicate the amount to be paid</p> <p>1.3 Inform the student via contact number / email address / messenger about the fee/s to be paid to the Cashier's Office</p>	<p><i>Php 10.00 / semester</i></p>	<p>1 minute</p> <p>30 seconds</p> <p>1 minute</p>	<p><i>Registrar IV Registrar's Staff</i></p> <p><i>Registrar IV Registrar's Staff</i></p> <p><i>Registrar IV Registrar's Staff</i></p>



2. Send payment either of the following financial institutions: Palawan Express, M Lhuillier Kwartá Padala and JRS with the following details:	2.1 Claim the payment sent by the student 2.2 Issue Official Receipt		2 minutes	<i>Cashier's III</i> <i>Cashier's Staff</i>
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<p>Name of Receiver: Ms. Redorita L. Collado Mobile Number: 09532213706</p> <p>Scan payment transaction slip as proof of payment and send to https://www.facebook.com/SLSU-MC-Cashier/ / slsuregistrarsogod@gmail.com / registrar_s@southernleytestateu.edu.ph</p>				
<p>3. Student receives via email/messenger the requested semestral rating</p> <p>Provide rating/feedback on the work rendered</p>	<p>3.1 Receive Official Receipt from Cashier's Staff</p> <p>3.2 Print the semestral rating/s for the period/s requested</p> <p>3.3 Scan the semestral rating and send to student's email address indicated in the request form</p>		<p>30 seconds</p> <p>1 minute</p> <p>1 minute</p>	<p><i>Registrar IV Registrar's Staff</i></p> <p><i>Registrar IV Registrar's Staff</i></p> <p><i>Registrar IV Registrar's Staff</i></p>
TOTAL		Php10.00/semester	<p>First Issuance 3 minutes Succeeding Issuances 7 minutes</p>	



18. Evaluation of Subjects for Graduating Students (Face to Face Transaction)

To ensure integrity of status of graduating students, evaluation of subjects taken during the previous semesters are assessed to guarantee proof of record that the students are eligible for graduation provided all subjects are taken and passed up to the last semester of enrollment without deficiencies.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who May Avail:	Graduating Students (undergraduate and graduate programs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-in request form 2. Evaluation Result Form		Office of the University Registrar Office of the University Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get one copy of request form from the counter of the University Registrar's Office Get a priority number, take a seat & wait for the number to appear on the TV screen to signal your turn. Fill-in the request form.	None	None		



2. Once the priority and window numbers appear on the TV screen, approach the indicated window & present the priority number and duly filled-in request form to the staff at the window.	2.1 Receive filled-in request form; prepare student's academic record and prospectus		2 minutes	<i>Registrar Staff</i>
	2.2 Evaluate student's subjects taken in the university and previous academic records (if student is transferee)		10 minutes	<i>Registrar IV</i>
3. Upon receipt of evaluation result, sign in the logbook to acknowledge receipt. Provide rating/feedback on the work rendered	3.1 Release a copy of evaluation result to the student.		1 minute	<i>Registrar Staff</i>
	TOTAL	None	13 minutes	

19. Evaluation of Subjects for Graduating Students (Online Transaction)

To ensure integrity of status of graduating students, evaluation of subjects taken during the previous semesters are assessed to guarantee proof of record that the students are eligible for graduation provided all subjects are taken and passed up to the last semester of enrollment without deficiencies.

Office/Division:	Office of the University Registrar	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen	
Who May Avail:	Graduating Students (undergraduate and graduate programs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Filled-in request form 2. Evaluation Result Form		Office of the University Registrar Office of the University Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit SLSU University Registrar FB page, click the link provided	1.1 Retrieve and print filled-in request form and required documents via	None	1 minute	Registrar Staff
for request for academic records	office email address			
Download and print the Request for Academic Records form.	1.2 Prepare student's academic record and prospectus		1 minute	Registrar Staff
Fill in the request form. Check evaluation of subjects, indicate the purpose and email address. Sign the request form.	1.3 Evaluate student's subjects taken in the university and previous academic records (if student is transferee)		10 minutes	Registrar IV
Scan the filled in request form and student school ID, send to slsuregistrarsogod@gmail.com or registrar_sg@southernleytestateu.edu.ph	1.4 Scan the evaluation result and send to student's email address indicated in the requestform		1 minute	Registrar Staff
Student receives via email/messenger the subject evaluation result				
Provide rating/feedback on the work rendered.				
	TOTAL	None	13 minutes	



Office of the Human Resource Management and Development

Internal Services



1. Filing Leave Application

Leave of absence is a right granted to officials and employees not to report for work with or without pay as may be provided by law or as the rules prescribes in Rule XVI of Executive Order NO. 292.

Employees are required to file their leave applications using CSC Form No. 6 whenever they go on leave of absence. Sick leave should be filed immediately after employee's return to work. Other application for leave of absence shall be filed in advance, whenever possible, five (5) days before the effectivity date.

Office/Division:	Office of the Human Resource Management and Development			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	SLSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Leave 2. Signed Application for Leave		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-in leave application form, and attach necessary papers if any.	1.1 Provide leave application form	None	5 seconds	<i>HRMD Head HRMD Staff</i>
2. Forward to the HRMD Office.	2.1 Receive leave application and check completeness of entries	None	2 minutes	<i>HRMD Head HRMD Staff</i>
	2.2 Compute leave credit balances.		4 minutes	
	2.3 Sign the leave credits certification.		1 minute	
3. Complete the signature in the leave form.				
TOTAL		None	7 minutes & 5 seconds	



2. Complying with the Daily Time Record (DTR)

Under Section 5, Rule XVII of the Omnibus Rules Implementing Book V of Executive Order No. 292, all government officials and employees are required to render eight working hours a day for five days a week, or a total of 40 hours a week excluding time for lunch.

The Daily Time Record (DTR) is the basis of the employees' attendance. All employees should use the contactless DTR application system and sign the Daily Time Record Book (Logbook) to record the actual time of arrival and departure from the workplace. DTR is complied to ensure that employees rendered therequired number of hours set by the government. This is use to monitor and organize information of time of the attendance of employees to effectively manage them by providing accurate data. and is the basis also for payment of employees' salary. The employee and the immediate supervisor's sign the DTR to signify their attestation to the time entries.

Office/Division:	Office of the Human Resource Management and Development			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	SLSU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. DTR 2. Logbook 3. Attachments: Application for leave/ travel order / certificate of appearance, etc.			- HRMD Office - HRMD Office - Employee concerned will secure the necessary attachments	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Print DTRs.	None	2 minutes	<i>HRMD Head HRMD Staff</i>
	1.2 Segregate DTR by department /office.			<i>HRMD Staff</i>
	1.3 Distribute DTRs to employees through their department/ office		30 minutes	<i>HRMD Staff</i>



Who May Avail:		SLSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. Official Receipt 3. Acknowledgement Receipt		- Human Resource Management and Development Office - Cashier's Office - Human Resource Management and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get request form from the HRMD Office staff.	1.1 Provide request form.	None	5 seconds	<i>HRMDO Head HRMDO Staff</i>
2. Fill-in request form & secure approval from the HRMD. <i>*Pay to the cashier if the purpose is personal.</i>	2.1 Check request and approve/ disapprove <i>If approve, proceed to Step 3, if disapprove, return to requestor</i>	Certification – Php 15.00 Service Record – Php 10.00	1 minute	<i>HRMD</i>
3. Forward duly filled-in and approved request form and Official Receipt if any to the HRMD Office.	3.1 Check the type of request and official receipt.	None	1 minute	<i>HRMD Head HRMD Staff</i>
	3.2 Forward the request to HRMD Office staff assigned.			<i>HRMD Staff</i>
	3.3 Prepare the requested document.		5 minutes	<i>HRMD Head HRMD Staff</i>
	3.4 Have the requested document checked/ signed by HRMD Head		1 minute	<i>HRMD Head</i>
4. Claim requested documents.	4.1 Release the requested documents.	None		<i>HRMD Staff</i>
5. Sign in the acknowledgement receipt. 6. Provide rating/feedback on the work rendered	5.1 Check completeness of entries in the acknowledgement receipt	None	1 minute	<i>HRMD Staff</i>
TOTAL		Certification – Php 15.00 Service Record Php 10.00	9 minutes & 5 seconds	



4. Submitting Individual Performance Commitment and Review (IPCR)

Individual Performance Commitment and Review form is prepared to ensure alignment of individual employee goals with the university mandate and priorities. The individual actual performance is assessed at the end of the rating period against the target outputs using the performance measures/standards. The performance rating will serve as the basis for personnel actions, incentives and rewards, and administrative sanctions.

Office/Division:	Office of the Human Resource Management and Development			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	SLSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. IPCR		Individual employee having an IPCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish commitments columns (Success Indicator) in IPCR and sign. Have it reviewed by immediate supervisor and approved by the next higher supervisor.				
2. Submit to the HRMD Office.	2.1 Stamp "Received" on the face of approved IPCR (target) and keep it. 2.2 Return the IPCR to employees through their respective Office Heads 2 weeks before the end of rating period.	None	1 minute	<i>HRMD Head</i> <i>HRMD Staff</i> <i>HRMD Staff</i>



<p>3. Indicate accomplishment in IPCR.</p> <ul style="list-style-type: none"> - Forward to immediate supervisor for initial rating of performance. - Forward to next higher supervisor for final rating of performance. 				
<p>4. Submit to the HRMD Office.</p>	<p>4.1 Receive IPCR and recheck computations of individual employee's rating & the average rating of all employees under each unit/office.</p> <p>4.2 Make the tentative summary list of individual Performance Ratings and forward it together with IPCRs to HRMDO.</p> <p>4.3 Review computation & ranking.</p> <p>4.4 Compare the average rating of employees in each unit/office against the approved rating of the unit/office.</p> <p>4.5 Finalize the ranking of employees & forward the same to Planning Office, copy furnish the CAO</p>	<p>None</p>	<p>5 minutes</p> <p>2 hours</p> <p>1 hour</p>	<p><i>HRMD Head</i> <i>HRMD Staff</i></p> <p><i>HRMD Staff</i></p> <p><i>HRMD Head</i></p> <p><i>HRMD Head</i></p> <p><i>HRMDO Head</i></p>
TOTAL		<p>None</p>	<p>3 hours & 6 minutes</p>	



Office of the Chief Administrative Officer

Internal Service



1. Seeking Signature for Procurement, Financial & Other Documents

For action documents are reviewed and assessed to ensure proper control mechanisms on items that need the signature of authorized officer.

Office/Division:	Office of the Chief Administrative Officer (CAO)/Administrative Officer(AO)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	SLSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Procurement documents, financial documents and other official papers that require signature of the CAO/Administrative Officer 2. Signed procurement documents, financial documents and other official papers		From the different Offices where documents need signature of the CAO/Administrative Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward documents requiring signature of the Chief Administrative Officer (CAO)/Administrative Officer (AO)	1.1 Receive the documents & record in logbook.	None	2 minutes	Chief Administrative Officer/Administrative Officer CAO/AO Office Staff
	1.2 Assess and review the documents. 1.3 Sign if found in order, otherwise a note for deficiency is attached	None	4.5 minutes	Chief Administrative Officer/Administrative Officer



<p>2. Claim the acted documents and sign the out-going logbook.</p> <p>3. Provide rating/feedback on the work rendered</p>	<p>2.1 Return the acted documents.</p> <p>2.2 Let the receiver sign in the log book.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Chief Administrative Officer/Administrative Officer CAO/AO Office Staff CAO/AO Office Staff</i></p>
TOTAL		<p>None</p>	<p>8.5 minutes</p>	



Office of the Physical Plant Development and Maintenance and General Services

Internal Services



1. Work Request for Maintenance of Physical Facilities and General Services

Work request is entertained by filling-up the work order form by the requesting party to make certain that the request is monitored according to its progress and status. At the end of the performance of work, the requesting party provides feedback on the work rendered.

Office/Division:	Office of the Physical Plant Development and Maintenance / Office of the General Services			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who May Avail:	SLSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Physical Plant Development and Maintenance (PPDM) and General Services (GenS) (SLSU-QF-AF01) Work Order (SLSU-QF-AF02) Work Status Report (SLSU-QF-AF03) 		CAO/AO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get request form from the CAO/AO office staff.	1.1 Provide Physical Facilities Maintenance Work Request Form.	None	30 seconds	<i>Chief Administrative Officer/Administrative Officer</i>
2. Fill-up PPDM and GenS Work Request Form.	2.1 Check if all required information in AF-01 are filled-in before the request can be submitted to PPDM/GenS Officer.		2 minutes	<i>CAO/AO Office Staff</i> <i>CAO/AO Office Staff</i>
3. Seek approval of PPDM/GenS Officer	3.1 PPDM/GenS Officer approves the work request	None	2 minutes	<i>PPDM/GenS Officer</i>



4. Submit to the Chief Administrative Officer.	4.1 CAO/AO approves and issues work order to PPDMO/GenS Staff.	None	2.5 minutes	Chief Administrative Officer/Administrative Officer
	4.2 PPDMO/ GenS Staff performs work as ordered.	None	1 day (depending on the workload)	Chief Administrative Officer/Administrative Officer PPDM/ GenS Personnel
5. Provide rating/feedback on work rendered.	5.1 Have the requestor rate/ provide feedback on the work done. 5.2 PPDMO/GenS Staff reports completion of work to CAO/AO.	None	1 minute 1 minute	Chief Admin Officer/Administrative Officer PPDM/GenS Personnel PPDM/GenS Head
TOTAL		None	1 day 8.5 minutes & 30 seconds	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	By filling-up the Client/Customer Feedback and Suggestion Form available at the Public Assistance and Complaints Desk (PACD) and drop in the Complaint Box or Suggestion Box placed in strategic places/areas/buildings of the university/campus or Feedback Box at the PACD area.
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<p>How feedbacks are processed</p>	<p>Complaint/suggestion boxes are opened every Monday of the week and the Office of the Chief Administrative Officer/Administrative Officer collates and compile those.</p> <p>Feedbacks are processed and summarized and routed to the concerned office where response is needed and reply shall be within three (3) days from receipt of the comment.</p>
	<p>The Chief Administrative Officer/Administrative Officer and the Head of Office where the feedback was given shall have a conference to discuss matters arising from the feedback in order to make necessary interventions.</p> <p>Reply coming from the concerned office shall be submitted to the VP Office where the subject belongs and copy furnished the Office of the President and the client, if there is a known address.</p>
<p>How to file a complaint</p>	<p>Complaints maybe coursed through the following:</p> <ol style="list-style-type: none"> 1. By writing to us your complaints through email at cao@slsuonline.edu.ph or to any SLSU Official, Sogod Southern Leyte. 2. By considering in the first instance to speak directly with the employee you have been dealing with. 3. By talking in person to any of the PACD Officers and document the concern and/or issues. 4. File the complaint directly to PACD located at the main entrance of the Administration building. 5. By calling us at telephone numbers (053) 577 8223 or (053) 382 3197 or text us at 09173061477.



<p>How complaints are processed</p>	<ol style="list-style-type: none"> 1. All complaints which are sent through the complaint/suggestion boxes are taken cared of by the Office of the Chief Administrative Officer/Administrative Officer. 2. Upon assessment by the Chief Administrative Officer (CAO)/Administrative Officer (AO) of the complaint, the same is forwarded to the concerned office. 3. All complaints which are received by PACD are endorsed to the Office where those are addressed to. 4. Complaints which are aired directly to the persons of first instance and by telephone calls are endorsed to the concerned office. 5. The concerned office will process the complaint and make a report and endorse the same to the Office of the President for appropriate action. 6. Clients will be informed through a letter that their complaints are addressed of. 7. Depending on the seriousness and gravity of the complaint, processing time may vary From one week to one month in order to address such complaint.
<p>Contact information of CCB, PCC, ARTA</p>	<p>CCB - contactcenterngbayan.gov.ph PCC - pcc@malacañang.gov.ph ARTA - Email Address - info@arta.gov.ph</p> <p>Website - www.arta.gov.ph Facebook - Anti Red Tape Authority Twitter - @ARTAgovph Instagram - @ARTAgovph</p>



Office	Address	Contact Information
SLSU Main Campus	Sogod, Southern Leyte	09173061477/09270333355
SLSU Tomas Oppus Campus	Tomas Oppus, Southern Leyte	(053) 575-3013/09179562306
SLSU Bontoc Campus	Bontoc, Southern Leyte	(053) 383-3121
SLSU San Juan Campus	San Juan, Southern Leyte	09194579713/09355192852
SLSU Hinunangan Campus	Hinunangan, Southern Leyte	09171127943/09088105398
SLSU Maasin City Campus	Maasin, Southern Leyte	(053) 387-0703


JUDE A. DUARTE, DPA
University President